



**FOR YOUTH DEVELOPMENT  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY**

**HELPING  
YOU  
LIVE BETTER**

# **MEMBERSHIP HANDBOOK**

## **Kandiyohi County Area Family YMCA**



**Kandiyohi County Area Family YMCA**  
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Updated 12/30/2016

# WELCOME TO YOUR YMCA!

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 that everyone, regardless of age, income or background, has the opportunity to learn, grow and thrive. To do our important work, the Y relies on support from members, donors, volunteers and community leaders.

Kandiyohi County 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!

Theresa Hillis, *Executive Director*

## FACILITY HOURS

### (Labor Day through April)

Monday - Thursday 5:15am - 9:00pm  
Friday 5:15am - 8:30pm  
Saturday 7:30am - 8:30pm  
Sunday 11:00am - 5:00pm

### (May through Labor Day)

Monday - Thursday 5:15am - 9:00pm  
Friday 5:15am - 8:30pm  
Saturday 7:30am - 6:00pm  
Sunday 11:00am - 5:00pm

### 24/7 Option Available

Inquire at front desk

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**Closed On:** New Year's Day, Easter Sunday, Memorial Day, 4th of July, Labor Day and Christmas Day

**Special Hours On:** Thanksgiving Day, Christmas Eve and New Years Eve

## ABOUT US

**Welcome to the Kandiyohi County Area YMCA.** As a non-profit charitable organization, we strive to serve individuals and families of all backgrounds and abilities so that they can grow healthier in spirit, mind and body. We encourage our members to develop a sense of responsibility to each other and their community.

Memberships and program services are open to all youth and adults who wish to enroll as members or program participants. We hope that your relationship with us is as meaningful to you and your family as it is to us.

**YMCA Mission Statement:** The mission of the YMCA is to put Christian principles into practice through programs that develop a healthy spirit, mind and body for all.

## **MEMBER BENEFITS**

As a member of the Kandiyohi County Area Family YMCA your entire family will benefit from:

- Free Wellness Center Orientation
- Free land and water based Group Exercise Classes
- Free Group Cycling Classes
- Complimentary Wi-Fi
- Priority registration and reduced rates for YMCA programs
- Access to two pools – 4 lane lap pool and a family fun pool with water slide and play features
- Two Wellness centers with over 90 pieces of state-of-the-art cardiovascular and strength training equipment
- Use of walking / jogging track with cushioned surface
- Access to 2 Gymnasiums for basketball, volleyball, pickle ball and large group activities
- 2 regulation size Racquetball Courts for Racquetball, Handball and Wallyball
- Drop-off Child Watch services for children 3 months to 9 years of age
- Kid's Gym with indoor playground
- Use of The Center with two Wii Gaming Systems, Billiards, Table Tennis and Foosball
- Three locker rooms including a Family / Special Needs locker room with 9 private changing rooms.
- Three complimentary guest passes each calendar year for Adult and Family memberships
- One complimentary guest pass each calendar year for Silver Sneaker memberships
- YMCA membership is accepted at most of the 2,700 Y's across the country
- 24/7 Access Option Available

## **CODE OF CONDUCT**

### **For Members, Guests and Program Participants**

- All persons involved with the YMCA are expected to model our core values of Caring, Honesty, Respect and Responsibility.
- Appropriate attire must be worn at all times.
- No angry or vulgar language including swearing, name calling or shouting.
- No physical contact with another person in an angry, sexual or threatening way.
- Carrying or concealing objects that may be used as weapons is prohibited.
- No use or possession of illegal chemicals or alcohol is allowed.
- YMCA facilities, grounds and programs are tobacco free.
- Behavior that results in the loss and/or destruction of property is not tolerated.
- Cell phone use is prohibited from YMCA locker rooms and rest rooms.
- Children ages 6 and under must be under the direct supervision of a parent/adult or enrolled in the Child Watch service. Children ages 7 to 9 must also be supervised by a parent/adult or enrolled in a supervised or structured YMCA program. These programs include Child Watch, Open Swimming, Youth Sports Programs, Summer Day Camp, etc.

Members and guests are encouraged to be 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.

