

VIRTUAL PERSONAL TRAINING POLICIES AND PROCEDURES

Purpose: These policies and procedures are used to outline the Virtual Personal Training program.

Scope: These policies and procedures are used by Fitness & Wellness Personal Trainers.

Policies:

I) VIRTUAL PERSONAL TRAINING POLICIES

- a) All Personal Training sessions will be provided by certified Personal Trainers holding current and accredited certifications. Personal Trainers will follow current exercise and physical activity guidelines as established by the American College of Sports Medicine (ACSM).
- b) Clients are able to purchase new sessions at:
<https://shop.recsports.uga.edu/Account/Login?ReturnUrl=%2FMultiVisitPass%2FGetProducts>.
- c) All clients participating in the program must complete the online registration form after purchasing sessions here:
https://ugeorgia.ca1.qualtrics.com/jfe/form/SV_dp2LxaWZAOT1I7T
- d) There is no guarantee that a specific Personal Trainer will always be available with each session or package purchased as employment status may change.
- e) The Personal Trainer and the Department of Recreational Sports reserve the right to request medical clearance from a licensed medical professional if necessary.
- f) Clients must immediately communicate any concerns (discomfort or pain) arising from their Personal Training sessions with the Personal Trainer.
- g) Personal Trainers will contact the client via email to schedule the initial consultation.
- h) The client will schedule all sessions prior to Personal Training sessions. These sessions may be rescheduled based on Client-Personal Trainer agreement.
- i) During the initial consultation the client will have the opportunity to ask questions.
- j) Buddy Training is limited to two individuals. Both clients must be present during buddy virtual training sessions. If only one individual is present, a session will still be subtracted from the total number of sessions purchased. Proration will not be permitted.
- k) Should the Personal Trainer arrive late to video session, the Personal Trainers must make up the time lost with the client at no additional charge. If the Personal Trainer must cancel a session, he or she will notify the client 1 day in advance.
- l) Late clients will forfeit any session time lost based on his or her tardiness. Personal Trainers will wait no longer than 15 minutes for clients to answer virtual calls. After 15

minutes, the session will be forfeited. clients must provide cancellation notification at least 1 day in advance or connect with a trainer to reschedule a virtual training session.

- m) A Client Satisfaction Survey will be e-mailed to the client following the completion of each package purchased.
- n) The Department of Recreational Sports reserves the right to adjust the schedule under any circumstance. The client will be notified under such circumstances.

Procedures:

I) VIRTUAL PERSONAL TRAINING PROCEDURES

- a) All clients must have recent fitness assessments and health history forms on file.
- b) Trainers will communicate with their clients to determine which virtual platform works best for the training session. Virtual platforms include Zoom, FaceTime, Google Duo, Google Hangouts, email, or phone call).
- c) Trainers will continue to hold an hour-long training session.
- d) Trainers will track sessions via email, Google calendar, and the 2020 personal training log.
 - i) Every email sent to participants from the trainer must be cc'd with the professional staff (Lisa and Tevin) and the client to ensure training took place.
 - ii) In each email, there should be a screenshot or some form of documentation with the time stamp of how long the session lasted.
 - iii) The Personal Trainer should confirm the number of remaining sessions in the client's package with every session completion confirmation.
- e) The Google calendar will be utilized by personal trainers to track session scheduling.
 - i) This will allow the professional staff to track the volume of virtual training sessions.
 - ii) Trainers will be asked to place each virtual session they schedule with a client on the Google calendar to track training occurrences.
- f) Upon reporting a completed session to the professional staff, the personal trainer will also be required to log the session in the personal training log with the date of the session.
 - i) All virtual sessions should be highlighted in magenta to denote a virtual session has occurred.