



BURLINGTON AREA YMCA **Membership Handbook**

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WELCOME!

Thank you for choosing the BURLINGTON AREA YMCA to participate in classes, activities, services and significant volunteer work. This Member Handbook is meant to answer your questions and help you best use our facility both now as well as in the future. Please feel free to ask questions and make suggestions to our staff. We are here to serve you! The information contained within is subject to change and will be updated on a regular basis.

YMCA MISSION STATEMENT

The YMCA is a charitable association, dedicated to building healthy mind, spirit, and body. Part of a worldwide movement, it puts Christian principles into practice through programs that promote good health, strong families, youth leadership, community development, and international understanding. YMCA's are open to men, women and children of all ages, incomes, abilities, races and religions.

AREAS OF FOCUS

We're for Youth Development, Healthy Living and Social Responsibility

DIVERSITY & INCLUSION POLICY

The Burlington Area YMCA is a charitable association, dedicated to building healthy mind, spirit and body. The YMCA is an inclusive organization open to all. We welcome all people regardless of ability, age, back ground ,income, ethnicity/ race, faith and gender. Part of a worldwide movement, it puts Christian principles into practice that promote good health, strong families, youth leadership, community development, and international understanding. The Burlington Area YMCA shares the values of caring, honesty, respect and responsibility and supports member diversity in every sense as it is our goal for all members to thrive at the Y, and we will continue to do our best to support all members, staff and volunteers while maintaining an environment that reflect the inclusive values we share.

It is the policy of the Burlington Area YMCA to comply with all federal and/or state laws and to operate in accordance with those laws. The YMCA welcomes persons from all backgrounds and operates in accordance to Iowa Code 216.2 and 216.7 to ensure that there is a place for everyone. The YMCA strives to eliminate barriers and to encourage the presence of differences that make each person unique. Additionally, it is also unlawful and contrary to this policy to retaliate against any person objecting to, or supporting the enforcement of legal protections against all members, guests or employees. Any incident of discrimination, harassment or violence will be given immediate and effective attention, including, but not limited to, investigating the incident, taking suitable corrective action and providing member, guest or employee with appropriate resources and follow-up to that incident.

Any member, guest or employee who has a need or desire for increased privacy, regardless of the underlying reason, can be provided with a reasonable alternative changing area such as the use of the adult only locker rooms, or the family changing area. Any alternative dressing arrangements for a member, guest or employee with special needs or privacy concerns, will be provided for in a way that allows the member, guest or employee to keep this concern confidential.

GENERAL BUILDING POLICIES

We hope you enjoy your activities at the BURLINGTON AREA YMCA. We have general policies to help make everyone's visit a pleasant one.

- Youth, ages 14-17, are required to have their hand stamped to be in the strength training, functional training and/or cardio rooms. Youth ages 14-17 must present their membership card or ID to the front desk to receive a stamp when checking in.
- Children must be at least 10 years old to be in the building without the direct supervision of either a parent or a responsible person of at least 16 years of age.

- Children 10 years old and younger must be in direct supervision of either a parent/guardian or a responsible person of at least 14 years of age.
- A building supervisor or a member of our professional staff is always on duty during open hours to assist members.
- All members and visitors are to follow the Code of Conduct policy while using the facilities. (See page 12)
- Appropriate clothing is to be worn in the building at all times. Swimwear is restricted to the pool area and locker rooms.
- Shirts are to be worn at all times.
- For security and privacy reasons, all cellphone camera lenses must remain concealed at all times while in the locker rooms and health service centers. Phone calls, visible camera use and photo/video recording are prohibited.
- Members may use personal headsets while exercising. Other radios/stereos are not allowed unless provided by the YMCA.
- All lost and found items including locker clean-outs are kept for 30 days and then distributed to charitable organizations or thrown out.
- Food and drink are restricted to the lounge areas.
- Members may use the telephone located at the Courtesy Desk. We prefer to use the Membership Services phone for YMCA business use.
- Parking lots are provided on the east, and south sides of the building. Please limit parking in the front circle drive to 10 minutes. Cars left in front of the building for more than 10 minutes may be towed, at the owner's expense, to ensure emergency access when needed.
- Report all accidents, misuse of equipment and maintenance needs to staff.

Membership Services Desk

The Membership Services Desk is located in the lobby at the main entrance. The Membership Services staff will assist you with:

- Membership information, sign-up and payment.
- Class and Program information, registration and payment.
- Facility rentals.
- Gym and Pool schedule information.
- Checking into the physical facility.
- Lost and found.
- Appointments for personal training, fitness orientation, and youth Nautilus/Cardio training.

