



ORLAND PARK

HEALTH & FITNESS CENTER

REQUEST FOR PROPOSAL

MEDICAL WELLNESS CENTER RFP

PREPARED FOR:
Village of Orland Park

Presented by:

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Operating History

Healthplex Associates, Incorporated, was created as a wholly owned subsidiary of Crozer Keystone Health System in 1995, which at the time was a five hospital, not-for-profit health system located in Springfield, Pennsylvania (suburban Philadelphia). Originally, the Company was formed to own and operate CKHS's Springfield, PA., wellness center. Because of the national attention drawn to this original Healthplex, the team began to consult with healthcare clients around the country. The company grew substantially since its origination and was ultimately spun off from Crozer Keystone as a privately held firm in March of 2005. With a client base from throughout the U.S., HPA continues to have a major role in making our nation's health and wellness system more proactive. Our principals are former hospital CEO's who have created a company culture that stresses mission.

Fundamentally, the Healthplex® team believes that in order to be most effective in improving the health of the communities we serve, fitness should be part of the mainstream continuum.

We seek to be known for innovation in clinical-fitness integration and research; profitable retail operations; high tech/high touch approaches to fitness and in each market, we serve, we will make our partner's facilities and programs the premier provider for each community we serve. Our long-term success is tied to the long-term success of each of our partner's projects.

Our core values include:

- To improve the quality of life in the communities we serve;
- To place the needs of our healthcare, community and education partners first;
- To assure integrity of the care and service we provide;
- To maximize healthcare integration;
- To be the leader in innovative, cutting-edge services and programs;
- To be inclusive (serving all healthcare constituents) in the services we provide;
- To understand that serving our members means serving the whole person including social and spiritual health.

We treat our clients as partners in innovative health care.

Healthplex Associates Inc. is a company that defines itself as “mission driven”. We are proud of the people on our team, our approach to population health issues, our zeal for innovation and our dedication to people. Our combined staff has served over 400 clients ranging from community centers, universities, large hospitals and health systems to smaller, community based rural hospitals. We currently employ a total of 423 staff members throughout the nation.

As a more focused firm, Healthplex Associates has developed a unique, “hands-on” approach to assisting and advising clients with a commitment of involvement that stresses partnerships. Fundamentally, we believe that creating true benefit for the community must include fitness/wellness services.

Healthplex® Associates, Inc (HPA) is dedicated to working with clients to successfully make their wellness center a part of their population health/ambulatory care strategy. Wellness centers can be a valuable asset to a community and its health systems if they support the mission to improve the health and well-being in the communities they serve.

HPA’s strengths are:

- A hands-on orientation which is dedicated to client service – fulfilling our clients’ needs is our mission.
- A partnership approach – we seek excellence for our partners and our projects. We consider ourselves part of our partner’s management team. We recognize that our partners are always balancing several major projects at one time. They need a partner who they can rely on to get the job done.
- We see every situation as unique. Each project will help shape the hospital/health system’s future healthcare delivery and there are no “cookie cutter” models that fit all projects.
- Because of our not-for-profit healthcare roots, we approach each project conservatively. We understand how precious resources are in today’s healthcare environment and we act as if our own money and resources are at stake.

We understand healthcare. Our principals are former hospital CEO’s. We have created a company with a unique culture of healthcare and community service that our commercial health club-based competitors do not have and cannot replicate. Our first priority is community service and healthcare.



Experience

HPA operates in multiple states, below is a list of a few.

Mission Fitness (Odessa, TX, Medical Center Hospital)

8050 TX-191 Frontage, Odessa, TX 79765

432-640-4000

<https://www.mchodessa.com/services/fitness-center/>

Matt Collins, COO, 432-640-2445, mcollins1@echd.org

- 28,000SF facility with group exercise, lap pool and warm water therapy pool 2750 active members
- \$2.3 million in budgeted revenue

Currently we operate two facilities for Montage Wellness Center, one location in Marina, CA and one location in Salinas, CA.

Montage Wellness Center (Marina, CA, Community Hospital of the Monterey Peninsula)

Marina 2920 2nd Ave, Marina, CA 93933

Salinas 1910 N. Davis Road, Salinas, CA 93907

<https://www.montagehealth.org/about/wellness-center/>

Dan Limesand, Director, Business Development and Contracting, dan.limesand@chomp.org

Montage Wellness Center – Marina

- 27,000 SF
- 2 group fitness studios
- 1 warm water pool, 1 lap pool (4 lanes, 25 yards length), 1 hot tub, 2 steam rooms
- 2,450 active members
- 2.3 million budgeted revenue

Montage Wellness Center – Salinas

- 16,000 SF
- 2 group fitness studios
- 1 warm water pool, 1 lap pool 3 lanes, 25 yards length)
- 1,105 active members
- 1.2 million budgeted revenue

Center for Health and Fitness (Penn Highlands Mon Valley)

800 Plaza Dr. Suite 100, Belle Vernon, PA 15012

724-379-5100

<https://mvhealthplex.com/>

Lou Panza, President and CEO, lpanza@monvalleyhospital.com

- 35,000SF facility with 2 GE studios, lap pool and warm water therapy pool
- 3200 active members
- \$2.5 million in budgeted revenue



Scope of Duties

We have carefully reviewed the Orland Park RFP; (Page 40 Scope of Work) and we currently provide all of these services (and more) to our current clients. All provided references will be able to verify that the scope of what we do, and our quality of work will always meet the level of detail demanded by our clients.

HPA maintains a very close relationship to all our clients. Our contract calls for the client to appoint a senior executive from their team to be the liaison to HPA and HPA in turn appoints a senior executive to meet with that liaison at least once per month. During those meetings we review all operating results in detail, not just the financial issues but the marketing campaigns, results, member issues, clinical results, physician contacts, etc. Our approach is that HPA becomes part of the client's team, not the other way around. In each site, HPA is "invisible", i.e., we never identify ourselves as being separate and distinct from the client. Our people identify themselves as part of the client's team.

Qualifications

The management team of Healthplex Associates® is made up of some of the most seasoned experts in the field of fitness. Few management firms can boast of the experience in the operations of fitness centers as Healthplex® Associates.

C. Lynn Robbins, CPA, FMFA is the President of Healthplex Associates. Lynn's primary role for Healthplex Associates is Business Development as well as oversight of the Accounting and Human Resource Departments. She holds an accounting degree from Widener University in Pennsylvania (summa cum laude) and her MBA from the University of Delaware. She has over 30 years of experience with successful project implementation. During her 14 years with HPA she has worked on numerous projects with hospitals in developing ambulatory care and wellness strategies. Before joining HPA, she was the leader of several different companies including public accounting, real estate development, transportation and pediatric rehabilitation. Lynn is a Fellow of the Medical Fitness Association. She has chaired several MFA committees, including the Outcomes Committee, Membership Committee, Southeast Regional group and is a popular, frequent speaker for MFA seminars.

Don Doyle, Vice President, is a veteran of the health and wellness industry. He has been involved in facility operations for over 20 years and has been responsible for implementing many successful growth and development strategies. Don has been a featured speaker at the IHRSA, Club Industry, and Medical Fitness Association's annual conferences. His topics include developing effective programming and bridging the gap from clinical services to retail wellness. He holds a BS in Biology from LaRoche College and a M.Ed. in Exercise Physiology from Slippery Rock University.

