



FOR YOUTH DEVELOPMENT  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

# HELPING YOU LIVE BETTER

## ASSOCIATION HANDBOOK YMCA of the Chippewa Valley



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# WELCOME TO YOUR YMCA!

## Why the Y?

As the leading nonprofit for youth development, healthy living, and social responsibility, the Y works side-by-side with our neighbors every day to make sure everyone, regardless of age, income or background, has the opportunity to learn, grow, and thrive. We encourage our members to develop a sense of responsibility to each other and their community. To do our important work, the Y relies on support from members, donors, volunteers, and community leaders.

The Chippewa Valley is blessed to have so many people devote their time, talent and treasure to making the YMCA a place for youth, families, fellowship, values, and community.

Welcome to your YMCA!

Derek White, Chief Executive Officer



**YMCA Mission Statement:** To put Christian principles into practice through programs that build healthy spirit, mind, and body for all.

## OUR 3 MAIN AREAS OF FOCUS:

### **YOUTH DEVELOPMENT**

All kids deserve the opportunity to discover who they are and what they can achieve, under the guidance of caring adults who believe in their potential.

### **HEALTHY LIVING**

We help individuals and families build and maintain healthy habits for spirit, mind, and body in their everyday lives.

### **SOCIAL RESPONSIBILITY**

With our doors open to all, we bring together people from all backgrounds, to support those in need. We take on the most urgent needs in our community and inspire a spirit of service in return.



## YMCA OF THE CHIPPEWA VALLEY FACILITIES & PROGRAMS

The YMCA is committed to the health and well-being of our members and staff.

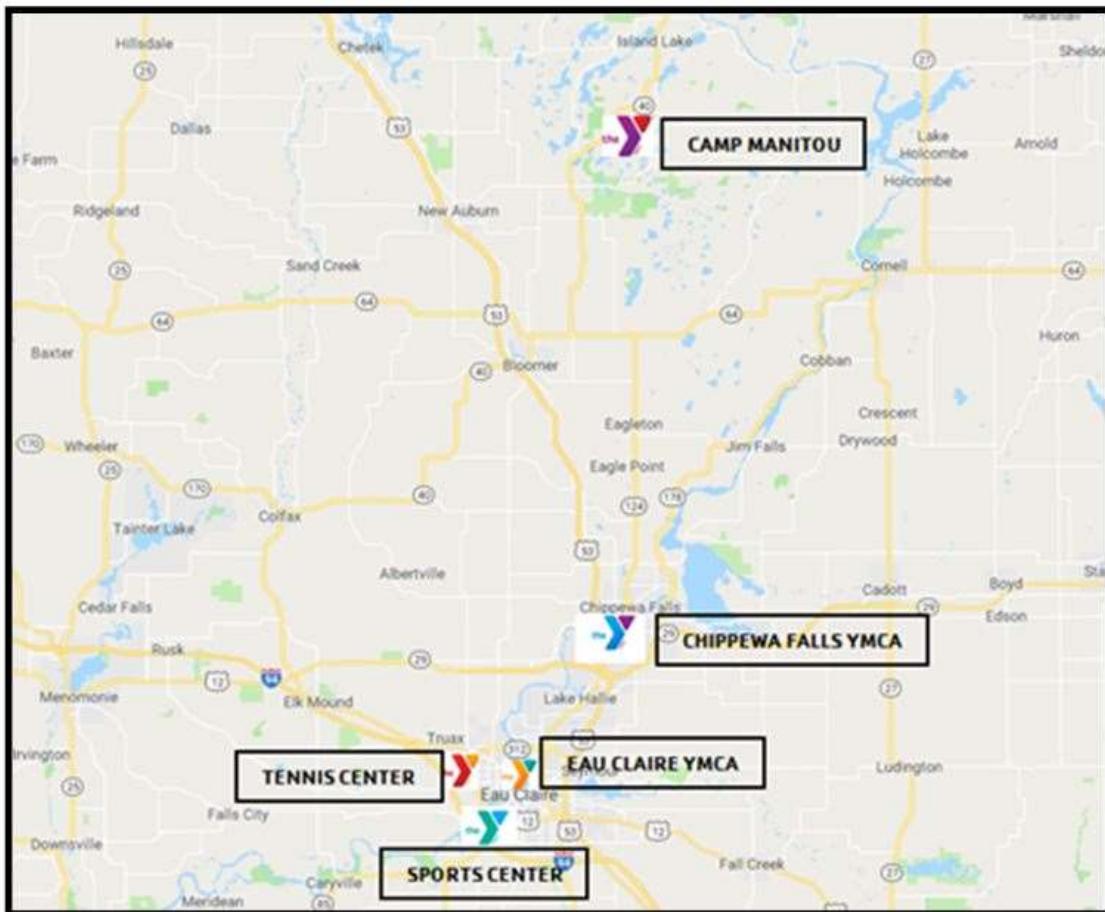
Please visit our website for the most up-to-date information.

<b>CHIPPEWA FALLS YMCA</b>
611 Jefferson Ave. Chippewa Falls, WI 54729 715.723.2201
<b>EAU CLAIRE DOWNTOWN YMCA</b>
700 Graham Ave. Eau Claire, WI 54701 715.836.8460
<b>L.E. PHILLIPS YMCA SPORTS CENTER</b>
3456 Craig Rd. Eau Claire, WI 54701 715.552.1200
<b>JOHN &amp; FAY MENARD YMCA TENNIS CENTER</b>
1260 Menomonie St. Eau Claire, WI 54703 715.836.8470
<b>CAMP MANITOU</b>
27960 137th St. New Auburn, WI 715.839.4607 <a href="http://www.ycampmanitou.org">www.ycampmanitou.org</a>
<b>YMCA EARLY LEARNING COMMUNITY</b>
630 Miller St. Chippewa Falls, WI 54729 715.723.5135
<b>EAU CLAIRE SOUTH YMCA</b>
3225 Lorch Ave Eau Claire, WI 54701 715.