Telephone Numbers

- | | |
|---|--------------|
| • Burlington Area YMCA | 319-753-6734 |
| • Fax | 319-753-6736 |
| • Gymnastics & Cheerleading Center | 319-237-1940 |
| • Journey House Domestic Violence Shelter | 800-373-1043 |
| • YMCA Kiddie Campus at SCC | 319-753-6735 |

Our automated system will give you a list of extension numbers to choose from if you wish general information or want to talk with staff. Press 0 to speak to Membership Services Desk staff.

Holiday Closings

- Easter Sunday, Memorial Day, July 4th, Labor Day, Thanksgiving Day, Christmas Day & New Years Day
- Christmas Eve Day & New Year's Eve Day - Close Early

Business Hours

- Monday 5am-9pm
- Tuesday 5am-9pm
- Wednesday 5am-9pm
- Thursday 5am-9pm
- Friday 5am-7pm
- Saturday 7am-5pm
- Sunday 12pm-5pm (pool is closed on Sundays)

**Business hours are subject to change. Please verify at 319-753-6734.

Membership Definition & Policy

Household Membership:

Includes two adults living in the same household, as well as the following:

- Dependent children living in the same household **under the age of 26 yrs.**
- Foreign exchange students living in the same household **under the age of 26 yrs.**

Single Parent Household:

Includes any household with *only one adult registering* for an active membership at the Burlington Area YMCA, as well as the following:

- Dependent children living in the same household **under the age of 26 yrs.**
- Foreign exchange students living in the same household **under the age of 26 yrs.**

Senior Membership:

Includes any (1) adult who is at least **62 years of age or older.**

Senior Household Membership:

Includes two adults living in the same household, one of which is **at least 62 years of age or older** as well as the following:

- Dependent children/grandchildren **under the age of 26 yrs.** that the member is financially responsible for.

Youth Membership:

Includes youth ages 0-18 years of age.

Young Adult Membership

Includes any (1) adult ages 19-26.

Adult Membership:

Includes any (1) adult ages 27-61.

Membership Cards

Members are required to scan their membership cards each time they visit the BURLINGTON AREA YMCA. Membership cards will be issued with the purchase of a membership. A new card will be issued only when there is a change in address or membership plan type. Keep your same card at the time of annual renewal. In case of lost or damaged cards, a \$5.00 replacement fee will be charged.

Program participants should check in at the Membership Services Desk with each visit to the facility at the time of their program.

Membership Information

Members are responsible for reading and following the four rules printed in the back of each membership card:

- Presentation of this card is required for admission to the facility.
- Loan of this card subjects the owner to loss of privileges.
- There will be a charge to replace cards.
- The Code of Conduct must be followed when using the facility or when attending a program.

Your membership fee is an investment in the BURLINGTON AREA YMCA programs locally and nationally.

Our local membership guidelines are as follows:

- Membership is available on an annual or monthly basis.
- Rates and payment options are available at the Membership Services Desk.
- Activation and membership fees are non-refundable and non-transferable.
- Under certain circumstances, credits may be issued for programs.
- Extensions on memberships are available only in cases of serious illness or injury and will be handled on a case by case basis.
- All members are expected to have their current membership cards scanned for admittance (exception: non-member class participants). Your membership card is an important part of our system to maintain proper control of our organization. Please don't be offended when a member of the staff asks you to scan your card. They not only want to verify your membership, but also want to get to know you – we place a high value on personal customer service.
- Program participants should stop at the Membership Services Desk with each visit to let staff know they're present for a lesson.
- Current membership cards from other YMCA's will be honored with verification from your home YMCA along with the presentation of a valid driver's license.
- Full-time, active members of the United States Armed Forces may be eligible to use the facility without charge with active service status identification, pending approval of the military membership application which is available at the front desk.
- A medical examination is strongly recommended before participating in physical activities. All cases of accidents and/or injury should be reported to a member of the staff (see accident policy).
- Financial Assistance memberships are available for those interested in joining the BURLINGTON AREA YMCA. These memberships are provided to adult and households with low income. Applications are available at the Membership Services Desk.
- The BURLINGTON AREA YMCA is open to everyone regardless of race, creed, sex or national origin. Any person who supports the purpose may become a member of this corporation in accordance with such provisions as may be established by the Board of Directors, and shall 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 the BURLINGTON AREA YMCA.

