



**umi**

Wellness Center

**Membership Handbook**



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# General Information



# **Statement of Purpose**

**“To support, appreciate, and seek the preservation of the fastness of health and wellness for the members of our community.”**

# **Statement of Mission**

**The mission of the Umi Wellness Center is to honor the mind, body & spirit of each unique member as we seek a path to health, healing & wholeness together with a diverse community of like-minded people.**

# **Association Terminology**

**Our President and Vice President are referred to in this handbook as Director and Assistant Director. All persons in the association are Members, including staff and providers.**

# Financial Policies And Billing

- 1.1:** Umi Wellness Center offers both pay as you go and subscription payment options for our services. Your membership fee and event fees will always go through the office. Providers may handle billing for classes and services themselves or utilize our office to handle billing for them. Regardless, the office can always take a payment if necessary.
- 1.2:** Payment is due at the time of service unless the member is enrolled in an Umi Subscription (see Subscription Services below).
- 1.3:** Appointments not canceled by the end of the previous business day will be billed for 50-80% of the full fee. We will strive to make compassionate exceptions for genuine medical emergencies, flares, family emergencies and other emergent situations. Members who abuse this leeway will not be eligible in the future.
- 1.4:** It is the client's responsibility to clearly communicate what type of appointment they are scheduling.
- 1.5:** A provider is under no obligation to offer a make-up class or free class to a member who missed a class for any reason.
- 1.6:** All fees are nonnegotiable. Billing will not be adjusted if the client declines specific services.
- 1.7:** The Umi Wellness Center is out-of-network with all insurance and does not file on behalf of any member. However, we can provide super bills for ease of personal insurance reporting, and assistance with teaching members how to file if needed. Those concerned with the cost of services prior to insurance coverage payouts may find relief in our Umi Subscription model.
- 1.8:** Umi Wellness Center endeavors to fully inform members of the cost for services accurately and up front. Please note that providers' fees may vary due to type of service and experience.
- 1.9:** All members must notify an office administrator if they become unable to pay for services in the agreed upon manner, at any time. These situations are handled on a case-by-case basis. Umi Wellness Center will do its utmost to ensure that no established client is left without support due to a genuine inability to pay.
- 1.10:** Members will keep their contact information and payment information up to date. This information will be stored securely at all times.
- 1.11:** Members will receive invoices for services via email unless a member's account is past due.
- 1.12:** Past due accounts will be notified 1. By email, 2. Phone call, 3, In person at the center.
- 1.13:** If a member account is unpaid for more than 15 days and the member has not responded to any of the above notifications or communicated independently of inquiry, member services will be suspended.
- 1.14:** If your membership is suspended for nonpayment, a meeting with the Office of the Director is required. Contact the office for an appointment at your earliest convenience. Membership will be reactivated when account is brought current, other agreement is reached.

## 1. Subscription Services

Umi offers a subscription style payment option on services which is designed to provide high-risk and in-need members with as many necessary services and classes as possible, at a reasonable cost during intensive treatment periods.

- ◎ Subscription arrangements are created between patient navigators and the member and approved by the overseeing patient advocate and Umi administrator.
- ◎ Subscription arrangements are made for a period of 2-6 months.
- ◎ Within the agreed upon time frame, a member will receive all of the services and classes for which they subscribe. Services and classes cannot be canceled but may be shifted to other providers with two weeks' notice. If any service costs vary between alternate providers, the amount of the remaining subscription fee will be adjusted accordingly.
- ◎ For each subscription purchased by the member, the total cost of services for the service period will be spread out over a period of time double to that of the service period. For example, services received over a 3-month period will be totaled and divided into a monthly subscription rate of 6 months.
- ◎ Subscriptions can be extended. To extend a subscription, inquire with the navigator or patient advocacy consultant who worked with you to arrange it. For complex cases the navigator/consultant may need to speak with your physician. Please allow a week for approval in these cases.
- ◎ Subscriptions can only be canceled with one full month's notice to Umi administration or the patient advocate who arranged it. The member retains responsibility for any and all payment of services already received, and the 30 days of services to follow the notice of cancellation.
- ◎ During the service period of the subscription, and not prior to or concluding the contracted dates of the service period, and as long as fees continue to be paid, Umi members will also receive a 12% discount on all other services and classes they wish to purchase directly, and as needed.
- ◎ The burden of the 12% discount for subscription members will be borne by Umi Wellness Center as a portion of our 30% revenue on provider fee.

