

**SUPERIOR-DOUGLAS COUNTY  
FAMILY YMCA**

**NEW MEMBER ORIENTATION  
MANUAL**

**Facilities, Policies, Programs**



**MISSION STATEMENT**

**To put Christian Principles into practice through programs  
that build healthy spirit, mind and body for all.**

**YMCA – 392-5611  
Fax – 392-2636  
Childcare – 392-5444**

## MEMBERSHIP ELIGIBILITY POLICY

### *Who shall be eligible to hold membership in this corporation?*

Section 1. Any person regardless of race, color, sex, national origin, age or disability who supports the mission may become a member of this corporation in accordance with such provisions as may be established by the board of directors, and shall so continue to be a member unless the Board or its authorized agent concludes, in its sole discretion, that a member has failed to live up to the standards and commitments of being a member of this YMCA.

Section 2. It is contrary to the mission of the YMCA to be a sex offender. This YMCA reserves the right to perform background checks on its members and periodically review sex offenders lists. Registered sex offenders and those individuals with any criminal conviction(s) for an act that is contrary to the YMCA values and mission are not eligible to hold membership in this corporation (except in rare and limited circumstances which warrant deviation).

### Code of Conduct for Members and Guests

The Superior Douglas County Family YMCA is committed to providing a safe and comfortable environment for all Members and Guests. To promote safety and comfort for all, we ask individuals to act appropriately at all times when they are in the YMCA facilities or participating in YMCA Programs.

We expect all persons using the YMCA to behave in a mature and responsible way and to respect the rights and dignity of others. Our Code of Conduct for Members and Guests does not permit language or any action that can hurt or intimidate another person. This includes:

- ❖ Angry or vulgar language including swearing, name-calling or shouting.
- ❖ Physical contact with another person in any angry or threatening way.
- ❖ Any demonstration of sexual activity or sexual contact with another person.
- ❖ Harassment or intimidation by words, gestures and body language.
- ❖ Theft or behavior that results in destruction of property.
- ❖ Carrying or concealing any weapons, devices or objects that may be used as weapons.
- ❖ Using, possessing or being under the influence of illegal chemicals or alcohol on YMCA property or at YMCA sponsored programs.
- ❖ Any other conduct of an inappropriate, threatening or offensive nature.

Members and guests are encouraged to be responsible for their personal comfort and safety. Any person who is feeling threatened should immediately make it known to the respondent that the behavior is unwelcome. If a member or guest feels uncomfortable in confronting the person directly, they should report the behavior to a staff person immediately.

YMCA staff will investigate all reported incidents. Any violation of this Code of Conduct may result in suspension or termination of YMCA participation.

# WELCOME TO THE SUPERIOR-DOUGLAS COUNTY FAMILY YMCA

On behalf of the Superior-Douglas County Family YMCA Board of Directors and staff, you are extended a sincere welcome to the YMCA. You have become a member of a world-wide organization that reaches people in 120 countries as well as across the United States. The Superior Douglas County Family YMCA's Procedures and Policies are listed below. They are listed in alphabetically for your convenience.

## ACCIDENTS

**You are participating at your own risk and are responsible for yourself and your children.** All accidents, injuries or unusual incidents should be immediately reported to the staff person on duty at the main desk and a report filed.

## AWAY PROGRAM

The Superior-Douglas County Family YMCA is a member of the AWAY program (Always Welcome at YMCA's). Our membership cards have an AWAY emblem printed on them which entitles you to use other participating YMCA facilities free or for a nominal fee. A directory of YMCA's which participate in the AWAY program is available at the Front Desk. (You may wish to check for fees and restrictions).

## CELL PHONES

**Cell phone usage is allowed only in the lobby area of the YMCA.** If you have your phone in other areas of the YMCA, please keep it on silent mode. If you need to answer it, please do so only in the lobby area.

## CHILDCARE PROGRAM AT HAWKES HALL

2231 Catlin Avenue – 392-5444

Child Care Center – State licensed program for infants 2 weeks through 12 years. Monday through Friday, 6:30 a.m. to 6:00 p.m. Open 52 weeks a year. We offer structured times in the morning and afternoon in a safe, happy, and stimulating environment. Age appropriate activities include opportunities for physical growth, emotional growth, social skills, creative expression, and large and small muscle activities.

School-aged Care - Provided at select elementary schools, a state licensed, before and after school, supervised program for students ages 5 through 12 years. SACC follows the public school calendar. Summer SACC is available at the YMCA for elementary students ages 6-12 years.