### WHICH BRANCH WORKS FOR YOU?

	CHIPPEWA FALLS YMCA	EAU CLAIRE DOWNTOWN YMCA	LE PHILLIPS YMCA SPORTS CENTER	JOHN & FAY MENARD YMCA TENNIS CENTER	CAMP MANITOU	EAU CLAIRE SOUTH YMCA
Multi-Purpose Gymnasium	●	●	●	●	●	●
State-of-the-Art Fitness Equipment	●	●	●	●	●	●
Handicap Accessible Equipment	●	●	●	●	●	●
Free Weights & Cardio Equipment	●	●	●	●	●	●
Private Fitness Studio	●	●	●	●	●	●
Virtual Y Content for Members	●	●	●	●	●	●
Chronic Disease Prevention Programs	●	●	●	●	●	●
Pickleball	●	●	●	●	●	●
Indoor Tennis Courts	●	●	●	●	●	●
Indoor Track	●	●	●	●	●	●
Before & After School Care	●	●	●	●	●	●
Cycling Classes	●	●	●	●	●	●
In-Person Group Exercise Classes	●	●	●	●	●	●
Personal Training	●	●	●	●	●	●
Locker Rooms	●	●	●	●	●	●
Spa Area - Hot Tub, Sauna, Steam Room	●	●	●	●	●	●
Full-Time Licensed Child Care Facility	●	●	●	●	●	●
School's Out Day Care (Full Day Care)	●	●	●	●	●	●
Summer Camps	●	●	●	●	●	●
Lap/Open Swim	●	●	●	●	●	●
Racquetball	●	●	●	●	●	●
Family Swim Time	●	●	●	●	●	●
Family Gym Time	●	●	●	●	●	●
Water Exercise Classes	●	●	●	●	●	●
Private Swimming Lessons	●	●	●	●	●	●
Gymnastics	●	●	●	●	●	●
Group & Private Tennis Lessons	●	●	●	●	●	●
Golf Simulator	●	●	●	●	●	●
Yoga Classes	●	●	●	●	●	●

# FIND US ON THE MAP



## MEMBERSHIP FOR ALL

Everyone is welcome at the Y. We provide membership and program services to everyone desiring to participate regardless of race, religion, gender, marital status, national origin, disability or income. The YMCA of the Chippewa Valley provides scholarships for those who cannot afford the full cost of a Y membership and fee-based programs.

### Applicable Membership Types

- Family
- Adult
- Youth

### Personal Pricing

We use a sliding fee scale based on total household income, which requires supporting documentation to prove household income. Recipients are expected to be responsible for a

percentage of the membership cost. Qualification for YMCA financial assistance for membership is reviewed every two years.

If you need financial assistance, please ask for an application and talk with a Member Service representative or visit <https://www.ymca-cv.org/mfa> and apply online.

## **MEMBER BENEFITS**

As a member of the YMCA of the Chippewa Valley, you will benefits include:

- Free Wellness Consultation
- Free access to numerous group exercise classes each week in person, on demand and Y360 live streaming
- Complimentary Wi-Fi
- Priority registration and reduced rates for YMCA programs and activities
- Access to pools:
  - 6-lane lap pool in Eau Claire and Chippewa Falls Branches
  - small pool for children (Eau Claire Branch)
  - sauna, steam room and hot tub (Eau Claire Branch)
- Several fitness areas with over 90 pieces of state-of-the-art cardiovascular and strength training equipment
- Use of walking/jogging tracks
- Access to 5 gymnasiums and racquetball courts
- YMCA Sports Center with turf field, gymnastics, sport court, and locker rooms (fees apply)
- Eight indoor tennis courts at the John & Fay Menard YMCA Tennis Center (court fees apply)
- Special tiered member pricing to Camp Manitou, our overnight camp in New Auburn
- Kid's Gym with indoor playground (Eau Claire Branch)
- YMCA membership accepted at most of the 2,700 Ys across the country (Nationwide)
- Members may bring in up to 2 guests or a family at no charge. That guest can come 3 times but then must join Y or pay day pass.
- State-of-the-art golf monitor and simulator plus a practice range for ball striking (Chippewa Falls)
- Complimentary Child Watch, Parents' Night Out, and other family events with Family Membership

## **Membership Add-On Services**

You have the option to enhance your membership with additional services. These services may require an annual, monthly, or daily fee in addition to your membership.

- Unlimited Tennis at the John & Fay Menard YMCA Tennis Center
- Locker Rental at the Chippewa Falls Branch
- Pickleball Pass at the L.E. Phillips YMCA Sports Center

## **CODE OF CONDUCT**

Our Code of Conduct defines acceptable behavior for all members, guests, and program participants. The YMCA is founded on Christian principles and prohibits inappropriate behavior and conduct. This includes, but is not limited to, profanity or abusive/offensive language, inappropriate attire, smoking, vaping, use and/or under the influence of alcohol or drugs, the removal of YMCA property and criminal conduct of any type. Conduct detrimental to the association and/or in disregard of YMCA member policies and practices may result in suspension and/or termination of member/guest privileges.

