



# Welcome New Member!

*We are delighted to have you as our newest member and to be part of your path towards radiant health.*

*At OsteoStrong you will discover our commitment to helping you achieve your health goals and become more empowered in your daily activities.*

*Here is some important information about your OsteoStrong sessions, our center policies, and some of the member benefits you will enjoy. If there is anything we can do to make your experience more enjoyable, please let us know.*

*Welcome to the OsteoStrong family!*

## OVERVIEW

OsteoStrong works for people of all ages and levels of activity to promote skeletal strength which impacts the entire body using a process known as osteogenic loading.

The skeletal system is the foundation of your body and provides more than just strength and protection. By implementing a strategy to care for and strengthen it, many people experience the following results:

- Improved Bone Density
- Improved Posture
- Improved Balance
- Improved Athletic Performance
- Less Joint and Back Pain
- Lower A1C Levels

The equipment we use was invented by the father of osteogenic loading, Dr. John Jaquish, Ph.D. Dr. Jaquish is the Chairman of the Medical and Scientific Advisory Board for OsteoStrong and author of the book *Osteogenic Loading*. He is a frequent speaker at the World Congress on Osteoporosis and is on the board of American Bone Health. His continued contributions are invaluable in bringing this groundbreaking technology to the world.

Research shows that the stimulus required to trigger osteogenesis (growth of healthy bone tissue) is 4.2 multiples of body weight.

Achieving that level of stimulus is difficult for many without using our specialized equipment. However, our members easily and safely achieve forces in excess of 5 to 14 times their own body weight. High impact is one of the most powerful stimuli the musculoskeletal system can experience. At OsteoStrong we use high-impact emulation to safely deliver these benefits to people of all ages and fitness levels.

## MEMBER BENEFITS:

- One session per week - benefits continue even if you miss a session however optimal at this frequency
- Ability to schedule make-up sessions (excluding holidays)
- Member Referral Program
- Center events
- When traveling, enjoy up to one or two free sessions at another OsteoStrong location (depending on location owner). For other OsteoStrong locations go to [osteoststrong.me/locations](http://osteoststrong.me/locations)
- Emailed progress reports weekly to your information or your provider



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## OSTEOSTRONG SESSION TIPS & GUIDLINES

### Step 1: Whole Body Vibration

Your session begins with 2 minutes on one of our whole-body vibration plates. Standing on a VibePlate prepares you for your osteogenic loading session by increasing the communication between your brain and muscles. The optimal frequency for most people is 30 Hz (30 pulsations per second).

*Tip: When standing on the VibePlate, bend your knees slightly and shift your weight from your heels to the balls of your feet.*

### Step 2: Osteogenic Loading

During your osteogenic loading session, you engage in four self-loaded positions (called “Trigger Events”) to stimulate your body’s major muscles and bones. Your goal is to push or pull as hard as you comfortably can. Each Trigger Event targets a specific group of muscles and bones between your upper and lower extremity, core and spine.

Your OsteoStrong sessions evolve as **YOU DO**. The beauty of this system is that it allows you, the member, to take charge of your own improvement and success with a trained session coach nearby to assist you, encourage you, and answer any questions you have.

*Tip: Ease in and out of all Trigger Events. Always breathe. Only push or pull to your comfortable level. Never strain. Engage your core.*

Benefits continue even if you miss a session. After an osteogenic loading session, your body begins to refortify tissue. This can take between one and six weeks. That means that your bones and muscles are rebuilding in your rest period. This time frame can require as little as 5 days to recover the stimulated cells and as many as 12 days between sessions according to research. Again, this depends on each member’s physiological needs.

### Step 3: Whole Body Vibration

After finishing the four Trigger Events, you will return to the VibePlate for 2 minutes. After osteogenic loading, there is further increased communication between your brain and muscles and the triggering of your central nervous system (the complex of nerve tissues

that control the activities of the body).

This increased communication is called “neural potentiation” and lasts for Approximately 15 minutes following your session.

*Tip: This is a great time to work on balance, agility, and reaction time activities.*

### First session

Everyone’s first session or two may be different. Depending on your previous level of activity (great or small) or disability, due to the new experience being impacted on your neuromuscular system, one may experience some level of soreness. This should not be PAIN, it should be soreness. As your musculoskeletal system learns this new neuromuscular stimulation, it does have an aspect of response. If there is persistence of discomfort or pain, please inform the staff.

### You are Always in Control

If during your day-to-day life, an injury should occur or if your doctor’s recommendations change, please let us know. Our session coaches can help you to adjust to each Trigger Event to accommodate your body’s needs, ensuring you stay safe and comfortable.

### Every Body is Different

Remember that every member’s session will be different from each other, and every session can vary for each member each week. Also, progress will vary due to different health conditions, medications and nutritional supplements being taken.



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## ADDITIONAL SERVICES (MODALITIES)

### PEMF (PULSED ELECTROMAGNETIC FIELD THERAPY)

Benefits include increased bone density, endorphins and pain relief, better sleep and HGH secretion, more energy ATP, better oxygenation and circulation, improved immunity, relaxation and stress reduction, as well as nerve and tissue regeneration (ie. neuropathies). For more information, please ask one of the staff.