## FACILITY USE GUIDELINES

The following procedures are designed to ensure safe and enjoyable participation for all members. **Please observe additional posted rules in each area.**

### Family/Special Needs Locker room

- ✓ **This locker room is intended for persons with disabilities or persons with small children. Misuse of this locker room may result in membership termination.** All youth must be accompanied by a parent.
- ✓ Please limit time in locker room to 15 minutes.
- ✓ One locker per family. Lock up all belongings.
- ✓ No food or beverage allowed.
- ✓ Keep locker room area clean.
- ✓ Locks may not be left on overnight.

### Fitness Room

- ✓ Must be 16 years or older, in a scheduled YMCA class, or have a teen training pass in your possession.
- ✓ Participants are recommended to attend a scheduled orientation before using the Nautilus Circuit.  
\*Training available on other equipment upon request.
- ✓ Appropriate attire must be worn at all times.
- ✓ Workouts must be started 30 minutes before closing time.

- ✓ Return all weights to the racks.
- ✓ Spotters are recommended.
- ✓ Do not slam or drop weights on surfaces.
- ✓ A complete list of Fitness Room policies are available in the Fitness Room.

### **Gymnasium**

- ✓ Appropriate gym attire is required. Street shoes or black-soled shoes are not allowed in the gym.
- ✓ No food or beverage allowed.
- ✓ Youth under the age of 16 are not permitted in the gym during adult times.
- ✓ Parental supervision is required for all children under the age of 6.
- ✓ All youth under the age of 16 must be supervised by a parent during family times.

### **Handball/Racquetball Courts**

- ✓ Reservations for courts can be made one day in advance, by members only.
- ✓ Members may reserve one court per day.
- ✓ Courts may be reserved up to one week in advance by a payment of \$2.15/hour
- ✓ Eye guards are strongly recommended at all times.
- ✓ Appropriate gym attire is required on courts. No street shoes.

### **Locker Rooms**

- ✓ There are designated locker rooms for youth and adults.
- ✓ **No one under the age of 18 may use the adult locker rooms at any time.**

### **Locker Use**

- ✓ Lockers are available for day-use only.
- ✓ Use your own lock to lock your clothes and valuables.
- ✓ **Locks & items left overnight will be removed.**
- ✓ Locks are available for purchase at the Front Desk.

### **Pool Rules**

- ✓ Respect all requests made by the lifeguard.
- ✓ Walk, do not run.
- ✓ Street shoes are prohibited on the deck.
- ✓ Take a shower before entering the pool and after the use of the toilet facilities or whirlpool.
- ✓ No food, gum, beverages or tobacco is permitted in the pool area
- ✓ Dunking, pushing or rough play is prohibited.
- ✓ Do not enter the pool if you have a communicable disease or open wound.
- ✓ Non-swimmers must stay in shallow water. All swimmers must be able to tread water for one minute in order to use the deep end.
- ✓ An adult must accompany children under the age of 6 years in the water at all times.
- ✓ Disposable or cloth diapers are not to be worn. Swim pants are available for purchase at the Front Desk.
- ✓ No cut-offs, street clothes or T-shirts allowed in the water. All swimmers must wear a swimming suit.
- ✓ Only plastic containers or toys are allowed in the pool, deck, lockers or shower areas. (No Glass)
- ✓ Use ladders only for getting into and out of the water.
- ✓ Do not bring animals into the pool area.
- ✓ Breath holding and prolonged underwater swimming is prohibited.
- ✓ No spitting or spouting of water permitted.
- ✓ No rafts or inflatable devices permitted.

### **Whirlpool/Sauna**

- ✓ **Individuals under the age of 18 years are not permitted in the whirlpool.**
- ✓ Lengthy exposure may be hazardous to your health and may result in nausea, dizziness or fainting. Limit whirlpool use to ten minutes.
- ✓ Individuals with cardiovascular disease, high blood pressure or respiratory problems should avoid using the whirlpool. Pregnant women and elderly persons should consult with a physician before using the whirlpool.
- ✓ Take a shower before entering; do not enter if you have a communicable disease or open wound.
- ✓ Body lotions, oils, shampoos or soaps are not permitted.
- ✓ No food or drink allowed.

- ✓ Persons under the influence of alcohol or drugs may not use the whirlpool.
- ✓ Aerobic exercise and submerging are not permitted.
- ✓ Use is not recommended immediately after intense physical activity or after sauna use.

