

**Brock-Niagara Centre for Health & Well-Being
Online Membership - FAQ's**

- 1. Who do I contact to register for an online membership?**
 - Please email healthyniagara@brocku.ca for more information on how to sign up for an online membership.
- 2. What is the cost?**
 - Unlimited fitness classes and, starting in May, additional programming including individual and small group training, educational seminars, and social groups for \$25.00/month
- 3. Do I need to register for each online class?**
 - Yes, registering for each class reserves your spot in that class. Registering will also provide you with the needed link to access each class.
- 4. Can I sign-up for more than one class a day?**
 - You can sign up for as many classes per day as you like. The membership is unlimited.
- 5. Can I register for a whole week of classes at once (for example, to plan your entire week)?**
 - Yes, this is the most efficient way to register for classes. You can also plan your week and mark your classes in your calendar.
- 6. Which browser should I use (Internet Explorer, Chrome, Firefox, etc?)**
 - From a computer or laptop, please use Google Chrome – Lifesize cloud works best with this program.
 - From a tablet or smartphone, please download and use the app.
- 7. Can I cancel my membership at anytime?**
 - Yes.
- 8. Who can I contact if I need technical assistance?**
 - If you have any issues or have questions please send our team an email at healthyniagara@brocku.ca
- 9. Should I record/track my workouts?**
 - This is a great idea. Tracking your workouts will keep you motivated and on target to achieve your goals. Similar to the tracking sheets you use at the Centre, we recommend creating a journal (either a physical journal with paper and pen or an electronic one) during this time. You can record each class you attend. Maybe set some goals for yourself (e.g., attending at least 3 fitness classes a week, trying a new class or instructor each week). Your journal is also a great way to track which exercises you liked, modifications you used, what aspects you found challenging or fun, when you've accomplished your goals, the creation of new goals and what you would like to improve upon. We would love to hear about your online-fitness-experience – feel free to share with us!
- 10. What equipment do I need?**
 - Suggested equipment for each class will be sent out an hour before the class. For example, the classes may require the following equipment:
 - i. A chair (with or without arm rests)
 - ii. Yoga mat
 - iii. Block or pillow or blanket
 - iv. A strap or tie or towel

- v. Hand weights
- vi. A broom stick or golf clubs

11. Are there any safety tips?

- You should still consider safety while exercising from home. A great resource can be found on our website: <https://brocku.ca/health-well-being/home-workouts/>
- If you have any questions or concerns regarding exercise and safety please send us an email to healthyniagara@brocku.ca

12. What if I cannot complete a particular exercise in a class or do not like a class?

- We encourage you at anytime to modify any exercise you do not like. If you have any concerns with how to do so, our instructors sign in about 10 minutes before class starts and stay after so you can always chat with them about your specific needs.
- We are more than happy to hear your feedback for each exercise class. We want our members to get the most out of each class. We suggest trying several classes to find the best fit for you and your exercise goals. If you have any question regarding exercise prescription or intensity we are here to help. Please send our team an email at healthyniagara@brocku.ca

13. Can I only sign up for classes that are specific to one program (e.g., Power Cord or SeniorFit/Heart Strong)

- You are welcome to join any class from any program. If you have any questions about which class is the best fit for you feel free to send us an email at healthyniagara@brocku.ca

14. What if I have questions for the instructor?

- Our instructors will be available before/after each class for questions. During the class, you can wave to be unmuted, or send the instructor a message via the chat application. Before or after the class you can also send an email to healthyniagara@brocku.ca so we can direct your questions to the appropriate instructor.