PUSHING BOUNDARIES

Exercise, health and hope for people with paralysis

New Client Welcome Packet

Welcome to the Pushing Boundaries paralysis exercise recovery family! We are excited to have you as part of our program and we know you will enjoy coming to work with us each week.

As a client, you can expect the following from Pushing Boundaries:

- That we will keep accurate, up to date records on your workouts.
- That a personalized program will be designed to address your personal concerns and goals.
- That we will maintain a safe environment.
- That we will inform you of any policy changes immediately and give you 30 days to adjust accordingly.
- That the staff be knowledgeable about your condition.
- That the staff is prepared for any crisis or accident.
- That the staff will keep your notes and files available for your viewing.
- That the staff will act as teachers, sharing information or education concerning your condition and exercise in general.
- That our administrative team will provide answers to any questions in a timely manner.

In return, Pushing Boundaries requests the following from its clients:

- If you are unable to make your appointment, please give us proper notice so we may adjust our schedule. If less than 24 hours notice given, you will be charged in full for your scheduled session. Call 425-869-9506 or email schedule@pushing-boundaries.org to notify us.
- We require that a deposit be given by the 10th of each month for all scheduled sessions. We will apply this deposit to your bill at the end of the month. Any monies left over will be applied to the next month.
- That you notify your trainer of any medical changes you have.
- That you come to every session ON TIME; properly rested, fed and well hydrated prior to your workout. Please allow time to use the facilities before your session begins.
- ***Accidents do happen***. Please bring an extra change of cloths and make sure your caregiver is on hand to help you as necessary.
- **Regarding family and caregivers**: Please do not interrupt client sessions unless instructed by the therapist to assist. We provide a waiting area for families and caregivers and they are more than welcome to use the kitchen, sink and beverage services provided.
- It is not permitted to solicit training from the staff outside of Pushing Boundaries.
- We require that you not use marijuana while working out. This is counterproductive and will hinder what we are trying to accomplish.

If you have any questions, please feel free to speak to any member of the team.

Enjoy your time here and remember to have fun, work hard & push yourself to limits you never thought you could!

Team Pushing Boundaries

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Revised 10/18/2019