



Member Handbook

The Salvation Army Camden Kroc Center Member Handbook

A Message from the Majors

Welcome to The Salvation Army Camden Kroc Center! We are thrilled that you have made the decision to become a member of the Camden Kroc Center! Our promise to you is that we will work very hard to give you and your family a wholesome and fun experience and to provide programs and services that will enrich the Body, Mind, Spirit and Community. Finally, we promise to be guided by our mission statement and core values in everything we say and do.

Mission Statement of The Salvation Army

The Salvation Army, an international movement, is an evangelical part of the universal Christian church. Its message is based on the Bible. Its ministry is motivated by the love of God. Its mission is to preach the gospel of Jesus Christ and to meet human needs in His name without discrimination.

Kroc Center Statement of Purpose

Our goal is to help individuals, families, and the entire community reach their full potential.

Kroc Center Core Values

1. We are called to love.
We are compelled to share the love of Jesus Christ through service.
2. We hold on tight to what is good and fight what is evil.
We are committed to positive change.
3. We work with all our heart.
We are committed to industry best practices.
4. We celebrate life with a joyful workplace.
We believe that we can work hard and have fun while doing it.
5. We serve those in need.
We give a place of honor to those in need.
6. We practice patience, humility, and peace.
We are a team, and we practice team work.
7. We believe in the power of prayer.
God is our center and all decisions run through him.

Enjoy your time at the Kroc Center. We're glad you're here!

Blessings!

Majors Richard & Lolita Sanchez

Camden Kroc Center Program Philosophy

The Salvation Army Camden Kroc Center operates from a belief that The Salvation Army mission and the aspirations of Mrs. Joan Kroc are integral yet distinct components of the scope and objectives of all our programs. The gospel is central; the needs of individuals, families, and communities are our focus; and providing access without judgement of differences is paramount. It is essential that we create and maintain an environment where dignity and respect characterize our relationship with others and the communities we serve.

Our program model draws from Luke 10:27 which states, “He answered, love God with all of your heart, mind, soul, and strength; and love your neighbor as yourself.” Our intention is to minister holistically with a goal of realizing positive individual and community outcomes. We understand that this must be done in communion with others who seek real remedies in an ever-changing and diverse world. Our aim is to exceed expectations in member and guest services, facility care, and program delivery. We are committed to developing, measuring, displaying and celebrating goal achievement for all programs.

Kroc Center Policies and Procedures

To facilitate positive life experience at the Kroc Center, mutual respect between members, guests, and staff is required at all times. We urge all members to treat others as you would have them treat you. Failure to observe these policies will result in suspension and/or termination of membership privileges. Center personnel have the right to refuse service to anyone deemed disruptive or abusive. The Kroc Center conducts background checks on all members and day pass users; as a part of this process, we may ask you to remove any facial coverings that would prevent us from clearly identifying you.

Membership Account

With written member authorization, The Salvation Army Kroc Center memberships are typically paid by electronic funds transfer (EFT) from a checking or savings account, or by automatic credit card transaction, and are considered “month to month.” On the 20th of each month, the Center will debit member accounts for the next month’s membership dues and any other outstanding charges on the account.

Members also have the option of a 12-month pre-paid membership which offers a discount on the yearly membership fee.

Membership fee(s) and required registration fee are due at the time of enrollment. Pro-rated fees, also due at the time of enrollment, will vary depending upon the enrollment date.

To keep information up to date we request that members complete a Center Change/Cancellation Form (available at our Welcome Desk) whenever personal contact or financial information changes. All member information is strictly confidential and stored securely at the Center. Account questions are best directed to the Welcome Desk staff.

Member ID Cards

All new members receive a key FOB which remains the property of The Salvation Army Kroc Center and must be presented at our Welcome Desk (Lantern B) upon entrance to the facility. This bar-coded member ID tag is specific to each member and is non-transferable. A \$5 fee is required for replacement key FOBs. Members attempting to allow others entry on their ID tag may have their membership revoked. When a member ID card is identified as “inactive” at the Welcome Desk, access to the Center is restricted until the Center can identify and resolve the reason for their status.

Membership Charges

Membership fees are non-refundable. The Salvation Army Kroc Center requires all changes to members' accounts in writing, with signatures of both the member (this includes the member under whose financial account changes are made) and an authorized staff member. If a member cancels, or the membership lapses 30 days or more the \$10 reactivation fee will be assessed to reopen the membership account.

Insufficient Funds Policy

Members must ensure timely payments for their account to remain in good standing. A \$50 charge will be assessed for each insufficient funds transaction. Your membership will be placed on hold until payment is received.

Membership Terms and Conditions

Members are asked to conduct themselves in accordance with the terms and conditions of their signed Kroc Center membership agreement. Terms and conditions of membership, as noted on the membership agreement, are not inclusive, and the Center reserves the right to make changes to these terms when necessary. Such changes will be communicated to the membership in a variety of ways. For reasons of interpretation of its rules and regulations the decision of the Kroc Center shall be final. The Kroc Center reserves the right to rescind membership privileges of any member whose behavior is considered to be offensive or consistently interferes with other members' enjoyment of the facility.