#### **Water Slide Rules**

- ✓ CAUTION: For safety reasons, pregnant women and persons with heart conditions or back trouble should not use the slide.
- ✓ Maximum operational load: 1 person or 300 pounds.
- ✓ Children must be 48 inches tall to ride the slide alone. Children under 48 inches tall may ride the slide with an adult. Children under the age of 1 are prohibited from using the slide.
- ✓ Slide must be ridden feet first, lying on your back or in a sitting position.
- ✓ Do not run, dive, stand, kneel, rotate or stop while on the slide.
- ✓ Keep arms, hands and feet in the slide at all times.
- ✓ Swimwear with zippers, buckles, rivets or metal ornamentation is not permitted.
- ✓ Move away from the bottom of the slide immediately.
- ✓ Do not use the slide while under the influence of alcohol or drugs.
- ✓ Follow the instructions of the attendant and lifeguard.
- ✓ A swimsuit is required.

#### **Walking/Running Track**

- ✓ The walking/running track is for ages 16 and older or those who have a teen training pass.
- ✓ Youth under age 7 are not allowed on the running track. Ages 7-15 must be accompanied by an adult only during a family time.  
Family track times are:  
Friday                6:00 p.m. – 8:00 p.m.  
Sunday                1:00 p.m. – 5:00 p.m.
- ✓ Slow runners or walkers must stay to the inside of the track in a single file line.
- ✓ Running direction is changed daily. Monday, Wednesday, and Friday runners/walkers should run/walk clockwise. Tuesday, Thursday, Saturday and Sunday runners/walker should run/walk counter-clockwise.
- ✓ No strollers allowed on the track.

#### **FAMILY DAY**

Sundays are Family Days at the YMCA. No youth under the age of 16 are allowed in the building without a parent or guardian. Families must stay together in program areas.

#### **FEES AND REFUNDS**

All services are subject to change in order to maintain quality of service. Refunds may be made only when there is cancellation of program services, where membership privileges are suspended, or medical reasons. The YMCA does not make cash refunds. Refund check requests take a week to ten days to process. There is a \$5.00 administrative fee for refunds.

#### **FOOD AND BEVERAGES**

All food and beverage must remain in the lobby area. NO refunds will be given on vending machines. Use at your own risk.

#### **FRONT DRIVEWAY PARKING**

Absolutely NO PARKING is allowed in the Front Driveway. This area is designated as a FIRELANE. Parking in the driveway could result in a \$200.00 fine.

#### **GUEST PRIVILEGES**

Each membership unit will be issued two guest passes per year to bring in a friend or family member. Additional day passes may be purchased. All guests must register at the desk. A photo i.d. is required for all adults.

#### **HOLIDAYS**

The Superior-Douglas County Family YMCA will be closed on the following holidays:

New Years Day                Good Friday (12-3p.m.)

Easter Sunday                      Memorial Day  
4<sup>th</sup> of July                              Labor Day  
Thanksgiving Day                  Christmas Day

The YMCA traditionally closes at 12:00 noon on Christmas Eve Day and New Year's Eve Day.

### **INCLEMENT WEATHER POLICY**

If inclement weather occurs, a decision will be made to determine whether or not the YMCA will be open and will be aired on local radio stations. If classes are cancelled because of inclement weather, they will not be rescheduled and no refunds will be given.

### **KID'S CLUB**

A child care service is offered at the main YMCA. This is a service to members working out in the facility or participating in classes. You may not leave the building. A fee is charged.

### **LOCKER AND TOWEL SERVICE**

You may add locker and towel service to your membership for an additional fee which includes two towels for each adult and one towel for each family member. You will also receive a kit locker in the locker room where your belongings may remain overnight. If this service is discontinued you must claim your belongings within 30 days or items will be given away.

### **LOST AND FOUND**

The YMCA will place lost and found items behind the Front Desk. Please inquire with the Front Desk personnel if you have a question. **THE YMCA IS NOT RESPONSIBLE FOR LOST OR STOLEN ITEMS.**

### **MAINTENANCE SHUTDOWN**

In order to accomplish annual revitalization tasks such as painting walls, refinishing wood floors, cleaning as well as an annual equipment preventive maintenance program, the YMCA will be closed for a 1 week period preceding or following Labor Day. Volunteers are greatly welcomed!

### **MEDICAL CHECKUP**

A pre-participation medical check-up and an annual medical evaluation by your physician, although not required, are strongly recommended for participation in YMCA physical fitness activities.

### **MEMBERSHIP CARD**

**Your membership card is an important part of our system to verify your membership. Members must bring and present their card when entering the facility. Failure to do so will result in lost time for both the member and the YMCA while records are being verified. Members with cards will be checked in first.**

\*Memberships are not transferable.

\*Members who lose their cards must purchase a replacement/duplicate for \$4.00.