### Red Light Therapy

Benefits include skin rejuvenation, eye health, thyroid function, inflammation, cellular energy, cognitive function and much more. For more information, please ask one of the staff.

### Hydromassage

Enjoy a few minutes of relaxation on our HydroMassage bed. The HydroMassage helps relax your muscles, improve circulation and further flush toxins released by red light and PEMF treatments to rejuvenate you for the rest of the day.

### Normatec Compression Therapy

Benefits include increased flexibility, decreased sensitivity to pain, decrease swelling, accelerated recovery times, increased blood flow to lower extremities, toxic drainage, and maximized benefits to osteogenic loading.

## SPECIAL PROGRAMS

### Referral Program

Refer a friend and get a \$25 credit to your OsteoStrong Account for EVERY referral who becomes an OsteoStrong member while your friend receives an enrollment discount.

### OsteoStrong Monthly Drawing

Wear your OsteoStrong t-shirt to your weekly session and put your name in for our monthly drawing. Prizes vary.

## MEMBER POLICIES

### Scheduling

For your convenience, we reserve a weekly, recurring time slot for your sessions. If you prefer to schedule weekly, you may, however your time may not always be available. If you are a non-recurring member, please call before stopping in to ensure we have availability.

### Late Arrivals

To keep things flowing smoothly, we ask that you arrive at least 5 minutes before your scheduled session. In the case of late arrivals, we will try our best to get you in when we have an opening. If you think you may be considerably late for your session, a call is always appreciated. A late arrival may result in a shortened session time in order to accommodate on-time appointments.

### Make-up Sessions/Missed Sessions

If you are unable to make your regular session time and would like to reschedule, please let us know at least 24 hours in advance. If you miss a session, please call us to see if we have any availability for a make-up appointment. **Please note:** Missed sessions will not be refunded or credited. When traveling, please remember you can do your sessions at other OsteoStrong locations. If you miss 2 or more sessions, you can make up your sessions, but please note the sessions should be at least 5 days apart as appropriate per member.

### Power Outages/Severe Weather

If your appointment is disrupted by circumstances beyond our control (such as severe weather, power outages, etc.), please call us. We will do our best to reschedule you.

### Billing

Memberships run on a month-to-month basis with automatic monthly billing on the 1st of each month. Membership is not based on attendance. Monthly membership dues are billed whether or not a member is able to attend a given session. Your monthly membership includes 4 sessions a week or 48 sessions



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per calendar year.

**OSTEOSTRONG MISSOULA**  
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MISSOULA, MT 59801  
406-926-4014

## MEMBER POLICIES (CONTINUED)

### Spouse & Family Add-Ons

For your convenience and savings, we offer special spouse and family add-on pricing. In the event that the primary member goes on hold or cancels their membership, the spouse or family add-on member will become the primary and the membership fee will be adjusted accordingly.

### Membership Holds

We can put your membership on hold if you miss 4 or more sessions due to vacation or a medical circumstance. Please fill out a Hold Request form by the 25<sup>th</sup> of the month prior to the beginning of the hold. This will give us enough time to ensure that the automatic billing of your account does not occur.

**\*\*We cannot accept HOLD requests over the phone. Forms are available at front desk.**

During your hold period, you will not be charged membership dues but there is a \$10 hold fee each month. At the end of the hold period, your membership dues will automatically activate.

If you wish to cancel your membership at any point during a membership hold, the 30-day cancellation policy still applies. You will be billed for one more month and your membership will be valid during this period.

NOTE: We have a **maximum hold time of 2 months per calendar year**. If your hold is longer than 2 months per calendar year due to travel or you are a snowbird, we do not offer the rate lock guarantee. When you return to OsteoStrong, you will be billed the current month-to-month membership rate. If you are having a surgery or a medical issue and you need more time to recover, please talk to our staff to see what we can do.

### Membership Terminations

OsteoStrong has a 30-day cancellation policy. If you wish to terminate your membership, please give us a 30-day written notice to stop automatic billing.

**\*\*We cannot accept termination requests over the phone. Forms are available at front desk.**

You will be billed one additional month on the 1st of the month following your cancellation date. If you return to OsteoStrong as a new member in the future, you will be subject to the most current membership rates and enrollment fee.

Your membership will be valid with all the benefits of being a member for exactly one month after cancellation.

**Membership fees are not refundable.**

We understand that life happens. If you are experiencing some hardship, please speak with us and we will do our best to work with you.

### Holiday Closures

Holiday sessions are not made up. Member is paying for 48 sessions per calendar year (52 weeks per year). A member will never miss more than 4 sessions per calendar year due to holiday closure.)

- Memorial Day
- July 4<sup>th</sup>
- Labor Day
- Thanksgiving – Early close at noon on Wednesday, all day Thursday and Friday
- Christmas – closed one week between Christmas and New Year's. (Posted in December)