Stephen A. Robbins, Esq. is the President Emeritus of Healthplex® Associates and a recognized pioneer in the field of medically based fitness. As President of Healthplex, he guided Crozer Keystone Health System's development of the award-winning center in Springfield Pennsylvania from a dream to its reality of a complex exceeding 330,000 square feet. In 2000, the Healthplex won Medical Fitness Association's award for excellence. Healthplex Associates develops and manages medically based fitness centers throughout the U.S. Mr. Robbins received his undergraduate degree in Accounting from Ohio State, his MBA in Health Administration from Temple and his Law degree from the University of Akron. He has over thirty-five years of experience in various healthcare leadership positions including as the CEO of several hospitals. Mr. Robbins has been the leading force in a wide variety of hospital fitness centers and a well-known lecturer on the subject.

Ryan Barr, Assistant Vice President, Operational Support, has over 25 years of experience in the fitness and wellness industry including 10 years as the General Manager at Singing River Healthplex, a medically-based fitness and wellness center located in Pascagoula, MS. At Singing River Healthplex, Ryan has been instrumental in leading and supporting the Hospital System's innovative population health initiatives. He earned both his bachelor's degree in business management and master's in business administration (MBA) from Point Park University, Pittsburgh PA. He also holds his certification as a personal fitness trainer from the National Academy of Sports Medicine (NASM); as well as various certifications in Performance Nutrition, Advanced Fitness Programming, and Group Exercise Instruction from the International Sport Sciences Association (ISSA) and MOSSA organizations. Ryan has been active in the Medical Fitness Association (MFA), serving as a state captain and in 2017 he was awarded HPA's Beverly Slavic Memorial award for excellence and leadership.

Renee Clark-McDonald, Vice President of Human Resources, is a graduate of Saint Leo University with a BA in Human Resources. Her experience includes policy and procedure development and implementation, employee coaching/counseling, compliance, budgets, as well as, developing and implementing employee training courses including HIPAA, PIP, sexual harassment, discrimination, employee engagement, and many more. Renee is a member of SHRM and the recipient of the 2020 Beverly J. Slavic Memorial Award.

John Douthitt, Assistant Vice President, Guest Relations Services, has been involved in all aspects of the health and wellness industry since 1992. John began his career with the Four Seasons Resort and Club in Irving, TX serving various positions including Fitness Director and Spa Director before moving to the Baylor-Tom Landry Center in Dallas, TX as the Service Director. John was instrumental in the development and implementation of Member Retention program and was a facilitator of the Baylor Healthcare System's employee customer service training program. Prior to joining Healthplex Associates, John served as the Assistant General Manager of The Houstonian Club in Houston, TX. John has been an active member within the health and wellness industry serving as a delegate to IHRSA's Annual Summit for a Healthier America. He holds a BS in Kinesiology from the University of North Texas. John was the recipient of the 2013 Beverly J. Slavic Award of Excellence in Facility Management.



Pool Operations

All Healthplex Associates natatoriums are managed by a Certified Pool Operator (CPO). It is 'PA's policy to have at least one director-level employee or higher credentialed as a CPO in each location. The CPO oversees water quality, equipment maintenance, and adheres to all national, state, and local guidelines according to their governing health departments.

In addition to the above policies, each location's Fitness Director is directly responsible for water safety communications to members and water safety training for staff.

We know pools. Our senior staff team has been involved extensively with all phases of design, preconstruction, as well as major renovations of existing pools.

Detailed Staffing Plan

In every one of our locations, HPA tasks the onsite management team to work with the support of our corporate staff annually to develop an initial staffing plan. The plan must be responsive to the client's budget and customer service needs.

The initial plan is then presented to the owner or governance of the center and reviewed in detail. Once approved by the owner, the staffing plan becomes the plan for the ensuing year. Changes or deviations must be approved in advance by the client, assuring that our client is actively involved and a partner with HPA. A typical plan is attached below.

DEPT	JOB TITLE	NON	EXEMPT	HR/Week	HOURLY	ANNUAL
Admin	General Manager		X	40		\$ 30,000.00
Admin	Assistant General Manager		X	40		\$ 48,410.00
Fitness	Fitness Director		X	40		\$ 57,500.00
Fitness	Clinical Integration Coordinator		X	40		\$ 45,000.00
Memb	Marketing Coordinator		X	40		\$ 35,000.00
Memb	Member Services Director		X	40		\$ 45,000.00
Memb	Member Services Associate	X		48	\$ 15.50	
Memb	MOD-evening	X		12	\$ 1.50	
Memb	MOD-morning	X		12	\$ 1.50	
Memb	MOD-weekend	X		12	\$ 1.50	
Front Desk	Front Desk Lead	X		20	\$ 16.00	
Front Desk	Front Desk Coach	X		143	\$ 13.60	
CC	Childcare Coach	X		108	\$ 13.60	
EV	Event Assistant	X		48	\$ 15.00	
Massage	Massage Therapist	X		5	\$ 15.00	
Fitness	Personal Trainer	X		130	\$ 18.00	
Basketball	Basketball Coach	X		6	\$ 18.00	
Fitness	Youth Sports/Programming Coord.		X	40		\$ 45,000.00
Group Ex	Group Exercise Inst	X		63	\$ 75.00	
Aquatics	Aquatics Program Lead		X	40	\$ -	\$ 48,000.00
Aquatics	Life Guard	X		82	\$ 14.00	
Aquatics	Water Exercise Instructor	X		20	\$ 25.00	
Aquatics	Swim Instructor	X		66	\$ 14.00	
Hous	Housekeeping	X		214	\$ 13.00	
Hous	Housekeeping Lead	X		40	\$ 20.00	
				1,409		
				Annual FTE	73,268	
				Monthly FTE	35.23	

Sample Fiscal Year Budget by Month based on the above hours worked weekly and pay rates

Total	January	February	March	April	May	June
FTEs	34.28	34.28	34.28	34.28	34.28	34.28
Salary expense	\$ 106,482	\$ 106,482	\$ 106,482	\$ 106,482	\$ 106,482	\$ 106,482
Sales/PT Commission	\$ 16,488	\$ 15,809	\$ 14,888	\$ 15,800	\$ 15,597	\$ 15,251
Annual bonus expense	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Total comp including commissions	\$ 122,970	\$ 122,291	\$ 121,370	\$ 122,282	\$ 122,078	\$ 121,733

Total	July	August	September	October	November	December	Total
FTEs	34.28	34.28	34.28	34.28	34.28	34.28	33.28
Salary expense	\$ 106,482	\$ 106,482	\$ 106,482	\$ 106,482	\$ 106,482	\$ 106,482	\$ 1,229,373
Sales/PT Commission	\$ 14,904	\$ 14,904	\$ 15,665	\$ 16,696	\$ 17,112	\$ 16,647	\$ 189,761
Annual bonus expense	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 29,500	\$ 29,500
Total comp including commissions	\$ 121,386	\$ 121,386	\$ 122,147	\$ 123,178	\$ 123,594	\$ 152,629	\$ 1,448,634

Job Description Positions Overview

General Manager- The General Manager (GM) is responsible for the overall direction as well as day to day operations of assigned Club including programming, fitness, massage, pools, children's programs and childcare, locker rooms, housekeeping, maintenance, front desk, accounting, sales and marketing and personnel as appropriate for that location. He/she develops and implements short and long-range planning and implementation of new programs, policies and procedures. The General Manager also prepares regular reports for both Healthplex Associates (HPA) and the partner client on the state of the facility and progress towards achieving agreed upon goals. The General Manager is responsible for the overall implementation of the contract between the client and Healthplex Associates and is responsible for its success.

