Employee Wellness Program

Frequently Asked Questions

Panorama RECREATION
Live well. Have fun.

1. **What if I have a Panorama Active pass?**
   If you have an existing Panorama timed-pass (annual or six month) it will be withdrawn at the start of your Employee Wellness pass. The pass will be prorated from issue date to the equivalent 1, 3, or 6 month pass or combination of these passes based on length of time pass held. Any balance owing from cancelled scheduled payments and pass conversion must be paid immediately at time of withdrawal. Any credit will go back to your account. This credit cannot be used towards payment of your Employee Wellness Pass as we require one payment on behalf of the business.

2. **Who do I speak to at my job?**
   If your company is not yet part of the program, your human resources or staff wellness committee is a great place to start. They can connect with us directly to get the details of the program. If your company is currently enrolled in the program, we can provide the name of your company employee wellness liaison. Please note, we are unable to discuss specific details about each program, this must be done with your company representative.

3. **How do I pay?**
   The company must issue one payment on behalf of all its members. We are unable to facilitate individual payments. Please contact your company representative to make these arrangements.

4. **Do my kids get passes at a discounted rate?**
   The Employee Wellness Pass is only available to employees and their spouse. There is an annual Youth Pass available for $69 for those children between 5 and 18 years of age.

5. **Am I entitled to discount fees on registered programs?**
   The Employee Wellness pass is not eligible for discounts on registered programs.

6. **If I am an existing annual pass holder, do my kids get to keep their free passes?**
   No. However, you can purchase an annual youth pass for $69 for each child between 5-18 years of age.

7. **How do I get my pass?**
   Your employer will submit a registration list in advance so pre-registering will be done. If you do not have an existing membership with Panorama, you will need to visit reception on your first visit to have your picture taken and card issued. This can also be done at Greenglade Community Centre. If you have an existing membership, you can continue using your card and should not notice any interruption.

8. **Is this available to my other family members?**
   At this time the Employee Wellness program is only extended to marital and common law spouses.

9. **Can I use my pass at Greenglade Community Centre?**

Yes! Your pass is good for drop-in programs at Greenglade including the weight room. Please note there are different hours at Greenglade so check before you go.

10. **Are there less busy times in the weight room?**

For the working folk - it is by far quieter in the weight room in the early morning and lunchtime than the 5:30-8:30pm time slot. We also offer class options at those times:

- Spin 6:15-7am Mon through Fri
- HIIT 12-12:45 Tues & Fri

Other quieter classes include Spin Monday 5pm, Tuesday and Thursday 7:15pm and Wednesday 6:45pm. There is also a weight room at Greenglade Community Centre which is open Monday- Friday (varying hours), that tends to be quieter.

11. **Are there any exclusions from the program?**

Current exclusions include; pottery, Jazzercise and Storyoga. Please contact Panorama Recreation for the most up to date exclusions or visit our website at www.panoramarecreation.ca

12. **Can I cancel my pass?**

There are no cancellations, refunds or transfers once a member is registered. For all the program details, please ask your team lead for the "Employee Wellness Information" Sheet.

13. **Does my Employee Wellness Pass include a complimentary weight room orientation?**

No, this is an active pass benefit included in the active pass only. We are able to book at weight room orientations for $55 or personal training starting at $135 for 3 sessions. We also have group weight room options available, contact Angela at 250.655.2189.

Weight Room Etiquette:

You may notice that sometimes the weight room is busier than other times. In the interest of accommodating everyone's workout during peak times, please observe the following:

- Sign up on cardio equipment before you start
- Limit your cardio to 30 minutes maximum on cardio machines (unless no one is waiting)
- Carry a towel and wipe down equipment after use
- Bring a water bottle
- Return equipment after use
- No open toe shoes
- Please do not rest on the weight machines between sets
- Do not use cell phones in high traffic areas such as designated stretching areas and floor areas between pieces of equipment.

Be considerate of those who are sensitive to fragrance chemicals. Avoid scented products; use scent-free alternatives.

We value your comments. You are welcome to contact us at info@panoramarec.bc.ca or let your Employee Wellness liaison know and they can forward your comments along.