# Facility Age Guidelines

## Members and Guests - Ages 0 through 5 years old

Guest pass - \$8.00

Guests must sign in and have wrist band

Must be supervised by an ADULT\* or in Child Watch at ALL times

ADULT must be IN the pool with this age at ALL times when swimming

Children who wear diapers must use swim diapers when swimming (Purchased in Family Locker Room for \$2.00)

## Members and Guests - Age 6 years old

Guest pass - \$8.00

Guests must sign in and have wrist band

Must be supervised by an ADULT\* or in Child Watch at ALL times

ADULT must be IN THE POOL AREA when swimming – NOT in the viewing area behind the glass

## Members and Guests – Ages 7 through 9 years old

Guest pass - \$8.00

Guests must sign in and have wrist band

Must be supervised by an ADULT\* at ALL times EXCEPT in Child Watch or in the pool area

ADULT must remain in building if child is in Child Watch or pool area

## Members – Ages 10 years and older

Needs to scan membership card at Front Desk

Can be in the facility without an ADULT

## Guests – Ages 10 through 13 years old

Guest pass - \$8.00

Must be signed in by an ADULT\* but ADULT does not have to stay in building

Must have wrist band

## Guests – Ages 14 years old through high school

Guest pass - \$8.00

Must sign in and show photo ID

Must have wrist band

## Guests – College students and adults – over 18 years old

Guest pass - \$15.00

Must sign in and show photo ID

Must have wrist band

## Guests – Families

Guest pass - \$20.00

Must sign in and adults must show photo ID

Must have dated band

Pass is valid for one immediate family unit.

\* ADULT – parent or person over the age of 18

# MEMBERSHIP INFORMATION

## Joining Fees

The joining fee is an administrative fee to establish your membership. As long as your membership remains continuous, this is a one-time fee. There is no joining fee for adults age 62 and up. The joining fee is waived for individuals who are eligible for an insurance company reimbursement. There is also no joining fee for the initial membership for employees of our corporate partners. The joining fee is \$30.00 and applies to all membership categories.

The Kandiyohi County Area Family YMCA offers membership in the following categories:

Membership Types	Monthly Fee
Youth (through High School)	\$21
College (12 or more credits)	\$25
Adult	\$51
Single Parent Family	\$57
Family	\$66

**Financial Assistance** The YMCA does not turn anyone away due to the inability to pay. Financial aid is available to those who are in need of assistance for programs and membership. Applications are available at the Front Desk.

## Payment Options

Monthly: Auto debit from checking, savings or credit card on the 5th or 20th of each month

Annually: Cash, check or auto debit from checking, savings or credit card

**Length of Membership/Membership Cancellations** Membership cancellations must be made in writing at the Front Desk unless other arrangements are made with the Front Desk Coordinator.

**Monthly:** Membership is continuous until the member notifies the YMCA that they wish to discontinue. A termination form must be filled out by the 20th of a month to cancel membership at the end of that month. The YMCA does not require an annual contract, however, if a member cancels and re-joins the YMCA at a later date, they may be required to pay the joining fee again.

**Annually:** Membership is renewed on the anniversary date. There are no refunds of annual payments. A renewal notice will be mailed approximately one month prior to your expiration date.

**Membership Cards/Identification** YMCA members are required to check-in with their membership card each visit. If a member does not have their membership card 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 there is a \$5 lost card replacement fee which is payable upon issue of a new membership card.

# MEMBERSHIP INFORMATION CONT.

**Guest Passes** Guests are always welcome at the YMCA. Guests must have a photo I.D. and register at the Front Desk. Some youth may be old enough to enter the YMCA alone but may not have a photo I.D. Please refer to our Facility Age Guidelines on page 4 for details.

The daily use fees for guests are:

Youth: \$8    Adult: \$15    Family: \$20

**Always Welcome at YMCA's (AWAY)** The YMCA is a member of the AWAY program, which means you are welcome to visit YMCAs across the country and around the world. Policies and processes vary according to the individual YMCA. When inquiring about facilities and visitation, please have your current membership card with you. The Kandiyohi County YMCA allows visiting YMCA members 12 free visits annually. Additional visits will require the purchase of a guest pass.

**Military on Leave** - The YMCA strongly supports U.S. military personnel. Active duty military members on leave along with their immediate families may visit the YMCA free of charge at any time. Individuals should show leave papers and have photo I.D. for check-in at the front desk.

**2nd Shoe Facility** We respectfully ask your assistance and help in preserving our beautiful facility. Please bring a 2nd pair of shoes while using ALL program areas within the YMCA (specifically the gymnasium, wellness center, walking/running track and aerobic studio). It will help keep our facility looking new, clean and help greatly with the maintenance of and general up-keep of our facility.

**Telephones** - A courtesy phone for local calls is available in the lobby. You must dial #9 for an outside line. Please be respectful and limit your calls to a couple of minutes.

**Sexual Offender/Background Check Policy** - The mission of the Kandiyohi County YMCA is to help build strong kids, families, and communities. Important to this effort is our ability to provide a safe and threat-free environment. For this reason, the YMCA monitors the sexual offender registry. Persons on this list will not be eligible for YMCA membership, program participation, volunteer or employment opportunities.