Assistant General Manager- The Assistant General Manager is responsible for supporting the General Manager in the day-to-day operations of assigned Club(s) including programs and scheduling employees, fitness, massage, pools, childcare, locker rooms, housekeeping, maintenance, front desk, and sales and marketing.

Fitness Director- The Fitness Director is responsible for planning, developing, and leading all health and fitness programs, including the design and administration of the annual wellness calendar and programs.

Clinical Integration Coordinator- The Clinical Integration Coordinator is responsible for leading health and fitness programs in the pursuit of treating health concerns and administering exercise and educational programs and services that encourage patients to progress from an injured or debilitated disease state to independent exercise and achieve the highest quality of life possible for their condition.

Marketing Coordinator- The Marketing Coordinator is responsible for developing, implementing, and promoting programs utilizing various electronic and print advertising to attract, enroll and retain members at the wellness center.

Member Services Director- The Member Services Director is responsible for enrolling and retaining members at the wellness facility through exceptional customer service.

Member Services Associate- The Membership Services Associate is responsible for supporting the sales efforts to attract and enroll prospective members at the wellness center.

Front Desk Lead- The Front Desk Lead is responsible for supervising customer services through the front service desk, childcare and pro shop with enthusiasm professionalism and efficiency.

Front Desk Coach- The Front Desk Coach is responsible for providing customer services through the front service desk with enthusiasm professionalism and efficiency.

Child Care Coach- The Child Care Coach is responsible for providing the highest quality, safe care to the children of members and guests.

Event Assistant- The Event Assistant is responsible for assisting the Program Coordinator in creating, developing, and implementing instructional and revenue generating programs within Programming, Events/Rentals, After School Programs and Community Outreach events.

Massage Therapist- The Massage Therapist is responsible for providing massage therapy services to members and other clients.

Personal Trainer- The Personal Trainer is responsible for developing and leading health and fitness programs, including the design and instruction of member exercise prescriptions.

Basketball Coach- The basketball coach designs personalized player specific training programs with the intent to enhance player development, both technically and conditioning. The basketball coach is responsible for the scheduling, prep, instruction, and tear-down of necessary equipment.

Youth Sports/Program Coordinator- The Youth Sports Program/Coordinator is responsible for creating, developing, and implementing instructional and revenue generating programs within Programming, Events/Rentals, After School Programs and Community Outreach events.

Group Exercise Instructor- The Group Exercise Instructor is responsible for providing well designed, safe, fun and challenging group exercise programs/classes for a diversified member population.

Aquatics Program Lead- The Aquatics Program Lead is responsible for planning, overseeing, scheduling, and supervising the daily operations of the aquatic facilities, programs, staff, and equipment and designs, implements, and evaluates aquatic programs/classes for a diversified member population.

Lifeguard- The Lifeguard is responsible for ensuring that members and guests are provided with a clean and safe pool environment.

Water Exercise Instructor- The Water Exercise Instructor is responsible for providing well designed, safe, fun and challenging group exercise programs/classes for a diversified member population within the aquatics department.

Swim Instructor- The Swim Instructor is responsible for planning and teaching group, semi-private and private swim lessons for facility members and program participants.

Housekeeping Lead- The Housekeeping Lead assists management in maintaining and executing high quality department standards by training and motivating housekeeping staff to ensure all areas within the center are always clean and to satisfactory standards.

Housekeeping Coach- The Housekeeping Coach is responsible for providing services to include cleaning and removal of trash in designated areas of the wellness center.



Group Exercise Schedule

The following is a sample from one of our centers of the range and schedule of group exercise classes. Each center programs a similar chart, depending on what is popular in that locations.

AUGUST CLASS SCHEDULE

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
7 AM	TRX Argel Cardoniga (6:30-7:30)	Strength Conditioning Argel Cardoniga (6:30-7:30)	Yoga Elizabeth Done	Strength Conditioning Argel Cardoniga (6:30-7:30)		Yoga Elizabeth Done (7:30-8:30)
8 AM	Toning w/Tunes Bridgette Strong	Spin & Sculpt Debbie Bennett	Toning w/Tunes Bridgette Strong	Toning w/Tunes Bridgette Strong	Strength Conditioning Debbie Bennett	Spin & Sculpt Debbie Bennett (8:30-9:30)
9 AM	Mobility & Stretch Debbie Bennett (9:00-9:45)	Mat Pilates Debbie Bennett	Indoor Cycling Kim Chapman	Mat Pilates Trish Cohen	Mobility & Stretch Debbie Bennett (9:00-9:45)	Zumba Dario Sanchez
	Aqua Fit Leslie Shirakata (9:30-10:30)	Aqua Fit Kim Chapman (9:30-10:30)	Aqua Fit Leslie Shirakata (9:30-10:30)		Aqua Fit Leslie Shirakata (9:30-10:30)	
10 AM	Core Class Ericka Watson	Sit to be Fit Trish Cohen	Yoga Kim Chapman	Sit to be Fit Trish Cohen	BarreFusion Ericka Watson	
11 AM	Tai Chi Gene Hobson	Balance & Mobility Deborah Howard	Tai Chi Gene Hobson	Balance & Mobility Deborah Howard	Tai Chi Gene Hobson	
12 PM		Line Dancing Deborah Howard	Tai Chi: Staff - Advanced Gene Hobson	Line Dancing Deborah Howard		
4 PM	Tai Chi Gene Hobson		Tai Chi Gene Hobson		Tai Chi Gene Hobson	
5 PM	Balance & Mobility Deborah Howard	L.I.M.I.T Ericka Watson	Tai Chi: Staff - Advanced Gene Hobson	Body Barre Kim Chapman		
6 PM	Indoor Cycling Debbie Mireles	Spin & Sculpt Debbie Mireles (5:30-6:30)	Strength Conditioning Debbie Mireles (5:30-6:30)	Indoor Cycling Kim Chapman		
	Zumba Dario Sanchez	Yoga Susan Chapman	TRX Argel Cardoniga (6:30-7:30)	Zumba Dario Sanchez		
7 PM				Yoga Susan Chapman		