## 2. Payment Methods

- ◎ Services are billed via the Simple Practice client portal.
- ◎ Some classes, and all events and other activities can be paid to the office in cash, check or card
- ◎ Cash or check are preferred.

## 3. Membership Fees - Lifetime

- ◎ Regular - \$75/person

- ◎ Family of 2 or more - \$60/person
- ◎ Low Income - \$45/person plus scholarship
- ◎ Financial Distress - \$25/person plus scholarship

## 4. Financial Distress: Definition & Procedure

Financial Distress is determined by an average income that falls below the national poverty guideline, or exceptional distressing circumstances of life and health. Exceptional circumstances will be determined by an administrator based on the materials provided by the member, prospective or otherwise. If a member is eligible for the Umi Care fund a meeting will be held between the administrator, the medical provider, and the patient advocate of the member to review his/her case and decide on the amount and specifications of funding from the Umi Care Fund to be offered.

- ◎ The supervising administrator will keep all unrelated financial information and circumstances private, unless specifically relevant for the medical provider and patient advocate to properly build the plan of care to be funded.
- ◎ The supervising administrator will meet with the recipient every 3 months that they are receiving financial support to
  - a. Personally, and personally review the circumstances
  - b. Determine continued eligibility and support.
- ◎ The supervising administrator will rely heavily on the input received regularly from the member's medical provider and patient advocate in determining continued eligibility and support.
- ◎ The amount and purpose of all Umi Care financial support will be determined solely by the member's medical provider and patient advocate.

## 5. Documentation for Financial Distress:

1. Tax Return
2. Letter approving partial or full disability.
3. 4 months bank statements from all personal and self-employed business accounts
  - a. Account numbers not necessary
4. Letter from an employer or the county: confirming unemployment, status of employment if laid off
  - a. If fired, please provide an explanation in writing

As of **October 12, 2023**, our general office is open from  
Monday - Friday: **2:00 pm - 5:30 pm**  
Saturday: **9:00 am - 12:00 pm**

Services may be scheduled between 8:00 am - 6:00 pm  
& may be offered at our office or other locations as needed.

# The Facility



# Hours of Operation

Some Umi Wellness Center activities and events may have lighter restrictions.  
Inquire with a navigator for full information.

Please refer to unique provider schedules available from the providers and the general office.  
**Email [office@umicharlotte.com](mailto:office@umicharlotte.com).**

## 1. Housekeeping & Maintenance

We appreciate the effort all of our members can make to maintain our habitat! Our goal is to make our primary locations as health friendly as possible including mast cell activation considerations such as air purifiers and a strict code regarding perfumes, colognes, and hygiene (see below).

We will adhere to a strict cleaning schedule after hours so that necessary disinfectants and cleaning agents will cause as little harm to vulnerable members as possible.

If you do have a reaction, please inform us immediately and we will do our utmost to permanently rectify the cause!

For general clean up and maintenance, we have a sign-up sheet for volunteers to assist in daily, weekly, or monthly cleaning support. Thank you for giving back to the community!

## 2. Food & Drink

Hydration is excessively encouraged. Feel free to bring drinks as you like and help our staff clean up after any spills.

Similarly, we love food and value it as a special part of community and togetherness. Please eat!

That said, due to the volatile nature of food allergies, intolerances, and mast cell issues, we must require the following general restrictions for our member spaces.

- ◎ Maintain a gluten-free, wheat-free environment. If you eat it and touch equipment, utensils, or another person without properly washing your hands afterwards, it could cause someone to have a reaction.
- ◎ Refrain from consuming strong scented foods in enclosed Umi spaces.
- ◎ Do not offer food or any other edible material to a child without express permission from their parent or legal guardian.
- ◎ Do not offer food or any other edible material to another member without fully disclosing its ingredients.

## 3. Perfumes, Colognes & Hygiene

Due to the nature of medical conditions shared by many of our members, we ask that you do not enter the premises with perfumes or colognes of any kind because they may cause severe and painful allergic and/or mast cell reactions for members and staff.

We cannot stress this enough.

For further information on mast cell conditions, please ask an Umi Navigator.

Any scents used in our office space have been specially pretested and purchased.

## 4. Tobacco, Alcohol, Narcotics & Weapons

Tobacco and vaping products are strictly prohibited on the premises and at any Umi Wellness Event regardless of location.

Controlled substances must be declared to administrative staff within 7 days of beginning a new prescription, and appropriate documentation submitted to the director in order to receive permission to bring on the premises.