- All persons involved with the YMCA are expected to model our core values: Caring, Honesty, Respect, and Responsibility.
- Please wear your swimsuit only in the pool area and locker rooms. Shoes, shorts or pants, and shirts are required in other areas of the facility at all times.
- No angry or vulgar language including swearing, name calling or shouting.
- No physical contact with another person in any angry, sexual or threatening way.
- Carrying or concealing objects that may be used as weapons is prohibited.
- No use, possession, and/or under the influence of illegal chemicals or alcohol is allowed.
- YMCA facilities, grounds, and programs are tobacco-free. This includes E-cigarettes.
- Behavior resulting in the loss and/or destruction of property is not tolerated.
- Cameras and cell phone use are prohibited in YMCA locker rooms and restrooms.
- A photo and waiver must be on file for all members and guests.
- Conducting or participating in paid instructional sessions, lessons, personal training, etc. with an instructor **not employed by the Y** is prohibited.

Members and guests are responsible for their own personal comfort and safety, and to ask any person whose behavior threatens their comfort to refrain from doing so. If you feel uncomfortable confronting the person directly, please report the behavior to a YMCA staff person immediately.

The appropriate YMCA staff member will investigate all reported incidents. Suspension or termination of membership privileges may result from a violation of the Code of Conduct.

## **ZERO TOLERANCE POLICY**

The YMCA has a strict zero tolerance for abuse and will not tolerate the mistreatment of others. Any abuse/mistreatment may result in a ban from our association. Additionally, we will not tolerate any behavior that is classified under the definition of bullying. The YMCA takes allegations of abuse or misconduct seriously and will fully cooperate with the authorities to investigate all cases of alleged abuse or misconduct.

## **UNLAWFUL HARASSMENT**

It is the policy of YMCA to expressly forbid any form of harassment, including sexual harassment, of employees, members, and guests. The term "harassment" includes but is not limited to slurs, jokes, and other verbal, graphic, or physical conduct that relates to an individual's race, gender, color, sex, sexual orientation, religion, national origin, ancestry, place of birth, disability, veteran status, and any other category protected by law.

Anyone determined to have engaged in acts of harassment will be deemed in violation of this policy and appropriate disciplinary measures shall be taken.

### **MEMBER/GUEST/PARTICIPANT SCREENING POLICY**

The YMCA conducts regular sex offender screenings on all members, participants, and guests. If a sex offender match occurs, the YMCA reserves the right to cancel membership, end program participation, and remove visitation access. This information may be shared with other Ys.

### **CHILD PROTECTION**

YMCA of the Chippewa Valley screens members and guests against the National Registry of Sex Offenders. All members and guests age 18+ must present a valid photo ID to use a YMCA of the Chippewa Valley facility or participate in a program. Failure to present a valid ID upon request may result in denied access until a valid photo ID is produced.

*The YMCA of the Chippewa Valley reserves the right to refuse access to any person who does not meet the mission, values, and goals of the YMCA.*

### **PAID INSTRUCTION**

Paid instruction/lessons/etc. by non-Y employee/s is prohibited in any Y facility or property. Conducting or participating in paid instructional sessions, lessons, personal training, etc. with an instructor **not** employed by the Y or under contract with the Y is prohibited.

### **WEAPONS POLICY**

The Y is committed to maintaining a safe and healthful environment for its members, guests, and employees. As part of this commitment, it is the Y's policy to prohibit weapons of any type at all times, except those by law enforcement.

### **CAMERA USE**

Use of cameras, cellphones, and other electronic devices are not allowed in the locker room or bathroom areas. Photos and videos of other members and guests must not be taken without their consent. Photos and videos may not be taken in any licensed childcare program by unauthorized personnel.

### **FACILITY AGE GUIDELINES**

Program Facilities (Sports Center, Tennis Center) age restrictions may vary.

Ages 0-7:

- Youth must be with an adult to be admitted into the Y.
- Youth must be in direct supervision of an adult at all times, be attending a YMCA program, or be active in Child Watch.
- The adult must accompany the child to the YMCA program/Child Watch and be reachable in case of emergency.
  - Guardian must remain in the building.

Ages 8-11:

- Youth must be with an adult to be admitted into the Y.

- Youth must be in a Y program or an adult must be in the building and reachable in case of emergency.

Ages 12+ can be in facility without an adult.

### **Pool Area Specific**

#### **AGE USE POLICY:**

- Youth, ages 11 and under, must be accompanied by an adult in the pool area at all times.
- Any child who cannot swim must remain in the shallow end and be accompanied by an adult in the water at arm's reach.
  - Coast guard approved life jackets are available for use.

*Any individual, any age may be asked to perform a swim test to evaluate skills.*

### **Weight/Cardio Rooms or Fitness Class or Track**

#### **Ages 0-9:**

- Are not allowed in these areas.
- Special Note: Ages 11 and under can be on track with an adult in direct supervision.

#### **Ages 10-11**

- Allowed in the weight/cardio rooms with an adult in direct supervision.

#### **Ages 18+ receives full access. Must follow all rules in these areas**

- Ages 12-15 must have orientation before allowed full access.

## **GENERAL INFORMATION**

### **Member Guest Policy**

Members 12 and up may bring in up to 2 guests or a family per day for free. Guests under the age of 18 must provide parent/guardian contact information and parent/guardian must sign waiver (either in person or through online system). Members must remain with their guest for the duration of their visit and are responsible for their guest. Guests are limited to 3 free visits per calendar year. Once the 3 free visits are met, the guest is expected to purchase a day pass or obtain a Y Membership.

