

# MANAGEMENT SERVICES PROPOSAL

Orland Park  
Health & Fitness Center  
September 19, 2022



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September 19, 2022

Village of Orland Park  
Office of the Village Clerk  
2nd Floor  
14700 S. Ravinia  
Orland Park, IL 60462

Re: Request for Proposal #22-046, Orland Park Health & Fitness Management Services

Village of Orland Park, Board of Trustees:

Power Wellness is pleased to submit this proposal in response to RFP #22-046. We have been honored to provide Orland Park Health & Fitness Center (OPHFC) management services on behalf of the Village of Orland Park since the transition from Palos Hospital in 2017. We have enjoyed working with and sincerely appreciate the support of Ray Piattoni, Recreation Division Manager, and Village of Orland Park trustees, executives, associates, and board members.

Since the Center's inception in 2001 Power Wellness has continuously provided Orland Park and its surrounding communities with high quality traditional fitness programming, specialized medically integrated programming, and outstanding customer service, as evidenced by consistently "Excellent" member satisfaction (Net Promoter Score) ratings.

Under Power Wellness management, the OPHFC became one of the first medically based fitness centers to receive Medical Fitness Association (MFA) certification. The MFA's rigorous certification process evaluates medical oversight, programming, staff qualifications, operating policies and procedures and safety protocols. In 2019 the Center Team was proud to achieve a perfect (100%) score on its recertification and honored to be named the "MFA Center of the Year." OPHFC's medically integrated fitness offerings greatly differentiate the OPHFC and are of great value to prospective and current members of all fitness levels and our referring partner physicians.

We believe that Power Wellness is the Village of Orland Park's best choice to provide the level of service and quality programming the Village expects. We are confident we can fulfill the scope of service requirements outlined in the RFP. We welcome the opportunity to continue to improve the lives of your community members.

Sincerely,

A handwritten signature in black ink, appearing to read "B. Hummert", written over a white background.

Brian Hummert  
President

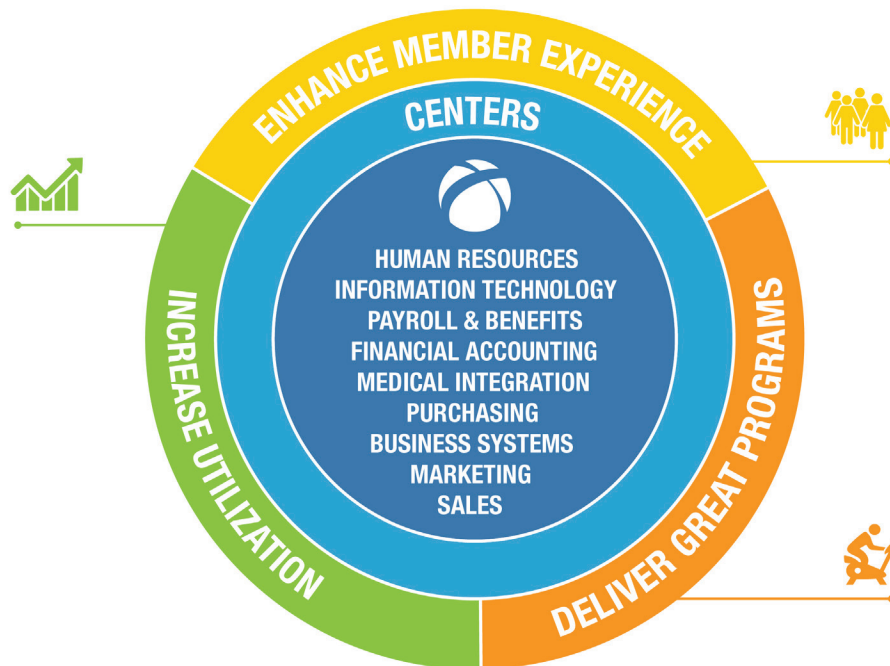
# 1. EXPERIENCE

**Describe the experience of the company and your involvement in projects of similar size and scope.**

With over 25 years' experience managing institutional fitness centers for municipalities, healthcare systems, universities, and foundations, Power Wellness is uniquely qualified to be considered for this award. We currently manage 30 community fitness centers across 14 states, including 4 owned by public entities and 8 that are 70,000 square feet or larger. Fourteen of our 30 managed centers are Medical Fitness Association certified.

Power Wellness offers a robust array of fitness programs, both traditional and medically integrated, serving community residents, local employers, and special populations. Our portfolio includes over 70 pools which host a wide variety of programs, events and fitness activities catering to all age groups and abilities.

Our 70+ Home Office professionals support every aspect of operations including Financial Management, Marketing, Sales, Human Resources / Career Pathing, Accounting, Risk Management, Purchasing, Business Systems, IT, and Programming. Exhibit A in the Appendix comprehensively details Power Wellness' support services. The robust Home Office team allows our center team members to focus on customer service, member engagement, and quality programming.



# 2. REFERENCES

See Required Forms.

# 3. OPERATING HISTORY

**Provide background information including, but not limited to, the age of the business, the number of employees, pertinent financial data which demonstrate the capability of the vendor to meet all contractual requirements.**

Since our inception in 1996, Power Wellness has helped develop and manage over 50 institutional fitness centers across the U.S., all integrating community participation:

- Power Wellness currently manages 30 health, fitness, and wellness centers in 14 states, ranging in size from 5k to 140k square feet. Our current client list is available at [www.powerwellness.com](http://www.powerwellness.com).
- Power Wellness serves over 90k members, manages 5m visits annually, and employs over 2,200 professionals, including 70+ Home Office support team members.
- Center programming features a wide variety of physical and virtual options including wellness and fitness options for all age groups and abilities.

Power Wellness possesses the financial capability to meet all contractual requirements. The company is in solid financial condition with sufficient cash on hand to meet obligations on a timely basis and has no third-party debt. For year ending 2021 Power Wellness' Reviewed Financial Position reflected \$10.7M in Assets and \$3.7M in Liabilities. A copy of the Balance Sheet can be provided upon request.

**30**

WELLNESS CENTERS  
IN 14 STATES

**2,200**

EMPLOYEE  
TEAM MEMBERS

**90K**

CUSTOMERS  
IN 30 CENTERS

**2MM**

MANAGED  
SQUARE FEET

**5MM**

ANNUALIZED  
VISITS

# 4. QUALIFICATIONS

**List the abilities, qualifications, licenses and experience of the owners, corporate personnel, and each key position which will be directly involved with or oversee and operate the OPHFC.**

## **OPHFC Direct Oversight**

### **Charmaine O'Sullivan / Senior Director, Orland Park Health & Fitness Center**

Charmaine has been with Power Wellness 23 years, and has been at the Orland Park Health & Fitness Center (formerly Palos Health & Fitness Center) since its opening.

Charmaine has assisted Power Wellness with transitioning new and existing centers into the Power Wellness portfolio as a Functional Specialist. Charmaine's primary responsibilities include strategic planning, staffing, building revenue, and financial reporting, as well as oversight of day-to-day Center operations. Charmaine is a firm believer in leading by example and aligns herself with Power Wellness' vision and core values.

### **Jaimie Lehotsky / Senior Director of Operations**

Jaimie joined Power Wellness in 1997 and has advanced within our company serving in a variety of roles such as Fitness Manager, Center Director, Senior Director and is now the Director of Operations with oversight of thirteen fitness centers. Jaimie's strengths include leadership development and management, program and strategy development, and customer service and operations management. Prior to beginning her career with Power Wellness, Jaimie was a four-year starter for the Division I Women's Basketball team at Ball State University where she graduated with a B.S. in Exercise Science.

## **Power Wellness Owners**

### **Ken Gorman / Chairman and CEO**

Ken founded Power Wellness in 1996 and has over 25 years of healthcare development and operational experience. Ken's experience includes the planning, development, and operation of institutional fitness centers throughout the Midwest including community colleges, universities, and hospitals. Ken is a graduate of the Wharton School of Business with a B.S. in Finance. Ken currently serves on the boards of Elgin Academy and WINGS (Women in Need Growing Stronger).

### **Brian Hummert / President and COO**

Brian recently celebrated his 25th year with Power Wellness. Brian's experience working with over 50 fitness and wellness centers includes development of ground-up centers, management transition of existing centers, feasibility studies, and operations assessments. Brian's primary responsibilities include strategic planning, business planning, financial analysis, and oversight of operations and support services. Brian believes that Power Wellness' vision and core values are key to associate, member, and client relations. Prior to joining Power Wellness Brian spent 6 years in public accounting, post graduating with honors from Northern Illinois University.

### **John Danowski / Senior Vice President and CIO**

John joined Power Wellness in 2004, bringing 16 years of experience in technology, rapid company growth, and knowledge of global acquisitions and consolidations. John has cultivated a well-rounded team to support daily operations and implement new technologies to support expansion. His expertise in the areas of construction, design and development, environmental systems, information systems, and audiovisual and communications architecture add prudent high-value results in responding to customer needs. John is a Microsoft Certified Systems Engineer and a Microsoft Certified Professional.

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**Qualifications****Power Wellness Corporate Personnel****Anthony Albert / Vice President of Marketing and Sales**

Anthony joined Power Wellness in 2013 and has 15 years of experience in marketing and sales across several industries. Prior to joining Power Wellness, Anthony was the Director of Marketing for two national manufacturing companies. Anthony and his team oversee all of the marketing efforts of our managed centers as well as Power Wellness. Anthony started his marketing career in the sports industry where he held various sales and marketing positions, the most recent being with the National Hockey League. After leaving the sports industry, Anthony oversaw the launch and expansion of a global travel agency into the United States. Anthony graduated with a B.B.A. in Business Management from the University of Alaska Fairbanks where he also completed his MBA in Marketing.

**Davi Hirsch / Vice President of Legal Affairs**

Davi joined the Power Wellness team in 2016 after serving as Power Wellness' outside counsel starting in 2007. Prior to joining Power Wellness, Davi began her career as a law clerk at the United States Court of Appeals for the Seventh Circuit. Following her clerkship, Davi worked in private practice in the areas of employment law and commercial litigation. Davi also was corporate counsel at Beatrice Companies and its successors and was the Chief Operating Officer at Tiber Group, now a part of Navigant Consulting. Davi has a bachelor's degree in social work from the University of Illinois Champaign-Urbana and a JD from DePaul University College of Law.

**Joe Rinke / Director of Employee Success**

Joe has been with Power Wellness since November 2021. He has worked in the Human Resources field for the past 30 years, focusing on strategic planning, organizational development, recruitment and retention, training, and employee recognition. Over the past 20 years, Joe has focused his expertise in the healthcare industry. Joe's primary responsibilities include human resources strategic planning, employee development, recruitment, retention, and recognition of our team members. Joe believes that Power Wellness' vision and core values are key to our company. He especially focuses on the passion and humility of our greatest resources, our team members. Joe graduated with honors from Keller Graduate School of Management and is certified as Professional in Human Resources Management (PHR) and Society for Human Resources Management-Certified Professional (SHRM-CP).

**Keith Edic / Senior Director of Medical Integration**

Keith joined Power Wellness in 2008 and has over 16 years' experience in healthcare, fitness, and employee wellness. Prior to joining Power Wellness Keith was the director of Wellness and Fitness at Valley Health System, serving northern Virginia. Keith's strengths include operations and fiscal management, employee wellness, and medically integrated fitness programming. Keith has previously served as a Senior Director and Center Director with Power Wellness. Keith graduated with a B.S. in Exercise Science from Wayne State College and has a Master's in Healthcare Administration from the Medical University of South Carolina.

**Tracy Richter / Quality Assurance and Safety Manager**

Tracy started her career at Power Wellness in October 2015 at Northwestern Medicine Delnor Health & Fitness Center. Tracy quickly experienced professional growth starting as a Group Exercise Instructor, moving up to Group Exercise Supervisor, and then earning the role of Aquatic Supervisor in that same year. In October of 2018, Tracy moved to the Home Office to assist in the supervision of safety and risk mitigation measures for all Power Wellness managed fitness centers. She was promoted to Quality Assurance and Safety Manager in October of 2020. Tracy will receive her B.A. in Business Administration from Aurora University in December 2022.

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**Qualifications**

## **Describe proposers experience and qualifications overseeing a lap pool, warm water therapy pool, whirlpools, sauna, and steam room.**

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Aquatics management is a core expertise. Our team members are responsible for maintenance and safety of over 70 pools in 14 states. Natatoriums include competition, lap, exercise, and warm water therapy pools, serving swim teams, swim students and regular water exercisers. We have a thorough understanding of all major pool systems and aquatics-related employees, i.e., Lifeguards, Certified Pool Operators. Our robust aquatics programs cater to every age group and ability including but not limited to Club Swimming Programs, Individual Swim Programs, Lifeguard Certification, and Swim Meets.

We hire Certified Pool Operators (CPOs) and require current certification for those who maintain and track pool chemicals. Chemical readings are taken by aquatic professionals and overseen by the CPO. If an electronic system is used to get readings, a manual reading is required on a regular basis to calibrate the electronic system.