Location
Group Ex Studio
Pool
Cycle Studio

CLASS DESCRIPTIONS

Toning w/Tunes	Lead by the music, this class is a circuit based fitness class that combines body weight, resistance style, muscle conditioning, cardio & plyometric training movements synced to customized music. Incorporates HIIT designed to challenge your muscles & cardio system to find power, strength, speed, stamina, & mobility.
Core Class	A class that focuses on training your core. You build strength, stability and endurance in the muscles that support your core, improve balance, assist injury prevention, and become better at everything you do. We incorporate the use of dumbbells, stability ball, gliders and other group fitness equipment. This class is for all fitness levels.
Tai Chi	Tai chi is a series of gentle physical exercises and stretches. Each posture flows into the next without pause, ensuring that your body is in constant motion. Tai chi is sometimes described as meditation in motion because it promotes serenity through gentle movements – connecting the mind and body.
Tai Chi: Staff	This is an advanced Tai Chi class that incorporates the patterns and movements learned in our Thai Chi classes into partners and movements using a staff. This class should only be taken if you have a fundamental understanding of Tai Chi and are familiar with the regular classes structure.
Mat Pilates	Mat based Pilates class focused on stability, posture, and proper breath control. Each class will work on strength and flexibility, with an emphasis on challenging the core muscles with each movement. All movements are taught in a slow and controlled manner.
Sit to be Fit	This low-impact exercise is perfect for older adults to build strength and stay mobile. This class includes dances to improve overall energy, core work to strengthen and tone, and yoga to stay flexible and mobile- all done in a chair.
L.I.M.I.T	Low Impact Moderate Intensity Training - A NO JUMPING class, where we do cardio and strength training intervals. We keep the impact low to minimize the force placed on the body and joints. We incorporate the use of dumbbells, bands and other group fitness equipment. All fitness levels are welcomed.
Yoga	In this class the basic, foundational yoga postures are practiced to align, strengthen and promote flexibility in the body. ... Full-body relaxation and balance are the goals, as we make a full circuit of the body's range of motion with standing postures, twists, backbends, forward folds, and hip openers.
Zumba	Each Zumba® class is designed to bring people together to sweat it on. How It Works. We take the "work" out of workout, by mixing low-intensity and high-intensity moves for an interval-style, calorie-burning dance fitness party.
Mobility & Stretch	Our mobility & stretch class combines soft tissue work, static stretching and stability work to unlock range of motion that has been lost over time. This self-care class also aims to decrease soreness and injury risk while improving tissue quality and joint function.
Strength Conditioning	This is a full-body workout that focuses on the functional movements. While the class focuses on resistance training through the use of free weights, resistance bands and more to engage every muscle, some classes will also includes short intervals of cardio and core work.
Line Dancing	Line Dancing is dancing without partners in a line, everyone doing the same steps at the same time. Dances include Country Western, Contemporary Dance and Oldies but Goodies dances.
BarreFusion	BARREFusion is a low-impact, total body workout inspired by ballet. We offer a unique approach to barre training with cardio bursts and signature fuses. This fusion format offers all the benefits of rhythmic movement, high repetition strength work, athletic dance moves in an easy to learn setting. It offers modifications for all levels in the group exercise environment. BARREFusion improves overall fitness levels while bringing out your inner ballerina!
Indoor Cycling	This class is a great cardiovascular workout. Pedal through hill climbs, sprints, and many other challenging drills and exercises. All levels are welcome.
Spin & Sculpt	Spinning and weights come together in an incredible 30-minute cycle ride combined with 30-minutes of body sculpting off the bike. Come strengthen and build muscle, increase core stability, and improve cardiovascular health.
Balance and Mobility	This is a low impact class that combines standing balancing moves, various walking exercises and some easy simple dancing.
TRX	The TRX Suspension Training System is a total-body workout, increasing heart health, strength and flexibility. Even while working arms or legs, Suspension Training® constantly challenges your core for a true total-body workout. The use of other exercise equipment, such as dumbbells, fitness balls, bands may also be added during class. All fitness levels are welcome!



Personal Training Projections

HPA has reviewed the personal training data submitted in the RFP and we believe that the following is a more realistic projection of what this center should be doing given the total membership.

Year 1 Personal Training Revenue	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23
Personal Training	\$20,726.36	\$21,138.63	\$21,462.56	\$21,521.50	\$21,403.77	\$21,197.71
Sessions per year						
Sessions per month	441	450	457	458	455	451
Sessions per week	110	113	114	115	114	113
One-hour sessions (\$60) (30%)						
Half-hour sessions (\$40) (70%)						

Year 1 Personal Training Revenue	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	
Personal Training	\$20,991.65	\$20,873.92	\$20,844.53	\$20,991.80	\$21,139.06	\$21,374.67	\$253,666.15
Sessions per year							
Sessions per month	447	444	444	447	450	455	
Sessions per week	112	111	111	112	113	114	
One-hour sessions (\$60) (30%)							
Half-hour sessions (\$40) (70%)							



Additional Services

HPA knows it is important for each center to have a robust set of activities to promote wellness among the community. Therefore, we provide the following classes, events, and programs at each site for an additional fee to the membership dues. This is a mere snapshot of classes, events, and programs and not a comprehensive list.

We know that a variety of programs and services keep members active in a healthy lifestyle. It is important to keep members engaged, as engagement is a key for member retention. We challenge our Group Exercise leaders to be creative and to continue to bring interesting and engaging programs to our centers.

As an example, we saw the trend in heart rate training in the popular Orange Theory centers. In turn, we specifically sent several Group Exercise leaders to research that program and then utilized the information to create our own in-house version (“Burn Zone”) which capitalizes on this trend and improves the program. The following is a sample of an actual program list from one of our centers.

Class, Event or Program	Resident	Non-Resident
Boot Camp (10)	\$50.00	\$58.00
Boot Camp (5 pack)	\$25.00	\$33.00
Boxing - 60-Min - MEM	\$60.00	\$68.00
Boxing - ADVANCED - 30-Min - MEM	\$35.00	\$43.00
Burn Zone with a RENTED HR monitor (10 Pack)	\$100.00	\$108.00
Burn Zone with your own HR monitor (10 Pack)	\$90.00	\$98.00
Kickboxing - 60-Min - MEM	\$70.00	\$78.00
Kickboxing - ADVANCED - 30-Min - MEM	\$40.00	\$48.00
Kickboxing - CHILD Add-On - 60-Min	\$30.00	\$38.00
Macronutrient Calculation	\$100.00	\$108.00
Masters Stretch	\$38.00	\$46.00
Member TRX One on One Sessions	\$28.00	\$36.00
Nutrition Consultation	\$30.00	\$38.00
Boga 10 sessions	\$95.00	\$103.00
Boga 5 sessions	\$50.00	\$58.00



Class, Event or Program	Resident	Non-Resident
<u>Member Aquatic Buddy Personal Training 30 Min package</u>	\$26.00	\$34.00
<u>Member Aquatic Buddy Personal Training 60 Min package</u>	\$36.00	\$44.00
<u>Member Private Pilates Package (30 mins)</u>	\$31.00	\$39.00
<u>Member Semi Private Pilates Package (30 mins)</u>	\$26.00	\$34.00
<u>Member Semi Private Pilates Package (60 mins)</u>	\$41.00	\$49.00
<u>Pilates Reformer Group (1)</u>	\$19.00	\$27.00
<u>Pilates Reformer Group (4)</u>	\$72.00	\$80.00
<u>Pilates Reformer Group (8)</u>	\$124.00	\$132.00
<u>20 Minute Chair Massage</u>	\$20.00	\$28.00
<u>Member 60-minute massage</u>	\$75.00	\$83.00

HPA knows that the fitness journey can be long and sometimes boring. For that reason, we know that part of our job is to inject fun into the process. Our centers have participated in and developed a host of programs that promote heavy social interaction. Examples of challenges and contests include:

- “The Biggest Loser” - (weight loss contest that combines counseling from our fitness staff with an exercise plan that concludes with a contest to track the biggest loser over a period of time. It makes weight loss more fun and provides an incentive.)
- “Treadmill Trivia”- (we meld a trivia night with active exercise requiring members to answer trivia questions for a prize while actively engaged in aerobic exercise)
- “Bicycle Bingo”- (we meld a fun BINGO night for members to play BINGO while engaged in an active aerobic exercise) A variety of fun runs, training programs, Cross Fit challenges, etc.
- “Themed” group fitness classes (e.g., 70’s Disco and Karaoke)
- Fitness challenges
- Cardiovascular distance challenges based on local landmarks or events
- Power-lifting contests
- AMRAP challenges (as many reps as possible)
- Plank or push-up challenges
- Attendance ‘Champion’ challenges



Member Services

Support Issues: Towels, Lockers and Guest Policies

Our centers typically offer lockers and towels for our members however we believe that charges and policies for these services need to be market specific. It is important to be competitive with the local market area and offer services consistent with both other competitors as well as the need to create the desired image and market for that market.