Permission is given at the sole discretion of the director and/or assistant director and based upon context and the case presented by the member.

All other controlled substances, those not legally prescribed, and illegal substances, are strictly prohibited. We do this with the spirit of our children foremost in our minds.

Violators will be suspended from attending Umi events or facilities until they have met for mediation with administrative staff. See *Conflict Resolution*.

Alcohol, except for special events, shall not be permitted on the premises. Furthermore, any member who attends an Umi event, class, or session in any location, or enters the established premises while intoxicated will have their membership immediately suspended pending mediation with administrative staff. See *Conflict Resolution*.

Illegal and unregistered weapons are prohibited on the premises of Umi Wellness Center and any location it may host events, classes, or sessions. We will abide by and uphold the laws of North Carolina regarding all blades and firearms.

## 5. Technology Use Policies

Photography or any other type of recording of members without their express, written permission, is strictly prohibited.

Use of personal devices on the premises must be kept silent, and headphones of some type used for any entertainment purposes.

We cannot enforce healthy habits for device use with any individual or child, but do strongly encourage vision health, regular vision breaks, blue light filters, hydration, and alternative entertainment which we hope to provide.

Blue light can trigger migraines in many of our members, and our education-trained navigators are happy to help be with your children in a happy, healthy space while you are in session or treatment.

## 6. Solicitation

No member may use Umi Wellness Center spaces, physical or virtual, for the sale or promotion of goods or services.

Any sale of goods or services in Umi Wellness spaces not provided by the Umi Wellness Center, is a breach of the Articles of Association signed by each member and places our association in jeopardy.

Members found to be selling goods or services which are not officially offered by the center will be immediately suspended pending mediation with administrative staff.

We would like to clarify that members are not prohibited from sharing their own work-related endeavors with other members in the free course of conversation, group events and community program interactions.

