



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
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THIS IS WHY



MEMBER'S MANUAL

**Your Guide to Using the
Muscatine Community YMCA**

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Volunteering

As a Muscatine Community YMCA volunteer, your time and talents go a long way. No matter how you help, you'll make a big difference as you work with others to create a feeling of connectedness in your community. You can volunteer for a variety of activities and programs — helping with mailings, coaching and officiating youth sports, serving on committees, helping with fundraising, special events, and more. Please let your interest and skills be known by talking with Member Services. Thank You!

Welcome!

Thank you for choosing the Muscatine Community YMCA! This "Owner's Manual" is meant to guide you and help you best use your Y now and in the future. Please feel free to ask questions and make suggestions to any staff person.

We're here to serve you!

VISION STATEMENT

The Muscatine Community YMCA, a membership movement, strengthened by diversity, nourished by its roots in Christian values, is dedicated to the empowerment of women, girls, men and boys and the development of spirit, mind and body to attain a common vision of dignity for all.

Policy On Membership

We welcome and encourage anyone to become a member. To ensure the welfare of members, participants, and staff, there are certain restrictions on membership and participation. Membership in the Muscatine Community YMCA is open to all persons except: those who are listed on the Iowa Sex Offender Registry or another state's registry, a person convicted of a crime against a minor, or a person who poses a threat to the health and/or safety of the other members, participants, or staff. If you have a question, please contact Bret Olson at 263-9996 or e-mail bolson@muscatiney.org

Code of Conduct

In keeping with the vision statement of the YMCA, all members and participants have the right to be treated with respect and courtesy by staff and other members and 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. Revocation of membership or participation privileges may result from conduct not in keeping with the spirit of respect and courtesy.

The Muscatine Community YMCA is used by individuals of all ages. No public displays of affection are permitted in the facility or on the grounds.

The Y reserves the right to restrict use of the building and equipment as deemed necessary.

Cell Phone Policy

All cell phone use is restricted to lobbies and hallways only to minimize disturbance to others and to reduce the threat of inappropriate use of camera phones. People receiving a call on their cell phone should move to a lobby or hallway.

Member Services

Member Services is located in the lobby. The current program guide will tell you current hours of operation. Member Services will help you with:

- Membership information, sign-up, and payment of dues and other outstanding balances
- Purchase of day membership passes
- Class and program information, registration and payment
- Assignment of a yearly-rented locker
- Locker and towel service payment
- Forwarding incoming telephone messages
- Facility and room rentals

Welcome Center

The Welcome Center is located in the lobby and is open during facility hours. They will help you with:

- Checking into the physical area of the facility by scanning your membership card
- Towel service
- Racquetball court reservations
- Gym and pool schedule information
- Rental or purchase of equipment or merchandise
- Lost and found



**For severe weather closing announcements,
check our website at www.muscatiney.org or
www.facebook.com/MuscatineY**

In Case of Accident or Emergency

Accidents

All accidents, injuries, or unusual incidents should be reported immediately to a staff person such as a Building Supervisor, Lifeguard, Welcome Center staff, Member Services staff or program staff.

Fire

When the fire alarm sounds, proceed immediately to the nearest exit. A building layout showing exits is located on page 18 of this handbook. The designated meeting location is where the sidewalk and trail intersect next to the Cedar Street one-way exit.

Tornado

A tornado/civil defense siren is located on Logan Street. When it sounds (other than testing), all persons should move to the Dry Corridor or the Locker Rooms. The building layout on page 18 of this handbook shows the dry corridor. Please remain in this area until a staff member notifies you that it is safe to leave.

Membership Cards

Your membership card will be issued at the time of enrollment. A new card will be issued to current members when the card is damaged or lost.

There is a \$2.00 charge to replace a membership card after the first request.

New membership cards are not issued at the time of annual renewal.

Like your membership, your membership card is non-transferable. Loaning your card to someone else subjects the owner to loss of privileges.

We ask that you bring your membership card with you each time you use the facility. During busy times, those with membership cards will be processed first; those without will be asked to wait.