The vast majority of Power Wellness' managed centers have whirlpools, steam rooms, saunas, or all three in locker rooms and / or shared areas. We have deep knowledge of operation and maintenance for these amenities.



Proposed Fee

# 5. PROPOSED FEE

Proposals shall include a 5-year, detailed pro forma which includes the expense and revenue detailed below.

Power Wellness' management fee is reflected in the pro forma below. On average the fee proposed fee is \$138k versus the current fee of \$160k. The management fee excludes any pass-through expenses which are accounted for separately in the pro forma.

## Orland Park Health & Fitness Center

**Revenues**

**Member Services**

	2023	2024	2025	2026	2027
Membership Dues	\$ 1,990,419	\$ 2,082,640	\$ 2,158,714	\$ 2,248,022	\$ 2,333,796
Membership Dues Non-Resident	794,262	831,062	861,419	897,056	931,284
Guest Fees	60,000	62,780	65,073	67,765	69,121
Locker Rent	2,496	2,612	2,707	2,819	2,936

**Fitness**

Enrollment Fees	15,000	15,695	16,268	16,941	17,280
Special Programs	71,600	74,917	77,654	80,867	83,005

**Ancillary**

Café	29,577	30,947	32,078	33,405	34,073
Pro Shop	14,400	15,067	15,618	16,264	16,884
Personal Training/Pilates	124,200	129,954	134,701	140,274	147,288
Massage	54,585	57,114	59,200	61,649	64,732
Medical Integration	13,500	14,125	14,641	15,247	15,552
Child Care	32,337	18,768	19,453	20,258	20,663

**Total Revenues**

	3,202,376	3,335,683	3,457,527	3,600,567	3,736,614
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**Expenses**

Salaries & Burden	1,152,280	1,169,564	1,187,108	1,204,914	1,222,988
Salaries & Burden - Ancillary	230,450	239,344	245,564	252,587	260,991
Marketing & Collateral	126,600	128,499	130,426	132,383	147,105
Fitness Equipment Maintenance, & Repair	24,000	24,360	24,725	25,096	25,473
Fitness Equipment Replacement	72,500	73,588	74,691	75,812	76,949
Facility Equipment Maintenance & Repair	177,350	179,997	182,683	185,410	188,177
Operating Supplies	176,108	179,836	183,207	186,811	189,976
Chemicals for Aquatic Classes	20,000	20,300	20,605	20,914	21,227
Utilities	374,760	380,381	386,087	391,878	397,757
Alarms Fire and Safety	2,650	2,703	2,757	2,812	2,868
Janitorial Services	408,969	415,103	421,330	427,650	434,064
Insurance	21,000	21,315	21,635	21,959	22,289
Taxes, Fees, Permits, Licenses	17,068	17,324	17,584	17,848	18,115
Management Fees	130,000	134,000	138,000	142,000	146,000
Training, Dues & Education	3,000	3,045	3,091	3,137	3,184
IT Equipment & Software	56,810	57,398	58,259	59,133	60,020
Bank Fees & Miscellaneous	92,262	93,646	95,050	96,476	97,923
Service Contracts	79,268	80,457	81,664	82,889	84,133
Miscellaneous	31,300	31,770	32,246	32,730	33,221

**Total Operating Expenses**

	3,196,375	3,252,629	3,306,712	3,362,438	3,432,460
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**Net Operating Income**

	\$ 6,001	\$ 83,053	\$ 150,815	\$ 238,130	\$ 304,154
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Detailed Staffing Plan

# 6. DETAILED STAFFING PLAN

**Include a detailed staffing plan exhibiting the proposed operational staffing plan by position, including scheduled hours for each position per day, to appropriately oversee the operations of the OPHFC on a daily basis. Please detail any differential seasonal staffing levels.**

Power Wellness employs all on-site staff at the OPHFC, excluding exterior maintenance, which is provided by the Village. The following chart outlines necessary staff by position, hourly rate, FTE, responsibilities, and coverage. There are no seasonal variations in staffing.

### Schedule of FTE and Salaries 2023

Position	Hourly Rate	FTE	Responsibilities	Coverage
<b>Admin</b>				
Senior Director	\$ 39.23	0.80	Responsible for ensuring compliance of center operations within the established management agreement, ensures compliance with all Power Wellness policies and procedures, manages center financials, management of center managers, member customer service liaison, facility maintenance oversight, trains MOD's, maintains all center certifications and licenses	Full Time as Scheduled
Business Administrator	\$ 26.01	0.88	Employee onboarding (HR), recruiting, maintains personnel files, oversight for payroll, manages member account changes, center accounts payable oversight	Full Time as Scheduled
Manager On Duty	\$ 16.00	0.30	Provide leadership and support for all employees and center operations during nights/weekends	Nights/Weekends
Manager On Duty Assistance	\$ 17.00	0.30	Provide leadership and support for all employees and center operations during nights/weekends	Nights/Weekends
Educator Class	\$ 34.49	0.02	AED/CPR training	as scheduled
PWM Support	\$ 32.13	1.45	Acctg. / IT / Business Systems / Sales / Operations / Medical Integration	
		3.75		
<b>Member Services</b>				
Member Svc Associate	\$ 15.00	3.50	Oversees interactions at service desk, including: answering phones, point of sale, guest registration, check-ins, appointment scheduling	1 associate at all times, small overlap during busy hours
Mbr Svc Manager	\$ 25.55	1.00	Provides leadership and supervision for Member Svc Associates, Sales Associates, & kids club. Member liaison for comment cards, coordinates community events, approves payroll for member service/sales team	Full Time as Scheduled
		4.50		
<b>Sales</b>				
Sales Lead	\$ 15.30	1.00	Oversees sales department/training, conducts tours, membership agreements, member onboarding, attends community events	Full Time as Scheduled
Sales Associate	\$ 14.54	1.50	Conducts tours, membership agreements, member onboarding, attends community events	Part time as Scheduled
		2.50		
<b>Sales Commissions - Volume Based</b>			Based on meeting established sales incentives	
<b>Fitness</b>				
Fitness Specialist	\$ 16.00	3.75	Oversees all interactions on the fitness floor, maintains a safe environment for all members, schedules fitness appointments, performs assessments/orientations and develops exercise programs, maintains cleanliness of fitness area and equipment, designated first responder for all center safety codes	1 associate on floor at all times, small overlap during busy hours
Fitness Non-Direct	\$ 14.00	0.10	Meetings & trainings	
Fitness Assistant	\$ 13.53	0.15	Oversees all interactions on the fitness floor, maintains a safe environment for all members, schedules fitness appointments and performs assessments/orientations and develops exercise programs, maintains cleanliness of fitness area and equipment, designated first responder for all center safety codes	Part Time as Scheduled
Fitness Manager	\$ 24.53	1.00	Provides leadership and supervision to fitness/group exercise/personal training departments, oversees medical integration and MFA certifications, coordinates all fitness equipment maintenance and repairs, approves payroll of fitness/aerobics team	Full Time as Scheduled
MI Coordinator	\$ 19.00	0.80	Oversees MyFitRx program, insures all assessments and onboarding are completed for program participants, liaison with all medical professionals on MAC committee	Full Time as Scheduled
		5.80		



**Detailed Staffing Plan**

**Schedule of FTE and Salaries 2023 (Continued)**

<b>Aerobics</b>				
Lifeguard	\$ 13.00	0.05	Responsible for safety of participants during family swim and birthday parties	as Scheduled
Group Exercise Instructor	\$ 28.65	1.60	Teach regularly scheduled classes, provide modifications and accommodations to various fitness levels while maintaining a safe environment	as Scheduled
Grp.Exer.Supervisor	\$ 22.16	0.55	Creates and maintains the schedule for all land/aqua classes, oversees and manages instructors, maintains safety for all equipment use for classes	20 hours/week
Pilates Instructor	\$ 47.75	0.07	Teach regularly scheduled classes, provide modifications and accommodations to various fitness levels while maintaining a safe environment	as Scheduled
Yoga Instructor	\$ 38.76	0.40	Teach regularly scheduled classes, provide modifications and accommodations to various fitness levels while maintaining a safe environment	as Scheduled
		<u>2.67</u>		
<b>FT Special Programs</b>				
Fitness Special Program	\$ 23.95	0.44	Personal trainers that teach small group training	
		<u>0.44</u>		
<b>Medical Integration</b>				
Fitness & Medical Integration Fitness Floor	\$ 13.71	0.23	Fitness staff that provide support to the MyFitRx participants as well as completing the pre and post assessments	as Scheduled
Fitness & Medical Integration Personal Training	\$ 24.30	0.06	Personal trainers that work with the MyFitRx participants through one on one personal training	as Scheduled
		<u>0.29</u>		
<b>Environmental</b>				
Environ Svc Associate	\$ 14.73	7.00	Responsible for keeping the building clean and safe for all members and guests, includes laundry services, reporting repairs when needed, excepting deliveries of locker supplies, monitoring the locker rooms, refill all locker rooms supplies as required	2 associates at all times during center hours, some night cleaning
Environ Svc Manager	\$ 26.01	0.75	Oversees EVS department and schedule, orders all supplies for department/manages inventory, maintains all SDS binders, facility vendor liaison insuring all PM's are completed on time	Full Time as Scheduled
Environ Svc Lead	\$ 18.00	0.25	Responsible for keeping the building clean and safe for all members and guests, includes laundry services, reporting repairs when needed, excepting deliveries of locker supplies, monitoring the locker rooms, refill all locker rooms supplies as required	as Scheduled
Facilities Technician	\$ 15.09	1.00	Responsible for keeping the building clean and safe for all members and guests, includes laundry services, reporting repairs when needed, excepting deliveries of locker supplies, monitoring the locker rooms, refill all locker rooms supplies as required, responsible for maintaining small daily repairs as well as the deep cleaning of all flooring	Full Time as Scheduled
Facilities Engineer	\$ 20.40	0.50	CPO responsible for draining and cleaning both whirlpools on a weekly basis, responsible for backwashing lap/therapy pool on a weekly basis, insuring all water chemistry meets IDPH requirements on a daily basis, completes small projects as needed: painting, drywall, etc..	
		<u>9.50</u>		
<b>Children's Area</b>				
Child Area Associate	\$ 14.00	0.65	Maintains a fun and safe environment while monitoring children during their visit, leads daily arts and crafts	Part time as Scheduled
Child Area Supervisor	\$ 15.00	1.00	Maintains a fun and safe environment while monitoring children during their visit, leads daily arts and crafts, oversees child area associates and scheduling	Full Time as Scheduled
Child Area Special Prog	\$ 15.30	0.20	Staff all birthday parties	as Scheduled
		<u>1.85</u>		
<b>Personal Training - Volume Based</b>	\$ 21.40	1.35	Fee for personal training services	as Scheduled
<b>Massage - Volume Based</b>	\$ 32.44	0.43	Fee for massage services	as Scheduled
<b>Bonus Potential - Various Managers</b>			Based on meeting center operating goals	
<b>Totals</b>		<u><b>33.08</b></u>		

**Hours of operation:**

M-F 5am-10pm  
Sat 6am-7pm  
Sun 7am-7pm

Group Exercise  
Schedule

# 7. GROUP EXERCISE SCHEDULE

Provide a one-month group exercise class schedule for each quarter, with days, times, and class title and brief description which will be included with the membership for land and water-based classes.

Power Wellness has created fitness and wellness programming for members at all levels of health, fitness, and conditioning. Members can choose to participate in a myriad of land and aquatic based programs, including mind/body, HIIT (High Intensity Interval Training), Cycling, and prescriptive fitness. The sample week schedule below summarizes the range of programs offered. It repeats weekly and is updated quarterly based on member demand and instructor availability.

