

# J O P L I N F A M I L Y Y

# MEMBERSHIP CODE OF CONDUCT (Revised 12.06.17)

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## Joplin Family Y (JFY) Membership Categories

**Youth** – 13 years of age and under

**Teen** – ages 14 through 18 years

**Adult** – ages 19 through 54 years

**Household** – 2 adults and any children 22 years of age and under who reside within the home

**Household +1** - 2 adults and any children 22 years of age and under who reside within the home, plus one additional adult

**Senior** – age 55 and over

**Senior Couple** – 2 people both age 55 or over who reside in the same home

## Membership Policies

- Membership and joiner’s fees are nonrefundable.
- If you sign up for a monthly bank draft and wish to terminate your membership or change bank account information, a **15-day written notice prior to the draft date** is required. Cancellation and change request forms are available at the front desk.
- In addition to any bank service charge, there is a \$25.00 YMCA service charge for any bank drafts returned.
- Returned checks will incur a \$25.00 service charge.

- Each member must show his/her membership card upon entering the facility and when requesting a locker key. If you do not have your membership card and we do not have your picture in the computer, you **must** present a photo ID for admittance to the facility.
- Permanent membership cards will be given once your photo is taken and all membership information is entered into our database. If a card is lost or stolen, there will be a \$5.00 replacement fee.
- Your membership will be suspended for allowing unauthorized individuals use of your membership card or for allowing unauthorized individuals use of the adult locker area. We encourage you to inform us of any non-compliance.
- Member-only days are reserved for Joplin Family Y members during peak seasons and peak usage hours. No day passes will be sold on these days during these hours. Special arrangements for out-of-town family members or guests may be made through the membership office.

## **Guest Policy**

- Potential members may use the facility as guests of an active Joplin Family Y member up to three times in a lifetime. After the third guest visit, we ask that the individual purchase a membership or a day pass.
- Guests who abuse this policy will no longer be able to visit the Joplin Family Y.
- As a guest, you must show a photo ID when checking in.
- Members – please limit your guests to a maximum of three per visit.
- Past members are not eligible for complimentary guest passes.

## **General Policies (including on and off site)**

- Members **13** years of age and older may access any part of the facility, with the exception of locker rooms. Members must be 16 years of age or accompanied by a parent or guardian to access locker rooms.
- Members **12** years of age and under must be accompanied by a parent or guardian no less than 16 years of age when in the facility unless they are signed in to a youth class or in the pool (see *Pool Guidelines* for further explanation).
- Children ages 11 and 12 are eligible for a Tween Orientation. Upon completion, they may utilize limited cardio and strength equipment. For additional information about youth access, please reference the Weight Room, Cardio and Group Fitness Studios, and Locker Room Policy.

- For the well-being of our members and guests, **NO** smoking or use of tobacco products of any type is allowed in the building or on Y property, which includes all buildings and surrounding areas, sidewalks, driveways, parking lots and vehicles.
- No alcohol or illegal drugs are allowed in the facility or on Y property.
- Action, activity or language that is disrespectful to others or abusive of Y facilities is not tolerated. Children and adults unmindful of others will be counseled, and appropriate action will be taken.
- For your own safety and the safety of others, the Joplin Family Y does not allow any potentially dangerous items to be brought onto the property. Possession or use of firearms and other dangerous weapons on Y grounds is strictly prohibited.
- Improper sexual behavior will not be tolerated.
- Individuals on the national sex offender registry are not allowed on the YMCA premises.
- Food or drink is allowed in the designated areas only, specifically the community room, and soft seating areas in the lobby. Food and drink is restricted from the locker rooms, gym, child watch areas, the fitness center, pool and fitness studios.
- No skates, shoes with wheels, or skateboards are allowed.
- A paging system is not available; therefore, phone calls and messages for members cannot be accepted. In an emergency situation, staff will attempt to locate a member.
- Video recorders, cameras or any other visual recording devices are not to be operated within the locker rooms and restrooms.
- Anyone caught taking video or photos of another person without that person's permission and knowledge will be prosecuted to the full extent of the law by the Joplin Family Y, and such action will lead to termination of membership.
- Towels are not provided, but can be rented for \$1.00 per towel. A towel card good for 25 towel rentals may be purchased for \$10.00.
- Workout attire should meet the modesty standards of a Christian environment.
- Members are asked to please observe facility closing times and be prepared to leave promptly at those times.
- No skates, shoes with wheels or skateboards are allowed.