Membership Privileges

As a member you are entitled to:

- Many free land and water fitness classes (reduced fees on other programs and classes)
- Free use of Gym, Pools, Racquetball Courts, Indoor Track, Exercise & Weight Equipment, Sauna, Steam room, Whirlpool, Indoor Cycling Room, and outdoor walking/jogging trail
- Free use of YPlay Child Care (See page 10)
- Free use of Kids' Adventure Center (For children 8 years old and younger)
- Children under the age of 3 years old are included as a member with a parent's Individual Membership
- Participation in the YMCA Reciprocity Program. Check Member Services for more information

Types of Membership

There are seven different kinds of ongoing membership plans:

1. **Individual Adult:** Persons 18 years and older. (Full-time college students, ages 18 through 26, may purchase a Post High School membership.)
2. **Family:** Defined by the Y as a husband and wife legally married and living together and any of the following persons living with that person:
 - a) children under age 18 of the husband, wife or legal guardian; or
 - b) foreign exchange students; or
 - c) children, 26 years or younger, who are full-time students
3. **Single Parent Family:** Defined by the Y as a single parent or guardian and any of the following persons living with that person:
 - a) children under age 18 of the single parent or legal guardian; or
 - b) foreign exchange students; or
 - c) children, 26 years or younger, who are full-time students

(Note: the single parent membership plan does not apply when only one parent in a two-parent household intends to be the sole adult user of the Y.)

4. **Household Membership:** Defined by the Y as two adults living at the same address, as a family unit, AND:
 - a) the dependent children under age 18 of either or both of the adults; or
 - b) foreign exchange students living at the same address; or
 - c) children, 26 years or younger, who are full-time students
5. **Senior Citizen:** Rate is discounted 20% from the plan selected for persons 60 years and older.
6. **Youth and Teen through 12th Grade**
7. **Post High School by semester:** For full-time students ages 18 through 26 in post-secondary education.

Financial Assistance

The Annual Campaign provides financial assistance for membership dues to those who qualify (ask Member Services for more information). Children who receive financial assistance with their membership are also entitled to receive reduced rates on certain classes. See the Y Program Guide for more information.

Facility Hours

Building hours vary from summer to winter months. Please check our website or your Program Guide for current hours. **Physical facilities, steam room and sauna all close 15 minutes before closing time.**



Some of the volunteers from the Indoor Try Melon Tri.

Using the Facility

Medical Check-Up

A pre-participation medical check-up and annual medical evaluation by a physician for those planning to use the facilities is strongly recommended, although not required.

Members and participants are responsible for monitoring their own exercise level and for stopping participation should any unusual symptoms occur. Members and participants are responsible for reading, understanding and practicing any cautions posted for equipment and facilities. Members and guests participate at their own risk and the Muscatine Community YMCA is not responsible for loss, damage, or injuries sustained as a result of their participation.

Food and Beverage

Other than water, no food and/or beverages are permitted in any of the physical areas, including locker rooms.

A request for refunds from the vending machines may be made at Member Services.

Smoking Policy

The Muscatine Community YMCA is a smoke-free campus. There is no smoking or use of tobacco products allowed within the facility or on the property of the Muscatine Community YMCA at any time.

Lost and Found

Lost and found items are located at the Welcome Center. Items must be looked for and claimed in person. Information about items in lost and found will not be given over the phone. Items unclaimed after 30 days will be given to a local charity.

Program Guides

Three program guides are published yearly — Winter/Spring sessions, Summer sessions, and Fall sessions. Program Guides are distributed in the Voice of Muscatine, and are also available at Member Services. The Program Guides can also be found on our web site: www.muscatiney.org

Facility Use Restrictions

Children who are 7 years or younger must be supervised by an adult or caregiver who is at least 16 years old. Check specific areas for other age restrictions.

Non-members: Persons who are not members may participate in classes and programs at a higher fee than members. **Use of the facility requires a membership.** Non-members may purchase a Day Pass and will then have the privileges of membership for that day. All non-members who are 18 years and older must present a photo I.D. in order to purchase a Day Pass, use a Guest Pass, or sign up for a class or activity as a non-member. Persons listed on the Iowa Sex Offender Registry or any other state's registry may not participate as a non-member and may not purchase a Day Pass, use a Guest Pass or be on the grounds or in the building as a spectator.