Registration Information

Your annual membership helps pay facility expenses. Class and program fees cover the cost of instructors and supplies. Class and program fees are required at the time of registration. Late program registrations may be assessed a late fee. Refunds /credits will be made if the class or program is canceled by the BURLINGTON AREA YMCA. You must be a member through the entire program to maintain the program member fee.

Accidents

All accidents, injuries or unusual incidents should be reported immediately to a member of the YMCA staff, your instructor, a building supervisor, membership services staff or program staff. You are participating at your own risk and are responsible for your children. Participants assume responsibility for injuries incurred in activities. Participants and members who use the facility are responsibility for their own medical insurance.

Conduct

In keeping with the Mission Statement of the YMCA, all members, participants and staff have the right to be treated with respect and courtesy by staff and other members/participants. In turn, all members have the responsibility to treat others with respect and courtesy. It is expected that this respect includes the facility as well. Membership or participant privileges may be revoked as a result of not keeping with the spirit of respect and courtesy. See last page for the Code of Conduct.

Smoking Policy

Smoking of any substance, including electronic cigarettes, as well as the use of smokeless tobacco (or vaping) products is not permitted on the grounds of the BURLINGTON AREA YMCA.

Emergency Procedures

In Case of Fire

When the fire alarm sounds, proceed immediately to the nearest exit.

In Case of Tornado

Members are asked to proceed to the middle hallway in front of the locker room facilities or racquetball courts.

In Case of Medical Emergency

Should you observe or be with a member or participant who is experiencing physical difficulties or who has been injured, please contact a staff person immediately.

Weather Cancellations

Children's Programs: The Burlington Area YMCA takes the safety of members and staff very seriously. Each inclement weather situation is evaluated by management staff on a case by case basis. Every effort is made to keep the building open if the roads are passable.

If the Burlington school district has a weather related early out, all youth classes/programs, private lessons and competitive team practices and events are cancelled. The Gymnastics and Cheer center is closed.

If the Burlington school district cancels school for the day, listen to KGRS and KBUR radio stations for up to date information on program cancellations or check the Burlington Area YMCA Facebook page. Weather related cancellations will be available by 2pm. If the YMCA Building remains open Child Care will be open as scheduled.

Adult Classes are subject to change, "Like us" on Facebook or call the Y for verification.

Special Programs: The cancellation of special programs, such as Martial Arts and/or Dance, will be up to the contracted instructor. The contracted instructor will notify the YMCA to leave word for those participants. A makeup class will be scheduled in coordination with the appropriate YMCA liaison staff member.

For further severe weather closing announcements, listen to local radio stations or check the Burlington Area YMCA Facebook page.

Camp McBride

- The camp is restricted to program participants and rentals. Camp rental details, reservations and day camp information are available through the Camp Director at 753-6734, ext. 128.
- Complete camp use rules are available at the Membership Services Desk.
- Alcohol, guns, hunting, cycles/ATV's and boat motors other than trolling are strictly prohibited.
- Maps are available at the Membership Services Desk.

Facility Use Guidelines

These are general guidelines for the different areas of the BURLINGTON AREA YMCA. Please see a member of the staff for complete rules and regulations. Thank You!

Personal Training Policy:

The YMCA prohibits personal training sessions performed by personal trainers not employed by the YMCA. As a private wellness based organization, we reserve the right to protect our members and the services we offer by ensuring that all personal training that is occurring within the facility, using our equipment, is done so by our trained staff or through a formal agreement with trained professionals.

Gymnasium

- Gym clothes, shirt, and non-marking shoes are required.
- Please do not wear gym shoes from the outside.
- Rim hanging is not allowed.
- Spectators must remain off of playing area.
- Gym equipment may not be removed from gym area.
- Throwing basketballs against walls and backboards is prohibited.
- Kicking or throwing basketballs or other balls on to the track or over the gym divider is prohibited.
- No climbing on bleachers.
- No spitting on walls or floor.
- Check posted gym schedule for activities, open time, and age restrictions.