### **Complimentary Guest Visits**

Guests can visit through a promotional event/pass that they may have received.

### **Day Passes**

Individuals 12 and up may purchase a day pass for a fee. Guests under the age of 18 must provide parent/guardian contact information and parent/guardian must sign waiver (either in person or through online system).

**Fees:**

- Individual \$15
- Household \$25

**First-time Visitors**

Must complete the Guest Agreement Form and provide a photo ID (adults only) in which we will photo copy before entry is allowed. Minors must have the Agreement Form filled out by a parent or guardian. To streamline this process, you can print a form at home and bring it to the YMCA Member Service desk or fill it out online.

**Locker Rooms:** All YMCA of the Chippewa Valley facilities have locker rooms with lockers available for day use. Lockers designated for day use with padlocks left on overnight will be removed. The locker's contents will be stored for two weeks before being donated to an appropriate charity. We are not responsible for the replacement of cut locks or locker items.

We recommend all lockers are locked when in use. Eau Claire and Chippewa Falls Branch will provide complimentary padlocks while supplies last. Padlocks may be checked out with a form of collateral. The YMCA will not be held responsible for any lost or stolen items.

Some lockers are available for reservation by members, check with individual facility. The YMCA will not be held responsible for any lost or stolen items from reserved lockers.

**Security:** The YMCA cannot guarantee the security of personal belongings. Therefore, we ask that you leave valuables at home. The YMCA will not be held responsible for any lost or stolen items anywhere on the premises, including the parking lot and those locked in lockers.

**Lost & Found:** The YMCA is not responsible for lost or stolen items; however, if you do lose something, please check with Member Service.

**Children and Adults in Locker Rooms:** For the safety of your child and fellow members, children ages 3+ must use the appropriate gender locker room or the universal locker room. Children under age 3 may use any locker room with their parent (except adult-only locker rooms), but we always recommend the universal locker room which was built for this purpose. We encourage youth under 18 and families to use the Universal locker rooms. Adult only locker rooms are for adults age 18+, no exceptions.

## **ACCIDENT, INJURY, OR INCIDENT**

We do our best to keep you safe, but if an accident, injury or unusual incident does occur, please report it to the YMCA staff immediately. The Y recommends all members and participants consult a physician prior to starting an exercise program. The Y assumes no responsibility for injuries incurred while participating in YMCA activities; it is expected that all who use YMCA facilities carry their own medical insurance.

## **MEMBERSHIP POLICIES**

**Valid Membership:** A membership is considered valid when:

- Account information is complete and up to date
- Photos are taken for all persons on the unit, required for security purposes
- Membership, program, and childcare fees are fully paid or on a payment plan
- An acceptable form of payment is on file for the account
- All waivers have been signed

**Unauthorized Entry:** Any member or guest who aids in unauthorized entry of another person(s) will face disciplinary actions which could include, but not limited to, suspension, membership termination, or trespassing charges.

**Membership Dues Agreement:** Members understand that all changes affecting their monthly draft, (i.e. billing information, holds, downgrades, termination) require a written notice before the end of the month prior to their next draft date. Any error must be identified no later than 60 days from the posted bank statement date. The YMCA is not responsible for errors occurring later than 90 days from the date of the initial error. The YMCA draft is a continuous membership plan. Memberships will remain in effect until properly terminated with the YMCA. The YMCA may, at their discretion, adjust the monthly membership rate applicable to the category of membership. Members will receive at least a 30-day notice of the change before a debit occurs at the new rate. The primary membership holder is fully responsible for their membership and for all persons associated with their membership, including their knowledge of the aforementioned policies and liability waiver. Member is responsible for providing accurate contact information including updated address, phone number, email address, and billing information including expiration date and account information.

### **Payment Options**

**Bank Draft:** Monthly dues are automatically withdrawn from your checking or savings account each month. Outstanding balances must be reconciled upon rejoining. Written notice, by the end of the month prior to your next membership draft, is required for bank draft changes.

**Credit Card Draft:** Monthly dues are automatically withdrawn from your credit or debit card each month. Outstanding balances must be reconciled upon rejoining. Written notice, by the end of the month prior to your next membership draft, is required for credit card changes.

**Quarterly, Semiannual & Annual Payments:** Payments are equal to the total of three (3), six (6) or twelve (12) monthly payments. These payments are non-refundable.

**Returned Payments:** A \$25 returned payment fee will be applied for any item returned by a financial institution.

**Membership Cancellation Policy:** Cancellations of membership must be made in writing 30 days in advance of cancellation. This can be done by filling out membership cancellation form at the Member Service Desk, or by emailing the Membership Director with the request. No refunds will be given for any unused portion of a membership.

**Request for Membership Hold:** Memberships can be placed on hold indefinitely with proof of medical reason. Otherwise, memberships can be converted to an Impact Membership for a fee of \$10 per month. See Member Service for details.

**Membership Cards/Identification:** YMCA members are required to check-in with their membership barcode each visit. If a member doesn't have their membership barcode with them, they may check-in by name, but another form of picture identification may be required if staff cannot verify identification. Membership cards and privileges are not transferable to other individuals. If you lose your membership card, staff at the Member Service Desk can replace it for you.