## **ADA Compliance**

- The Joplin Family Y strives to provide a facility that is accessible for all
  - Our entrance is equipped with ADA compliant push-button doors.

- An elevator is available for those with limited mobility.
- Our locker rooms and restrooms include ADA compliant stalls.
- The zero-entry pool is designed to allow easy access using a provided waterproof wheelchair.
- Strength equipment may be utilized by individuals with limitations. A free training session is available for more instruction.
- Trained service animals are welcomed within the JFY facility. Service animals are defined as dogs that are individually trained to do work or perform tasks for people with disabilities.
  - If a service animal is not housebroken or is out of control and the handler does not take effective action to control it, a staff member may ask the service animal to be removed.
  - Please refer to [www.ada.gov/service\\_animals](http://www.ada.gov/service_animals) for more information.

## Registration Guidelines

- Registration start dates and deadline dates are listed at our facility and on our website. Please be advised that a late registration may result in a late fee.
- Please be aware that if minimum participation numbers for a class are not met, the class may be cancelled or rescheduled.
- Phone registration is only accepted when paying by credit card and when a parent/guardian signature is not required.
- Vouchers are issued if a program is cancelled or if a medically verified illness prohibits participation. A refund may be requested in place of a voucher but must be approved by the appropriate director.
- Credit will **not** be issued for program sessions not attended!
- Member rates for classes or programs apply to Joplin Family Y members only. Members of other YMCAs are subject to the nonmember rate.

## Weather Cancellations

- Group fitness classes may be cancelled due to inclement weather. If in question, please call the front desk.
- During inclement weather, we reserve the right to delay opening of the facility. In extreme circumstances, facility closings will be broadcast on local news stations, social media, and our website.

## **Aquatics**

- In accordance with the National Lightning Safety Institute, the pool will be closed for lightning or thunder and will remain closed until 30 minutes have passed without either.
- Make-up classes vary for private swim lessons. Please discuss make-up options with your instructor.

## **Weight Room/Cardio Center/Fitness Studio Guidelines**

- The weight room/cardio center areas are available to all members age 13 and up.
- Children ages 11 and 12 can earn limited access to these areas once they pass a Tween Orientation. Tween badges must be worn upstairs and are provided at the membership desk.
- Children 10 and under are not allowed in these areas.
- Shirts and athletic shoes must be worn at all times.
- Please learn to use the equipment properly. The Y offers a free orientation to members wanting to familiarize themselves with the equipment.
- Please put weight equipment away after use.
- Please use the provided disinfectant after using any equipment or machines.
- No food or drinks are allowed in these areas, with the exception of water containers that seal tightly and will not spill or leak.
- No spectators allowed. Violators may be asked to leave the premises.

## **Running/Walking Track Guidelines**

- Children age 12 and under may use the running/walking tracks when participating in a youth class or during non-peak times but must be within arm's reach of their parent at all times. Peak times are subject to staff discretion.
- The interior lanes of the track are 12 laps to a mile. If using the exterior lanes, 11 laps constitute a mile. Lap counters are available at the front desk.
- Two outside lanes are designated for runners, and two inside lanes are designated for walkers.
- Observing gym activities from track area is not allowed.

## **Gymnasium Guidelines**

- Gym is for member use only. YMCA programming may occasionally conflict with general membership use.
- Any non-YMCA activities must be scheduled by the Membership Director.

- Pick-up Pickleball and Basketball play is designated at assigned times on the Group Fitness Schedule. Please check availability before use.
- No food is allowed in the gym. Water containers that seal tightly and will not spill or leak are permitted in the seating area.
- No hanging on rims or grabbing of nets is allowed.
- Spectators are not allowed in the gym except for scheduled practices or scheduled games.
- No black-soled shoes that cause marks on the floor will be allowed in the gym.
- Pick-up basketball rules are posted in the gym.
- No skates, shoes with wheels or skateboards are allowed.