<span style="color: #0070C0;"> </span> Aquatics <span style="color: #4F81BD;"> </span> Cardio / Strength <span style="color: #808080;"> </span> Cycling <span style="color: #808080;"> </span> MS/Parkinson's <span style="color: #FFC000;"> </span> Special Event <span style="color: #808080;"> </span> Stretch & Mobility <span style="color: #800080;"> </span> Yoga / Pilates						
< > Today <b>September 2022</b> ▾						
SUN	MON	TUE	WED	THU	FRI	SAT
<b>11</b>	<b>12</b>	<b>13</b>	<b>14</b>	<b>15</b>	<b>16</b>	<b>17</b>
8:30 am - 9:15 am ☺ <span style="color: #0070C0;"> </span> F.I.T.  11:00 am - 12:00 pm ☺ <span style="color: #800080;"> </span> Hatha Yoga	8:20 am - 9:05 am ☺ <span style="color: #0070C0;"> </span> Core & More  8:30 am - 9:15 am ☺ <span style="color: #FFC000;"> </span> Cycle*  8:30 am - 9:15 am ☺ <span style="color: #0070C0;"> </span> Aqua Aerobics  9:15 am - 10:00 am ☺ <span style="color: #0070C0;"> </span> Senior Aqua  9:30 am - 10:15 am ☺ <span style="color: #0070C0;"> </span> Aqua Motion  9:30 am - 10:15 am ☺ <span style="color: #800080;"> </span> Gentle Yoga  9:30 am - 10:20 am ☺ <span style="color: #0070C0;"> </span> T.B.C. Total Body Conditioning  10:30 am - 11:15 am ☺ <span style="color: #0070C0;"> </span> Sit & Fit  10:30 am - 11:20 am ☺ <span style="color: #800080;"> </span> Pilates Yoga  10:45 am - 11:30 am ☺ <span style="color: #0070C0;"> </span> Wet Program  11:00 am - 11:45 am ☺ <span style="color: #800080;"> </span> Tai Chi  11:30 am - 12:15 pm ☺ MS/Parkinson's Exercise  12:00 pm - 12:45 pm ☺ <span style="color: #0070C0;"> </span> Wet Program  4:30 pm - 5:30 pm ☺ <span style="color: #800080;"> </span> Hatha Yoga*  5:30 pm - 6:15 pm ☺ <span style="color: #0070C0;"> </span> Zumba	8:30 am - 9:15 am ☺ <span style="color: #0070C0;"> </span> Cardio Dance  8:30 am - 9:15 am ☺ <span style="color: #0070C0;"> </span> Aqua Motion  9:00 am - 9:50 am ☺ <span style="color: #800080;"> </span> Barre Blend  9:15 am - 10:00 am ☺ <span style="color: #FFC000;"> </span> Cycle  9:30 am - 10:15 am ☺ <span style="color: #0070C0;"> </span> Aqua Aerobics  10:15 am - 11:00 am ☺ Stretch & Restore*  10:15 am - 11:05 am ☺ <span style="color: #0070C0;"> </span> Pure Strength  12:30 pm - 1:15 pm ☺ <span style="color: #0070C0;"> </span> Wet Program  6:00 pm - 6:45 pm ☺ <span style="color: #0070C0;"> </span> Aqua Dynamics  6:00 pm - 7:00 pm ☺ <span style="color: #FFC000;"> </span> Cycle*  7:00 pm - 7:45 pm ☺ <span style="color: #0070C0;"> </span> Arthritis Aqua  7:00 pm - 8:00 pm ☺ <span style="color: #800080;"> </span> Flow Yoga	7:00 am - 8:00 am ☺ <span style="color: #800080;"> </span> Sunrise Yoga*  7:00 am - 8:00 am ☺ <span style="color: #800080;"> </span> Sunrise Yoga*  8:20 am - 9:05 am ☺ <span style="color: #0070C0;"> </span> Core & More  8:30 am - 9:15 am ☺ <span style="color: #0070C0;"> </span> Aqua Dynamics  9:15 am - 10:00 am ☺ <span style="color: #0070C0;"> </span> Senior Aqua  9:20 am - 10:10 am ☺ <span style="color: #0070C0;"> </span> C.S.C  9:30 am - 10:15 am ☺ <span style="color: #FFC000;"> </span> Cycle Lite*  10:00 am - 10:45 am ☺ <span style="color: #0070C0;"> </span> Aqua Zumba  10:30 am - 11:15 am ☺ <span style="color: #800080;"> </span> Pilates  10:30 am - 11:15 am ☺ <span style="color: #800080;"> </span> Gentle Yoga  10:45 am - 11:30 am ☺ <span style="color: #0070C0;"> </span> Wet Program  11:00 am - 11:45 am ☺ <span style="color: #0070C0;"> </span> MS Aqua  12:00 pm - 12:45 pm ☺ <span style="color: #0070C0;"> </span> Wet Program  4:30 pm - 5:15 pm ☺ <span style="color: #0070C0;"> </span> Aqua Aerobics  5:30 pm - 6:15 pm ☺ <span style="color: #0070C0;"> </span> Body Blast	8:00 am - 8:45 am ☺ <span style="color: #0070C0;"> </span> Barre Blend  8:30 am - 9:15 am ☺ <span style="color: #0070C0;"> </span> Aqua Aerobics  9:15 am - 10:00 am ☺ <span style="color: #FFC000;"> </span> Cycle  9:15 am - 10:00 am ☺ <span style="color: #0070C0;"> </span> Get On The Ball  9:30 am - 10:15 am ☺ <span style="color: #0070C0;"> </span> Aqua Motion  10:15 am - 11:00 am ☺ <span style="color: #0070C0;"> </span> Arthritis Aqua  10:15 am - 11:00 am ☺ Stretch & Restore*  10:15 am - 11:05 am ☺ <span style="color: #0070C0;"> </span> Body Blast  11:15 am - 12:00 pm ☺ <span style="color: #800080;"> </span> Tai Chi  12:30 pm - 1:15 pm ☺ <span style="color: #0070C0;"> </span> Wet Program  6:00 pm - 6:45 pm ☺ <span style="color: #FFC000;"> </span> Cycle  6:00 pm - 6:45 pm ☺ <span style="color: #0070C0;"> </span> Aqua Aerobics  7:00 pm - 7:45 pm ☺ <span style="color: #0070C0;"> </span> Wet Program  7:00 pm - 8:00 pm ☺ <span style="color: #800080;"> </span> Hatha Yoga  7:00 pm - 8:00 pm ☺ <span style="color: #800080;"> </span> Hatha Yoga	8:30 am - 9:15 am ☺ <span style="color: #0070C0;"> </span> Cardio Dance  8:30 am - 9:15 am ☺ <span style="color: #FFC000;"> </span> Cycle  8:30 am - 9:15 am ☺ <span style="color: #0070C0;"> </span> Aqua Motion  9:30 am - 10:15 am ☺ <span style="color: #0070C0;"> </span> Aqua Aerobics  9:30 am - 10:15 am ☺ <span style="color: #0070C0;"> </span> Sit & Fit  9:30 am - 10:30 am ☺ <span style="color: #800080;"> </span> Hatha Yoga  10:15 am - 11:00 am ☺ <span style="color: #0070C0;"> </span> Senior Aqua  10:30 am - 11:15 am ☺ <span style="color: #800080;"> </span> Gentle Yoga  11:00 am - 11:45 am ☺ <span style="color: #0070C0;"> </span> MS Aqua  11:00 am - 11:45 am ☺ Parkinson's Fitness  12:00 pm - 12:45 pm ☺ <span style="color: #0070C0;"> </span> Wet Program	8:00 am - 8:50 am ☺ <span style="color: #FFC000;"> </span> Cycle  8:30 am - 9:15 am ☺ <span style="color: #0070C0;"> </span> Aqua Aerobics  9:15 am - 10:05 am ☺ <span style="color: #0070C0;"> </span> Barre Blend  9:30 am - 10:15 am ☺ <span style="color: #0070C0;"> </span> Aqua Dynamics  9:30 am - 10:20 am ☺ <span style="color: #0070C0;"> </span> Body Blast  10:30 am - 11:30 am ☺ <span style="color: #800080;"> </span> Flow Yoga  11:00 am - 12:00 pm ☺ <span style="color: #800080;"> </span> Tai Chi

**Group Exercise  
Schedule**

**Land Class Descriptions**

**Studio A**

- Body Blast (Int. Adv.): Strength and cardio workout using a variety of equipment. High intensity interval training will be incorporated to boost metabolism and caloric expenditure. Take your workout to the next level
- Cycle (All): A 45-minute group cycling class based on aerobic endurance Training and intervals. Includes jumps, climbs, and sprints.
- Cycle “Lite” (All): Designed for those new to cycle or for those looking for a less intense workout. Learn proper bike set up and riding techniques. Class will conclude with a cool down stretch.
- Core & More (All): Condition the upper body and core muscles using variety of equipment including free weights, body bars, bands, resist-a-balls and much more!
- F.I.T. Fitness Interval Training (All): Class will alternate between intervals of cardio and resistance exercises. Each week instructor will alternate formats of cardio. Concludes with core and stretch.
- MOI Cycle (Int. Adv.): Heart rate based training will guarantee you get the most of your time weather you’re doing the 30 min. boost ride or the 50 min. ride. Class will alternate between endurance, interval or strength rides. Heart rate monitor or fit bit encouraged.
- Pure Strength (All): Build strength, add definition, and decrease body fat by increasing lean muscle! Using a variety of weight training equipment, you will work every major muscle group in this 50 min. class.
- Strong30 (Int. Adv.): A HIIT inspired, full body, no equipment workout where every single cardio and muscle conditioning move is perfectly synced to original music. Instead of counting reps, you train to the beat, pushing past your limits and torching more calories. Torch & Tone in 30 minutes like never before.
- T.B.C–Total Body Conditioning (ALL): Full body workout that will include exercises to increase strength, decrease body fat and improve overall condition. A variety of equipment and body

weight moves will be incorporated and different intensities will be offered as to adjust routine to your own fitness level!

- Tai Chi (All): A flowing combination of stretching, breathing and low-impact movements that is known to improve circulation, mobility, and a sense of well-being.
- Zumba® (All): Latin inspired total body workout w/ toning exercises and fat burning dance moves. Zumba® is a spicy, upbeat mixture of salsa, meringue, hip-hop, belly dance and much more!

**Studio B**

- Barre Blend (All): This Pilates base workout will focus on strength, toning and balance with the use of the ballet bar, props and mat work.
- Flow Yoga (All): This Vinyasa style class will combine breath and a continuous flow of movement through the poses. Will conclude with deeper asanas and relaxation.
- Hatha Yoga (All): Participants learn how to relax, strengthen, and soothe their bodies and minds while increasing flexibility and strength through various postures and breathing techniques. Concludes with meditation.
- Pilates (All): Condition the core muscles or powerhouse of the body that includes the abdominals, back and gluteus muscles. Participants will experience a heightened awareness of breath and a lengthening of the entire body.
- Stretch & Restore (All): Stretching class includes familiar athletic stretches, and has an emphasis on deep breaths, long holds and settling into position to ensure the full lengthening of muscles and loosening of joints to assist in relaxation. Best to attend post workout.
- Sunrise Yoga (All): Take your yoga experience outdoors this summer! Class will meet on pool patio. In case of inclement weather class will meet in Studio A.

**Group Exercise  
Schedule**

**Gym**

- Cardio Dance (All): A fun- filled low impact cardio workout. Instructor incorporates basic dance moves to give you a great cardio class!
- C.S.C.–Cardio, Strength & Core (All): Class consist of 20 min. of easy to follow cardio, followed by 20 min. strength, and concludes with 10 min. of core and stretch. Combines all your favorite aspects of fitness into one solid workout!
- Get on the Ball (All): Enjoy the many benefits of using the Resist-A-Ball to tone and strengthen the entire body! A variety of equipment will be used to enhance this workout!
- Gentle Yoga (Beg.): A beginner Yoga class designed to meet the needs of seniors and other participants with special needs. Chairs will be used. 45 minutes
- Sit & Fit (All): designed with the older adult population in mind. A variety of equipment will be used. Chairs are incorporated for standing and seated support.

**Aqua Class Descriptions**

**Warm Water Therapy Pool**

- Senior Aqua: This class will focus on light cardiovascular conditioning, along with basic aquatic toning. Exercises, equipment will be used. This 45-minute program is a great option for those who are ready for a more challenging workout!
- Wet Program: Taught by a Certified Aquatic Instructor, this class is ideal for those with arthritis, joint replacement, fibromyalgia, chronic pain, etc. Participants engage in a variety of exercises that will improve range of motion and strengthen muscles and joints.
- Arthritis Aqua: This program is geared for individuals with mobility challenges such as arthritis, joint injuries, or surgery. Class will consist of low intensity exercises emphasizing range of motion with the aid of the waters buoyancy and resistance. Exercises designed by the NAF and are led by Certified Instructors.

**Lap Pool**

- Aqua Aerobics: Put the water resistance to work for you during this high-energy cardiovascular workout. The class concludes with strengthening exercises and a stretch
- Aqua Zumba®: Perfect for those looking to make a splash by adding low impact high-energy aquatic exercise to your fitness routine. Less impact on joints, water creates natural resistance, which means every step is more challenging and helps tone your muscles! Join us for this fun new cardio aqua class!
- Aqua Motion: This class targets all aspects of physical fitness through movement in the water. Creative cardiovascular work will be combined with water resistive training to tone and firm the whole body!
- Aqua Dynamics: A variety of unique movements will be incorporated into this class to work your muscles and keep your heart pumping.
- MS Aqua: This class is designed for individuals with MS. Participants will achieve improvements in muscular strength, balance, coordination, and an increase in circulation. Water exercises help to reduce spasticity, and maintain or improve joint flexibility and range of motion.

