



# Welcome to Kernes Adaptive Aquatics

Here's how to get started at Kernes Pool

Kernes Pool is a friendly, inviting haven for people of all ages and abilities. We offer a variety of warm water exercise programs and services that are customized to each person's needs and goals. We're glad you're joining us!



Enrolling is easy as **1, 2, 3**



## 1. Complete the Enrollment Application

This information helps us tailor your exercise program just for you. Mail or drop off the completed Enrollment Application to Kernes Pool. *(Incomplete forms delay your enrollment.)*

Be sure to have your health care provider fill in the Physician Consent Form. It can be faxed directly to us from their office or you can return it with your enrollment application.

## 2. Feeling good starts with your first visit

As soon as the forms are in, we'll call you to schedule an initial evaluation. This is a 30-minute appointment with an Aquatic Instructor in comforting 92° water.



## 3. Begin your personalized program

After the initial appointment, you will have a regular schedule to enjoy Kernes Pool.



**Kernes Adaptive Aquatics**  
Josephine Kernes Memorial Pool  
15 Portola Avenue  
Monterey, CA 93940  
831-372-1240  
[www.KernesPool.org](http://www.KernesPool.org)

**Call or visit  
for more  
information**

501(c)3 nonprofit organization #94-2227904

## Frequently Asked Questions

### **Why do I need a doctor's referral?**

The Physician Consent Form is required from your doctor or other primary health care provider so that a program can be designed specifically to meet your needs and goals. You can return the completed Physician Consent Form with your Application or the doctor can fax it to us at 831 372-3140.

### **What program will I need?**

Your exercise program is personalized just for you. Health information is reviewed by Kernes staff, an assessment is provided during the Initial Evaluation appointment, and a regular schedule and program is established to help you achieve your goals. Client feedback is encouraged at all times.

### **What is the Initial Evaluation Appointment?**

The Initial Evaluation appointment is a 30 minute session in the water with an Aquatic Instructor to set up your personal program. Bring a towel and swim attire, and swim diapers if needed, to your session. Please shower before entering the Pool, and do not use fragrances, oils or lotions.

### **When do I come to the Pool?**

Attendance at the Pool is by reserved scheduling. A change in your scheduled days or time is by prior arrangement only. To help Kernes Pool schedule staff appropriately and keep costs down, a minimum 24 hour cancellation notice is requested for missed sessions.

### **How am I billed for services?**

Services are billed on a monthly basis according to the type of program and number of scheduled sessions. An invoice is sent and payable at the beginning of each month for the upcoming month. Monthly fees are in effect regardless of attendance until cancellation notice is given. This ensures that Aquatic Instructors are available to provide you with personalized service during your scheduled times.

### **Do you accept insurance, Medicare, or worker's compensation?**

Kernes Pool does not bill insurance or Medicare. We can provide you with a printed receipt if you wish to submit a reimbursement request to your insurance.

### **Do parents or care-givers get in the pool?**

Only clients and Aquatic Instructors are in the pool. Parents and care-givers remain in the facility during sessions and may attend the client in the shower or dressing room. Under special circumstances, a parent may be invited to join their child in the Pool.

### **What physical assistance is provided to clients?**

Kernes Aquatic Instructors attend clients while they are in the water, and assist them to enter or exit the pool as needed. A special lift is operated by staff for those who require assistance accessing the pool. Staff members do not attend clients in the showers or dressing rooms.

**For more information call: (831) 372-1240**