**Membership Status Changes:** Changes to your membership, including additions and deletions and change in membership type must be processed by Member Services. Bank draft changes or cancellations must be processed before the end of the month for the next month. Requests for membership or bank draft changes can be done at the Service Desk or online via the Membership Change Form.

**Household Memberships:** Defined as two adults and their dependents through the age of 25 living in the same household. Proof of address and/or dependents may be required. Households with more than 5 dependents need approval from authorized staff.

**Joiner's Fee:** The Joiner's Fee is an administrative fee to establish your membership. As long as your membership remains continuous, this is a one-time fee. The Joiner's Fee varies depending on type of membership and applies to all membership categories.

There is no Joiner's Fee for:

- The initial membership for employees of our corporate partners.
- New members who held a YMCA membership within the last 30 days nationwide. The member is responsible for cancellation of their membership at their previous YMCA.
- Membership For All members.
- Contractual partnerships.

## NATIONWIDE MEMBERSHIP

With Nationwide Membership, members can visit any participating Y in the United States and Puerto Rico through membership at their home Y, at no additional cost. Nationwide Membership is an essential part of our cause to strengthen communities.

The goal of Nationwide Membership is to ensure all nationwide members have access to and can use all the areas and programs of any Y they visit. Some fees may apply for some YMCAs.

By participating in the YMCA Nationwide Membership Program, the member agrees to release the National Council of Young Men's Christian Associations of the United States of America, and its independent and autonomous member associations in the United States and Puerto Rico, from claims of negligence for bodily injury or death in connection with the use of YMCA facilities, and from any liability for other claims, including loss of property, to the fullest extent of the law.

Whichever Y is used by an individual 51% of the time is considered their home Y and the Y in which one should be a member of.

## PROGRAM CANCELLATIONS/REFUNDS

### **Fee-Based Programs/Lessons/Classes:**

No refunds will be given once registered for a class or program.

### **Program Pricing Policy**

An active membership is required for the participant at the time of registration in order to receive member rates on any programs, child care or camps.

- Due to high program demand, the cancellation of a membership may also forfeit all registrations for programs that have not started. A system credit for the full amount paid will be applied to the account and may be used toward any other YMCA fees.
- If the cancellation of a membership occurs while a program is in session, the participants will be required to pay the difference for the non-member rate regardless of how many classes remain.

**Class Cancellation:** If a fee-based program is cancelled by the YMCA, a full refund or credit (member's choice) will be offered. Please refer to inclement weather policy below for weather related cancellations.

**Medical Cancellation:** If a participant withdraws from a fee-based program due to a medical reason, a credit for the unused portion of the program will be offered. Proof required.

**Inclement Weather Policy:** Refunds/credits will not be offered because of inclement weather cancellations. Make-up classes will not be offered due to inclement weather cancellations.

**Government or Governing Agency Closure:** The YMCA of the Chippewa Valley is offering programs in good faith. If, in working with the CDC, WEDC, governmental agency and/or insurance company, we are required to cancel the event or program, we cannot guarantee a refund or credit to our participants.

## **CHILD WATCH**

Child Watch is a drop-in daycare service available for YMCA members. Drop off your children with our caring staff and you can have a worry-free workout. A Household/Family Membership is required, and the child must be part of the family unit.

Children 6 weeks through 10 years of age. While children are enrolled in Child Watch, a parent/guardian must remain in the facility at all times and have their cell phone on them. It's a great opportunity to take a class, swim or walk (within the facility) with a friend while our experienced caregivers take care of your children. Child Watch is limited to a maximum of 2 hours per visit.

**General Care:**

- Food is not allowed in Child Watch, and we do not provide snack. We will allow for water breaks and will bottle feed infants if provided by parent/guardian.

- Child Watch staff are not licensed to change diapers. If a child is in need of a diaper change, it is the parent/guardian responsibility.
- Only parents/guardians or siblings 18+ (with parent/guardian permission) are authorized to drop off and pick up children.
- Children who are ill or appear to be ill are not allowed in Child Watch.

Child Watch hours are available at the Eau Claire Branch and the Chippewa Falls Branch. Please check local branch for hours and availability.

## **RULES AND GUIDELINES**

### **Reservations**

Some areas of the YMCA may require a reservation. Reservations will be honored before walk-ins. Reservations can be made through the YMCA app, website, or by contacting the Member Service Desk.

### **Aquatics**

#### **General Rules**

For your safety and the safety of others, we ask for you to follow the guidelines below:

- Swimming without a lifeguard present is prohibited.
- Only U.S. Coast Guard approved personal flotation devices.
- Children must pass a swim test before permitted in deep end.
- Proper swim attire, suits, or trunks, worn at all times.
- Shower before entering the pool and after use of toilet facilities.
- Do not enter the pool if you have a communicable disease or open cut.
- Diaper changing on the pool deck is prohibited. Individuals not toilet trained require a swim diaper.
- Prolonged breath-holding activities are not permitted.
- Running and rough play will not be permitted in the pool area.
- Starting blocks are only used with a Y coach or Instructor.
- Food, beverages, gum, candy, or tobacco are not permitted.
- Glass and shatterable items are prohibited in the pool area.
- Equipment is available for patron use. Please ask staff before using.
- Snorkels (Ages 10 and under) Mermaid tails and monofins are prohibited.
- Only Y staff may teach any aquatic instruction; outside training prohibited.
- All decisions in the pool area are at the discretion of the Lifeguard (s) on duty. Please respect their authority.
- Non-swimmers are prohibited from the deep end of the pool
- No outside personal flotation devices (PFDs) allowed. PFD's available if needed.
- Diving is permitted only in the deep end of the large pool, into the 9+ foot depth
- All YMCA pool toys/equipment must remain in the pool area and put away after use.
- Kickboards and pull buoys are provided only to lap swimmers and YMCA programs.
- Appropriate language should be used at all times; vulgar/offensive language isn't tolerated.
- Inflatable flotation devices are not permitted in the pools, except when provided by the YMCA at special occasions.
- Do not hang onto the lane lines or ropes.