**Comment Cards** - Your experience and satisfaction are important to us. We invite you to speak to our staff, or complete a comment card to express satisfaction, concerns or questions. Comment card boxes are available in the wellness center, pool viewing area and near the courtesy phone. Replies to all comments are posted on a monthly basis. For personal concerns and immediate response we ask that you speak with any of our administrative staff. Comments may also be sent by email to [dean@kandiyymca.org](mailto:dean@kandiyymca.org).

**Transfer of Memberships** - It is the policy of the Kandiyohi County YMCA to accept the transfer of membership from any YMCA nationwide. We will waive the joiners fee and the transferring member can then elect their category of membership and payment option at that time. Transferring members must activate their Kandiyohi County membership within 30 days of termination at their previous YMCA.

**YMCA Supervisory Staff on Duty** - It is the policy of the Kandiyohi County YMCA to have supervisory staff on duty at all times. During the normal working hours a RMOD (Relationship Manager on Duty) is present. After 5:00pm and during the weekends a Building Supervisor is on duty. They are present to ensure the safety of all members and guests, hear all member concerns and react to emergencies that may occur. Please contact these staff members at any time with your questions or concerns.

## MEMBERSHIP INFORMATION CONT.

**Locker Rooms** - Women's, Men's and Family Locker Rooms are provided. All have a large number of day use lockers. We recommend that all lockers are locked when in use and provide complimentary padlocks while supplies last. Padlocks may be checked out at the front desk with a membership card, car keys, etc. for collateral. Lockers with personal padlocks left on overnight will receive a notification to remove from maintenance staff and will be removed after two weeks. 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.

**Kit Lockers** - Kit lockers are available in the Men's and Women's locker rooms. These lockers are leased to members on a monthly basis for \$3.50/month and locks are provided. These small lockers are perfect for members wanting to keep shoes, cosmetics, electronics, etc. at the YMCA.

**Towel Service** - The YMCA offers daily towel rental for \$.50, an individual monthly towel service for \$5.00 or family towel service for \$9.00 per month. With the addition of towel service on your account you will be able to pick up a towel at the front desk and place it in towel basket in the locker room as you leave.

**Swim Suit Spinner** - For your convenience, swim suit spinners are available for use in all locker rooms. The YMCA is not responsible for damaged or lost suits.

**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.

**Security Cameras** - For the safety of our members and guests' the YMCA is equipped with security cameras. Please report any concerns to the front desk for investigation. It is very helpful to have exact times and descriptions for identification on cameras.

**Lost & Found** - The YMCA is not responsible for lost or stolen items; however, if you do lose something, please check at the front desk. Valuable items are kept in a safe for approximately one year. All other items are kept for two months, after which they are donated to an appropriate charity.

**Children in Locker Rooms** - For the comfort of your child and fellow members, children ages 3+ must use the appropriate gender locker room or the family locker room. Children under age 3 may use any locker room with their parent but we always recommend the family locker room which was built for this purpose.

**Trans-gender Use of Locker Rooms** - The YMCA encourages those individuals that are trans-gender to use the Family/Special Needs Locker Rooms and the gender neutral bath room on the 1st floor near the gym while utilizing the YMCA facilities.

**Gym Bags** - For your safety, store personal items including gym bags, purses, extra clothing, etc. in a locked locker. Locks are available at the front desk. The YMCA is not responsible for lost or stolen items and leaving items unsecured in public areas is never a good idea.

# AQUATICS

**Pool Rules** For your safety and the safety of others, we ask that you follow the guidelines below:

- The lifeguard has complete authority over the pool area.
- Please WALK on the deck and in locker rooms at all times.
- Diving is permitted only from the deep end of the lap pool, into the 9 foot depth.
- Shower prior to entering the pool area.
- Do not bring food, beverages or gum into the pool area, for they are not allowed.
- Closed water bottles are permitted.
- People with infectious medical conditions should refrain from swimming.
- Inform the YMCA staff of anything that may be a safety issue.
- Please respect the requests of YMCA staff on safety related issues.
- The pool slide and play features are available on the pool schedule.
- Participants must be 42" tall to use the Water Slide.
- All YMCA pool toys/equipment must remain at the pool.
- Kick boards and pull buoys are provided only to lap swimmers.
- Inflatable flotation devices are not permitted in the pool.
- Swim Testing is required if children under the age of 14 are using the deep end of the lap pool.
- No back dives, spins or flips allowed.