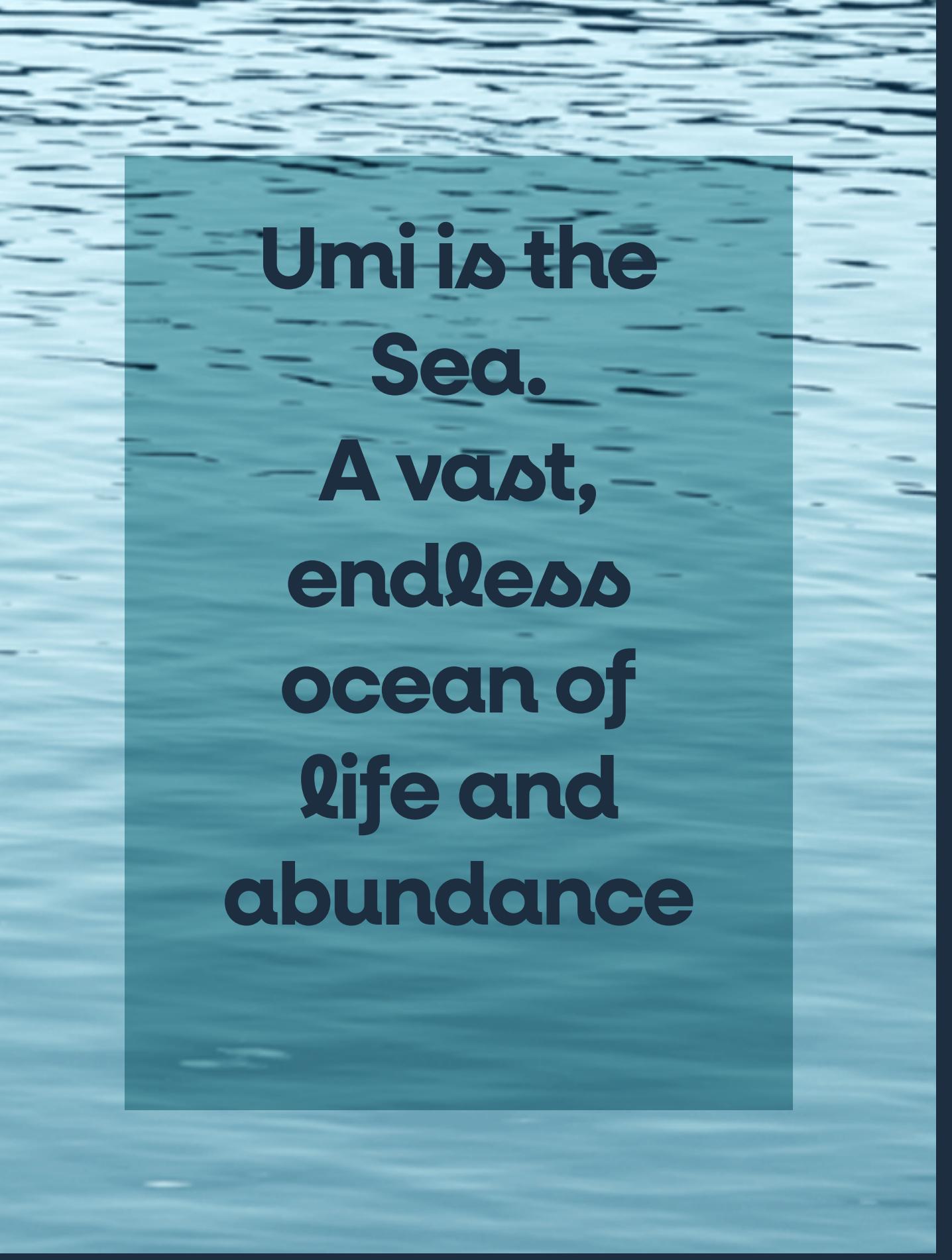
## 7. Clothing & Attire

Umi Wellness Center wishes to provide reasonable freedom for the use and expression of preferred clothing and attire in our facilities and at events! The following requests and restrictions are offered with our Code of Conduct in clear focus.

As a family center, we prohibit sexually explicit attire or any clothing which is either designed for or repurposed for explicit or implicit sexualization of its wearer. Umi Wellness Center reserves the right to interpret this restriction.

Nudity and partial nudity are prohibited except within private changing facilities provided.

Please do not use street shoes on our equipment or special flooring (dance floor and some exercise areas which will be labeled).



Umi is the  
Sea.  
A vast,  
endless  
ocean of  
life and  
abundance

# What's Next

03

# Welcome to Umi!

We're so excited to have you.

Please refer to this handbook as needed for information about our community and information to thrive and heal together.

## Here's what's next...

### Meet a Navigator

Now that you're a member we want to start caring for you immediately.

Your next stop is sitting down with one of our patient navigators in the office or online.

Navigators are trained to take a brief medical history, understand your needs and goals, and help arrange the offerings that fit. This is designed to be as simple and stress free as possible.

If you are joining with significant need, the navigator will collect any documentation and notes you wish you bring and refer you to one of our specialized patient advocacy consultants for in-depth consultation and support.

### ID number

You will be issued a member ID the day that you join and select a unique pin number that identifies you in the system.

Spouses, partners, and families will all have unique member numbers, but use the same pin.

It will appear on your new member acknowledgment as a 6-digit member number followed by the 4-digit pin: 000000-0000.

### Inclusions for Membership

1. Persons who have, suspect or are trying to prevent a complex, systemic disease or disorder including connective tissues disorders, autoimmune conditions, and traumatic injury.

- a. Chronic Illness Diagnosis or suspected Dx with referral/sponsor
  - i. Family member with the diagnosis, other member, physician
- b. Significant Trauma - physical, mental, emotional
  - i. Consider how to navigate this without pushing or exposing the client
  - ii. Physician referrals yes, member sponsor yes just like others, and family.
- c. Been Refused Treatment for complex systemic disease or disorder, EDS/HSD

- d. or other connective tissue disorder, or a seronegative autoimmune disorder.
- e. Referral for Chronic Illness care from a patient advocate or medical provider.
- 2. Persons who deeply desire to maintain or deepen their current health in a community which supports individuals and families in category I and learn and benefit from the experience of these individuals and the providers who treat them.
  - a. Suitable for caregivers, relatives, teachers, clinicians, and other people who support a person in category I in their home, friendship, or workplace.
- 3. Inquiry
- 4. Application
- 5. Interview
  - a. The navigator/manager interviewing prospective members may choose to sponsor a new member based on the interview. See sponsorship guidelines for staff in Staff Policies.
- 6. Signing Forms
  - a. Member Contract
  - b. Community Covenant
- 7. Pay Fees
- 8. Complete Trial Period & Conditions of Membership
  - a. Attend a New Member Class within 30 days of membership approval.
  - b. Schedule and attend your first appointment with a Navigator within 30 days of membership approval.
  - c. Enroll in services, programs, and other offerings!
  - i. We understand that many members may be unable to join programs or volunteer due to the status of their present condition.
  - ii. Our Navigators and a patient advocacy consultant will work with you to arrange what you need.
  - iii. Programs are free to members.
- 9. benefit from the experience of these individuals and the providers who treat them.
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## Sample Membership Covenant

I \_\_\_\_\_ agree to covenant with Umi Wellness Center, and abide by the rules, governance and membership conditions set forth in the Articles of Association, and Umi Member Handbook, namely:

The purpose & mission of the Umi Wellness Center

Umi Code of Conduct

Service choices and your rights and responsibilities as a member.

