



THE CENTRE OPERATIONS TRANSITION:

Frequently Asked Questions

1. Does Phelps Health own The Centre?

No. Phelps Health is leasing the facility and providing operational leadership. The City of Rolla continues to own The Centre. This is a lease and operational leadership agreement—not an acquisition.

2. Who is responsible for operating The Centre day-to-day?

Day-to-day operations will continue to be managed by Power Wellness. Phelps Health will provide overall operational leadership and integrate new wellness programs over time.

3. Why did Phelps Health decide to partner with or take over operations of the Centre?

The agreement supports Phelps Health's mission to expand community-based wellness and improve long-term health outcomes. By consolidating preventive care, fitness and education into a central hub, Phelps Health can: advance chronic disease prevention, support employee wellness and improve long-term patient outcomes.

4. What benefits does this partnership bring to the community?

This agreement strengthens The Centre's long-term sustainability while expanding health and wellness services. It creates opportunities for chronic disease prevention, physician-referred fitness programs, weight management and nutrition services, youth and senior programming, and expanded access for underserved populations. Overall, the goal is to maintain community access while enhancing The Centre's impact as a regional wellness hub.

5. If I am already a member, will my membership stay the same?

Yes. Your membership will continue without interruption. No action is needed on your part.

6. Do members need to re-enroll or take any action?

No. Members do not need to take any action. All memberships will automatically continue under the current structure.

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7. What is the membership rate?

The current membership rate is \$45 per month.

8. Will current programs, classes or services continue as they are today?

Yes. All current programs, classes and services will continue as scheduled. Any future enhancements or additions will be communicated in advance.

9. What are the hours of operation?

- Monday–Thursday: 5:00 AM–9:00 PM
- Friday: 5:00 AM–8:00 PM
- Saturday: 7:00 AM–6:00 PM
- Sunday: Noon–6:00 PM

10. Who should members contact with questions, suggestions or concerns?

Members may contact The Centre with questions at **(573) 341-2386** or RLAinquiry@rollacentre.org. We welcome feedback and are committed to a smooth transition.

11. Who do I contact about membership or billing issues?

- For billing questions, contact The Centre's membership billing team at apfeffer@rollacentre.org.
- For membership questions, contact Kent Christopher at kchristopher@rollacentre.org.

12. How will the community be kept informed about updates?

All facility updates, class cancellations and general announcements are sent through our app notification system. Members are strongly encouraged to download the app, as this is our primary communication channel. Major facility updates, such as weather-related closures, late openings, early closings and group fitness class cancellations, are also sent via our member email newsletter to all active members.

13. Who can I talk to if I have concerns about the transition?

Members are encouraged to reach out directly to The Centre's leadership at **(573) 745-7121** or jstephens@rollacentre.org. We are committed to transparency and addressing questions promptly.