Pool

- The pool is available for lap swimming, open swimming, family swim, swimming lessons & water exercise. Please check pool schedule available at the front desk. Lane reservations may also be required.
- **Family Changing Area:** Open to children of both sexes. This room is for children, who need a parent of the opposite sex to accompany them to change, shower and gain access to the pool.
- The Y is not responsible for lost or stolen items.
- During family and open swim times, children under the age of 12 who cannot pass the deep water test must have an adult in the water with them and be within arm's length. Those under the age of 12 years old who can pass the deep-water test must have an adult in the pool area (in the water or on the pool deck) to provide direct supervision. The adult must be at least 16 years of age.
- Swimmers must take showers before entering pool.
- No swimming without a staff lifeguard on duty.
- No diving.
- No running on the pool deck.
- Please adhere to the rules posted in the pool area at all times.

Racquetball/Handball Courts

- The BURLINGTON AREA YMCA highly recommends eye guards to be worn on courts.
- Proper attire, including shirts and non-marking shoes must be worn.
- Courts are utilized on a first-come, first-serve basis.

Track

- Unsupervised use of the track is restricted to those ages 14 & older.
- Youth ages 10-13 may use the track at any time, with adult/parental supervision, after the completion of proper youth orientation with certified YMCA staff.
- Athletic shoes are required. Shirts are required.
- No racing allowed.
- Users must follow posted running direction schedules.
- Those walking or running at a slower pace must stay to the inside lane. All passing is done to the outside.
- Only those with physical memberships, day passes or attending special group visits may use the track.
- No spectators on the track.
- No climbing or hanging over the rail. No spitting on or from the track.
- 15 laps to a mile.

Weight & Strength Training Room

- The free-weight area of the weight room is restricted to those ages 14 & older.
- Youth ages 14-17 required to have their hand stamped to be in the free-weight section of the weight room. Youth ages 14-17 must present their membership card or ID to the front desk to receive a stamp when checking in.
- Youth ages 10-13 may use the Nautilus machines at any time, with parental supervision, after completion of proper youth orientation with certified YMCA staff.
- Replace all weight plates, collars and dumbbells to proper racks.
- Report all accidents and maintenance needs to staff.
- Use of spotters for heavy lifting is strongly recommended and is each lifter's responsibility.
- Do not drop weights on the floor.
- Wipe excess sweat from the equipment pads after use.
- No food or gym bags allowed in weight room. Beverages in the weight room must have a closed lid.
- Only dustless chalk is permitted (example: liquid chalk or bar pads are acceptable).
- Shirts and athletic shoes are required.
- Do not slide benches, please lift them.
- Return all accessories to equipment when done.

Functional Training Room

- Unsupervised use of the functional training room is restricted to those ages 14 & older.
- Youth ages 14-17 required to have their hand stamped to be in the functional training room. Youth ages 14-17 must present their membership card or ID to the front desk to receive a stamp when checking in.
- Youth ages 10-13 may use the functional training room with parental supervision, after completion of proper youth orientation with certified YMCA staff.
- Wipe machines after use.
- Shirts and shoes are required. Sandals are not permitted.
- No food allowed.
- Only dustless chalk is permitted (example: liquid chalk or bar pads are acceptable).

Cardio Room

- Unsupervised use of the cardio room is restricted to those ages 14 & older.
- Youth ages 14-17 are required to have their hand stamped to be in the cardio room. Youth ages 14-17 must present their membership card or ID to the front desk to receive a stamp when checking in.
- Youth ages 10-13 may use the cardio room with parental supervision, after the completion of proper youth orientation with certified YMCA staff.
- Wipe machines after use.
- During peak hours (or while others are waiting) limit your time on treadmills, stair climber, elliptical trainers, recumbent bikes, etc. to 30 minutes.
- Shirt and shoes are required at all times. Sandals are not permitted.
- No food allowed.

Cycling Room

- Unsupervised use of the cycling room is restricted to those ages 14 and older.
- Youth ages 10-13 may use this area at any time, with parental supervision, after the completion of proper youth orientation with certified YMCA staff.
- The exercise room is used for programmed activities and classes, but member use is permitted when classes are not in session.
- Shirts and shoes are required. Sandals are not permitted.
- No food allowed.

Youth Zone/Lounge/Pool Watch Area

- The Youth Zone has benches, tables and chairs available for member use. Climbing on the furniture and horseplay is not allowed.
- Vending machine food and beverages are available in this area.

Martial Arts Area

- Unauthorized users entering this area are subject to possible suspension.
- When a class or organized activity is in progress, only students, instructors, supervisors/parents allowed in area.
- All martial arts equipment is off limits when classes are not in progress.

Outdoor Areas

- The YMCA offers outdoor activity areas.
- These areas are available for member use. When they are unattended, use them at your own risk.
- (Example: Playing fields for team sports.)