Personal Training  
Additional Services,  
Events, and Programs

# 8. PERSONAL TRAINING

**Detail weekly, monthly, and yearly personal training goals in terms of number of sessions per week, month, and year.**

One-on-one and small group personal training is currently offered at the OPHFC, to members and non-members, at standard rates for these services. All Power Wellness personal trainers are certified through either the American College of Sports Medicine (ACSM), or the American Council on Exercise (ACE). All personal training is scheduled through appointments for maximum flexibility. Projected personal training goals in terms of number of sessions per week, month, and year are outlined below:

**Personal Training Sessions**

	2023	2024	2025	2026	2027
Weekly	52	53	54	55	57
Monthly	225	231	235	239	247
Yearly	2,700	2,770	2,815	2,874	2,958

# 9. SERVICES, EVENTS, AND PROGRAMS

**Detail all additional services, programs, events, and incentive programs included with membership and / or available at an additional cost to membership including proposed cost to members, residents, and non-residents.**

Power Wellness offers a wide array of services, programs, events, and incentive programs to bond members more strongly to the OPHFC. These programs are offered both onsite and online and are open to members and non-members. All programs are free unless otherwise indicated in marketing materials. Examples of free programs include:

Program/Event/Incentive/Service	Description
MFA "Move 150" Challenge	Member retention program encouraging 150 minutes of exercise during MFA Fitness week. Free for members.
Vendor Fairs	Center hosts two vendor fairs a year, one for crafts and one for businesses in the area. Free for members and open to the public.
Wellness Lectures	Monthly fitness lectures. Free for members.
"Turkey Burn" Fitness Challenge	Month of November members track their visits and earn feathers for every five visits. Two feathers earn a t-shirt. Free for members.
Senior Health Day(s)	Yearly event, vendors related to senior fitness and healthcare providers. Free for members and open to the public.
Member Appreciation Week	Week-long celebration where we offer different events and events for the members. Free for members.

# 10. MEMBER SERVICES

**Provide a detailed plan of what services (i.e., towel service, locker room amenities, fitness assessments, etc.) are included in the membership, or available at an additional cost.**

Current OPHFC services and amenities offered to members at no additional cost include:

- Full-service locker rooms with complimentary towel service, shampoo, and conditioner, toothbrushes, make-up wipes, and digitally controlled lockers.
- Supervised and secure childcare for children six weeks to 12 years of age.
- Initial (new member) fitness assessment and six-month follow-up assessment.
- Land and Aquatic Group Fitness, and Workshops.

Services and amenities offered at an additional cost include:

- Spa packages / Massage therapy.
- Personal Training.
- Small Group Training.
- Special Programs, e.g., TRX®, Boot Camp, etc.
- MyFitRx®: Medically Integrated Fitness Pathways, 8-week programs designed to improve the level and quality of physical activity in individuals living with chronic disease or who need additional support. Pathways include Cancer Fitness, Cardiac Fitness, Diabetes Fitness, and Weight Management among others. MyFitRx® participation can be initiated through physician referral or individual choice. Pathways are open to both members and non-members, at \$50 for the former and \$99 for the latter.

# 11. MARKETING

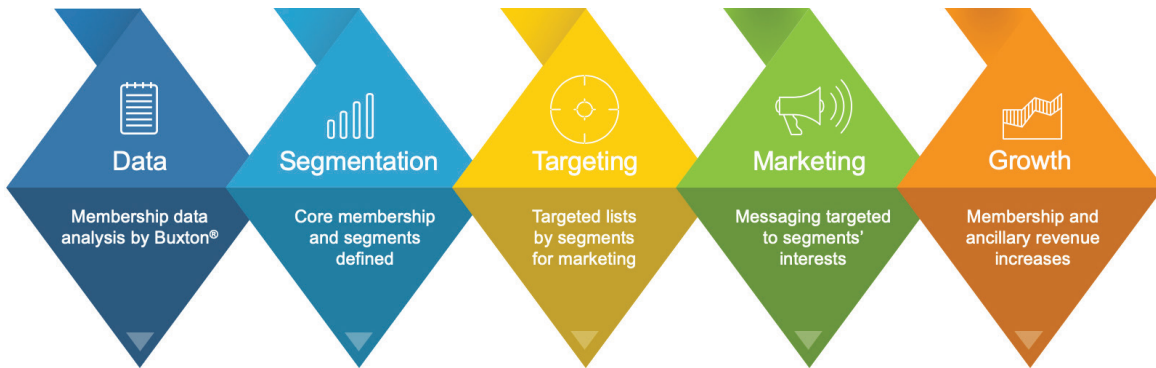
**Provide a detailed membership marketing strategy which details various media over a one-year process, broken down into quarterly detail.**

Power Wellness' Marketing department is comprised of 10 marketing professionals with expertise in graphic design, copywriting, social media, public relations, and account management. They provide the OPHFC with market research through Buxton®, detailed annual marketing plans, web site development and maintenance, collateral design and production, special event planning, social media strategies, and public relations.

Power Wellness has developed a proprietary consumer segmentation model of typical medical fitness members in partnership with Buxton®, a leading consumer analytics company. Based on data from over 100K Power Wellness members, this model is used to geolocate high potential members within the OPHFC service area, allowing our marketing department to focus targeted promotional campaigns based on prospect's likes and interests.



**Marketing**



**Orland Park Health & Fitness Center Marketing Plan 2023**

**Quarter 1**

**January**

- General Promotion:** \$0 Enrollment January 1-15, 50% Off Enrollment January 15-30.

**Audience:** Prospective Members in community

**Offer:** Free Enrollment and 50% off enrollment

**Messaging:** Health benefits of fitness

**Marketing Channels:**

  - Direct Mail
  - Flyer
  - Email
  - Facebook Wall Post and Ad
  - Social Media Ads
  - Web Slider / Landing Page

**February**

- General Promotion:** 50% Off Enrollment Extended February 1-8

**Audience:** Prospective Members in community

**Offer:** 50% off enrollment

**Messaging:** Health benefits of fitness

**Marketing Channels:**

  - Email
  - Facebook Wall Post and Ad
  - Social Media Ads
  - Web Slider / Landing Page
- General Promotion:** Sweet Deal Membership Promotion February 13-17

**Audience:** Prospective Members in community

**Offer:** \$14 Enrollment

**Marketing Channels:**

  - Email
  - Facebook Wall Post and Ad
  - Social Media Ads
  - Web Slider / Landing Page

**March**

- General Promotion:** St. Patrick's Day Special (5-Day Special) March 13-17

**Audience:** Prospective Members in community

**Offer:** Join for \$17 (dues and enrollment)

**Marketing Channels:**

  - Email
  - Facebook Wall Post and Ad
  - Web Slider / Landing Page
- MyFitRx® Direct Mail/Email Blast:** Medical Integration Program, March 1-31

**Audience:** Ailment List

**Offer:** No Offer – Promotion of program

**Marketing Channels:**

  - Direct Mail
  - Email
  - Social Media Ads
- WWYB (We Want You Back) Email Blast and Call Campaign:** Join for \$17, Members who cancelled

**Audience:** Past Members

**Offer:** Join for \$17 (dues and enrollment)

**Messaging:** Enhancements and changes since they were members

**Marketing Channels:**

  - Email
  - Sales Outbound Calls

**Marketing**

**Quarter 2**

**April**

- **General Promotion:** Bring a Buddy Campaign, April 1-15.  
*Audience:* Current members to refer new members  
*Offer:* Member guests are free  
Guests can join, Free Enrollment  
Member, Free month of dues  
*Marketing Channels:*  
Email  
Facebook Wall Post and Ad  
Web Slider / Landing Page

**May**

- **General Promotion:** Free Enrollment and \$25 May Dues May 1-10, Free Enrollment May 11-22  
*Audience:* Prospective Members in community  
*Offer:* Free Enrollment May 1-10 and \$25 May Dues  
Free Enrollment May 11-22  
*Marketing Channels:*  
Direct Mail  
Flyer  
Email  
Facebook Wall Post and Ad  
Social Media Ads  
Web Slider / Landing Page

**June**

- **Sales Call Drive:** \$1 Enrollment Fee June 1-30  
*Audience:* Prospective Members in community  
*Offer:* Join for \$1 Enrollment  
*Marketing Channels:*  
Email  
Sales Outbound Calls
- **Retention Campaign:** Titan Challenge, All Month – Prizes determined by center  
*Audience:* Current Members  
*Offer:* Participate in 3 out of 4 weekly challenges for a T-shirt  
*Marketing Channels:*  
Flyer  
Email  
Facebook Wall Post

**Quarter 3**

**July**

- **General Promotion:** July 4th Special, July 1-14  
*Audience:* Prospective Members in community  
*Offer:* \$17.76 Enrollment  
*Marketing Channels:*  
Email  
Facebook Wall Post and Ad  
Social Media Ads  
Web Slider / Landing Page

**August**

- **WWYB (We Want You Back):** Pay Enrollment and August is Free, Members who cancelled  
*Audience:* Past Members  
*Offer:* Free Enrollment and August is Free  
*Messaging:* Enhancements and changes since they were members  
*Marketing Channels:*  
Direct Mail  
Email  
Social Media Ads
- **MyFitRx® Direct Mail/Email Blast:** Medical Integration Program, August 15-31  
*Audience:* Ailment List  
*Offer:* 25% off Enrollment to program  
*Marketing Channels:*  
Direct Mail  
Email  
Social Media Ads

**September**

- **General Promotion:** Labor Day Promotion, 50% Off Enrollment Fee Sept. 4-8  
*Audience:* Current Members  
*Offer:* 50% Off Enrollment  
*Marketing Channels:*  
Email  
Flyer  
Social Media Ads  
Web Slider / Landing Page

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**Marketing****Quarter 4****October**

- **General Promotion:** October Campaign, Free Enrollment and \$150 FitFunds, 50% Off Enrollment and \$75 in FitFunds  
**Audience:** Prospective Members in community  
**Offer:** Free Enrollment and \$150 FitFunds Oct. 2-10  
50% off Enrollment and \$75 in FitFunds Oct. 11-23  
**Marketing Channels:**
  - Direct Mail
  - Flyer
  - Email
  - Facebook Wall Post and Ad
  - Social Media Ads
  - Web Slider / Landing Page

**November**

- **General Promotion:** Black Friday Special  
**Audience:** Prospective Members in community  
**Offer:** Join Nov. 20-27 Free Enrollment and two Personal Training sessions  
**Marketing Channels:**
  - Email
  - Facebook Wall Post and Ad
  - Social Media Ads
  - Web Slider / Landing Page
- **Retention Campaign:** Turkey Burn, All Month – Prizes determined by center  
**Audience:** Current Members  
**Offer:** T-shirt and prize drawing  
**Marketing Channels**
  - Flyer
  - Email
  - Facebook Wall Post

**December**

- **General Promotion:** Pre Holiday-Special, Free Enrollment Dec. 1-15  
**Audience:** Prospective Members in community  
**Offer:** Free Enrollment  
**Marketing Channels:**
  - Email
  - Facebook Wall Post and Ad
  - Social Media Ads
  - Web Slider / Landing Page

# 12. MEMBERSHIP SALES/RETENTION

**Describe the membership sales and retention program and processes the firm will utilize.**

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Power Wellness has a team of 3 Home Office specialists who support the 3-person sales team at the OPHFC. Home Office sales support services include:

- Recruitment and training of on-site sales team members.
- Salesforce® CRM management and training.
- Strategic sales planning and weekly center sales monitoring.
- Collaboration with Marketing on promotional campaigns.
- Local employer outreach strategies.
- Physician outreach education strategies.

OPHFC sales associates are responsible for:

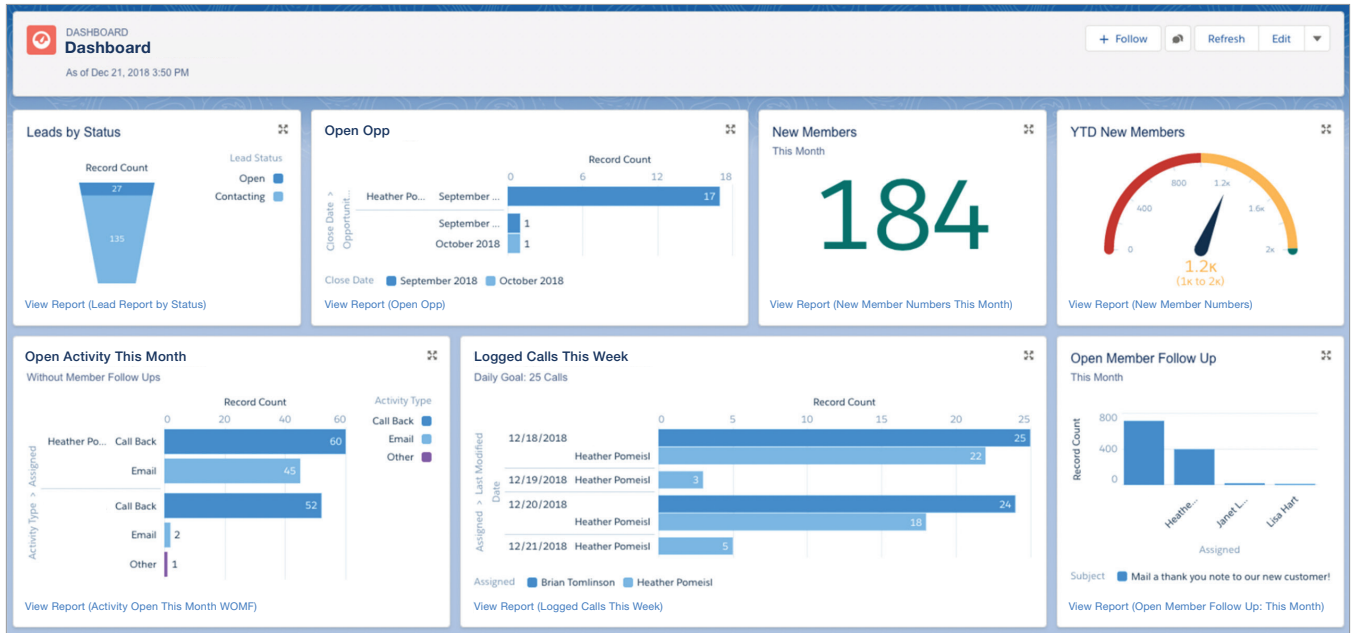
- Community outreach / events.
- On-site facility tours.
- Response to website leads.
- Process and onboard new members.
- Develop and participate in member retention programs.
- Day-to-day member account changes.
- CRM administration.