Pool Restrictions for Children

- Children who are 7 years or younger must be accompanied **IN THE WATER** by a parent/ guardian who is at least 16 years old at all times.
- No more than 2 non-swimming children per accompanying adult/ guardian.
- Non-swimming children must be within arm's reach of a responsible adult and/or wearing an approved floatation device.
- Children (and teens in some cases) that wish to swim in deep water or in shallow water over their heads will be required to prove their swimming capabilities to the lifeguard(s) on duty. Swimmers will be issued a wrist band by the lifeguard(s) based on their swimming abilities to indicate where they are allowed to swim, if they are required to wear floatation devices, etc...
- Children 7 years or younger with no wrist bands in water over their heads will be considered non-swimmers and will be required to wear floatation devices and/or be within arm's reach of an adult at all times.

Visiting Kids' Club

Parents of children enrolled in the Y's Kids' Club Program are always welcome. Persons wishing to see the Kid's Club Room or talk with the staff about the program are asked to contact the Director or Program Managers.

Using YPlay Child Care

YPlay Child Care is available free of charge for youth members whose parents/guardians are using the facility. YPlay is open to youth ages infant through 8 years of age. YPlay is also available for non-member use for a fee. Parents/guardians **must** be on the premises at all times. YPlay is located down the hall from the main entrance. Check the current program guide for non-member fees and hours of operation, as well as the inclement weather policy.

Holidays Observed

The Muscatine Community YMCA will be closed to observe the following Holidays: **New Year's Day, Easter Sunday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day.**

The Muscatine Community YMCA will close early on the following days: **Christmas Eve Day and New Year's Eve Day and all day for the Try Melon Tri Indoor Triathlon.**

Guest Passes

Each member receives one guest pass each year upon payment of a new, renewing, or payroll deduct membership. Members paying through a bank draft are asked to pick up their guest pass each year at their convenience.

Visitor Punch Pass

Adult members who have out-of-town guests who would enjoy using the Y can purchase a Visitor's Punch Pass. This pass is good for ten visits during a one-year period from the time of purchase. Each punch is good for one guest and one visit. Passes are only available to current Y members. Check with Member Services for more information.

YMCA Reciprocity, Nationwide Membership

Nationwide Membership enables you to visit any participating YMCA in the United States through membership at your "home" YMCA. We offer this because we want to help you reach your health and wellness goals wherever you live, work or travel. This is an essential part of our mission to strengthen communities. For additional details regarding Nationwide Membership, please visit Member Services.

Using the Locker Rooms

The Y offers four locker rooms:

- Women and girls — Available to female members regardless of age at no charge. Participants must provide their own 1-3/4" or 1-9/32" padlock. (See note about children's usage.)
- Men and boys — Available to male members regardless of age at no charge. Participants must provide their own 1-3/4" or 1-9/32" padlock. (See note about children's usage.)
- Women only — For adult and post-high school female members only.
- Men only—For adult and post-high school male members only.

Women Only and Men Only Locker Rooms

Each are equipped with full-length and half-length lockers that are available for rent on an annual basis. Lockers not rented remain locked and are not available for daily use.

Rental fee includes use of locker, padlock and towel service. Persons must be Adult or Post-High School members to rent a locker in either of these two locker rooms.

Note: There are also lockers for rent in the Women/Girls and Men/Boys locker rooms.

Family Locker Rooms

Family Locker Rooms are available for persons needing assistance with dressing from a family member or friend who cannot go with the individual into his/her appropriate locker room to help.

Children's Use of Locker Rooms

1st grade and older children must use their same-sex locker room. If your child needs your assistance, use the Family Locker Rooms.

Preschool-Kindergarten aged children of either gender may accompany their parent into the Women/Girls or Men/Boys locker room.