## Age Guidelines

- Children age 5 and under must be directly supervised by an adult in the water with them and within arms reach. A supervising adult is considered to be a parent or person age 18+.
- Children age 6 must be supervised by an adult in the pool area with the child.
- Children age 7 to 9 may use the pools when a supervising adult is in the facility. Adults may be participating in a class or other activity at the Y but may not leave the facility.

**Lap Swimming** Please refer to the current pool schedule for lap swimming times, this schedule is available in the lobby or on our web site.

## Proper Attire

- Bathing suits are required, for men and boys, and for women and girls.
- Non cotton, tight clothing is ok as approved by the lifeguard staff and as long as you have an appropriate swim suit underneath.
- Cutoffs are not permitted
- Children who are not yet toilet trained must wear swim diapers, commonly referred to as 'Little Swimmers'. There is a dispenser in the Family Locker Room.

## Pool Breaks

- Monday-Friday 2:15pm and 7:15pm (15 minute breaks-the pool is closed)
- Saturday and Sunday from Noon to 8:30pm the water slide will be closed for the first 15 minutes of each hour to allow for lifeguard breaks, the pool will remain open.

**Staff Certifications** All YMCA lifeguards are certified in CPR for the Professional Rescuer, First Aid and Life-guarding.



# WELLNESS CENTER

**Age Guidelines (Upstairs Floor)** - Members who have completed 6th grade are permitted full-use of cardio equipment and selectorized weight equipment on the upstairs floor after completion of a scheduled Active Teens orientation. Members who have completed the 8th grade are permitted full use of the entire upstairs floor Wellness Center after a Strong Teens orientation is completed. No one currently in 6th grade or younger is permitted in the Wellness Centers.

**Age Guidelines (Main Floor)** - The Main Floor Wellness Center is an Adult only area. All users must be 18 years or older unless working with a YMCA staff member. Members age 13 - 17 May access the Racquetball Courts through this area after completion of a Racquetball Orientation but are only allowed to use the Courts and then must exit the Center.

**Cardio Time Limit** - Limit your time on all cardio equipment to 30 minutes during peak times, or when others are waiting.

**Circuit Priority** - Members who wish to use the strength training in circuit format are given priority over those performing multiple sets. Circuit users utilize each machine for a set of 8-12 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.

**Cell Phones** - For your safety and out of respect for other members, we ask that cell phones are not used in the wellness center.

**Collars & Spotters** - For the safety of all members, collars are required on all free weight bars. Spotters are recommended. Please do not drop weights.

**Rack Your Weights** - As a courtesy to all members, when using free weights please return equipment to its proper place at the end of your workout.

**Wellness Orientations** - It is highly recommended that all members participate in a wellness orientation. This is a FREE benefit of your membership. Orientations may include instruction on how to use equipment safely and effectively. Schedule an appointment with one of our staff. Wellness orientations are required for students in 7th and 8th grades.

**Food** - Only closed water bottles are allowed. All other food and drink is not allowed.

**Personal Trainers** - 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.

**Towels / Cleaning** - Spray and paper towels will be provided to wipe down each machine after use. It is highly recommended that you bring a workout towel, as there will be none available for member use.

# **RACQUETBALL COURT POLICIES**

- Prior to use check in at front desk for court time
- Use the courts at your own risk
- Use proper equipment
- No food or drink allowed in the courts
- Equipment can be checked out at the front desk
- Children under the age of 13 cannot use courts without their parents supervision
- Children 13 to 17 must have taken racquetball orientation
- YMCA sponsored events have priority
- Reservations by members only may be made no more than one week in advance
- Personal belongings must be kept in provided storage area --- please lock!
- Shoes that mark the floor are not permitted
- Permitted activities include: racquetball, handball and wallyball. All other activities must be approved by staff.

## **GENERAL RACQUETBALL INFORMATION**

Signs are posted with these policies on the door to each court.

Non-members are welcome to play on open courts but may not make reservations and must pay the daily guest fee unless a member has a guest pass they are using.

The front desk will be happy to assist you with court times, equipment rental and racquetball orientation for youth age 13 – 17.

All players must wear protective glasses and are strongly recommended to have a clean pair of court only shoes in order to keep the courts safe and clean for others and themselves.

Please contact Ryan at 222-9622 with questions regarding leagues and wallyball.

# CHILDREN & YOUTH

Our expectations are that parents are responsible for their children at all times. We need your support in ensuring children and youth will:

- Accept directions from YMCA staff
- Show courtesy and respect for others while at the YMCA
- Not use offensive/hurtful language anywhere within the YMCA
- Take care of the facility and equipment
- Abide by the guidelines outlined in this handbook

Please also remember that members age 9 and younger must be accompanied to the facility by a parent or adult age 18+.

