

As we continue to grow and welcome new facilities into our Pulse Generator family, we thought that we would like to share our Pulse Generator Team Member Code of Conduct and Scope of Practice. It is very important to us that we maintain a comfortable and open environment for our membership.

Pulse Generator Team Member – Code of Conduct

All Pulse Generator team members have a variety of roles when working at the Pulse Generator, but all are with the sole intention of providing the most exceptional service, programs and facilities to our membership. All members deserve to have an expectation of consistent service delivery. Consistent with this expectation, the Pulse Generator has developed a **Pulse Generator Team Member Code of Conduct**. When interacting with a Staff Member, you can expect:

- to be approached and/or responded to with a pleasant disposition that is prepared to assist you,
- that the rules and regulations will be honored and upheld as they are presented in the membership agreement that is posted on the walls of all facilities. These rules and regulations are presented for the protection and safety of all members.
- if an immediate answer to a problem cannot be provided, a response time and date expectation will be provided,
- team members will always present a happy and respectful disposition while working in any capacity of their position.
- that as personal trainers and class instructors Pulse Generator team members will teach and train in a touch and adjustment free environment, consistent with the Pulse Generator team member “Scope of Practice.”

Pulse Generator Team Member Scope of Practice

As Health and Fitness Specialists, Pulse Generator team members work is performed individually and collectively for the purpose of providing any Pulse Generator member or potential member with a great workout, training and recreational experience and space. They possess and maintain their qualifications, certification standards and training to ensure that the level of service and the delivery of programs and facilities remain consistent and of the highest quality, providing a comfortable environment for the membership while they access the Pulse Generator for the attainment of their personal fitness and recreation goals. Consistent with this delivery we recognize that as Pulse Generator Health and Fitness Specialists, providing nutrition/diet, naturopathic, or medical advice or diagnosis is not within our scope of practice. Our commitment is strictly to provide comprehensive physical fitness and exercises services, options, recommendations and programming in all of our Pulse Generator facilities.

It is also important to us that all of our members and participants understand a standard that is currently being questioned and will continue to be questioned in the fitness industry. That is the issue of consent to touch and manipulate a student in a facility, class or program. In our continued effort to honor the comfort of our participant, we have developed our own Statement of Consent.

Pulse Generator Consent Statement:

All Pulse Generator members and class and program participants have the right to expect that their participation will be respected in every way. Pulse Generator Health and Fitness Specialists and class instructors will not under any circumstance adjust or manipulate a participants positioning. **“implied consent** “with class participation and registration does not exist in our environment.

Finally, the Pulse Generator Team would like to remind you that we are here for you. If you have questions about training or equipment or the Pulse Generator, please don't hesitate to ask us!