The Muscatine Community YMCA is not responsible for lost or stolen articles. Clothes or personal belongings left unattended or in an unlocked locker will be at your own risk. Please keep your Y experience a good one by keeping your things locked up.

Do not leave clothing on benches, in dressing or shower stalls or on the floor. It creates a hazard and makes it difficult for others to use the area. Items left in these places will be collected and placed in "Lost and Found" at the Welcome Center.

If personal locks are left on overnight, they will be removed and the contents of the locker may be recovered by promptly checking at the Welcome Center. Unclaimed items will be put in the "Lost and Found."

Sauna and Steam Room

Sauna and steam rooms are located in the two Adult Only locker rooms. These features can be used by anyone with an adult or post-high school membership. Youth members are not permitted in these high-heat areas for safety reasons. Use of these facilities does not promote weight loss. For your safety, please:

- Read and follow all posted signs
- Do not use alone
- Do not attempt to increase the temperature in any way. Iowa State Health Code limits steam room temperature to a maximum of 105 degrees.
- Do not use immediately after strenuous exercise. Walk ten minutes or more to cool down.
- Exercising is not permitted in these areas.
- Clothing that does not allow heat to escape from the body is not allowed (i.e., hats, plastic).
- Persons with high or low blood pressure, heart disease, diabetes, poor health or who are pregnant should not use steam or sauna rooms until consulting with their physician.

Fitness Classes

- While many of our fitness classes are free for members, some have fees to participate. Members are entitled to reduced rates on classes that have fees and may try any of these classes one time for free to determine their interest. Free Demos are also offered, and additional details can be found on our website or current Program Guide.
- In some cases, teens may take adult fitness classes.
- Children younger than middle school age are not allowed to remain in the room while class is being conducted.



Using the Exercise Area Complex

Free use of this area by those eligible is included with your membership.

- Participants must be in the 9th grade or older for unlimited use of this area.
- Middle school youth, upon completion of our Middle School Weight Training class, may use this area under the supervision of a parent or guardian during operating hours.
- Middle school youth who have completed our Middle School Weight Training class may use the area **alone** only at designated times.
- Children, 8th grade and younger, who have not completed the Middle School Weight Training Class may not accompany their parents into this area.
- Orientation concerning use of exercise equipment is available by appointment which can be made at the Member Services. All users are encouraged to ask Exercise Area staff for assistance.
- Only Personal Trainers employed by the Muscatine Community YMCA can provide personal training in the facility, and sessions must be scheduled through the Y.
- Proper gym attire must be worn — shirt, tank, or sport top, shorts/sweats and appropriate footwear (clean, dry shoes).

Equipment Use

- Please read and follow posted instructions and caution signs near or on equipment.
- Exercise Area attendants are available on a regular basis to assist you.
- Spray and wipe each machine after use with antibacterial spray and towels provided.
- Free Weights: Spotters must be present when lifting weights. Be considerate of others by returning all weights to racks.

Indoor Track

- Slower runners and walkers are asked to stay on the inside lanes of the track in single file.
- Street shoes, roller blades, track spikes and starting blocks are not permitted when using the track. Clean, dry walking/running shoes are recommended.
- Youth may use the running track. Children 7 years and younger must be accompanied by an adult or caretaker 16 years of age or older.

Using the Pool Complex

- All users are required to take thorough showers in the locker rooms prior to entering the aquatic facilities.
- Children 7 years and under must be accompanied by a parent or caretaker 16 years of age or older, except for instructional programs that do not include parent/guardian participation.
- Swim suits or hemmed shorts with shirts may be worn in pools. Terry cloth, fleece fabrics and cut-offs are not permitted because of the damage they do to the filtration system.
- Babies and toddlers must wear swimsuits with elastic legs or swim diapers. Any other type of diaper is not permitted for both the child's comfort and because of the damage they do to the filtration system.
- Eye goggles may be worn. Masks and flippers are permitted for lap swim and instructional classes.
- Be sure to read and follow posted "pool rules". The lifeguard on duty can explain any rules you don't understand.
- Check with the lifeguard or aquatic director prior to bringing any pool accessories or toys into the pool complex.
- Clean, dry street shoes are permissible only in designated areas.
- No food or drink allowed in the pool complex.