Finally, I affirm that as a member I will  
 uphold a mindset of continual learning,  
 embody honor and respect towards myself, other members, within the spaces we inhabit, and services we enjoy,  
 and act with the spirit of community in all my speech, behavior, and duties and responsibilities within the Center.

Signature\_\_\_\_\_ Date\_\_\_\_\_

Signature of Guardian if member is a minor \_\_\_\_\_

Name Printed:\_\_\_\_\_

## Membership Trial Period

### 1. First Appointment with patient navigator

- a. A 45 - 60 min consult to draw up a general history, patient needs, goals, Umi interests, and develop a relationship.
- b. Patient navigators will review the information, make recommendations, and help the new member sign up for the appropriate services, classes, programs and/or care packages.

## Membership Class

- a. Meet and Greet
- b. Info on PMA's
- c. Our Services, Classes, Programs & Events

### d. Community Standards

- i. Conflict Resolution procedure
- ii. Community event and fundraising participation

### e. Q & A

## New member classes

This important event is central to our community spirit. We offer an in person and online class 1-2 times a month, and one-on-ones scheduled with a patient advocacy consultant if a member is unable to attend a class due to timing of membership or extenuating circumstances.

An Umi staff member will welcome everyone and get to know more about you, then walk the class through the handbook and answer any questions you may have. You'll also have the opportunity to learn more about Umi's community programs and volunteer opportunities for those looking for deeper involvement.

## Member Privileges

- ◎ Access to all services, classes, programs, and events.
- ◎ Access to community spaces [as they exist] at no extra cost:
  - ◎ cafe, meditation/prayer room, community lounge, community exercise spaces, etc.
- ◎ The option to apply for financial support for services based on income and/or financial distress.
- ◎ Access to discounted services, classes, and events through subscription-based purchase of a service package.
- ◎ Access to basic information and support from Navigators, including reasonable observation and playtime with children during caregiver's appointments. Tips appreciated.
- ◎ Access all community programs free of charge.
- ◎ First consideration for event and retreat attendance

# Umi Wellness Offerings



# Community Offerings

## Clinical

We are working hard to develop remarkable and supportive clinical expertise for our communities.

We will be starting with genetic counseling (TBA) and expanding into specialty primary care management for Ehlers-Danlos and other systemic conditions to fill the space between diagnoses and establishing a trusted care team for the long term.

While we strive to create this offering, please take advantage of our specialized patient advocacy consultants (see Advocacy below), who will help find physicians, research complex needs, and so much more.

## Wellness

Bringing a new sense of embodiment to wellness, our offerings are curated for the most sensitive and nuanced of the community.

Experience has taught us that often the simplest approaches bring the most benefit! As long as the provider knows and understands what their clients are living with on a daily basis.

At Umi we require all of our providers to take ongoing enrichment and continuing education classes for our client's needs.

This includes spending time every month speaking personally with members and learning about their needs firsthand.

## Community

Nothing is as isolating as a chronic condition and the pain and disability that so often comes with it.

By creating a community that you can be a part of no matter your medical journey, Umi hopes to change the face of what it means to live with a chronic condition.

Our free, community programs are developed by members, for members, with you, your family, loved ones, and caregivers in mind.

Check with our front desk for a full list of monthly community programs.

## Patient Advocacy

Patient Advocacy Consulting (PAC) is the backbone of the Umi community.

These specially trained individuals, many of whom have the conditions they help others navigate, come into your court on day one and stay with you until you've found your feet.

Helping you navigate your care, treatment options, find aware and experienced physicians and helping to prepare for the most productive appointment so you can feel good about it not matter how you feel that day, these are just a few of the skills our PAC's bring to your journey.

## Events

For the community, for providers, for you.

These events, both public and members only, are designed to help continue educating, training, and advocating for each and every member.

