



## PROGRAM INFORMATION, POLICIES & PROCEDURES

Arthritis & Osteoporosis Tasmania wants all participants in our *Smoother Movers* Warm Water Exercise Program to have an enjoyable and safe experience and get the maximum benefit from their participation. The following program information, policies and procedures, are provided with this in mind. If you have any questions, please don't hesitate to contact our Office (Ph: 6228 4824 or email: [info@arthritistas.org.au](mailto:info@arthritistas.org.au)).

### ABOUT THE PROGRAM

The *Smoother Movers* Warm Water Exercise (WWE) is an evidence-based program suitable for people with arthritis and other long-term health conditions. It is a small group program and not suitable for anyone wanting or needing individual therapy sessions. Participants are expected to follow class activities to the best of their ability/capacity, whilst working within the limitations of their own condition/s and any restrictions as advised by their health care team.

Our volunteer WWE Leaders are very experienced and have a nationally recognized qualification in leading WWE classes. Leaders also complete First Aid/CPR updates annually. Many live with a diagnosis of arthritis themselves. *Smoother Movers* WWE classes are conducted in hydrotherapy pools, with an average temperature of 33-34 degrees Celsius. Our pool hire agreements are made on the basis that we have access to the facility (pool and changerooms) for one hour.

We offer only one class per week per participant. This is due to high demand for our classes, and limited access to hydrotherapy pools. Class numbers are limited according to the capacity of the facility, and to maintain adequate physical distancing for the health and safety of our instructors and pool users. Once allocated a place in the program it **remains yours until our Office is notified of your withdrawal from the program.**

### CLASS STRUCTURE

The *Smoother Movers* class is 45 minutes duration. Classes have an evidence-based structure with components of warm up, core activities and a cool down phase. Core activities work on specific joint and muscle groups and build on strength, balance, and overall functional capacity. All three phases have very specific objectives. Participants are strongly encouraged to actively participate in all three sections of the class for optimal physical health and wellbeing.

### CLASS FEES

We strive to keep our class fees as low as possible, whilst covering pool hire fees, training costs and program administration. The cost of each 45-minute class is currently \$15. Class fees are required to be paid in advance of each term. **Our payment system does not extend to sending individual invoices. We ask that you make a payment at the start of each term.** Payments can be made by phone: 6228 4824; via online banking or direct bank deposit (please request details); or in person at our Office, 19A Main Road, Moonah. Please note, our WWE Leaders are not able to accept payments.

## PRE-EXERCISE SCREENING

Anyone seeking to join the *Smoother Movers* program must first complete the Adult Pre-Exercise Screening form (and if required, obtain a medical clearance). The pre-exercise screening form can be completed online at <https://arthritistas.org.au/exercise-pre-screen/> or a form can be emailed or posted to you. The pre-exercise screening is used to identify anyone who may be of a higher risk of an adverse event due to exercise.

*Note: You must be physically independent to join the Smoother Mover WWE program. This means getting both in and out of the pool without personal assistance. The Leader is not permitted to assist you with personal care, pool activities or with mobility.*

## CLASS ATTENDANCE

For your **first class** come to the pool 5-10 minutes prior to the commencement time to meet your Leader and discuss your individual needs/limitations.

Thereafter, please arrive for class on time. The warm-up is important to avoid injuries. To gain the most benefit from your program we encourage participants to attend each weekly class. Before entering the pool, please rinse off under the shower. No soap or talcum powder is to be used as this makes the floor slippery and unsafe. Please exit the pool and pool area promptly at the conclusion of your class.

## CLOTHING AND EQUIPMENT

- Bring or wear your bathers.
- Thongs or crocs are to be worn from the changeroom to the pool.
- You may wear specially designed 'water booties' in the pool if you wish.
- Bring towels – one for drying yourself and one for standing on while you get dry.
- Bring a filled water bottle for hydration.

## HEALTH AND SAFETY

The health and safety of all participants is of utmost importance to us. For your safety and the safety of others, you must:

- **not attend** class if you:
  - have any symptoms of a respiratory illness – cough, sore throat, runny nose, shortness of breath;
  - been in recent contact with anyone known to have or suspected of having COVID-19;
  - have an open wound, tinea or other contagious condition;
  - have had vomiting or diarrhea within the last 7 days.
- Always follow the instructions of your class Leader – this means participating in class activities and listening to instructions.
- Perform all activities at your own pace, taking into consideration any precautions as recommended to you by your health care team.
- Advise your Leader of any new medical condition/s that may affect your ability to safely take part in the class.
- Stop any activity that causes you unusual or severe pain or discomfort; notify your Leader and then discuss the problem with your GP.
- Abide by the rules and regulations of the pool venue.
- Follow the directions of the pool staff in event of an emergency.

## INCIDENTS OR INJURIES

Any incidents or injuries (for example – slips, trips, or falls) should be reported to the class Leader in the first instance.

## CLASS CANCELLATION / POOL CLOSURES

We offer as many classes as possible with a limited number of qualified leaders. There will be times when a Leader may not be able to take a class given personal or medical reasons. At these times, we will make every attempt to find a replacement Leader for that class. There may be times when you attend a class with a substitute Leader. However, when we are unable to find a substitute Leader, the class will be cancelled. In the event of cancellation, we will try to let you know with as much notice as possible. You will receive credit for the cancelled class.

## REFUNDS

We do not offer refunds or credits for classes that you do not attend for medical or personal reasons. This is because class numbers are limited and once you have accepted a place, and the term has commenced, we are unable to allocate this place to another participant.

## EXTENDED ABSENCES DUE TO HOLIDAYS OR HOSPITAL ADMISSION:

If you are going to be away for an extended holiday or have a hospital admission that will prevent you from attending your class for an extended period of time you have two options:

1. If you are going away for an extended holiday you may elect to 'hold your place' in the class by paying **in full** for your place in advance before you leave.  
If you have a hospital admission that will prevent you from attending for 4 weeks or more and you wish to 'hold your place' we can discount the weekly class fee by 50% for up to 6 weeks. (Please note the 50% off does not apply for general illness or minor procedures). Each case needs to be approved so please contact the office to arrange this prior to your surgery if the surgery is planned or as soon as possible if the hospital admission was unexpected. Please note, a medical clearance from your surgeon will be requested after surgery to ensure it is safe for you to return to exercise.
2. If you do not wish to pay to 'hold your place' you can relinquish your allocated place and withdraw from the Program. This means you will have to re-apply for a place on your return. We cannot guarantee that there will be a place in your preferred class if you wish to return.

## PROGRAM WITHDRAWAL

If you wish to withdraw from the program, **you must notify our Office** at your earliest convenience otherwise ongoing costs may be incurred. It is not sufficient to inform your Leader.

## REVISION HISTORY

Version	Date	Description of Modifications
v1.0	01/11/2014	Original WWE participant information booklet
v2.0	21/01/2020	Section on pool card system deleted, updated format
v2.1	28/04/2022	Inclusion of pre-exercise screening requirement
v2.2	26/11/2025	Addition under class fees. Wording changed regarding 50% discount for surgeries.