### **Proper Swim Attire**

- Bathing suits are required.
- Non-cotton, clothing is allowed as approved by aquatic staff with a proper swimsuit underneath.
- Cut-offs are not permitted.

### **Age Guidelines for Aquatics – Please refer to age guidelines listed in this handbook**

### **Swim Test Policy**

Jump into shallow water; swim 25 yards in a horizontal position while maintaining a strong stroke, without the use of goggles, fins or other equipment. The swimmer must occasionally put face in the water then breathe to the front or to the side. Once swimmer touches the wall, immediately tread water for 10 seconds without touching the wall or assistance. Upon completion, the lifeguard may provide you with a colored wrist band. This test is given at each visit to the pool for swimmer's safety.

- Individuals 18+ must possess common sense and knowledge of own ability.
- Must swim in approved areas
- Lifeguards may require swim tests for adults. This is for the safety of everyone.

### **Small Pool Rules (Eau Claire Branch)**

- Enter or jump feet-first into the water, no diving, or head-first entries.
- Share facility toys.
- Running, aggressive or rough horseplay are prohibited.
- Play inside of the pool. Please no running or playing on the pool deck.

### **Diving Board Rules (Eau Claire Branch)**

- **One person allowed on diving board at a time.**
- **No running on diving board.**
- **Only straight forward dives; no flips, twists, backwards, or reverse.**
- **One bounce only before diving.**
- **Swim immediately to the side of the pool after diving.**
- **Diving area must be clear prior to diving.**
- **No goggles, masks, floatations devices on diving board.**
- **Swimming in diving area prohibited while board is in use.**
- Wait until the previous diver has cleared the landing area before diving.
- Do not dive off the side of the diving board.
- Diving fulcrum is not to be adjusted.
- No hanging from the diving board.
- Aquatic staff may restrict certain dives based on safety concerns.

### **Lap Swim Etiquette**

Minimum of 2 swimmers per lap lane.

When we work together, lap swimming can be a wonderful experience for all levels of need and fitness and enhance the aquatic experience for all patrons. Be welcoming when a swimmer decides to join your lane.

- It is courteous to wave or temporarily stop a nearby swimmer to notify them of your presence in a lane.

- **Lane designation:** Choose a lane compatible with your speed, then notify the others in the lane you are joining them.
- **Lane splitting:** Two swimmers within one lane. One swimmer swims on the right side of the lane, and the other swimmer swims on the left side of the lane.
- **Circle swimming:** Two or more swimmers within one lane, by swimming in a counterclockwise fashion on the right side of the lane following the swimmer in front.
- **Passing:** Pass on the left. Tap the foot of the person in front of you before passing. If you are being overtaken at the turn, stop and wait until the other swimmer has pushed off the wall.

## **Staff Certifications**

All YMCA Lifeguards are certified professional rescuers in Lifeguarding, CPR/AED, and First Aid.

## **Gymnasiums**

- Children under the age of 8 are not allowed in the gym without an adult in direct supervision.
- Shirts, shoes, and pants must be worn at all times.
- Must wear non-marking athletic shoes dedicated to gym use while using the gym.
- Please pick up garbage, towels and anything else that doesn't belong.
- Patrons must follow the Code of Conduct and conduct themselves in a respectful manner. Profanity, fighting, and arguing, or excessive questioning of authority will not be tolerated.
- Disagreements not settled in a timely manner will result in the participants being asked to leave the floor. Disputes must be settled politely without violence or intimidation.
- At the Eau Claire Y, dunking is allowed, but any damage to YMCA property (backboard or rim) will be the financial responsibility of the person involved.
  - Dunking is not allowed at the Chippewa Y.
- The emergency exits are for emergencies only and must stay closed. Anyone caught using these will be asked to leave the facility.
- No music is allowed unless in headphones or part of Y instruction.
- No paid instruction allowed unless by YMCA staff or Y agreement.

## **Weight/Cardio/Exercise Rooms**

- See age requirements in age description earlier in this document.
- Members and guests aged 12+ are permitted full use of cardio equipment and selective weight equipment. 12-15 year old must have orientation prior to using equipment.
- Age 10-11 can be in the weight/cardio rooms with an adult in direct supervision.
- Appropriate workout clothes and close-toed shoes are required. T-shirts or tank tops must be worn at all times. No going shirtless.
- Please limit your time on all cardio equipment during peak times, or when others are waiting.
- Circuit users utilize each machine for a set of 8-20 repetitions. If you intend to perform more than one set of repetitions on a machine, please allow others to work through on the equipment as you rest between sets.