A guest policy must be designed to address several non-member situations. First, it should encourage nonmembers to try the center and hopefully join. Second, it needs to accommodate the needs of members who may occasionally have an out-of-town guest that they wish to bring. Therefore, the guest policy should have enough flexibility to allow members to bring their friends or family when appropriate, but enough restrictions and the appropriate price level to discourage non-member area residents from bypassing membership.

Support Issues: Member Orientation

Functional Movement Screen (FMS) is performed to identify risks for injury and implement a corrective exercise strategy by establishing a functional movement baseline for appropriate exercise programming.

As part of each adult membership, HPA's centers offer a Health Risk Assessment (HRA) at no extra cost to the member. Because we consider lifestyle management key to our mission of service, we strongly encourage every member to take advantage of this offer as we believe it is in their best interest.

Our recommendation to this would include an HRA (Health Risk Assessment). This is a questionnaire designed to provide data about the member's health status and risk profile. Although not a requirement, we urge members to take advantage of this HRA/Fitness Consultation. The Consultation is a personalized plan provided by Fitness Professionals that is tailored to help each member achieve their fitness and wellness goals.

Marketing/Membership Sales

We do not believe in a “cookie cutter” approach to marketing because demographics, communication channels and preferences differ from place to place.

An example is our location in Bronx, NY, where it is not feasible to advertise thorough the entire New York market. In that case we must communicate with the local community population through the distribution of flyers and printed materials by hand. Because a large number of the area residents do not have a computer, the challenge is to develop methods to reach them in a variety of nonstandard ways and different native languages.

In contrast, in Marina, California, we utilize an approach that is high tech using web communications since the community members are heavy technology users.

In each location, HPA will analyze the local market and work with our clients in partnership to devise a plan that is effective for the local market. The following sections describe our approach to some of the major aspects of our operational services.

- We devise a special events schedule and media opportunities. One of the reasons we customize a schedule is to assure that it is linked to the client’s and the community’s own annual media and event calendar.
- HPA has developed a tool to support marketing efforts which details for each month the theme, communication plan, budget, targeted sales quota, attrition and special program objectives for each center.
- Healthplex emphasizes pay for performance principles through a commission and bonus system for sales staff. We use a “holdback” system to assure customer service from the selling staff member.
- Healthplex senior managers are “hands on” in our projects, coordinating and directing all activities.
- HPA develops month to month marketing plans for all our facilities on an annual basis and we review them monthly. Each plan is approved by both HPA leadership as well as our clients.
- We form a team consisting of Healthplex leadership, the client’s marketing team and its source for creative material and public relations. While some management firms try to dictate the campaigns from a central location out of state, we believe that a local public relations firm is preferable as this is the best way to “connect” to the local media, civic groups, events, etc.

Each plan contains detail on:

- Target markets (market segments that get special attention or activities);
- Monthly strategies;
- Monthly promotional campaigns;
- Breakdowns of media usage;
- Sales targets;
- Attrition targets and
- Budget allowances



Wellness centers need to become destination points and part of the members' lives, to achieve real success. Because of this, HPA places a great emphasis on retention in all of our centers. We strive for overall attrition to be lower than 2-2.25% (monthly). We also feel very strongly about member intake (orientation). Given the population that we target (middle age to older adults) and those with health problems who come to our centers seeking a lifestyle change and support, getting them off to a strong start increases the odds of their (and therefore our) success. We try very hard to orient every new adult member and we track our results every month. Our fitness directors are judged, in part on this important metric.

Orientations in most sites include:

- Safety briefings on how to use the equipment and how to avoid injury;
- A health risk appraisal to form an exercise plan responsive to the client's needs. This also includes analysis using a SECA scale, nutritional advice, and a FMS (functional movement screen)
- Exercise prescription and equipment orientation
- Initial personal training session.

This package is included as part of our basic membership and is considered covered by the initiation fee. Our philosophy is that this is an important part of being a medically based wellness center as well as being a tool for retention.

Ultimately, some members will begin to fall out of the regular usage of the center. Therefore, a concerted effort must be made in all of our centers to be constantly in and a part of our members' lives. We issue frequent lifestyle tips, program information and other supportive information through e-mails and Facebook. There are social programs as well as exercise and diet "challenges" as well as new, themed, group fitness programs such as our new "Burn Zone" program (similar to "Orange Theory"). For those members who begin to exhibit a pattern of declining usage, our staff reaches out with phone calls and e-mails to personally engage the member and provide encouragement.



Retention

Regardless of what programs we have in place, we will not be able to prevent members from terminating due to uncontrollable factors. However, there are several factors that we can focus on to improve retention rates. The plan of action we have developed for our retention program are primarily focused on the following controllable factors related to membership termination:

- Time: “Cannot find time to fit in a regular fitness regime”.
- Commitment: “Lost interest in the fitness program”.
- Family: “Conflicting demands on personal time”.

While these controllable terminations cannot be completely eliminated, they can effectively be reduced by creating a friendly, comfortable and partnering environment along with innovative programming and a dedicated team committed to helping the members reach their goals. The national average for fitness industry attrition rates in commercial fitness centers is approximately 40% turnover per year and for wellness centers the attrition rates are approximately 30%.

Retention Approach

The program must be heavily dependent upon a personal touch. HPA uses this concept in how we reach out to members (especially new ones). This consists of phone calls and e-mails at key intervals increasing the interaction between staff and members. Welcome calls to new members and follow up calls at designated intervals provide opportunities for questions, program recommendations, review of attendance, and appointments to get back on track, as needed.

The Center’s Fitness staff are assigned new and existing members to contact regarding their progress on their exercise program. They place calls that focus on new members in their first 90 days as well as existing members who show early risks of termination (evidenced by a drop in their utilization of the Center).

An outline of our member retention program of reaching out to all new members consists of the following steps.

1. Contact with the member within the first four (4) weeks to assure that they schedule and attend an orientation session. HPA has found that a solid orientation leads to greater retention and member satisfaction.



2. Follow-up calls are placed in 30 days to ensure that the new member is well on their way and to determine if they are any challenges. The same call is repeated at 60 days and 90 days.

An additional service that we provide on a monthly basis is to scan for non-users, i.e., members that have not checked in at least 3 times in a month. In those cases, we reach out to them letting them know of our concern and our care for their fitness journey. Should there be any challenges that we can attend to, we will work to resolve the challenge during our call.

Scripting

When doing routine membership calls, we feel that it is important to provide our staff with basic scripts to ensure that communication meets a minimum standard. The following are a list of a few of the scripts we provide to our staff to make sure they feel comfortable and to ensure quality.