Our consultative sales approach focuses on the sales process, CRM, scripting, follow-up, and closing techniques. This approach results in higher conversion rates, with more engaged members who spend more on ancillary services and are more likely to renew their memberships. Whether potential members join or not, they walk away viewing the OPHFC as wellness experts with a commitment to health and wellbeing.

Physician and corporate outreach are enhanced with the help of our healthcare clients facilitating introductions via their physician groups, business development or occupational health teams. This unified approach heightens membership growth and further aligns the fitness center with the healthcare system's mission.

**Membership Sales/  
Retention**

Graphic – Benchmark Comparable CRM Dashboard



Member engagement touchpoints are vital to preventing membership attrition. OPHFC member retention strategies include remembering birthdays, sharing personalized social media messaging, and offering members frequent ways to connect with the Center and share their thoughts about their experiences there. These strategies increase what Power Wellness calls “stickiness,” measured by how many members continue their membership per month. OPHFC average member retention of 77% - the best in the Power Wellness portfolio - reflects the strength of these member engagement programs and tactics.



# 13. COLLECTIONS

**Detail the collection process of past due accounts.**

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Proactive efforts are made (via email and check-in alert messages) to avoid past due balances by reminding members to update their billing information if their form of payment is expiring. However, should a membership go into arrears, Power Wellness uses a variety of methods to attempt to collect past due membership balances.

The center's Home Office liaison (Business Systems Membership Accounting Associate) initiates several strategies to help the Center with collections. The BSMA will generate a list of EFT returns for unsuccessful billing attempts. After the first missed payment an e-mail will be sent to the main member on the past due account

alerting them of the past due balance along with a request for payment. The BSMA will also send the center's Business Administrator pre-filled labels so the member will be notified of the past due balance via mail. The member is notified by phone as well. Finally, an alert message is also added to the member's account so the Member Services Associate can issue a reminder at check-in.

If attempts to collect remain unsuccessful after a second billing period, the entire membership will be cancelled and written off as bad debt. Accounts terminated due to bad debt are flagged. Should the member wish to rejoin notification of the debt ensures an attempt at collection.

# 14. INCIDENTS

**Provide sample(s) of incident report forms including use and follow-up protocols.**

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Incident Reports are completed whether or not there is a need for any type of preventative measure, e.g., medical treatment, clean-up, etc. As part of the submission, Incident Reports are accompanied by any supporting documentation including but not limited to photos and additional witness statements.

The procedure for completing Incident Reports is summarized below:

1. At the scene of the incident, printed copies of blank Incident Reports are used for note-taking.
2. A direct supervisor, Manager on Duty, or designated employee on site uses the notes to complete the final, .pdf version of the Incident Report
3. Incident Reports must be completed in full (all sections) within 24 hours of an incident.
4. A copy of the Incident Report is created and saved in a designated file before submission to the Primary and Secondary Contacts in the Quality Assurance and Safety (QAS) department.

5. Incident Reports are to contain facts only; opinions, assumptions, and medical advice are not to be included.
6. A completed report is given to the Administrative Liaison or designee for the 24-hour follow-up.
7. If a member or guest seeks medical treatment or emergency medical services / ambulance is summoned, the Primary Contact at QAS must be called once the incident is under control.
8. All employee incidents are reported to the Primary Contact immediately.
9. A follow-up call is made within 24-hours of the incident.
10. After the 24-hour follow-up call the completed Incident Report is emailed to both Contacts in the QAS.

A sample Incident Report can be found in the Appendix.

# 15. EMERGENCY RESPONSE

**Provide a detailed protocol for various types of emergency medical responses.**

All OPHFC team members are trained to use the following Emergency Codes:

<b>RED</b>	Fire/Smoke	<b>GRAY</b>	Weather Watch
<b>BLUE</b>	Non-Responsive Individual/Medical	<b>BLACK</b>	Severe Weather
<b>YELLOW</b>	Responsive Individual Needing Help	<b>ORANGE</b>	Bomb Threat
<b>GREEN</b>	Utility Failure	<b>WHITE</b>	Security/Safety Threat
<b>PINK</b>	Infant/Child Abduction	<b>SILVER</b>	Active Shooter/Hostage Setting

**Provide a narrative detailing how inappropriate behavior (i.e., swearing at staff, fighting, arguing with members, theft) will be handled including recommended consequences for each behavior.**

OPHFC practices a “Zero Tolerance” policy with respect to inappropriate, dangerous, and/or threatening behaviors. This policy is in place to promote a safe and respectful environment for members and guests, and to allow associates to effectively complete work responsibilities. OPHFC associates reserve the right to dismiss a patron without warning whose behavior is overtly rude, threatening, demeaning, unlawful and/or endangers his or her own safety, staff safety and the safety of other patrons.

Inappropriate behaviors and recommended consequences for each include:

- When a Center rule is broken, staff will review the rule with the patron and issue a verbal warning.
- If the action persists, the patron is asked to leave the facility for the remainder of the day. A suspension from the Center may result.
- 1st offense will result in a 30-day suspension.
- 2nd offense will result in a 60-day suspension.
- 3rd offense will result in a 90-day suspension.
- Depending on severity, first suspensions can start at 90 days.
- Photography / Videography is prohibited in locker rooms and will result in a minimum 30-day suspension.
- Fighting will result in a minimum 60-day suspension and may result in a permanent ban from the Center.
- Police assistance may be necessary in cases of certain inappropriate behavior, theft, or a direct threat to members, guests, and/or staff. Patrons who exhibit aggressive or violent behavior will be asked to leave and may result in a response from the Orland Park Police Department, which could lead to potential permanent Center suspension.
- In the event of a disciplinary action involving a minor, or parent or guardian may be contacted.

# 16. CLEANING

**Provide a detailed cleaning plan for all operational hours, as well as third-shift cleaning.**

Power Wellness requires a thorough daily cleaning of all its managed centers. Cleaning plans are based on our Environmental Services Policies, a three-part, 104-page manual of procedures and checklists. Plans cover all Center features, amenities, and equipment throughout the entire facility. Third-shift cleaning at the OPHFC is split into three areas. A sample cleaning log is below. Additional logs are available upon request.

Women's Locker Room												
EVERY HOUR	Sanitize lockers and benches	Dump out/ disinfect Suit Extractor	Counter tops/ Sinks/ handles	Mirrors	Sanitize showers/ remove hair from drain	Toilets	Inspect Sauna Steamroom Whirlpool	Refill Liquids	Paper product check	Empty towel Bins	Inspect floor (sweep when needed)	Empty trash
Time	Initials	Initials	Initials	Initials	Initials	Initials	Initials	Initials	Initials	Initials	Initials	Initials
4:00 AM												
5:00 AM												
6:00 AM												
7:00 AM												
8:00 AM												
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# 17. CUSTOMER SATISFACTION

**Describe in detail the method(s) used to measure customer satisfaction, and the frequency this will be conducted.**

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Power Wellness uses multiple strategies to measure program impact and member satisfaction with associates and facilities. A random selection of members are surveyed on a daily basis to assess satisfaction. All members are sent a detailed survey once a year. Both the daily and annual surveys include the Net Promoter Score loyalty metric detailed below.

In addition to member surveys, access to digital “Comment Cards” is available on all center websites. Hard copy “Comment Cards” are available at the Member Services desk of all Power Wellness managed centers.

Comments and complaints are addressed promptly by center staff, by phone, email or in person.

## Net Promoter Score

Member loyalty is measured and enhanced by Net Promoter Score (NPS) surveys, distributed daily on a randomized basis and annually to all members. The NPS is calculated based on responses to a single question: “How likely is it that you would recommend the [fitness center] to a friend or colleague?”. The scoring for this answer is based on a 0 to 10 scale, whereby 9-10 are Promoters, 5-8 are Neutral and 1-4 are Detractors. The net promoter score is calculated by subtracting the Detractors from the Promoters. Power Wellness’ managed centers consistently rank in the “Very Good” or “Excellent” categories. OPHFC has consistently received “Excellent” Net Promoter Scores.

## Engage CEM

Member engagement is measured daily via Engage CEM, our software that tracks member interactions during day-to-day operations.

Our Member Service Managers are trained and scripted to handle member concerns identified via NPS scores below 5 (Detractors) received via random daily surveys or written comment cards. The Member Service Manager or Center Director will personally contact any Detractors, via phone and/or email, to address their concern and with the authority to resolve the concern, if possible. If the concern cannot be immediately resolved, the Member Service Manager or Center Director will collaborate with the appropriate department Manager or Supervisor to address the concern and respond to the member in a timely manner.

# 18. FINANCIAL AND MEMBERSHIP REPORTING

Provide examples of financial and membership reporting which will be utilized to demonstrate financial performance and membership breakdown.

Transparent, comprehensive financial management and reporting is part of our support services. Financial and operations key indicator reporting is completed monthly and includes the following:

Sample financial and membership reports are to the right and on the following pages:

<i>Orland Park Health &amp; Fitness Center</i>	
<i>Balance Sheet</i>	
<i>August 31, 2022</i>	
<i>Assets</i>	
<b>Current Assets</b>	
Cash	\$122,463
Accounts Receivable - Members	9,172
Accounts Receivable - Client & Other	24,653
Inventory	3,440
Other Current Assets	228,653
<b>Total Current Assets</b>	<u>388,381</u>
<b>Total Assets</b>	<u><u>\$388,381</u></u>
<i>Liabilities &amp; Equity</i>	
<b>Current Liabilities</b>	
Accounts Payable	\$57,643
Deferred Income	180,424
Accrued Liabilities	96,751
<b>Total Current Liabilities</b>	<u>334,818</u>
<b>Long Term Liabilities</b>	
Intercompany Due To (From)	<u>1,656,521</u>
<b>Total Long Term Liabilities</b>	<u>1,656,521</u>
<b>Total Liabilities</b>	<u><u>1,991,339</u></u>
<b>Equity</b>	
Retained Earnings	<u>(1,602,958)</u>
<b>Total Equity</b>	<u><u>(1,602,958)</u></u>
<b>Total Liabilities &amp; Equity</b>	<u><u>\$388,381</u></u>