- For your safety, and out of respect for other members, we ask you not to use cellphones for photos or video recording in which other members may be seen. We ask that you use headphones when playing music. If talking on the phone, move out of the weight/cardio areas.
- For the safety of all members, collars (clips holding the weights on the bars) are required on all free weight bars. Spotters are recommended. Please do not drop weights.
- As a courtesy to all members, when using free weights, please return equipment to its proper place at the end of your workout.
- It's highly recommended for members to participate in a wellness consultation. This is a free benefit of your membership. Orientations may include instruction on how to use equipment safely and effectively. Schedule an appointment at the Member Service Desk.
- Only closed drink bottles are allowed.
- The YMCA offers personal training for our facility members. Use of non-YMCA personal trainers is prohibited within our facilities and may result in loss of membership.
- Wipes or disinfectant spray and towels are provided to wipe down each machine before and after use.

## **Group Exercise**

A wide variety of group exercise classes are included at no additional charge as part of your YMCA membership. Individuals ages 12 and older at all fitness levels are welcome to participate.

Registration is not necessary for most classes and may be attended on a drop-in basis. Class sizes may be limited and are first-come, first-served. Registration is required for fee-based specialty classes.

- YMCA instructors will remove a member/guest for safety issues or disruptive behavior.
- Complete class schedule listings are available at the Member Service Desk, or on our website.
- Comfortable clothing and closed-toe athletic shoes are recommended.
- Members must follow the class guidelines and instructor's directions. It is highly recommended to see a physician before beginning an exercise program, especially if you have any pre-existing medical conditions.

## **Running/Walking Track**

- Members are eligible to use the track alone beginning at age 12. Children (11 and under) may use the track under the direct supervision of a responsible adult (18+). Single-wide strollers are allowed on the tracks.
- Proper workout attire and closed-toe athletic shoes are recommended.
- Slower walkers/joggers should use the inside lane(s), allowing faster members to pass on the outside lane.
- No spectators are allowed on the track.

## **Racquetball Courts**

- Prior to use, participants may check-in at the Member Service Desk for availability.

- Use the courts at your own risk.
- No food or drink allowed.
- Equipment can be checked out at the Member Service Desk.
- We recommend all participants to wear protective eyewear.
- YMCA-sponsored events have priority.
- If a reservation is required, they can be made in advance online or at the Member Service Desk.
- ~~Some age restrictions may apply.~~
- Personal belongings may be kept in the court or in locker room.
- Must wear non-marking athletic shoes dedicated to gym use while using the courts.
- The Member Service Desk will be happy to assist you with court times, reservations, and equipment rental.

## **Golf Simulation Room**

- Reservation is required. Check online or at the Member Service Desk for availability.
- No food or drink.
- Some age restrictions may apply.
- Personal belongings may be kept in the court or in locker room.
- Guest can use 3 times in a calendar year but then must join or pay day pass fee.

## **John & Fay Menard YMCA Tennis Center**

- Chippewa Valley YMCA members and Tennis Pass participants may reserve courts 6 days in advance for open play.
- Everyone must check in at the desk before entering the courts.
- Members may reserve a maximum of 1 court ahead of time per day.
- Reservations may be made for 30-minute increments, up to 2 hours.
- Please give all names in a group when reserving court time.
- Non-members will pay non-member court fees.
- Appropriate clothing and shoes must be worn at all times.
- Please clean up all items before leaving the court.

## **L.E. Phillips YMCA Sports Center**

The YMCA Sports Center offers open gym availability, scheduled programs, and league play.

- Members/guests must check-in with Sports Center staff upon arrival – fees may apply.
- No cleats or spiked shoes on the turf arena. Flat soles only.
- Participants must wear clean shoes with non-marking soles only.
- No food or beverage allowed in the arenas.
- No gum allowed in the program arenas.
- Children must be directly supervised.
- Shirts must be worn at all times.
- Guests must show respect to others at all times.
- Must arrive as a family unit for any family designated event.

- The Sports Center accepts no responsibility for lost or stolen articles.
- All children (under 18) must be accompanied by an adult.

## **Gymnastics Area**

- Shoes and clothing are to be left in the designated areas.
- All participants must be in athletic clothing. Belt buckles, zippers, buttons, snaps or any other metal clothing accessories may not be worn on any apparatus.
- Midriffs must be covered.
- Preschool equipment (hula hoops, bean bags, cones, balls, jump ropes) is for class use only.
- It is expected that participants respect staff, equipment, and participants.
- No chewing gum, food or drinks in the gymnastics area.
- No working out or playing without an appropriate, proper, and thorough warm-up.
- Trampoline and Tumbl Trak:
  - In order to use the trampoline or Tumbl Trak, a staff member must be present at that event. NO EXCEPTIONS!
  - Only one person on the trampoline or Tumbl Trak at a time. No double bouncing.
- No jumping off any of the trampoline apparatus onto the floor.
- No horseplay or roughhousing will be allowed.
- Walk or climb off the equipment carefully.
- Check for proper matting before using any equipment.
- Never dismount off an apparatus onto anything but landing mats.
- Landing mats and pits increase safety but will not completely protect anyone from injury. Use proper landing progressions.
- Know your limitations! For your own safety, do not attempt skills you haven't been taught in class.
- No student or parent spotting of gymnasts.
- Parents must be prompt on picking children up.
- To maintain a safe atmosphere, rules must be followed. If these rules are not followed, this privilege may be taken away on an individual basis.

## **Early Learning Communities (childcare centers)**

The YMCA has a licensed childcare center located at the Chippewa Falls branch, and the Eau Claire South branch.

The Early Learning Community highlights include:

- Qualified teachers and assistant teachers trained in Early Childhood Education, CPR, and First Aid.
- Weekly themes and lesson plans that build positive social and emotional skills.
- Learning centers include: literacy, dramatic play, building, large and small manipulatives and more.