- Scheduling the orientation reminder call
- Orientation follow up call to determine satisfaction with the orientation
- 30, 60 90-day check
- Low member utilization follow up call

Incidents

HPA maintains a very robust incident reporting system. All members of management and employees are oriented on the incident reporting system. We have easy-to-use forms for the reporting of incidents and these are forwarded to our corporate offices. Any incidents that appear to have a potential for liability are referred to both our in-house counsel/risk manager and our insurance carrier.

Collections

We have a very effective policy and procedure on Collections. Our club entry systems allow us to block entry of any member in arrears. Our corporate staff always attempts to work with any member who has fallen behind in their payments. We attempt to give members every opportunity to make sure that their account is paid on a timely basis. HPA only uses a collections agency when that is determined to be the only viable option. Our collection policy is enforced and our bad debt rate is extremely good at less than 1% nationally.



Emergency Response, Safety

Our Fitness Director on site is designated as the safety officer and is required to assure that all safety regulations are adhered to.

HPA requires all employees to have up-to date training in first aid and use of the AED. Our HR department tracks and monitors this. HR also provides safety seminars for our leadership team among the monthly training schedules.

HPA has our own incident reporting process that we mesh that with each client's own process, as most clients have their own reporting system. We augment, but do not replace the client's procedures as we have found that our clients insist on that approach.

HPA requires the on-site safety officer (Fitness Director) to train employees in emergency procedures. In addition, we orient new employees through an on-line webinar held by our Director of Human Resources.

Each facility has an operating manual with the "local" version of the emergency procedures (we customize it due to local variations). In most cases, the standard procedure involves the front desk as the communication link and calling "911" for emergency backup.

INCIDENT REPORT: HEALTHPLEX ASSOCIATES INC.



To be completed by a Healthplex Associates employee (Print legibly)

Incident Date: ___/___/___ Time: ___:___ AM/PM

Incident Type: Injury Theft Altercation Damage Other: _____

Location(s) of Incident: _____

Individual Involved:

Name: _____

First M.I. Last
 Member Non-Member Patient Employee Other: _____

Phone #: (_____) _____ - _____ (first choice phone number where they can be reached)

Attitude/Disposition: Returned to activity Left facility at own will
 Left facility with help Refused assistance (signature required on form)
 Taken to Urgent Care Transported by ambulance /police (circle one)

Witness Information (anyone in vicinity who witnessed actual events; get full statements):

1. Name: _____

First M.I. Last
Phone #: (_____) _____ - _____ (first choice phone number where they can be reached)

Witness account: _____

2. Name: _____

First M.I. Last
Phone #: (_____) _____ - _____ (first choice phone number where they can be reached)

Witness account: _____

Provide a brief description of the incident: _____

Theft Details:

Item(s) missing: _____

Last known location(s) of items: _____

Altercation Details:

Name(s) of individual(s) involved: _____

Property Damage Details:



Cleaning Checklist

The following is a list of cleaning duties that we follow for most of our centers. However, in each case, this must be site adapted to the specifics of that centers design and usage.

Main Entrance and Front Desk
Clear outside entrance and walkway of garbage and debris.
Clean both sides of glass doors and windows.
Clean fingerprints and smudges from door frames, walls, etc.
Dust window sills, dust for cobwebs in the corners.
Vacuum carpeting in entryway.
Clear front lobby area of garbage and debris.
Floor care daily (refer to Cleaning Standards sheet)
Child Care
Floor care daily (refer to Cleaning Standards sheet)
Dust window sills, dust for cobwebs in the corners.
Wipe all counters, furniture, desk surfaces with mild disinfectant daily.
Sanitize toys daily.
Clean restroom daily.
Clear area of trash and debris.
Café (if applicable)
Empty trash containers, replace liners as needed.
Spot clean all café windows and glass, including coolers.
Spot clean liquid spills, smudges and fingerprints from doors, door frames, walls light switch covers, etc.
Dust such horizontal surfaces a shelves, window sills, ledges, framed art and other wall hangings, etc. Dust for cobwebs .
Sweep and mop all floors in front and behind the counter.
Clean and disinfect table & chairs
Dust vents.
Locker rooms (including Restrooms, Sauna, Steam room, Shower Area and Pool)
Turn off water in showers and clean drains, drain trough and covers
Clean sinks, sink bowls and countertops, polish both sink and shower faucets & handles
Spot clean walls around sinks and under soap, paper towel dispensers.
Clean bathroom mirrors and stainless steel (water fountains, wall trim paper towel dispensers, etc.)
Restock all locker room soap, paper towels and toilet paper dispensers (if necessary)
Clean Toilets and urinals inside and outand the wall area near the toilets and urinals.
Empty and replace liners in all trash containers.
Clean for trash and disinfect/mop steam room floor and benches

Locker rooms (including Restrooms, Sauna, Steam room, Shower Area and Pool)
Wipe down all glass doors inside the locker room; including the steam and dry sauna doors.
Clean and disinfect shower walls from top to bottom.
Vacuum entire locker room and cardio carpet.
Dust vents in whirlpool, shower and bathroom areas.
Fitness Floor and Track
Spot clean glass in fitness offices and fitness studios.
Clean all mirrors in the fitness studios and floor.
Empty trash cans and replace liners as needed.
Clean and polish water fountains on fitness floor
Spot clean smudges and fingerprints from doors, door frames, walls light switch covers, etc.
Dust all horizontal surfaces, including window sills, ledges, etc. Dust corners for cobwebs. Dust entire railing along the track.
Damp mop and disinfect all grey flooring in the fitness area.
Sweep and mop floors in both fitness studios.
Collect and dispose of dirty towels properly.
Spot clean stains and spills as needed.
Dust vents.
Common Areas including Hallways
Empty trash containers & replace trash liners as needed.
Spot clean glass.
Spot clean liquid spills, smudges and fingerprints from doors, door frames, walls light switch covers, etc.
Dust such horizontal surfaces a shelves, window sills, ledges, framed art and other wall hangings, etc. Dust for cobwebs .
Vacuum rugs and hallways from front desk to family changing rooms.
Sweep and mop floors.
Dust vents.
Recreational areas (basketball, tennis, racquetball, etc. courts)
Dust mop the entire court.
Spot clean any glass area.
Clean the glass backboards once a week.
Clear towels, trash, etc. from court and sideline areas.



Customer Satisfaction

HPA provides two types of member surveys as a basic function of our services. First, we perform an annual survey of all members for each center. The survey is a standard HPA form, and each client may add custom questions. This type of survey is performed via e-mail to all members. Our data base for “rating” questions contains more than 22,000 responses from our other managed facilities as well as consulting clients (other wellness centers that HPA does not manage). Each survey is analyzed, and a report given to our local management team as well as the client. HPA provides benchmarks based upon our averages as well as the individual center’s history. The local team (under the direction of our corporate office) is charged with putting together a communication plan to identify issues that require feedback to members and actions taken to improve satisfaction.

A second type of survey HPA offers is an ad hoc survey that is performed at the request of one of our centers or clients, designed to focus on a subgroup of members or for some specific issue. This particular ad hoc survey is beneficial in receiving immediate feedback while maintaining a high level of customer service.