### **PROGRAM INFORMATION**

Program Flyers will be sent to members highlighting upcoming events, new classes and schedules three times each year. Registration dates are clearly outlined in the flyers. Members have first opportunity to reserve classes. Early registration is encouraged. The YMCA reserves the right to make schedule changes when necessary.

### **SCHOLARSHIP PROGRAM**

The YMCA is for everyone. Our service area is Superior and Douglas County. Partial and full scholarships are available to individuals living in this area. Funding for this program is from Strong Kids Campaign and United Way.

### **STRONG KIDS CAMPAIGN**

Each year an annual campaign is held to raise money to help provide YMCA memberships and programs for needy individuals. We need your help! All members will receive an information packet early in the year.

### **SMOKING AND SMOKELESS TOBACCO POLICY**

In keeping with YMCA health and fitness advocacy, smoking and chewing tobacco are not permitted. **All YMCA facilities including outdoor areas, athletic fields, and parking lots are smoke free.**

### **TELEPHONES**

A coin-operated telephone is available for member use in the lobby area. The YMCA phone is for business. If you must use it, a \$.25 fee will be required. Cell phone use is restricted to lobby area only.

### **TERMINATION OF BANK DRAFT MEMBERSHIP**

Members paying memberships by bank draft are to give a **15 day notice, in writing**, prior to cancellation. **Members are responsible for their bank accounts.** The YMCA will only reimburse **one month** if the draft was not stopped when requested. Members receiving insufficient funds will be requested to reimburse the YMCA and pay a \$10 service charge.

### **VALUABLES**

Please furnish your own lock for the day-use lockers or purchase a lock at the Front Desk. **The YMCA is NOT responsible for lost or stolen articles. It is strongly recommended that lockers be locked at all times.** Locks may not be left on overnight.

### **VOLUNTEERS**

You are needed! The YMCA needs volunteers for various areas such as helping in the Fitness Room, coaching youth sports, serving on committees or assisting with fund raising. Please talk to one of our staff if you have an interest or expertise you would like to share.

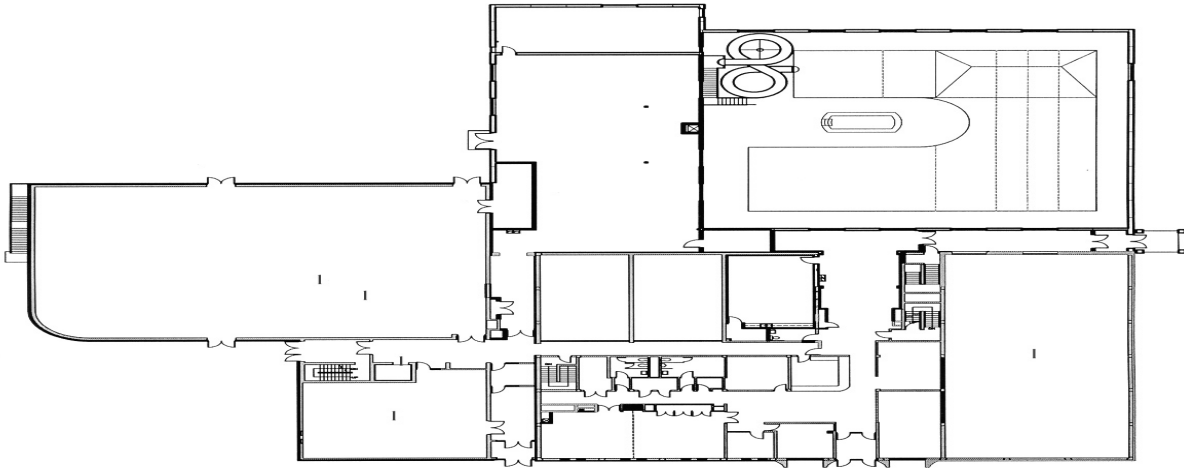
### **YOUTH TIME**

Youth may be in the building Monday through Thursday from 1:30 until one hour before the building closes, Friday from 1:30 until thirty minutes before the building closes. Saturdays – thirty minutes before the building closes. Please check pool and gym schedules for open times. (Summer hours may vary.)

# BUILDING LAYOUT

## Main Level

1. Gymnasium
2. Fitness Room
3. Multipurpose Room
4. Conference Room
5. Jensen Room



## Lower Level

- |                       |                        |
|-----------------------|------------------------|
| 1. Boys Locker Room   | 6. Women's Locker Room |
| 2. Girls Locker Room  | 7. Massage Room        |
| 3. Family Locker Room | 8. Men's Locker Room   |
| 4. Court 1            | 9. Lap Pool            |
| 5. Court 2            | 10. Family Pool        |