Additional information about our Early Learning Communities are available online or you may contact the YMCA Early Learning Community Directors for detailed information or to schedule a tour.

Chippewa Falls (715) 723-5135.

Eau Claire South (715) 835-1234

## **School-Age Childcare (SACC) and Day Camps**

The YMCA has licensed school-age childcare in Chippewa Falls and Eau Claire. In YMCA Before & After School Care, kids engage in physical and educational activities that encourage them to explore who they are and what they can achieve. It's a safe place to learn, have fun, and get active before and/or after the regular school day.

The YMCA Day Camp provides your child(ren) the opportunity to explore their interests and build positive relationships all while under the care of our qualified staff.

Additional information about our school aged opportunities are available online or you may contact the YMCA School-Age Childcare Director for detailed information.

Eau Claire (715) 839-4609      Chippewa Falls (715) 861-2355      Sports Center (715) 552-1200

## **Camp Manitou**

Camp Manitou is an overnight camp with programs for youth entering grades 2-10. Campers will learn new skills, play large group games, and have plenty of opportunities to go swimming or boating every day. The activities we offer provide great opportunities for campers to enjoy the outdoors while learning to work together and foster new friendships. Campers make memories that will last a lifetime.

## **Inclement Weather Policy**

Please see website for current policy

## **Support Your YMCA!**

**Membership For All:** The YMCA of the Chippewa Valley seeks to ensure that everyone has the opportunity to participate in YMCA programs and services, assisting them in living fuller, healthier lives. Donations from community members to our annual campaign fund our *Membership for All* program which provides membership and program assistance to individuals facing financial hardship. Approximately 1 in 5 of all members receive this kind of assistance.

Making a gift through the Annual Campaign not only supports the YMCA's commitment to serving all but makes a direct and positive impact on the quality of life for local individuals and families.

If you would like to make a gift to the Annual Campaign, please contact Suzie Slota at (715) 839-4631 or at [sslota@ymca-cv.org](mailto:sslota@ymca-cv.org).

**Volunteer information:** Volunteers are the strength of our organization. They make it possible to offer the wide range of quality services and programs. Their contributions impact all aspects of the YMCA.

### Volunteer Opportunities:

- Annual Campaign
- Maintenance/grounds
- Special events
- Youth sports
- Youth, teen, and family events

Some volunteer opportunities may require a background check and/or child abuse prevention/safety training.

If you are interested in becoming a YMCA volunteer, please contact Suzie Slota at [sslota@ymca-cv.org](mailto:sslota@ymca-cv.org) today.

## **RELEASE, INDEMNIFICATION AND HOLD HARMLESS AGREEMENT**

In consideration of participating in YMCA activities, and for other good and valuable consideration, I hereby agree to **release and discharge from liability** arising from negligence of the YMCA of the Chippewa Valley and its owners, directors, officers, employees, agents, volunteers, participants, and all other persons or entities acting for them (hereinafter collectively referred to as "Releasees"), on behalf of myself and my children, parents, heirs, assigns, personal representative and estate, and also agree as follows:

1. I acknowledge that participating in YMCA activities involves known and unanticipated risks which could result in physical or emotional injury, paralysis or permanent disability, death, and property damage. Risks include, but are not limited to, broken bones, torn ligaments or other injuries as a result of falls or contact with other participants; death as a result of drowning or brain damage caused by near drowning in pools or other bodies of water; medical conditions resulting from physical activity; and damaged clothing or other property. I understand such risks simply cannot be eliminated, despite the use of safety equipment, without jeopardizing the essential qualities of the activity.
2. I expressly accept and assume all of the risks inherent in this activity or that might have been caused by the negligence of the Releasees. My participation in this activity is purely voluntary and I elect to participate despite the risks. In addition, if at any time I believe that event conditions are unsafe or that I am unable to participate due to physical or medical conditions, then I will immediately discontinue participation.
3. I hereby voluntarily release, forever discharge, and agree to indemnify and hold harmless Releasees from any and all claims, demands, or causes of action which are in any way connected with my participation in this activity, or my use of their equipment or facilities, arising from negligence. This release does not apply to claims arising from intentional conduct. Should Releasees or anyone acting on their behalf be required to incur attorney's fees and costs to enforce this agreement, I agree to indemnify and hold them harmless for all such fees and costs.
4. I represent that I have adequate insurance to cover any injury or damage I may suffer or cause while participating in this activity, or else I agree to bear the costs of such injury or damage myself. I further represent that I have no medical or physical condition which could interfere with my safety in this activity, or else I am willing to assume – and bear the costs of – all risks that may be created, directly or indirectly, by any such condition.
5. In the event that I file a lawsuit, I agree to do so in the state where Releasees' facility is located, and I further agree that the substantive law of that state shall apply.
6. I agree that if any portion of this agreement is found to be void or unenforceable, the remaining portions shall remain in full force and effect.

By signing this agreement, I agree that if I am hurt or my property is damaged, lost or stolen during my participation in this activity, then I may be found by a court of law to have waived my right to maintain a lawsuit against the parties being released on the basis of any claim for negligence.

I have had sufficient time to read this entire document and, should I choose to do so, consult with legal counsel prior to signing. Also, I understand that this activity might not be made available to me or that the cost to engage in this activity would be significantly greater if I were to choose not to sign this release, and agree that the opportunity to participate at the stated cost in return for the execution of this release is a reasonable bargain. **I have read and understood this agreement and I agree to be bound by its terms.**