Special self-treatment workshops, continuing education credits in EDS for physical therapists, caregiver education and support, retreats, and much more.

We will also host several annual fundraisers for the Umi Care Fund which we hope each and every member will spend time to volunteer!

There are many opportunities, from sharing your own story with donors to greeting at the door or sharing our event on social media from the comfort of your living room.

## Rights & Responsibilities

Each member will keep in confidence and protect any and all Proprietary Information observed, heard, seen or otherwise learned in the course of membership activities including, but not limited to:

- a. volunteer efforts
- b. member activities in events, classes or communities
- c. employ/contracture as staff or provider
- d. or accidental - from disclosure to third parties

And restricts its use to that which is provided for in this handbook and Articles of Association.

Either party acknowledges that unauthorized disclosure or use of Proprietary Information may cause substantial economic loss.

All printed materials containing Proprietary Information will attempt to be marked with "Proprietary" or "Confidential", or in a manner which gives notice of its proprietary nature such as an Umi Wellness Logo.

Proprietary Information shall not be copied, in whole or in part, except when essential for correcting, generating, or modifying Proprietary Information for either party's authorized use. Each such copy, including its storage media, will be marked with all notices which appear on the original.



# Code of Conduct



# Code of Conduct

## Community Standards

### **Policy regarding communal participation in political events, displays and/or affairs.**

Umi Wellness Center will not participate or support communal participation in political events, displays, and/or other political affairs that do not have immediate and adjoining relevance to our mission and statement of purpose. Such contexts include information booths, distribution of educational materials on complex, systemic diseases and disorders, and activities which promote the other services and programs of the Umi community at an event which may or may not have a political statement made. The mission and purpose of the Umi Wellness Center naturally excludes partisanship, and so we strive to inspire a community which reaches beyond these things which so often serve to drive a wedge between peoples rather than bring them together.

### **Policy regarding communal participation in social issues and events.**

Umi Wellness Center recognizes that many individuals find a sense of survival, strength and purpose in the endorsement of and participation in various social issues and causes. Furthermore, we respect our members' individual right to do this. However, since it would be impossible to devote time, attention and space to the causes and interests of every individual member equally, we choose instead to encourage the community to focus on the very important and vital cause of complex, systemic medical conditions and disorders, and the thousands of men, women and children they affect.

### **Policy regarding community expectations for choices of individual expression and diversity**

Any and all non-medical preferences regarding speech and personal address are the sole right and responsibility of each individual member, who may exercise their right respectfully and without judgment of the morality or intentions of other members. Furthermore, each individual member is expected to demonstrate respect for other members' right to free speech in this, and any language, dialect or non-verbal mode of expression which a person may utilize to communicate within the community spaces, physical, digital, written, or otherwise. Umi Wellness will not mandate nor request any of its members, staff or otherwise, to surrender their right to freedom of speech and personal address as is most natural to their native language.

### **Policy regarding treatment of fellow members**

© Umi Wellness expects all members of the Umi Wellness Center to consider all of their fellow members, in verbal and non-verbal communication with them or in their

absence, in movement and motion within spaces, and internally within each mind/body with respect, kindness, compassion and openness. Many members of the community will be living with chronic health conditions, have faced or are facing physical, emotional, sexual or psychological trauma, and/or may be neurodivergent. In any and all of these cases, Umi wellness expects each member to approach their fellow community members as though they are learning about someone from another culture. Indeed, another world in which the meaning of words, tone of voice, and manner of expression may all hold different meaning and purpose than the member may instinctually expect from those who speak or look as they do.