Locker Room & Health Service Center Privacy and Modesty Policy

To ensure all Y members' standards of privacy are respected and safety is prioritized, coverage is required in the locker rooms and while using the steam room, sauna, and whirlpool amenities. Appropriate coverage (towel, bathing suit or clothing) is required while within the common areas and when walking to and from the shower. We take great care in fostering a safe, respectful atmosphere so everyone can feel comfortable. Situations that result in member discomfort in violation of the modesty policy should be reported to leadership staff.

Locker Rooms

- The "Women and Girls" and "Men and Boys" locker rooms are open to all ages of the same sex. Children of the opposite sex who are over 5 years old may accompany their parents in our family changing area for the purpose of changing, showering and access to the pool. This area is located off of the lobby.
- Lockers are available for day use only. Please bring a lock and lock your locker at all times.
- The BURLINGTON AREA YMCA is not responsible for lost or stolen items.

Health Service Centers

- Health Service Centers are for adults ages 18+ with a Burlington Area YMCA membership and Health Service Center Membership. Non-Members who wish to utilize the Health Service Centers must purchase a facility day pass in addition to a Health Service Center day pass and will be given access to a temporary guest locker.
- Children are prohibited from using the Health Service Centers unless under the age of 5 and the same sex as the parent they are with.
- All children must be under the direct supervision of their parent at all times and cannot use the Health Service Centers otherwise.
- Children are not permitted in the steam room, sauna and whirlpool.
- Children of the opposite sex are not allowed in the Health Service Centers.
- Those using the HSC must use the locker assigned to them. Do not leave possessions unattended!
- Please shower before using the whirlpool, sauna or steam room.
- Unauthorized users entering this area are subject to possible suspension.

Code of Conduct

The BURLINGTON AREA YMCA is committed to providing a safe and welcoming 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 our facility or participating in our programs either on, or off site.

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 does not permit language or any action that can hurt or frighten another person or that falls below a generally accepted standard of conduct. The following behaviors will not be tolerated:

- Disrespectfulness towards other individuals, the facility or the equipment
- Loitering in or outside the YMCA
- Inappropriate attire, including offensive wording on clothing
- Harassment or intimidation by words, gestures, body language or any other menacing behavior
- Any demonstration of sexual contact or activity
- Carrying or concealing any weapons or devices or objects which may be used as weapons
- Must be 18 yrs. of age and older to carry a pocketknife; any blade over 2" in length is prohibited and will be considered a weapon.
- Using, possessing or the intent to sell illegal substances or alcohol in or on YMCA property or at any YMCA sponsored programs
- Theft or behavior which results in the destruction of YMCA property
- Physical assault/contact with another person in any angry or threatening way
- Misuse of a YMCA membership card
- Running in halls, being in unauthorized areas or horseplay in general
- Angry or vulgar language including swearing, name-calling or shouting
- Any other behaviors deemed inappropriate.
- Public displays of affection other than holding hands.
- Spitting
- Smoking anywhere on the property

For safety purposes, the Y reserves the right to search all lockers, including those that are padlocked.

Any violation of the above rules may result in suspension and/or termination of membership rights, parental and/or police notification. YMCA staff, in accordance with the established discipline policy, will determine consequences as a result of misconduct.

In addition, the BURLINGTON AREA YMCA reserves the right to deny access or membership to any person who has been accused or convicted of any crime involving sexual abuse; is a registered sex offender; habitually or excessively uses narcotics or dangerous drugs; has ever been convicted of any offense relating to the use, sale, possession, or the transportation of narcotics or habit forming and/or dangerous drugs; or continuously or excessively use of intoxicating beverages.

Members and guests are encouraged to be responsible for their personal comfort and safety and ask any person whose behavior threatens their comfort to refrain. If a member or guest feels uncomfortable in confronting the person directly, he or she should report the behavior to a staff person.

In order to carry out these policies, we ask that members and guests identify themselves to staff when asked. Members and guests should not hesitate to notify a staff person if assistance is needed.

Executive Management will review all reported incidents. The decision as to whether there has been a violation, and resulting suspension or termination of membership privileges, will be made at the discretion of Executive Management.

We would like to extend our gratitude for your cooperation and for being part of the BURLINGTON AREA YMCA. What makes our organization so unique and valuable is our Mission, our Core Values, our staff, and each of you. Using the Code of Conduct and the Discipline Policy, it is our intention to create an environment that fosters Caring, Honesty, Respect and Responsibility towards everyone.