Financial & Member Reporting

HPA has identified the following metrics as key performance indicators (KPI) to evaluate for operational success:

- Visits per member per month
- Percentage of active members per month
- Operating margin
- Non-dues revenue per member per month
- Total revenue per FTE
- Non-dues revenue as a percent of total revenue
- Labor cost as a percent of revenue
- Net personal training revenue per member
- Group exercise cost per participant
- Percent of members purchasing personal training
- Percentage of members completing new member on-boarding

HPA has developed performance standards for each measured metric and works with teams to get to acceptable performance. HPA has instituted a mentorship program that identifies a peer group leader for each metric to assist lower performing centers.



Some of the key reports we collect every month on operating performance.

- **Monthly Dashboard and Instruction Manual:** Every center is required to supply data so that we can track trends and compare operating metrics company-wide. Here are some of the data points that collected each month:
 - Member turnover
 - Member visits
 - Inquiry calls
 - “Walk ins”
 - Bad debt %
 - Labor cost in relation to revenue
 - Group exercise classes held per month
 - Percentage of members completing HRA’s
 - Personal Training revenue in relation to number of members
- **Annual Member Survey:** HPA annually performs a customer feedback survey for all of our centers. The survey is customized to each center, and they receive the raw data, comparisons to their own cumulative average, comparisons to the HPA data base (HPA facilities only) and comparison to our national data base (HPA also provides this service to non-HPA facilities) of more than 22,000 surveys. A report with instructions for follow up is provided to each center.
- **Monthly Report to the Client:** The HPA senior executive assigned to each account meets at least monthly with the Client’s representative and presents a report on financial results, variance report, programs, operations and marketing activities and statistics.
- **Annual Strategic Plan:** Each operating center completes an annual strategic plan which is presented to the client in late December each year. The plan outlines fiscal plans and budgets, operational changes and objectives, and a detailed, month to month marketing plan.
- **Marketing Grid:** HPA has developed a tool to support marketing efforts which details for each month the theme, communication plan, budget, targeted sales quota, attrition and special program objectives for each center.
- **Monthly Clinical Integration Report and Manual:** Each location has an individual who is responsible to be the “lead” person for clinical integration. (See appropriate section in this response). The Clinical Integration Coordinator (“CI”) completes a detailed report each month to provide metrics on the success of the program in serving patients moving into the wellness facility. The report includes such things as the number of patients seen directly by the CI, number who moved into wellness center membership, number of family members contacted, etc.



Transition Plan

Until we have more information, we can only provide a general plan of approach for the conversion of the current managed facility to HPA management. The primary objective, as soon as an agreement is signed, is to put a team on site to identify the issues and outline a plan in detail. The following outlines the general conversion plan:

Our approach will always be to attempt to hire, retrain and redirect as many current employees as possible; however, new on-site leadership may be required to achieve the necessary changes (or an incumbent manager may be prohibited from working for a successor company).

The following are the major tasks that need to be done prior to the conversion date:

- Meet with all staff and open channels of communication
- Review current staffing structure
- Review job descriptions
- Review pay rates and compensation
- Interview current staff
- Create new management structure
- Create new position control chart
- Re-train
- Create a crosswalk of benefits and pay

Financial Services:

- Review operating data and statements
- Crosswalk statements into our formats
- Set targets and timing, re-do budgets
- Assess the operating system for the Center
- Implement new payroll system
- Review accounting process



To avoid any member relations issues, it will be critical to communicate openly with the existing membership base. HPA is experienced in this area and has found that it is extremely important to retain and strengthen the membership base.

- Meet with members to address their questions.
- Review prior member satisfaction surveys.
- Implement a new survey to determine areas for improvement in operations. (within first 60 days, if not completed recently).
- Prepare action plan for improvement (within 4-6 weeks after administration of a survey, if administered).
- Guest relations training for staff.
- Examine current rate schedules and develop and implement new rate schedules for initiation fees, dues and services if needed.

HPA believes it will be important to look for areas that can enhance the member's experience and to make the facility more effective in its mission. Given the changes, it is important to make sure that members see an improved "product".

- Review all policies and procedures. This includes setting standards for performance, "scripting" to assure a uniform message and evaluation of issues that arise from the feedback from the member survey.
- Review group fitness programs and instructors, prepare an action plan for improvement. A robust group fitness program is important to keeping people engaged and seeing the value of the membership. HPA sets a standard of achieving at least 45% participation in the program and costs per member at or below industry standards. In addition, we require challenging programs and lesson plans from all instructors.
- Examine equipment and supplies, identify problems and issues. While the initial review would be completed within 90 days, HPA is constantly monitoring this expense category. We would provide Mercy's senior management with information on any capital expense or facility problems, changes and updates in conjunction with the budget cycle. (At this time, we do not have current information regarding the physical state of the facilities and cannot offer detailed comments on any potential needs.)
- Assess and improve service levels and revenue generation from personal training programs; improve member orientation, train the trainers in sales and review commission practices.



An annual plan must be developed with monthly activities, promotions and performance targets.

- Review ads, marketing materials, website, etc.
- Develop a new plan entailing a balanced variety of marketing strategies.
- Review retention programs, statistics and follow up (prospecting) call.
- Develop new marketing operating plan if necessary.
- Train appropriate employees.
- Set membership targets and budgets.
- Review commission practices, modify if necessary.

In working with the affiliated organization for the center, we advise identifying a clinical coordinator to assist in programming and coordination of patient care.

- Review current programs and analyze efforts for being more effective as well as to enhance the service to patients.
- Review the Centers' strategic health goals and develop potential programs to supplement those aims.
- Implement HPA's tracking system to identify current conversion statistics, establish new goals and develop systems to reach those goals. Meet with hospital department heads and key physicians to improve clinical integration.

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

Business Name: Healthplex Associates, Inc.

Street Address: 2450 Isles of St. Marys Way

City, State, Zip: St. Marys, GA 31558

Contact Name: Lynn Robbins

Title: President

Phone: 912-225-9696 Fax: 904-615-6688

E-Mail address: lrobbins@healthplexassociates.com

Proposal

	GROSS REVENUES	GROSS EXPENSES
YEAR 1	\$ 2,870,646	\$ 3,023,178
YEAR 2	\$ 3,340,874	\$ 3,061,559
YEAR 3	\$ 3,499,933	\$ 3,112,989
YEAR 4	\$ 3,634,289	\$ 3,223,433
YEAR 5	\$ 3,772,499	\$ 3,343,486

AUTHORIZATION & SIGNATURE

Name of Authorized Signee: Lynn Robbins

Signature of Authorized Signee: Lynn Robbins

Title: President Date: 9/19/2022

HEALTHPLEX ASSOCIATES
Pro Forma Statements of Operations - SUMMARY
For Years 1 through 5