Membership terms are the following:

- 1) Members and any guests in his / her party will abide by terms of this Agreement at all times during the period of membership and will comply with all rules and regulations posted or otherwise communicated to members,
- 2) In case of illness or injury, The Salvation Army Kroc Center is authorized to secure emergency medical treatment at the member's expense,
- 3) The Salvation Army Kroc Center reserves the right to remove from the facility or terminate the membership of any member or day pass user who fails to comply with any posted rules and regulations or otherwise breaches the terms of this Agreement, in which case member will not be entitled to a refund of membership fee,
- 4) Membership rights are not transferable, and a late fee will be incurred for payment made after due date.

Member Concerns Procedure

If a concern arises regarding your membership or membership experience, please make your concern known to a member of the Welcome Desk team. If they are not able to adequately address your concern, please ask to speak with a manager

Membership Services

Our Welcome Desk team functions to assist all members with questions, issues, and/or concerns related to membership at the Kroc Center. We encourage members to provide feedback through personal interaction with the Welcome Desk and written suggestions

Member Guest Policy

The Salvation Army Kroc Center does not include guest passes with Kroc membership. All guests must purchase a day pass, which allows one-day use of the facility. On the initial visit, The Salvation Army Kroc Center requires the completion of a day pass registration form and signed liability waiver prior to use of the facilities. Guests must also provide the Center with a valid form of photo ID. Parents or guardians must sign the day pass registration for minors on the initial visit. Day passes are subject to all age restrictions provided below.

Age Restrictions

The Salvation Army Kroc Center is a family-friendly facility. The Center offers memberships to individuals of all ages; however, many areas of the Center enforce age-specific requirements. The following age-specific regulations are currently in effect throughout the facility.

- Minors ages 12 and under are required to have parent/guardian supervision while participating in all Center activities except the competition pool and water park where minors under 16 are not permitted without adult supervision.
- Minors under 18 are not permitted in the spa.

Unattended Children

If minor children are in the building or on property without a parent or guardian as specified above, the parent will be contacted and asked to come pick up the child(ren). If they are a member, their membership plan will also be flagged. If this occurs again, membership may be suspended for 15 days. If policies are abused, The Salvation Army also reserves the right to contact The Division of Protection and Permanency.

Kroc Center Code of Conduct

- Members are expected to use “circle swimming” when necessary to share lanes.
- Minimize “rest time” on our strength training equipment (when others are waiting). Please allow others to “work in” on a specific piece of equipment.

- Video/photo capturing, including cell phone use, is strictly prohibited in our exercise areas and locker room facilities.
- Please refrain from the use of heavy colognes, perfumes, and scented lotions.
- As a courtesy to fellow members only personal headphones must be used when playing music. Personal portable speakers are prohibited.
- Assist us in keeping the equipment clean; wipe down equipment before and after use.
- Store beverages in closed containers and limit food and drink to Town Plaza.
- Store personal items (gym, bag, etc.) in our locker room and locker areas (away from the exercise floor). These items are not permitted in the gym, fitness area, or studios.
- Refrain from the use of profanity and offensive language while on our premises.
- Bicycles, roller skates/blades and skateboards, scooters and pets (excluding service animals) are not permitted on our campus.
- Please note that The Salvation Army Kroc Center does not allow solicitation of any kind. Those caught or suspected of soliciting goods or services may have their membership revoked. Please honor our request to refrain from such activities in order to promote a stress-free environment for all members and guests. Private, personal, and group sports performance training is strictly prohibited and not permitted, except under rental agreement with applicable liability insurance.
- Smoking, alcohol and/or drugs are not allowed anywhere on the entire campus.
- Weapons of any kind are not permitted on the entire campus, and violators will be prosecuted to the full extent of the law.
- Members/Guest experiencing flu-like symptoms, or other similar symptoms related to contagious illness should not use the Kroc Center.
- To ensure a safe and welcoming environment for all, the Kroc Center is designated for active use by members and guests engaged in center programs and activities; prolonged gatherings that obstruct access or disrupt operations are not allowed.

Proper Attire

The Center requires appropriate attire in all areas of the facility. This includes athletic shorts or sweatpants, shirts, and footwear designed for athletic use. Black-soled shoes and non-athletic footwear are not permitted for use in the gymnasium. Closed-toed, full-heel athletic footwear should be worn in our fitness areas and bare feet are only permitted in our locker rooms and aquatic area. Any clothing, including logos or messages on apparel, must be modest and acceptable in a family setting. Short shorts, bare mid-drifts, or exposed sports bras are not acceptable attire. No wet clothing/bathing suits are permitted outside the pools or locker rooms. Family friendly swim attire is required in our aquatic area. **(See APPENDIX A)** Common street wear (t-shirts, shorts, etc.) is not allowed in our pools. Also, swim attire may not be worn outside our pool and locker room areas. The Center reserves the right to determine what is considered appropriate attire throughout the facility.