**Financial and  
Membership Reporting**

**Orland Park Health & Fitness Center  
Income Statement  
For the 8 Months Ending  
August 31, 2022**

	<u>Period To Date</u>	<u>PTD Budget</u>	<u>Variance</u>	<u>Last Year</u>	<u>Year To Date</u>	<u>YTD Budget</u>	<u>Variance</u>	<u>Last Year</u>
<b>Members:</b>								
New	105	83	27%	173	1,129	964	17%	1,260
Net New & Reactivated Bridge/Freezes	(25)			(12)	(189)			515
Cancelled	107	84	-27%	113	701	659	-6%	739
Net	(27)	(1)	-2600%	48	239	305	-22%	1,036
<b>Total Members</b>	<b>3,552</b>	<b>3,644</b>	<b>-3%</b>	<b>3,115</b>	<b>3,552</b>	<b>3,644</b>	<b>-3%</b>	<b>3,115</b>
<b>Revenues</b>								
<b>Member Services:</b>								
Membership Dues	\$208,605	\$202,369	\$6,236	\$178,597	\$1,629,279	\$1,608,224	\$21,055	\$1,152,027
Guest Fees	3,284	4,667	(1,383)	2,548	41,101	37,336	3,765	20,082
Locker Rent	159	208	(49)	215	1,726	1,664	62	1,261
	212,048	207,244	4,804	181,360	1,672,105	1,647,224	24,881	1,173,370
<b>Fitness:</b>								
Enrollment Fees/Health Assessments	400	1,250	(850)	1,395	2,240	10,000	(7,760)	2,247
Special Programs	2,058	8,125	(6,067)	3,957	36,934	65,000	(28,066)	26,402
	2,458	9,375	(6,917)	5,352	39,174	75,000	(35,826)	28,649
<b>Ancillary:</b>								
General Medical Integration	1,086	1,875	(789)	2,072	7,695	15,000	(7,305)	8,411
Café	2,021	2,465	(444)	2,072	18,700	19,720	(1,020)	10,800
Pro Shop	1,741	2,000	(259)	1,331	7,431	16,000	(8,569)	8,217
Personal Training/Pilates	13,322	22,050	(8,728)	9,144	79,411	158,025	(78,614)	67,526
Spa/Massage	8,702	3,942	4,760	2,940	63,220	31,536	31,684	17,974
Children's Area	1,491	2,204	(713)	892	15,160	17,560	(2,400)	3,190
	28,363	34,536	(6,173)	18,450	191,618	257,841	(66,223)	116,118
<b>Total Revenue</b>	<b>242,869</b>	<b>251,155</b>	<b>(8,286)</b>	<b>205,162</b>	<b>1,902,896</b>	<b>1,980,065</b>	<b>(77,169)</b>	<b>1,318,137</b>
<b>Expenses</b>								
Salaries & Burden	146,275	151,107	4,833	141,749	1,109,207	1,197,831	88,624	983,810
Other Employee Expenses	3,391	2,859	(532)	2,278	19,713	22,872	3,159	17,688
General Supplies & Services	1,739	2,055	316	105	13,919	16,440	2,521	5,424
Program Supplies	22	70	48	0	268	560	292	199
Environmental Supplies	9,485	7,763	(1,722)	7,666	99,795	62,104	(37,691)	72,202
Cost of Goods Sold	3,531	3,001	(530)	2,859	19,992	24,008	4,016	15,921
Minor Equipment	209	1,050	841	1,095	11,505	8,400	(3,105)	2,279
Repairs & Maintenance/Service Contracts	22,253	17,435	(4,818)	23,251	197,856	139,480	(58,376)	160,366
Marketing & Collateral	6,936	9,383	2,447	5,471	85,928	75,064	(10,864)	59,485
Utilities	26,986	28,766	1,780	29,066	227,538	230,128	2,590	234,305
Bank Fees & Miscellaneous	8,254	7,280	(974)	7,092	61,231	57,482	(3,749)	38,991
CAM, Taxes & Fees	1,995	3,004	1,010	1,874	20,886	24,032	3,146	18,543
<b>Total Expenses</b>	<b>231,075</b>	<b>233,773</b>	<b>2,698</b>	<b>222,507</b>	<b>1,867,837</b>	<b>1,858,401</b>	<b>(9,436)</b>	<b>1,609,213</b>
<b>Net Operating Income</b>	<b>11,794</b>	<b>17,382</b>	<b>(5,588)</b>	<b>(17,345)</b>	<b>35,059</b>	<b>121,664</b>	<b>(86,605)</b>	<b>(291,076)</b>
Major Equipment	4,157	3,667	(490)	0	29,317	29,336	19	0
Management Fees	9,167	9,167	0	8,750	73,333	73,336	3	70,000
<b>Net Income (Loss)</b>	<b>(\$1,530)</b>	<b>\$4,548</b>	<b>(\$6,078)</b>	<b>(\$26,095)</b>	<b>(\$67,591)</b>	<b>\$18,992</b>	<b>(\$86,583)</b>	<b>(\$361,076)</b>
<b>Ancillary Services Net Income (Loss)</b>								
Café (Net)	(\$40)	\$764	(\$804)	\$261	\$3,638	\$6,112	(\$2,474)	\$1,647
Pro Shop (Net)	\$271	\$700	(\$429)	\$282	\$2,501	\$5,600	(\$3,099)	\$1,450
Personal Training/Pilates (Net)	\$7,337	\$8,585	(\$1,248)	\$3,362	\$38,725	\$61,330	(\$22,605)	\$38,050
Massage/Spa (Net)	\$6,971	\$1,072	\$5,899	\$422	\$17,831	\$8,576	\$9,255	\$6,747
Children's Area (Net)	(\$5,388)	(\$3,367)	(\$2,021)	(\$5,534)	(\$33,793)	(\$27,008)	(\$6,785)	(\$37,368)
<b>Total Ancillary Services Net Income (Loss)</b>	<b>\$9,151</b>	<b>\$7,754</b>	<b>\$1,397</b>	<b>(\$1,207)</b>	<b>\$28,902</b>	<b>\$54,610</b>	<b>(\$25,708)</b>	<b>\$10,525</b>

**Financial and  
Membership Reporting**

Orland Park Health & Fitness Center	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	YTD
<b>New Members - Actual</b>	234	179	150	91	131	109	130	105	1,129
<b>New Members - Budget</b>	220	150	105	92	130	97	87	83	964
<b>Reactivated Bridge/Freeze</b>	(45)	(52)	(78)	(110)	(82)	(64)	(57)	(37)	(525)
<b>Terminated Bridge/Freeze</b>	(27)	(15)	(21)	(18)	(24)	(20)	(14)	(17)	(156)
<b>New Bridge/Freeze</b>	182	88	49	73	75	119	66	62	714
<b>Net Bridge/Freeze Members</b>	110	21	(50)	(55)	(31)	35	(5)	8	33
<b>Net New &amp; Reactivated Bridge/Freezes</b>	(137)	(36)	29	37	7	(55)	(9)	(25)	(189)
<b>Member Mix</b>									
Community Members	40.68%	41.06%	40.68%	40.29%	40.03%	40.03%	40.07%	39.89%	40.34%
Senior Members	41.22%	40.21%	40.73%	41.18%	41.26%	40.95%	40.93%	41.22%	40.96%
Employee Members	1.98%	2.06%	2.15%	2.27%	2.39%	2.46%	2.51%	2.45%	2.29%
Corporate Members	10.37%	10.34%	10.23%	10.16%	10.11%	9.89%	10.11%	10.16%	10.17%
Student Members	2.56%	2.77%	2.72%	2.65%	2.87%	3.10%	2.96%	2.84%	2.81%
Youth Members	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Child Members	3.19%	3.56%	3.49%	3.45%	3.34%	3.58%	3.41%	3.43%	3.43%
<b>Current Members - Actual</b>	3,326	3,395	3,491	3,529	3,592	3,580	3,579	3,552	3,552
<b>Current Members - Budget</b>	3,483	3,556	3,577	3,592	3,638	3,642	3,645	3,644	3,644
<b>Terminated Members by Reason</b>									
Accounting (BSAC)	5.98%	8.82%	2.83%	1.85%	2.78%	1.15%	3.05%	9.52%	4.50%
Completed Semester	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Deceased	0.85%	2.94%	1.89%	0.93%	0.00%	1.15%	0.00%	0.00%	0.97%
Dissatisfied w/Ctr	3.42%	6.86%	0.94%	3.70%	4.63%	0.00%	1.53%	0.79%	2.73%
Distance/Location	0.85%	0.00%	1.89%	1.85%	0.93%	2.30%	2.29%	1.59%	1.46%
Expired Mbrship (CtrBO)	1.71%	5.88%	1.89%	3.70%	3.70%	2.30%	3.82%	7.14%	3.77%
Financial	1.71%	6.86%	9.43%	1.85%	6.48%	6.90%	11.45%	0.79%	5.69%
Job Change	0.00%	2.94%	0.00%	0.93%	0.93%	0.00%	0.76%	0.00%	0.69%
Lack of Time/Interest	56.41%	41.18%	48.11%	53.70%	36.11%	58.62%	45.80%	46.03%	48.25%
Medical	12.82%	8.82%	10.38%	6.48%	22.22%	8.05%	5.34%	7.14%	10.16%
Move	8.55%	12.75%	16.04%	15.74%	11.11%	16.09%	21.37%	20.63%	15.29%
Other Club	7.69%	2.94%	4.72%	5.56%	8.33%	2.30%	1.53%	1.59%	4.33%
Seasonal	0.00%	0.00%	1.89%	3.70%	2.78%	1.15%	3.05%	4.76%	2.17%
<b>Terminated Members - Actual</b>	111	102	106	108	108	87	131	126	879
<b>Terminated Members - Adjusted</b>	84	74	83	90	75	66	122	107	701
<b>Terminated Members - Budget</b>	76	77	84	77	84	93	84	84	659
<b>Average Length of Stay</b>									
1-3 Months	12.28%	17.65%	15.65%	8.33%	12.96%	7.62%	8.53%	10.32%	11.67%
3-6 Months	11.40%	21.57%	13.91%	25.00%	26.85%	14.29%	17.05%	10.32%	17.55%
6-9 Months	13.16%	12.75%	17.39%	18.52%	15.74%	25.71%	23.26%	24.60%	18.89%
9-12 Months	15.79%	5.88%	13.04%	10.19%	13.89%	14.29%	14.73%	8.73%	12.07%
12-18 Months	9.65%	10.78%	10.43%	11.11%	11.11%	8.57%	17.05%	18.25%	12.12%
18-24 Months	1.75%	0.98%	0.00%	4.63%	0.00%	6.67%	4.65%	5.56%	3.03%
24+ Months	35.96%	30.39%	29.57%	22.22%	19.44%	22.86%	14.73%	22.22%	24.67%
<b>Ancillary Services</b>									
Swim Units									-
Swim Units Budget									-
Personal Training/Pilates Units	209	201	243	189	198	220	206	280	1,746
Personal Training/Pilates Units Budget	325	350	375	400	425	450	450	450	5,025
Spa Units	76	96	148	171	146	139	131	142	1,049
Spa Units Budget	65	65	65	65	65	65	65	65	780
PT/Pilates Profit Margin - Includes Burden	58.07%	22.79%	51.35%	50.11%	50.12%	53.26%	41.26%	55.07%	47.75%
Spa Profit Margin - Includes Burden	47.01%	15.30%	7.94%	17.86%	14.55%	25.16%	22.55%	80.11%	28.81%
<b>Financial Statistics</b>									
Revenue - Excluding Medical Rent	225,045	226,162	240,126	242,194	242,520	245,828	238,152	242,869	1,902,896
Total Revenue per Member (Excluding Med Rent)	67.66	66.62	68.78	68.63	67.52	68.67	66.54	68.38	535.73
Membership Dues - Adult & Child	194,745	196,962	199,931	206,405	209,345	209,373	208,821	208,605	1,634,187
Average Member Rate	58.55	58.02	57.27	58.49	58.28	58.48	58.35	58.73	460.08
Operating Expense	221,456	236,047	241,756	236,353	232,969	253,197	243,319	231,075	1,896,172
NOI (Excluding Medical Rent)	3,589	(9,885)	(1,630)	5,841	9,551	(7,369)	(5,167)	11,794	6,724
NOI % of Revenue	1.59%	-4.37%	-0.68%	2.41%	3.94%	-3.00%	-2.17%	4.86%	0.35%
Total FTE's	28.27	30.10	30.55	29.22	28.87	29.40	29.33	29.80	29.44
Ancillary Revenue	20,147	19,283	28,611	25,579	23,209	24,710	21,716	28,363	191,618
Ancillary Revenue as % of Total Revenue	8.95%	8.53%	11.91%	10.56%	9.57%	10.05%	9.12%	11.68%	10.07%
Payroll Expense (Excluding Burden)	97,799	113,912	111,149	98,661	108,880	105,412	110,646	113,391	859,851
Payroll Costs as % of Total Revenue (Excludes Burden)	43.46%	50.37%	46.29%	40.74%	44.90%	42.88%	46.46%	46.69%	45.19%
Marketing Expense	8,393	12,694	4,657	9,566	4,639	10,087	5,334	4,485	59,855
Marketing Costs per New Member	35.87	70.92	31.05	105.12	35.41	92.54	41.03	42.71	\$53.02
Enrollment Fee Revenue	-	328	520	653	175	54	111	400	2,241
Enrollment Revenue per New Member	-	1.83	3.47	7.18	1.34	0.50	0.85	3.81	1.98

# REQUIRED FORMS

## FORM A: PROPOSAL SUMMARY SHEET

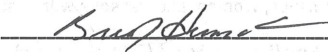
PROPOSAL SUMMARY SHEET  
RFP 22-046  
Orland Park Health & Fitness Management Services

**Business Name:** Power Wellness  
**Address:** 851 Oak Creek Dr.  
**City, State, Zip:** Lombard, IL 60148  
**Contact:** Brian Hummert  
**Title:** President  
**Phone Number:** 630.570.2600  
**Email Address:** bhummert@powerwellness.com

**Proposal:**

	Gross Revenues	Gross Expenses
Year 1:	\$3,202,376	\$3,196,375
Year 2:	\$3,335,683	\$3,252,629
Year 3:	\$3,457,527	\$3,306,712
Year 4:	\$3,600,567	\$3,362,438
Year 5:	\$3,736,614	\$3,432,460

**AUTHORIZATION & SIGNATURE**

Name of Authorized Signee: BRIAN HUMMERT  
 Signature of Authorized Signee:   
 Title: PRESIDENT Date: 9/19/22

**FORM B: CERTIFICATE OF COMPLIANCE**



**ORLAND PARK  
CERTIFICATE OF COMPLIANCE**

The undersigned BRIAN HUMMELT, as PRESIDENT  
(Enter Name of Person Making Certification) (Enter Title of Person Making Certification)

and on behalf of POWER WELLNESS MANAGEMENT, certifies that:  
(Enter Name of Business Organization)

**1) BUSINESS ORGANIZATION:**

The Proposer is authorized to do business in Illinois: Yes  No

Federal Employer I.D.#: 36-4313590  
(or Social Security # if a sole proprietor or individual)

The form of business organization of the Proposer is (check one):

- Sole Proprietor
- Independent Contractor (Individual)
- Partnership
- LLC
- Corporation \_\_\_\_\_  
(State of Incorporation) (Date of Incorporation)

**2) STATUS OF OWNERSHIP**

Illinois Public Act 102-0265, approved August 2021, requires the Village of Orland Park to collect "Status of Ownership" information. This information is collected for reporting purposes only. Please check the following that applies to the ownership of your business and include any certifications for the categories checked with the proposal. Business ownership categories are as defined in the Business Enterprise for Minorities, Women, and Persons with Disabilities Act, 30 ILCS 575/0.01 et seq.