Large Pool

- For lap swimming, please keep to the right and swim circles when sharing a lane with other swimmers.
- "Adult Lap Swim" is for individuals who are 16 years and older.

Small Pool

- Parent/guardian at least 18 years old must accompany children in the small pool for "Family Swim".
- Inflatable rings may not be used.

Spa/Whirlpool

This is a high heat facility. Therefore, the following safety rules apply:

- Only members 16 years and older may use this facility.
- Persons with high or low blood pressure, heart disease, diabetes, poor health, or who are pregnant should not use the whirlpool/spa without consulting with their physician.
- Never enter immediately after strenuous exercise. Wait ten minutes or more to cool down.

Using Outdoor Areas

The Muscatine Community YMCA offers outdoor activity areas available for member use. They are unattended and you use them at your own risk. Those areas are:

- Walking/jogging trail — the longest loop is one mile. See map on page 19 of this book.
- Basketball Courts
- Playing Fields

Please note: Playground equipment adjacent to YPlay and enclosed by the fence is not available for general use.

Using the Racquetball Courts

- Eye Guards are highly recommended
- Racquets must include a string which must be wrapped around the player's wrist. Metal racquets must have a protective rim guard. **No wooden racquets are permitted.**
- Proper court attire is expected: shirts, tank tops, sports top, shorts/sweats and appropriate footwear. Court shoes, not worn outdoors, must be used. Shoes that make black marks on the floor are not permitted.
- Middle school youth are welcome to play on a walk-on basis, utilizing an available court at time of play only. Check with the Welcome Center for available courts.
- Elementary school-aged children must participate with a parent or in a scheduled program.

Court Times

Monday - Saturday: One hour

- ⇒ Odd-numbered courts begin on half-hour
- ⇒ Even-numbered courts begin on the hour

Sunday: 30 minutes

- ⇒ Odd-numbered courts begin on the hour and half-hour
- ⇒ Even-numbered courts begin 15 minutes before and 15 minutes after the hour.

Making Reservations for Racquetball Courts

There are two ways to make racquetball court reservations. Call the Welcome Center at 263-9949, or in person with the Welcome Center Attendant. Day pass users may only make a reservation in person.

Reservation Rules

- Daily reservations are FREE of charge and may be made the day of play only. However, reservations for playing 5:00-8:30 a.m. may be made after 6:00 p.m. the day before play.
- For a charge of \$2.00 per playing period, a member may reserve a court from 2-7 days in advance. The \$2 fee will be refunded if the reservation is cancelled within 24 hours of the scheduled time. Otherwise, the \$2 will need to be paid before another reservation can be made.
- Only ONE reserved playing time is allowed per day per member regardless of who actually makes the reservation. This allows limited space to be used by more members.

Using the Indoor Cycling Studio

- Only High school and adult members may use the indoor cycles when there is not a class in session.