## **Pool Guidelines**

- Children 8 years of age and under cannot be in the pool without a parent or guardian present in the pool area. Children 9 years of age and older can swim without a parent present in the pool area, but the parent/guardian cannot leave the facility if the child is 13 years of age or younger. See *General Policies* for further explanation on facility age restrictions.
- At lifeguard's discretion, if space allows, properly used flotation devices are allowed.
- Children using any flotation device must remain in the shallow end of the pool.
- No gum, food or drink is allowed in the pool area.
- Proper swim attire must be worn.
- No diving, running, pushing, dunking, splashing or horseplay allowed.
- Swimmers are required to shower before entering the pool.
- Swim diapers are required for children who are not toilet-trained and can be purchased at the front desk.
- Maximum number of swimmers per lap lane is three.
- Circle swim is required when sharing a lap lane.

## **Aquatic Lap Lanes**

- If a swimmer age 13 years or under wants to use a lap lane, the lifeguard on duty will administer a swim test. If the lifeguard does not feel the individual is an adequate swimmer, he/she reserves the right to ask the individual not to be in the lap-lane area.
- The use of lap lanes for recreational purposes is prohibited during peak hours.
- On a limited basis YMCA programming may require use of all 3 lap-lanes. It is our desire to keep one lap-lane open at all times. Please refer to the posted pool schedule.

- No hanging on lap-lane ropes.
- Only lifeguards are allowed on the lifeguard island.
- The slide will be open for use only when two lifeguards are on duty.

### **Child Watch Guidelines**

- Child Watch is designed for children two months through 12 years of age and is Included free as a benefit of Household membership. The Child Watch benefit is only for designated household dependents listed on the membership. Additional children may be admitted at \$3.00 per child.
- Members without a "Household" membership type will be subject to a \$3.00 per child fee.
- Nonmembers will be charged \$3.00 per child.
- You must remain in the facility during the time your child is in Child Watch.
- For your child's protection a "Childcare Card" will be given to you for checking your child into Child Watch.
- Sick children will not be accepted.
- Please make sure your baby has been fed and is wearing a clean diaper.
- If leaving a diaper bag, please be sure it is labeled.
- Potty-trained children should visit the restroom before being left.
- Parents of children whose clothes become soiled due to an accident will be asked to remove the child from Child Watch immediately.
- If a child cries for more than 10 minutes, a staff person will find the parent for assistance
- Please advise the attendant on duty if your child has any allergies or special needs.
- Snacks are not allowed in Child Watch, with the exception of bottles and spill-proof cups, which must be labeled.
- Please observe Child Watch hours as posted. Do not be late picking up your child.
- Children may be left in Child Watch for no longer than two hours.

### **Parking Guidelines**

- Parking is available in the front or back Y parking lot. Please observe no-parking zones as posted.
- The Y is for all! Please observe designated senior parking spaces.

### **Locker Room Guidelines**

- Cell phone use is prohibited in the locker room.

- No male child over the age of five is allowed in the women's locker room, and no female child over the age of five is allowed in the men's locker room. Please use the family changing rooms. Lobby restrooms are available.
- Children under the age of 16 must be accompanied by a parent or guardian at all times when using the locker rooms and shower facilities.
- Parent/guardian is responsible for locker keys at all times.
- For full-length lockers, members should provide their own lock. No belongings should be left in the facility.
- Half-lockers are available and keys may be checked out at the front desk (you will be asked to leave your membership card or keys as a deposit).
- Any locks or contents left in the locker room after close will be removed and placed in Lost and Found.

## **Liability Information**

- **LIABILITY:** The Joplin Family Y assumes no responsibility for injuries or illnesses of members and/or guests resulting from poor physical condition, observation or participation in any activity or use of JFY facilities or equipment.
- **PROPERTY LOSS:** The Joplin Family Y is not responsible for personal property lost, damaged or stolen while members and/or guests are using JFY facilities or participating in JFY programs.
- **PHOTOGRAPHS:** The Joplin Family Y periodically uses photographs, film footage and/or tape recordings of members and/or guests for purposes of promoting or interpreting JFY programs. Your membership application includes a photo release.
- **INSURANCE:** It is the responsibility of all Joplin Family Y members and/or guests to provide their own accident and health coverage while participating in all JFY activities. The Joplin Family Y does not provide any accident or health insurance for its participants.
- **MEDICAL:** In the event of sickness or serious injury, the Joplin Family Y will obtain medical attention for any JFY member and/or guest. The member/guest will be held responsible for any expenses resulting from special medical treatment, prescriptions or hospital care.