- Minority-Owned
- Women-Owned
- Veteran-Owned
- Disabled-Owned
- Small Business  (SBA standards)
- Prefer not to disclose
- Not Applicable

How are you certifying? Certificates Attached  Self-Certifying

**STATUS OF OWNERSHIP FOR SUBCONTRACTORS**

This information is collected for reporting purposes only. Please check the following that applies to the ownership of subcontractors.

- Minority-Owned
- Women-Owned
- Veteran-Owned
- Disabled-Owned
- Small Business  (SBA standards)
- Prefer not to disclose
- Not Applicable

**Certificate of  
Compliance**

**FORM B: CERTIFICATE OF COMPLIANCE (CONTINUED)**

3) **ELIGIBILITY TO ENTER INTO PUBLIC CONTRACTS:** Yes  No

The Proposer is eligible to enter into public contracts, and is not barred from contracting with any unit of state or local government as a result of a violation of either Section 33E-3, or 33E-4 of the Illinois Criminal Code, or of any similar offense of "Bid-rigging" or "Bid-rotating" of any state or of the United States.

4) **SEXUAL HARASSMENT POLICY:** Yes  No

Please be advised that Public Act 87-1257, effective July 1, 1993, 775 ILCS 5/2-105 (A) has been amended to provide that every party to a public contract must have a written sexual harassment policy in place in full compliance with 775 ILCS 5/2-105 (A) (4) and includes, at a minimum, the following information: (I) the illegality of sexual harassment; (II) the definition of sexual harassment under State law; (III) a description of sexual harassment, utilizing examples; (IV) the vendor's internal complaint process including penalties; (V) the legal recourse, investigative and complaint process available through the Department of Human Rights (the "Department") and the Human Rights Commission (the "Commission"); (VI) directions on how to contact the Department and Commission; and (VII) protection against retaliation as provided by Section 6-101 of the Act. (Illinois Human Rights Act). (emphasis added). Pursuant to 775 ILCS 5/1-103 (M) (2002), a "public contract" includes "...every contract to which the State, any of its political subdivisions or any municipal corporation is a party."

5) **EQUAL EMPLOYMENT OPPORTUNITY COMPLIANCE:** Yes  No

During the performance of this Project, Proposer agrees to comply with the "Illinois Human Rights Act", 775 ILCS Title 5 and the Rules and Regulations of the Illinois Department of Human Rights published at 44 Illinois Administrative Code Section 750, et seq. The

Proposer shall: (I) not discriminate against any employee or applicant for employment because of race, color, religion, sex, marital status, national origin or ancestry, age, or physical or mental handicap unrelated to ability, or an unfavorable discharge from military service; (II) examine all job classifications to determine if minority persons or women are underutilized and will take appropriate affirmative action to rectify any such underutilization; (III) ensure all solicitations or advertisements for employees placed by it or on its behalf, it will state that all applicants will be afforded equal opportunity without discrimination because of race, color, religion, sex, marital status, national origin or ancestry, age, or physical or mental handicap unrelated to ability, or an unfavorable discharge from military service; (IV) send to each labor organization or representative of workers with which it has or is bound by a collective bargaining or other agreement or understanding, a notice advising such labor organization or representative of the Vendor's obligations under the Illinois Human Rights Act and Department's Rules and Regulations for Public Contract; (V) submit reports as required by the Department's Rules and Regulations for Public Contracts, furnish all relevant information as may from time to time be requested by the Department or the contracting agency, and in all respects comply with the Illinois Human Rights Act and Department's Rules and Regulations for Public Contracts; (VI) permit access to all relevant books, records, accounts and work sites by personnel of the contracting agency and Department for purposes of investigation to ascertain compliance with the Illinois Human Rights Act and Department's Rules and Regulations for Public Contracts; and (VII) include verbatim or by reference the provisions of this Equal Employment Opportunity Clause in every subcontract it awards under which any portion of this Agreement obligations are

Certificate of  
Compliance

### FORM B: CERTIFICATE OF COMPLIANCE (CONTINUED)

undertaken or assumed, so that such provisions will be binding upon such subcontractor. In the same manner as the other provisions of this Agreement, the Proposer will be liable for compliance with applicable provisions of this clause by such subcontractors; and further it will promptly notify the contracting agency and the Department in the event any subcontractor fails or refuses to comply therewith. In addition, the Proposer will not utilize any subcontractor declared by the Illinois Human Rights Department to be ineligible for contracts or subcontracts with the State of Illinois or any of its political subdivisions or municipal corporations. Subcontract" means any agreement, arrangement or understanding, written or otherwise, between the Proposer and any person under which any portion of the Proposer's obligations under one or more public contracts is performed, undertaken or assumed; the term "subcontract", however, shall not include any agreement, arrangement or understanding in which the parties stand in the relationship of an employer and an employee, or between a Proposer or other organization and its customers. In the event of the Proposer's noncompliance with any provision of this Equal Employment Opportunity Clause, the Illinois Human Right Act, or the Rules and Regulations for Public Contracts of the Department of Human Rights the Proposer may be declared non-responsible and therefore ineligible for future contracts or subcontracts with the State of Illinois or any of its political subdivisions or municipal corporations, and this agreement may be canceled or avoided in whole or in part, and such other sanctions or penalties may be imposed or remedies involved as provided by statute or regulation.

6) **TAX CERTIFICATION:** Yes  No

Contractor is current in the payment of any tax administered by the Illinois Department of Revenue, or if it is: (a) it is contesting its liability for the tax or the amount of tax in accordance with procedures established by the appropriate Revenue Act; or (b) it has entered into an agreement with the Department of Revenue for payment of all taxes due and is currently in compliance with that agreement.

7) **AUTHORIZATION & SIGNATURE:**

I certify that I am authorized to execute this Certificate of Compliance on behalf of the Contractor set forth on the Proposal, that I have personal knowledge of all the information set forth herein and that all statements, representations, that the Proposal is genuine and not collusive, and information provided in or with this Certificate are true and accurate. The undersigned, having become familiar with the Project specified, proposes to provide and furnish all of the labor, materials, necessary tools, expendable equipment and all utility and transportation services necessary to perform and complete in a workmanlike manner all of the work required for the Project.

**ACKNOWLEDGED AND AGREED TO:**

  
\_\_\_\_\_  
Signature of Authorized Officer

BRIAN HUMBERT  
\_\_\_\_\_  
Name of Authorized Officer

PRESIDENT  
\_\_\_\_\_  
Title

9/19/22  
\_\_\_\_\_  
Date



## FORM C: REFERENCES

### REFERENCES

Provide three (3) references for which your organization has performed similar work.

Bidder's Name: **Power Wellness**

- 1. Organization:** **Northwestern Medicine**  
**Address:** 300 S. Randall Rd., Geneva, IL 60134  
**Phone Number:** 630.938.3006  
**Contact:** Mr. M.B. Johnson  
**Year of Project:** 1996  
**URL:** [www.nm.org](http://www.nm.org)

---
- 2. Organization:** **Loyola University**  
**Address:** 1032 W. Sheridan Rd., Chicago, IL 60660  
**Phone Number:** 773.508.2492  
**Contact:** Katie Fincannon  
**Year of Project:** 1997  
**URL:** [www.luc.edu](http://www.luc.edu)

---
- 3. Organization:** **Washtenaw Community College**  
**Address:** 4800 E. Huron River Dr., Ann Arbor, MI 48105  
**Phone Number:** 734.973.3517  
**Contact:** Ben Hunholz  
**Year of Project:** 2007  
**URL:** [www.wccnet.edu](http://www.wccnet.edu)

**FORM D: INSURANCE REQUIREMENTS**



**ORLAND PARK**

**INSURANCE REQUIREMENTS**

*Please provide a policy Specimen Certificate of Insurance showing current coverage's along with this form.*

**WORKERS' COMPENSATION & EMPLOYER LIABILITY**

Full Statutory Limits - Employers Liability  
 \$500,000 – Each Accident \$500,000 – Each Employee  
 \$500,000 – Policy Limit  
 Blanket Waiver of Subrogation in favor of the Village of Orland Park

**AUTOMOBILE LIABILITY (ISO Form CA 0001)**

\$1,000,000 – Combined Single Limit Per Occurrence  
 Bodily Injury & Property Damage

**GENERAL LIABILITY (Occurrence basis) (ISO Form CG 0001)**

\$1,000,000 – Combined Single Limit Per Occurrence  
 Bodily Injury & Property Damage  
 \$2,000,000 – General Aggregate Limit  
 \$1,000,000 – Personal & Advertising Injury  
 \$2,000,000 – Products/Completed Operations Aggregate

**Additional Insured Endorsements: (not applicable for Goods Only)**

ISO CG 20 10 or CG 20 26  
 and  
 CG 20 01 Primary & Non-Contributory  
 Blanket Waiver of Subrogation in favor of the Village of Orland Park

CG 20 37 Additional Insured – Completed Operations *(provide if box is checked)*

*Please provide the following coverage, if box is checked.*

**GENERAL LIABILITY UMBRELLA (Follow Form Policy)**

- \$1,000,000 – Each Occurrence \$1,000,000 – Aggregate
- \$2,000,000 – Each Occurrence \$2,000,000 – Aggregate
- Other: \$5,000,000 - Each Occurrence \$5,000,000 -Aggregate

**EXCESS MUST COVER:** General Liability, Automobile Liability, Employers' Liability

**PROFESSIONAL LIABILITY**

- \$1,000,000 Limit - Claims Made Form, Indicate Retroactive Date
- \$2,000,000 Limit - Claims Made Form, Indicate Retroactive Date
- Other: \_\_\_\_\_  
 Deductible not-to-exceed \$50,000 without prior written approval

**BUILDERS RISK**

Completed Property Full Replacement Cost Limits -  
 Structures under construction

**ENVIRONMENTAL IMPAIRMENT/POLLUTION LIABILITY**

\$1,000,000 Limit for bodily injury, property damage and remediation costs  
 resulting from a pollution incident at, on or mitigating beyond the job site

**CYBER LIABILITY**

\$1,000,000 Limit per Data Breach for liability, and notification, response  
 and credit monitoring service costs

Insurance  
Requirements

### FORM D: INSURANCE REQUIREMENTS (CONTINUED)

Any insurance policies providing the coverages required of the Consultant, excluding Professional Liability, shall be specifically endorsed to identify "The Village of Orland Park, and their respective officers, trustees, directors, officials, employees, volunteers and agents as Additional Insureds on a primary/non-contributory basis with respect to all claims arising out of operations by or on behalf of the named insured." The required Additional Insured coverage shall be provided on the Insurance Service Office (ISO) CG 20 10 or CG 20 26 endorsements or an endorsement at least as broad as the above noted endorsements as determined by the Village of Orland Park. Any Village of Orland Park insurance coverage shall be deemed to be on an excess or contingent basis as confirmed by the required (ISO) CG 20 01 Additional Insured Primary & Non-Contributory Endorsement. The policies shall also contain a Waiver of Subrogation in favor of the Additional Insureds in regard to General Liability and Workers' Compensation coverage. The certificate of insurance shall also state this information on its face. Any insurance company providing coverage must hold an A-, VII rating according to Best's Key Rating Guide. Each insurance policy required shall have the Village of Orland Park expressly endorsed onto the policy as a Cancellation Notice Recipient. Should any of the policies be cancelled before the expiration date thereof, notice will be delivered in accordance with the policy provisions. Permitting the contractor, or any subcontractor, to proceed with any work prior to our receipt of the foregoing certificate and endorsements shall not be a waiver of the contractor's obligation to provide all the above insurance.

Consultant agrees that prior to any commencement of work to furnish evidence of Insurance coverage providing for at minimum the coverages, endorsements and limits described above directly to the Village of Orland Park, Nicole Merced, Finance Management Analyst, 14700 S. Ravinia Avenue, Orland Park, IL 60462. Failure to provide this evidence in the time frame specified and prior to beginning of work may result in the termination of the Village's relationship with the contractor.