	<u>Year 1</u>	<u>Year 2</u>	<u>Year 3</u>	<u>Year 4</u>	<u>Year 5</u>	<u>5 Year Total</u>
Space						
Square footage	78,000	78,000	78,000	78,000	78,000	78,000
Members						
Beginning of period	3,572	3,772	3,940	4,077	4,198	3,572
End of period	3,772	3,940	4,077	4,198	4,323	4,323
Net change	200	168	137	121	125	751
Revenue						
1 <u>Membership fees and dues</u>						
Initiation fees - individual	\$115,584	\$118,505	\$125,771	\$96,421	\$99,271	\$555,552
Initiation fees - family	-	-	-	-	-	0
Monthly dues - individual	2,380,433	2,811,426	2,922,248	3,038,181	3,128,506	14,280,794
Monthly dues - family	-	-	-	-	-	0
	<u>2,496,017</u>	<u>\$2,929,931</u>	<u>\$3,048,019</u>	<u>\$3,134,602</u>	<u>\$3,227,777</u>	<u>\$14,836,346</u>
2 <u>Other operating</u>						
Child care fees	37,304	41,145	44,884	48,364	52,292	223,988
Guest fees - Adult	44,765	49,373	53,861	58,037	62,750	268,786
Guest fees - Child	0	0	0	0	0	0
Locker rental	9,326	10,286	10,343	10,446	10,550	50,951
Massage	89,529	98,747	107,722	116,073	125,501	537,572
Miscellaneous	0	0	0	0	0	0
Special events	0	0	0	0	0	0
Sports camp	-	-	-	-	-	-
Swim club/pool use	-	-	-	-	-	-
Training	253,666	279,783	305,212	328,874	355,586	1,523,121
Finance/card replace charges	1,492	1,567	1,628	1,671	1,721	8,080
Vending - food and beverage	29,843	32,916	35,907	38,691	41,834	179,191
Hospital Access Fee	-	-	-	-	-	-
Other	-	-	-	-	-	-
	<u>465,925</u>	<u>513,817</u>	<u>559,557</u>	<u>602,156</u>	<u>650,234</u>	<u>2,791,690</u>
3 <u>Total gross revenue</u>	2,961,942	3,443,748	3,607,577	3,736,758	3,878,011	17,628,036
4 <u>Revenue adjustments</u>						
Promotional reductions	12,480	14,650	15,240	15,673	16,139	74,182
Discounts	28,896	29,626	31,443	24,105	24,818	138,888
Returned checks/bank fees	49,920	58,599	60,960	62,692	64,556	296,727
Other	-	-	-	-	-	-
Other	-	-	-	-	-	-
Total	<u>91,296</u>	<u>102,875</u>	<u>107,643</u>	<u>102,470</u>	<u>105,512</u>	<u>509,797</u>
5 <u>Total net revenue</u>	2,870,646	3,340,874	3,499,933	3,634,288	3,772,499	17,118,239
Expenses						
1 Salaries and wages	1,307,283	1,359,574	1,411,865	1,464,157	1,516,448	7,059,327
2 Employee benefits	230,001	239,201	248,401	257,601	266,801	1,242,005
3 Commission	314,789	268,055	290,222	302,869	326,213	1,502,148
4 Supplies and other	540,415	543,398	564,483	584,563	602,952	2,835,812
5 Rent and property tax	35,100	35,100	35,100	35,100	35,100	175,500
6 Utilities	345,200	352,104	362,667	373,547	384,754	1,818,272
7 Management fee	90,000	92,700	95,481	98,345	101,296	477,822
8 Advertising and marketing	100,600	105,630	36,000	36,000	36,000	314,230
9 Bad debt	24,960	29,299	30,480	31,346	32,278	148,363
10 Insurance expense	26,250	27,038	27,849	28,684	29,545	139,365
11 Equipment depreciation	8,580	9,460	10,340	11,220	12,100	51,700
12 Other	-	-	-	-	-	-
13 Other	-	-	-	-	-	-
14 Other	-	-	-	-	-	-
15 Total	<u>3,023,178</u>	<u>3,061,559</u>	<u>3,112,889</u>	<u>3,223,433</u>	<u>3,343,486</u>	<u>15,764,545</u>
Net Income (Loss) Before Taxes	(\$152,533)	\$279,315	\$387,044	\$410,855	\$429,013	\$1,353,694



**ORLAND PARK
CERTIFICATE OF COMPLIANCE**

The undersigned Lynn Robbins, as President
(Enter Name of Person Making Certification) (Enter Title of Person Making Certification)
 and on behalf of Healthplex Associates, Inc, 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.#: 23-2852429
(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 DE 06/1996
(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 Small Business ([SBA standards](#))
- Women-Owned Prefer not to disclose
- Veteran-Owned Not Applicable
- Disabled-Owned

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

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

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:

Lynn Robbins
Signature of Authorized Officer

Lynn Robbins
Name of Authorized Officer

President
Title

9/19/2022
Date

REFERENCES

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

Bidder's Name: Healthplex Associates, Inc
(Enter Name of Business Organization)

1. ORGANIZATION SHARE Foundation dba Healthworks
ADDRESS 304 N. Madison Ave, El Dorado, AR 71730
PHONE NUMBER 870-881-9015
CONTACT PERSON Brian Jones
YEAR OF PROJECT Spring 2021
URL www.healthworksfitnesscenter.com

2. ORGANIZATION Center for Health and Fitness
ADDRESS 800 Plaza Dr., Suite 100, Belle Vernon, PA 15012
PHONE NUMBER 724-379-5100
CONTACT PERSON Lou Panza, President and CEO
YEAR OF PROJECT 2007
URL www.muhealthplex.com

3. ORGANIZATION Montage Wellness Center
ADDRESS 2920 2nd Ave, Marina, CA 93933 | 1910 N. Davis Rd., Salinas, CA 93907
PHONE NUMBER 831-658-3980
CONTACT PERSON Dan Limesand, Director
YEAR OF PROJECT 2009
URL www.montagehealth.org/about/wellness-center/



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

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 19th DAY OF September, 2022

Lynn Robbins
Signature

Authorized to execute agreements for:

Lynn Robbins, President
Printed Name & Title

Healthplex Associates, Inc
Name of Company

Currently our clients do not require a \$5,000,000 General Liability Umbrella policy, but if we are awarded this contract, we will obtain the \$5,000,000 umbrella requirement.



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
12/29/2021

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.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must 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).

PRODUCER R & R Insurance Services, Inc N14 W23900 Stone Ridge Drive Waukesha WI 53188		CONTACT NAME: Commercial Lines Client Care Team PHONE (A/C No, Ex): (262) 574-7000 E-MAIL ADDRESS: ClientCare@rrins.com FAX (A/C, No): (262) 574-7000	
INSURED Healthplex Associates Inc 2450 Isles of St Marys Way Saint Marys GA 31558		INSURER(S) AFFORDING COVERAGE INSURER A: Everest Indemnity Ins Co INSURER B: The Hartford INSURER C: Philadelphia Insurance Co INSURER D: INSURER E: INSURER F:	
		NAIC # 29424 18058	

COVERAGES **CERTIFICATE NUMBER:** 21/22 **REVISION NUMBER:**

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.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> AI GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO. JECT <input type="checkbox"/> LOC <input type="checkbox"/> OTHER			91GL000344-211 CG2026 0413	11/25/2021	11/25/2022	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 200,000 MED EXP (Any one person) \$ 10,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000 Abuse or Molestation \$ 1,000,000
A	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> HIRED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> NON-OWNED AUTOS			91GL000344-211	11/25/2021	11/25/2022	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$ \$
	<input type="checkbox"/> UMBRELLA LIAB <input type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED RETENTION \$						EACH OCCURRENCE \$ AGGREGATE \$ \$
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N N	N/A	83WBCAH5MX1	10/5/2021	10/5/2022	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
C	Employment Practices Liability			PRSD1672434	12/31/2021	12/31/2022	Limit \$ 500,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

CERTIFICATE HOLDER**CANCELLATION**

"FOR INFORMATION ONLY"

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

David Ripp/SC607

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Additional Named Insureds

Other Named Insureds

Peninsula Wellness Management Inc

Additional Named Insured