- © Umi Wellness Center will not tolerate any gesture of prejudiced behavior or speech against individuals or families based on their forms of speech and language usage or preferences, religion, or religious practices, and/or cultural and ethnic expression and tradition. Any accusations of prejudice will be treated with the utmost seriousness and consideration, involving an experienced social and cultural mediator on the Umi Wellness administrative staff. The mediator will gather information from all relevant sides in a peaceful and compassionate manner and bring any parties into conflict resolution should the situation require it. During the inquiry process we ask that all members, as much as it depends on each one individually, seek to live at peace with one another and wait patiently; hoping for and encouraging a positive outcome and preserved relationship. We believe that many situations of alleged prejudice can be the result of miscommunication, and false accusations made on the basis of differences of social, cultural, ethnic, and linguistic differences rather than premeditated and intentional prejudice. We also understand the pain and severe loss of dignity which can accompany both actual and mistaken gestures of prejudice. In keeping with our mission of a community filled by the spirit of learning, we will always seek first to discern if each individual in such a situation wishes to learn and therefore support the embodiment of community by swiftly reconciling differences, with the support of the mediator. If they do not demonstrate a willingness to learn, then our Code of Conduct will oversee the next steps of intervention and action in these matters. See Conflict Resolution for further explanation.
- © Umi Wellness recognizes that in many countries and societies around the world, respectful and curious imitation in the form of copying language, clothing, and customs is appreciated, encouraged, and found to be flattering and even expected. While in others, the same kind of innocent attempts to learn about that culture may be found offensive. Umi Wellness Center expects all members to apply curiosity and interest first in the form of learning to build relationships and friendships between oneself and one's fellow members, therein to learn the best way to inquire about those particulars of cultural expression and how best to learn more. In the spirit of learning, we will not hold any member unduly accountable for errors in judgment or ignorance in this regard. Umi Wellness considers it unreasonable and without maturity to expect a community filled with beauty of diversity to also expect its members to know and understand every other culture, religion, ethnicity, or language

## Grievances

If you find yourself in a position where you feel an official grievance is warranted, please arrange a meeting with the Director or Assistant Director at your earliest convenience. If we find wrongdoing has occurred, we will act in accordance with our Code of Conduct and process below for conflict resolution.

Situations in which the Umi model for conflict resolution does not apply are intentional, substantial evil perpetrated by one member upon another member. Such as: physical abuse, sexual abuse, emotional or psychological abuse and/or spiritual abuse.

Any alleged conduct of this sort will be taken very seriously since both members and staff include abuse Survivors. The alleged perpetrator will be called to the director's office immediately, and suspended from the center while in-house investigation and interviews take place. If wrongdoing is found, the perpetrator will be removed from the association and the conduct reported to the proper authorities in accordance with the laws of the State of North Carolina.

Alternatively, if the allegations are found to be fictitious then action will be taken with, and possibly against, the reporting member. While consequences of such actions are predictable, the reasons for them are typically not. We will meet with the members who made the false allegations and respond on a case-by-case basis.

## Conflict Resolution

Members with grievances against another member or members, are expected to seek assistance in resolving any conflict which pertains to the services, spaces, and activities of the Umi Wellness Center and/or its members.

In the event of a conflict, one of our trained staff will assist in conflict mediation under the following guidelines.

1. Listen to both sides of the issue
  - a. privately, or
  - b. in a neutral setting with both parties present.
2. Gather further information if required.
3. Meet with both parties to propose a path for resolution and oversee its execution.
4. Follow up with the parties to ensure that the steps taken for resolution have continued to produce healthy and mutually beneficial results.

In the event that resolution cannot be reached, the party (or parties) unwilling to yield may be addressed personally in an interview with management and suspended pending dismissal or dismissed immediately.

## Reasons for Dismissal

Violence against members including but not limited to acts of verbal violence or physical violence. Careful consideration will be given to Autistic members. Outbursts from an autistic individual are fundamentally different. Please direct inquiries to our autism specialist.

Violations of Umi Community Standards

## Method of Dismissal

1. A verbal or written warning.
2. Interview with Director and/or Assistant director - giving a second warning and support to correct the issue, or suspension pending final decision.
3. Letter of dismissal provided followed by cancellation of membership.

## Cancellation of Membership

Cancelling membership is to leave the association itself. To leave the association, submit the request in writing addressed to the Office of the Director. Include a reason for departure, and names of any other members of your family who are leaving with you. Nonfamily members must submit individual letters.

Members who leave the association and want to rejoin at a later time must repeat the application process in its entirety, including the membership fee.

Members who leave the association will still be responsible for any unpaid fees for services rendered, including 30 days of services in any uncancelled subscriptions. Furthermore, members who depart without completing their subscription payments but who have received the services of the subscription (see subscription model), are still responsible for payments to the center. Membership departure, in this case, will not be officially accepted until repayment has been made in full.

Membership is automatically cancelled after 6 months of no use of facilities or offerings. If you anticipate not being able to participate in the community for any length of time, especially 6 months or more, but you do not wish to depart the association, please notify our staff.

# Community Acronyms



# LEAP

Our Mission & Vision in 4 Letters

Learn Continually

Embody honor & Respect

Attach with Joy

Play Always!!

