



THE UNIVERSITY OF CHICAGO MEDICINE

Program Cancellation Policy

The Community Fitness Walkers Program represents a long-term partnership between The University of Chicago Medical Center (UCMC), Office of Community Affairs and the Museum of Science and Industry (MSI), Human Resource Department. The MSI reserves the right to cancel program dates when there is a conflict with MSI program needs. MSI agrees to provide reasonable notice and UCMC Office of Community Affairs, will attempt to the best of its ability to notify the Community Fitness Walkers of the cancellation of the program in a timely fashion.

Method of notification is:

- the posting of a notice on UCMC Letterhead on the Program sign-in sheet
- by notifying the Aerobics instructor
- Timely email cancellation to Community Fitness Members.

Unfortunately, due to the spontaneity that characterizes Community Fitness Walker Program attendance, we are unable to guarantee that 100% of the members will always receive advance notification of cancellation, but we will do our very best.

Please be aware that if, for reasons beyond our control you arrive to walk and are informed by Museum of Science and Industry Security that the program is cancelled, they are the final line of notification of cancellation.

Note: Historically, annually there have typically been fewer than five program cancellations per calendar year.

Waiver Participation

The Community Fitness Walkers Program

I understand that The Community Fitness Walkers Program, held at the Chicago Museum of Science and Industry is a free, voluntary partnership between the MSI and The University of Chicago Medical Center, Office of Community Affairs. I hereby certify that I am fit to participate in the Community Fitness Walkers Program and that I hold both the University of Chicago Medical Center and the Chicago Museum of Science and Industry harmless in the event of any unforeseen accident. This agreement both entitles me to participate in the Fitness program and precludes my bringing legal suit against any party for any accidental illness that may befall me while I am on the premises of the Chicago Museum of Science and Industry.

Signed _____ Date _____



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Grievance Procedure

The Community Fitness Program represents a long-term partnership between The University of Chicago, Office of Community Affairs and the Museum of Science and Industry, Human Resource Department. The goal of the program is to leverage the resources of MSI and UCMC to provide a free fitness program for the benefit of the Community. To facilitate the smooth administration of this program and a minimal need for support from the Museum of Science and Industry we would like to share the following policy with our Walkers.

The Policy for grievances, concerns or issues with the administration of the Community Fitness Walkers Program or with the Museum of Science and Industry is:

- 1) The site manager visits once per week during the Community Fitness Program. This site manager is available to discuss your concerns or to pick up notes you may leave her regarding matters that need attention.
- 2) Our Fitness Instructor, on site Wednesday and Friday, is also a touch point for concerns. Please reach out to her in the event that you have a concern that you have not shared with the site manager. She will see that your concern is forward to the Office of Community Affairs for the Medical Center.
- 3) Directly call the Office of Community Affairs to communicate your concern and after sharing your concern, kindly give us two business days to resolve your concern or give you a status update. There are three numbers you can call 773-834-1888 (your site manager's direct line) or 773-702-0753 (Program Coordinator's direct line) or 773-702-5037 (the Manager of Community Relations direct line), finally, if you have not received a satisfactory response, you should escalate your concern to the office of the Executive Director for the Office of Community Affairs, University of Chicago Medical Center. That phone number is 773-834-2826.

We would ask that your method of grievance redress stay within the Medical Center Administration and in the event that there is a serious allegation, after speaking with you we would be responsible to escalate to the Museum of Science and Industry chain of responsibility.

The Community Fitness Walkers Program has been in existence for well over a decade and we ask you to trust us to handle your concerns and have them addressed. Finally, as this program is not a fee based program, if you consistently find that it does not meet your requirements or help you meet your fitness goals we understand that you may choose to sever the relationship and seek a program more appropriate for you.

Sincerely,

Leif Elsmo, Executive Director
University of Chicago Medical Center-Office of Community Affairs

I, the undersigned to agree to the above stated policy.

Name _____ Date _____