## CHILD WATCH

Child Watch is available for members with children 3 months to 9 years of age. Guests purchasing a daily guest pass may also utilize the Child Watch. While children are enrolled in Child Watch, a parent must remain in the facility at all times. It's a great opportunity to take a class, swim or walk with a friend while our experienced caregivers take care of your children. There is an hourly fee of \$1.75 per child.

To check a child into Child Watch, you must have a Child Watch card which you can purchase at the front desk. Cards may be purchased in the \$1.75 to \$120 range. Parents check in their children with the staff, remove their shoes/boots and any jackets or sweatshirts. Shoes and coats are stored in the cubbies in Child Watch. Only the parent checking in the child will be allowed to check the child out, unless it is specified otherwise. There is a 3 hour limit that a child can be in Child Watch.

Children are given a snack at two designated times throughout each shift. Water is served with the snack. Parents may bring sipper cups with beverages for their children if they desire, but outside food is not allowed.

Child Watch staff are not licensed to change diapers. If a child is in need of a diaper change, the staff will locate the parent and have them change the diaper. There is a changing table in the bathroom of Child Watch.

### Child Watch Hours

Monday - Thursday	8:15 – 11:45 a.m.	4:00 – 8:00 p.m.
Friday	8:15 – 11:45 a.m.	4:00 – 7:30 p.m.
Saturday	8:30 – 11:30 a.m.	Closed
Sunday	Closed	Closed

## GROUP EXERCISE

**Class Opportunities** - The YMCA offers approximately 60 free group exercises each week as part of your member benefits. Additional classes, seminars and workshops are offered throughout the year. Current schedules, flyers and registration information is available at the Y and online at [kandiyymca.org](http://kandiyymca.org).

**Age Guidelines** - Members are eligible to participate in group exercise classes after completion of the 6th grade and a Wellness Center Active Teens orientation.

**Proper Attire** - Shirts, shorts, sweat pants, tights, leotards, socks and closed-toe athletic shoes are acceptable. No street clothes - including jeans, sandals or swimsuits allowed.

**Safety Guidelines** - Members must follow the class guidelines and instructor's directions. It is highly recommended that you see a physician before beginning an exercise program, especially if you have any pre-existing medical conditions.

## RUNNING/WALKING TRACK

**Age Guidelines** - Members are eligible to use the track alone after completion of the 6th grade and a Wellness Center Active Teens orientation. Younger members may use the track under the direct supervision of a responsible adult (18+). Strollers are allowed on the track and one is available to borrow.

### Proper Attire

Proper workout attire and closed-toe athletic shoes are required. No sandals, swimsuits, or clothing that may be inappropriate in a family environment are allowed.

### Track Etiquette

The track has sufficient width for 3 people. One lane should remain open at all times to allow other members to pass. Slower walkers / joggers should use the inside lane(s) allowing faster members to pass on the outside lane.

**Track Safety** - Children must remain within arms length of a responsible adult. No spectators are allowed on the track.

## CHILD CARE CENTER

The YMCA operates a licensed Child Care Center based at the Health and Human Services Building at 2200 23rd St. NE in Willmar. Program highlights include:

- Qualified teachers and assistant teachers trained in education, CPR & First Aid
- Weekly themes, letters, numbers and character values
- Learning centers like reading, art, family living and small manipulatives
- Daily lesson plans provide time for outdoor activities in a newly remodeled child friendly playground
- Second Step, a conflict resolution curriculum designed specifically for preschool-aged children
- An active Parent Advisory Committee

Additional information about the Child Care Center is available in the lobby. Please contact Troy, at 320-231-7050 for detailed information or to schedule a tour.

# SUPPORT YOUR YMCA!

**Y Partners** The Kandiyohi County Area YMCA seeks to ensure that everyone has the opportunity to participate in programs and services that assist them in living fuller, healthier lives. Because of the positive impact of the Y Partners Campaign, more lower-income youth, teens and families throughout our community are provided the opportunity to participate in YMCA programs and services than ever before.

Making a gift through the Y Partners 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 Y Partners Campaign call 320-222-9622.

**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:**

- Child Care Center
- Child Watch
- Day Camp Garden
- Front Desk
- Maintenance / Grounds
- Youth Sports
- Youth, Teen and Family Nights

If you are interested in becoming a YMCA volunteer, please contact the Karla Nelson at [karlan@kandiyymca.org](mailto:karlan@kandiyymca.org)