# BaSe

## BE – Mindfulness

**quietly sinking into the now**

## Arrive - Transition

**shifting from being in the Now alone, to being in the Now with others**

## Synchronize - Mutual Mind

**use of joy and appreciation of who other people are and what they love as the best way to identify with one another and get on the same page**

## Engage - Get to Work!

**The idea of work being that which requires both effort & joy**

# Rate Check

**Remain Relational**

**Act Like Yourself**

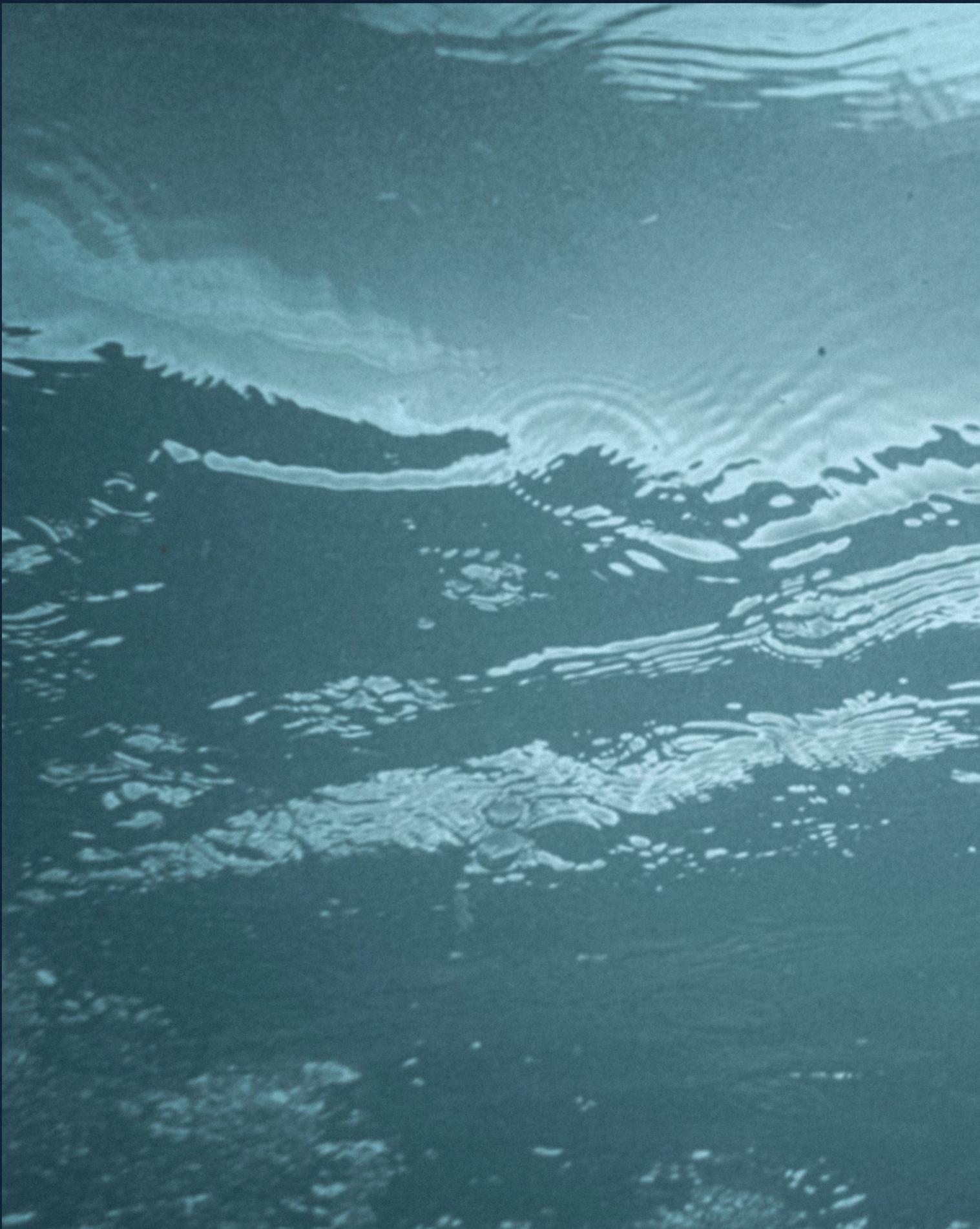
**No matter how you feel**

**Return to Joy**

**Use selfless appreciation of another person's actions or character to ...**

**Synchronize Together**

**Endure Hardship Well**



Welcome  
to  
**umi**  
Wellness Center