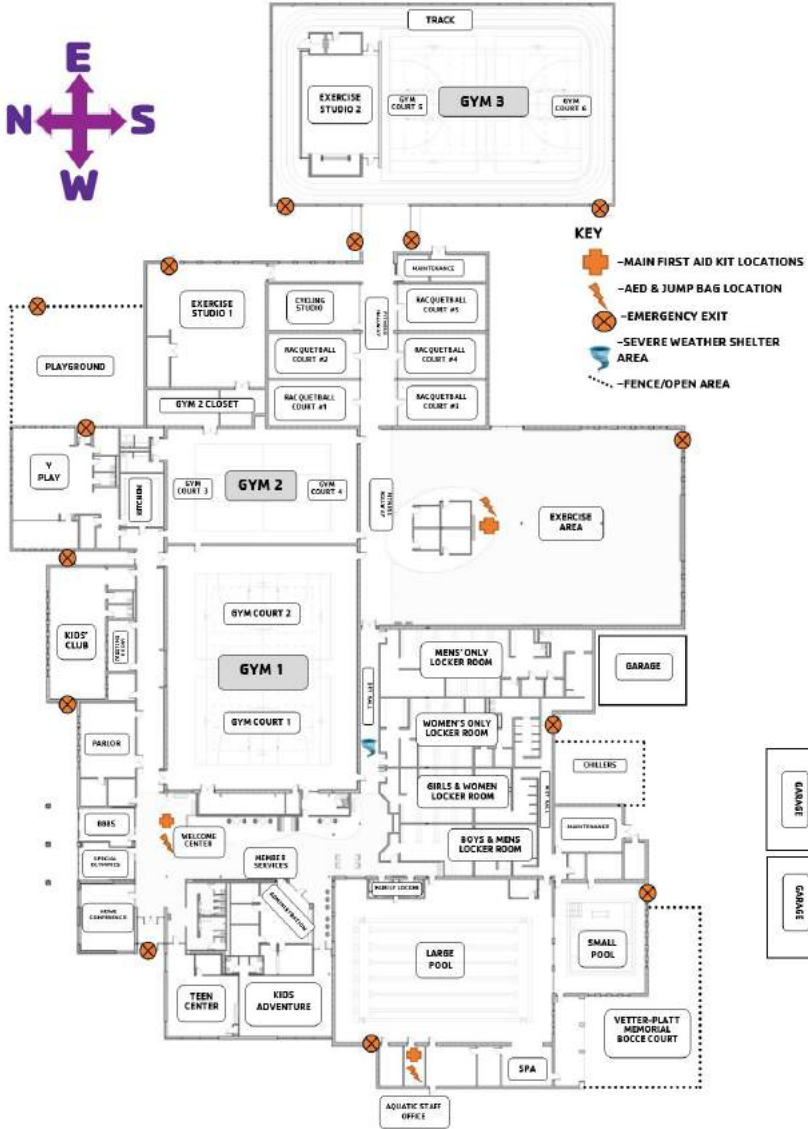
Grievance Policy

Members, staff, and participants have the right to file a grievance or complaint regarding Muscatine Community YMCA programs or staff members without fear of being penalized.

Procedures:

- At enrollment or upon hire, information will be shared explaining the grievance procedure. The grievance procedure is located in the Muscatine Community YMCA Guide to the Y located on the Organization's website and in the Muscatine Community YMCA Personnel Policies.
- Formal or informal complaints can be made to program staff, Program Directors, Executive Director, and/or Board Member Service Representative.
- When possible, the member, staff or participant are urged to speak directly with the associated staff member to resolve the issue.
- If no resolution is reached or if this is uncomfortable, the grievant should request to discuss the matter with the associated Program Director. Access to the Program Director can be made through Member Services.
- If there is still no resolution of the grievance, the grievant shall refer the matter to the Executive Director. Access to the Executive Director can be made through Member Services.
- At anytime, or if there is no satisfactory resolution by the Executive Director, the grievant can ask to speak with the Board Member Service Representative. Access to the Board Member Service Representative can be linked through the Muscatine Community YMCA website.
- Throughout this process, the Muscatine Community YMCA will give attention to the grievance in a timely manner. The resolution will be given to the grievant in writing.

Building Map



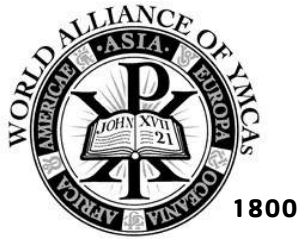


CAUTION
Fitness Trail contains several hilly areas.
May be slippery when wet or icy.
Area is unattended.
Use at your own risk.

No motorized vehicles allowed.



Evolution of YMCA Logos



Present





Kids' Club



Big Brothers Big Sisters



Grandparent Raising Grandchildren



Special Olympics Play Day



Preschool Programs



Middle School Programs



YPlay



Swimming



Personal Training



Youth Sports



MUSCATINE COMMUNITY YMCA
1823 Logan St., Muscatine, IA 52761
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www.MuscatineY.org
facebook.com/MuscatineY

The Y: We're for youth development, healthy living and social responsibility.