ACCEPTED & AGREED THIS 19<sup>th</sup> DAY OF SEPTEMBER, 2022

[Signature]  
Signature

Authorized to execute agreements for:

BRIAN HUMBERT, PRESIDENT  
Printed Name & Title

POWER WELLNESS MANAGEMENT  
Name of Company



Current Power Wellness  
Certificate of  
Insurance

**FORM E: CURRENT POWER WELLNESS CERTIFICATE OF INSURANCE**

		<b>CERTIFICATE OF LIABILITY INSURANCE</b>		DATE (MM/DD/YYYY) 03/31/2022														
<p>THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.</p>																		
<p><b>IMPORTANT:</b> If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).</p>																		
<b>PRODUCER</b> Aon Risk Services Central, Inc. Chicago Office 200 E. Randolph 12th Floor Chicago, IL 60601			<b>CONTACT NAME:</b> Gayle Andrews <b>PHONE (A/C, No, Ext):</b> 312-381-1000 <b>FAX (A/C, No):</b> <b>E-MAIL ADDRESS:</b> ACS.Chicago@aon.com															
<b>INSURED</b> Power Wellness Management, LLC  851 Oak Creek Drive  Lombard, IL 60148			<table border="1"> <thead> <tr> <th>INSURER(S) AFFORDING COVERAGE</th> <th>NAIC #</th> </tr> </thead> <tbody> <tr> <td>INSURER A: ZURICH AMER INS CO</td> <td>16535</td> </tr> <tr> <td>INSURER B: PHILADELPHIA IND INS CO</td> <td>18058</td> </tr> <tr> <td>INSURER C:</td> <td></td> </tr> <tr> <td>INSURER D:</td> <td></td> </tr> <tr> <td>INSURER E:</td> <td></td> </tr> <tr> <td>INSURER F:</td> <td></td> </tr> </tbody> </table>		INSURER(S) AFFORDING COVERAGE	NAIC #	INSURER A: ZURICH AMER INS CO	16535	INSURER B: PHILADELPHIA IND INS CO	18058	INSURER C:		INSURER D:		INSURER E:		INSURER F:	
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INSURER D:																		
INSURER E:																		
INSURER F:																		
<b>COVERAGES</b>		<b>CERTIFICATE NUMBER:</b> 64992057		<b>REVISION NUMBER:</b>														
<p>THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.</p>																		
<b>INSR LTR</b>	<b>TYPE OF INSURANCE</b>	<b>ADDL SUBR INSD VWD</b>	<b>POLICY NUMBER</b>	<b>POLICY EFF (MM/DD/YYYY)</b>	<b>POLICY EXP (MM/DD/YYYY)</b>	<b>LIMITS</b>												
A X	<b>COMMERCIAL GENERAL LIABILITY</b> <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR  GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input checked="" type="checkbox"/> PRO-JECT <input checked="" type="checkbox"/> LOC OTHER:		GLO 3487105-15	04/01/22	04/01/23	EACH OCCURRENCE \$ 2,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 500,000 MED EXP (Any one person) \$ 10,000 PERSONAL & ADV INJURY \$ 2,000,000 GENERAL AGGREGATE \$ 4,000,000 PRODUCTS - COMP/OP AGG \$ 4,000,000 \$												
B	<b>AUTOMOBILE LIABILITY</b> <input type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY OTHER:		PHPK2397806	04/01/22	04/01/23	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$												
B X	<b>UMBRELLA LIAB</b> <input type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED    RETENTION \$		PHUB809245	04/01/22	04/01/23	EACH OCCURRENCE \$ 5,000,000 AGGREGATE \$ 5,000,000 \$												
A	<b>WORKERS COMPENSATION AND EMPLOYERS' LIABILITY</b> ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N <input checked="" type="checkbox"/> N    N/A	WC 3487104-15	04/01/22	04/01/23	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000												
B	Health & Fitness Prof.		PHPK2397806	04/01/22	04/01/23	Occurrence 1,000,000												
<b>DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)</b> Evidence of Coverage																		
<b>CERTIFICATE HOLDER</b>  Power Wellness  851 Oak Creek Drive  Lombard, IL 60148  USA			<b>CANCELLATION</b>  SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.  AUTHORIZED REPRESENTATIVE  <i>Aon Risk Services Central, Inc.</i>															
ACORD 25 (2016/03)      The ACORD name and logo are registered marks of ACORD gandrews      © 1988-2015 ACORD CORPORATION. All rights reserved. 64992057																		

# APPENDIX

## EXHIBIT A: MANAGEMENT SERVICES

### Financial:

- Establishment of internal control procedures and administrative form design for cash receipts, cash disbursements, member billing, and safeguarding of inventory and fixed assets.
- Annual budget preparation.
- Monthly statement of operations with comparison to budget.
- Monthly balance sheet reconciliations.
- Monthly operational and financial key indicator reporting.
- Monthly payroll deduct reconciliation.
- Center credit card management and recording of expenses.
- Annual / Quarterly statement of operations with key operating statistics and narrative.
- Preparation of year-end audit work papers.
- Accounts payable processing.
- Year-end 1099 processing.
- Sales tax reporting.
- Industry benchmarking.

### Business Systems:

- Membership contract development and management.
- Membership software configuration
  - Club configuration
  - Membership types, plans, and enrollment/dues products
  - Ancillary service products
  - Inventory products
  - Point of sale
- Membership portal configuration and implementation.
- Training and support.
- Membership billing.

- Membership audits.
- Membership management (adds/changes/deletes/downgrades/bridges, etc.).
- Membership program configuration (add/update fitness program and class configurations, inventory adds/adjustments, etc.).
- Daily point of sale reconciliation.
- Inventory management.

### Programming:

- Development of programming and group exercise curriculum, provide and maintain related licenses.
- Introduce new personal training, massage, and alternative therapy techniques and training.
- Introduce virtual platform for group exercise and fitness on demand training / coaching.
- Nutritional and wellness program development.
- General health & wellness assessment protocols.
- Development and implementation of Medically Integrated programming.
- Implementation and oversight of Medical Advisory Committee.
- Prepare and lead the center through Medical Fitness Facility Certification process.

### Equipment Procurement and Preventative Maintenance:

- Preferred vendor development and pricing.
- Equipment maintenance procedures.
- Administer product warranties.
- Procurement, receipt, and recording of all equipment.
- Equipment space planning.
- Ecolab Service introduction for pool Services.
- Laundry room equipment procurement including towel service.
- FitShop service if space available.

## EXHIBIT A: MANAGEMENT SERVICES (CONTINUED)

### Sales and Customer Service:

- Customer service and member orientation training development.
- Direct to Employer sales programs.
- Membership engagement programs / surveys / tracking.
- Develop and evaluate member satisfaction surveys.
- Professional sales training for membership and fitness staff.
- Monitoring, analysis, and management of day-to-day sales activities via Power Force CRM.
- Forecasting and planning for sales success.
- Talent sourcing and onboarding for sales teams.
- New members ancillary package creation and sales.
- Sales budget development.
- Third party membership relationships.

### Marketing:

- Consumer analytics and market research.
- Marketing plan development and implementation.
- Direct mail and print advertising.
- Management of social media.
- Collateral development.
- Ongoing competitive analysis.
- Member communication management.
- Website development and maintenance.
- Campaign reporting.
- Development and management of digital ads.

### Environmental Services:

- Establish and provide daily, weekly, and monthly maintenance checklists and duty expectations.
- Train employees on EVS protocols and handling facility and aquatic concerns.
- Provide oversight of in-house, and third-party vendors to ensure that daily, weekly and monthly EVS maintenance is adhered to.
- Work collaboratively with client for facility related items.

### Human Resources, Education, Training and Legal Support:

- Employee recruitment/drug screens/background checks.
- Implement New Hire paperwork procedures.
- Employee orientation procedures and employee handbook updates.
- Employee performance management and evaluation process development and implementation.
- Internal communications regarding issues/processes with employee impact.
- Intern recruitment and facility curriculum program administration.
- Employee benefits administration and individualized employee assistance and advice.
- Unemployment benefits administration.
- Employee assistance program administration.
- Evaluate and administer manager education resources (Health Stream, Talent Tracks, Club Connect, Customized Updates).
- Manager training program development and customization.
- Access/recommendations to continuing education programs.
- Administer, develop and/or present hiring practices, diversity and sensitivity, employee engagement, change management, state mandated and other customized professional development employee/manager training.
- Monitor legal developments at CDC, OSHA, IDPH and state required to ensure center compliance.
- Evaluate and draft general operations contracts including, but not limited to, rentals, off-site services, contractor, unique and licensed programming, customized waivers and templates and contract amendments.
- Provide management staff with on demand legal assessment and advice on risk, compensation, employee performance and other employment business practices.
- Evaluate and administer leaves of absence and workplace accommodation requests.
- On-call emergency access during hours of operation.

## EXHIBIT A: MANAGEMENT SERVICES (CONTINUED)

### Risk Management:

- Implement and train on workplace safety standards and building emergency procedures for all employees.
- Implement and train on medical code emergency procedures.
  - Monitor required training drills
- Monitor facility safety audits.
  - ADA compliance
  - OSHA compliance
- Facilitate child minding policy and procedures.
- Incident reporting and tracking.
- Monthly G/L W/C incident review.
- Monitoring employee credentials.
- Facilitate Medical Fitness Association facility certifications.

### Communications & Best Practices:

- Utilizing PWM's national network of facilities to benchmark, network and collaborate throughout the year to develop, implement, and improve best practices.
- Regularly scheduled update calls with each Center Director.
- Monthly PWM manager's conference calls.
- Owner's meetings monthly, or as requested.
- Information sharing with all PWM centers and employees.
- Annual Center Director meetings.

### Information Systems:

- Specification, procurement, installation, management, and support of
  - Video and communication circuits
  - Networking hardware, servers, PC's and peripherals (scanners, printers, cameras, cash drawers, copy machines)
  - Telcom/phone system/cell phones
  - Audio visual
- Support core system applications
  - Membership management system (Integrated)
    - Membership and resource scheduling
    - Front desk POS
    - POS / credit card processing - EMV
    - EFT Transmittal

- Member assessment software (Integrated)
- Employee management system
  - Recruiting
  - Payroll, time & attendance
  - Benefits, health & welfare
    - a. Email and team collaboration tools
    - b. Office productivity software
- Member management - check in/check out
- Internet kiosk – Member based
- Internet / gaming – Kids area
- power-link
  - EMR referral integration
  - Payroll Deduct
  - Member assessment integration
- Disaster recovery
- Network and system security, HIPAA compliance
- Vendor relations & negotiations
- Training
- Help Desk support
- Life cycle management and budgeting

### Medical Fitness Program Integration:

- Attend and help facilitate quarterly meetings of Medical Advisory Committee.
- Provide the following SAS (software as a service) integrated technologies:
  - Health Assessment Product Suite (eHHQ, BodyScript™, PROMIS®)
  - Salesforce®
  - power-link by Power Wellness Management, LLC
- Support integration of Manager's business systems with Owner's or Lessees EHR system.
- Deployment of a general membership health assessment.
- Collaborate on deployment of prescriptive fitness programs and physician marketing strategy.
- Collaborate on design, development and deployment of special population programs with support of Medical Advisory Committee.
- Collect, analyze and share health outcomes on a deidentified basis with Owner.
- Support application as a Certified Facility by the Medical Fitness Association when appropriate.

## EXHIBIT B: INCIDENT REPORT FORM



### Incident Report Form

**Date:** \_\_\_\_\_  
**Time:** \_\_\_\_:\_\_\_\_ (am/pm)  
 Employee  Member  Guest  
Center name: \_\_\_\_\_  
Location of incident: \_\_\_\_\_

**Client Information**

Name: \_\_\_\_\_  
Member ID #: \_\_\_\_\_  
Phone: \_\_\_\_\_  
Date of Birth: \_\_\_\_\_

**Type of Incident**

Injury  Illness  Theft  
 Misconduct or improper behavior

Is there video available? (please obtain)  Yes

**NARRATIVE DESCRIPTION** of incident by the first Director (CD) or Manager on Duty (MOD) receiving first aid was administered (or denied), symptoms conditions, and if individual was transported by

2021 CONFIDENTIAL

**Witnesses** *i.e., someone who saw an incident occur, not responding personnel.*  N/A

Name: \_\_\_\_\_ Contact Number: \_\_\_\_\_  
Name: \_\_\_\_\_ Contact Number: \_\_\_\_\_  
Name: \_\_\_\_\_ Contact Number: \_\_\_\_\_

**Responders**

Name and title of first staff member on the scene: \_\_\_\_\_  
Name and title of MOD or CD: \_\_\_\_\_

**Called 911 for emergency assistance?**  Yes  No  N/A  
 Police  Ambulance  Fire Dept. Arrival: \_\_\_\_:\_\_\_\_ (am/pm) Departure: \_\_\_\_:\_\_\_\_ (am/pm)

**Equipment Related**  Yes  No  N/A

If yes, identify equipment: \_\_\_\_\_

Was equipment taken out of service?  Yes  No  N/A  
Were photos taken? (please obtain)  Yes  No  N/A

**Reporter**

Name of employee submitting report: \_\_\_\_\_  
Title: \_\_\_\_\_  
Date \_\_\_\_\_ Time: \_\_\_\_:\_\_\_\_ (am/pm)

**24-HOUR FOLLOW-UP**

Date \_\_\_\_\_ Time: \_\_\_\_:\_\_\_\_ (am/pm) Staff initials \_\_\_\_\_

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