Locker Rooms

For our members' convenience, the Center offers clean locker room facilities, complete with personalized shower areas. Lockers are available on a first-come, first-served basis, and personal items must be secured using a personal padlock. All locks must be removed at the end of each visit to the Kroc Center; locks left on lockers at the end of the day will be removed and the contents of the locker will be placed in our lost and found area. Please note that we do not accept responsibility for lost, stolen, or

damaged items from the locker rooms or any other locations throughout the campus and encourage each member to be sure his/her items are always secured.

Recreation

The Recreation Department offers and maintains recreational programs and services designed to enhance the physical, social, and spiritual development of our members and guests. Our goal is to empower personal growth, responsibility, and respect through creative offerings that include various sports.

- A gymnasium with 2 basketball courts. The gym offers spectator seating for programs and events.
- Two outside baseball fields, one has lights.
- An outdoor basketball court and two half courts (open to the public).
- A full-size outdoor soccer field.

Group Fitness

The Salvation Army Kroc Center is proud to offer a wide variety of group exercise classes, taught by an experienced staff of instructors. In most cases while experience sometimes helps, it is certainly not necessary or required for most of our group exercise classes; simply let our instructor know that you are new to the class. Our schedules generally change every few months and are based on class popularity as well as instructor availability. Most classes are free with your membership; however, we do offer fee-based classes which require special equipment or instruction. Some classes have limited capacity due to the nature of the class. Classes that require registration operate on a first-come, first-served basis. We also offer some age-specific classes. The Program Guide is available at our Welcome Desk, as well as on our website, www.camdenkroccenter.org.

Aquatics

The Salvation Army Kroc Center offers the finest indoor aquatic venue in the City of Camden. Hours of operation are posted. On some occasions, our water park and competition pools will host special events and may not be available to our memberships. Please look for posted information regarding these events. For the safety of all members, The Salvation Army Kroc Center requests compliance with all posted rules and regulations in this area. Swimsuits are required for use of aquatic areas, and the Center reserves the right to determine what is considered appropriate attire in the pools and throughout the facility. **(See APPENDIX A)** Health regulations require that all members shower before using our pools. While in the pool, children who are not potty trained must wear swim diapers. Aquatic facilities include:

- A 25-yard, 8-lane competition lap pool, 4-7' in depth.
- A zero-depth entry pool (increasing in depth to 4') that offers several play structures for our youth and is connected to a "current" pool that offers the opportunity for resistance exercise (against the current) or a "lazy river" effect with the current.
- A two-story water slide.

- A Spa (Hot Tub) 3 feet deep and generally maintained between 100 and 102 degrees. Swimsuits are required in this and in all pool areas.

The Aquatics Center offers year-round learn-to-swim programming for children from 6 months to adults. Kroc membership gives swim lesson participants a discounted rate on this programming.

Playcare

Playcare provides members with a safe environment with supervised unstructured activities for their children between the ages of six (6) months to six (6) years. Children may remain in this area for up to two (2) hours per day and parents are required to remain in our facility during this time. Space is limited.

Lost and Found

If you have lost an item, please visit our Welcome Desk for assistance.

Weather Closings

In the event of inclement weather, all or part of The Kroc Center may be closed for all or part of the day. Please consult our website –www.camdenkroccenter.org – for closings. You can also sign up for our text messaging alerts or check for updates on our Facebook and X pages.

Text Message Alerts

On the front page of the Program Guide, front page of the website (CamdenKrocCenter.Org), and flyer at the Welcome Desk, you will find a QR code to sign up for Constant Contact text message alerts and email notifications.

Outreach

The Salvation Army is an international Christian movement and is an evangelical part of the Universal Christian church. Bible-based worship services, Christian education, prayer, fellowship opportunities, and pastoral care are all part of The Salvation Army Center's ministry to the community. At the Kroc Center, there are Salvation Army officers (clergy) who comprise our ministerial and pastoral team. (They are the ones with the black and white uniforms with red epaulets!)

All are welcome to join us in Worship each Sunday at 10:30 am in the Chapel. You will also find opportunities for Bible Studies, prayer groups, and Christian fellowship groups throughout the week listed in our program guide.

We have an Adult Ministry room where senior programming occurs during the week.

Also, as part of our greater mission to “meet human needs in His name without discrimination”, The Salvation Army offers basic needs assistance for our community. For more information about these programs, please visit our website or see a member of our Welcome Desk.

Social Media

Facebook: @CamdenKroc or Kroc Center- Camden

Instagram: @CamdenKroc

X: @CamdenKroc

LinkedIn: @The Salvation Army Camden Kroc Center

**APPENDIX A:
Proper Swim Attire Examples**

