



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

ALWAYS HERE FOR OUR COMMUNITY

Membership Handbook



GENEVA LAKES FAMILY YMCA

203 S. Wells Street * Lake Geneva, WI 53147
262.248.6211 * GenevaLakesYMCA.org

WELCOME

You are now a member of one of the finest and largest human service organizations in the world! Together we do more to strengthen the foundations of our community. The Y is a unique association of men, women and children joined together by a shared commitment to nurture and develop the potential of our youth, promote healthy living and foster social responsibility.

- **YOUTH DEVELOPMENT:** because young people need caring adults to provide support, guidance and encouragement as they grow.
- **HEALTHY LIVING:** because wellness in spirit, mind and body strengthens our being and enhances our interactions with others.
- **SOCIAL RESPONSIBILITY:** because we truly are in this together, and together we can harness our individual strengths and bring about positive change around us.

We believe that lasting personal and social change can only come about when we all work together to invest in our kids, our health, our neighbors and our community. Every day, we work side by side with our neighbors to make sure that everyone in our community has the opportunity to learn, grow and thrive.

This handbook is designed to answer your questions and to help you become more involved with the Y. Please do not hesitate to call upon our caring staff associates should you have additional needs or if we can be of assistance in any way.

Thank you for choosing the **Geneva Lakes Family YMCA** for you and your family's recreational and fitness needs. We invite you to join our programs, volunteers, and the caring spirit of our organization, as we help make our community a healthier and happier place to live.

We consider it a privilege to serve you.

The Geneva Lakes Family YMCA appreciates and supports the dignity and worth of all members of our community. We will nurture an environment that reflects, respects, celebrates our differences, and embraces the richness of our diversity.

MEMBER BENEFITS

- Friendly and caring staff associates to assist you
- Aquatic Center with 6-Lane, 25 yard Lap Pool & Warm Water Activity Pool. Our pools have UV systems!
- Wellness Center with Top of the Line Equipment
- 24/7 Adult Wellness Center Access Option
- Rock Climbing Wall & Wibit Aqua Track
- Multi Generational Room
- Child Watch Drop In Child Care
- Volunteer Activator Opportunities
- 2 Gyms, Racquetball Courts and Pickleball
- Adult Locker Rooms with Steam & Dry Saunas
- Workout Studios & Cycle Room
- Personal Training and TRX
- Free FIT START: 30 minute consultation with a certified Personal Trainer
- Free Group Exercise classes
- Spiritual Development Opportunities
- Free open gym and swim for adults, children and families
- Priority registration for all programs and classes
- Lower program costs for members
- Nationwide Reciprocity Program (Some restrictions may apply)
- Military discount on membership
- Insurance reimbursement on membership
- Financial Assistance
- Youth & Adult Competitive Swim Teams
- Summer Day Camp and YBASE: Before and After School Care
- Variety of programs for everyone!

Membership for All

Everyone is welcome at the Y. At Geneva Lakes Family YMCA, we welcome everyone's involvement by providing financial assistance through our Financial Assistance Program. It's an important part of our mission.

If you need financial assistance from the Y please visit our website

<http://www.genevalakesymca.org/financialassistance> or the Front Desk for a financial assistance application. Reduced fees are available in the areas of membership, childcare, summer camp and other programs. The amount of assistance is based on need, as determined by family income guidelines. The Y reserves the right to request back-up documentation for all financial assistance applications. By accepting financial assistance you agree to update, the YMCA should your financial circumstances change.

We count on the generosity of our members and the community to help people of all ages to be more healthy, confident and secure. Donations to the Y's Annual Campaign allow us to continue to provide financial assistance to children, families and adults who would otherwise be financially unable to participate in our programs.

Annual Giving Campaign

When you give to the YMCA Annual Giving Campaign, you will help young people reach their potential, empower people of all ages to lead healthier lives and strengthen the bonds of community in our area. Every dollar donated is reinvested back into our community through YMCA programs and services. Inspired? So are we!

Now it's easier than ever to help strengthen our community by making a donation to the Annual Giving Campaign through your membership. Be sure to look for the OPT-IN section on your Membership Application or visit GenevaLakesYMCA/donate to make your tax-deductible donation. Every gift makes a difference!

Volunteer Information

As one of the leading nonprofits and volunteer-led organizations in the Geneva Lakes area, the Y is a dynamic association of men, women and children joined together by a shared commitment to nurturing the potential of kids, promoting healthy living and fostering a sense of social responsibility. We offer volunteer opportunities in Lake Geneva that let you connect and develop meaningful relationships, all while making an impact in our community. The donation of one's time and self is one of the most endearing gifts one can give. If you are interested in becoming a Y volunteer, please pick up an application at the Front Desk or online at GenevaLakesFamilyYMCA.org/volunteer.

Membership Card

Your Y membership card is your passport. They are non-transferable and remain the property of the Y. You are expected to have your card each time you enter the facility. Lost cards may be replaced for a fee. Persons who abuse membership privileges or assist others to abuse privileges may have their membership revoked or suspended.

Member Status

It's easy to upgrade your membership status; including adding an additional household member or changing personal information – please stop by the Front Desk to fill out a Membership Change Form.

24/7 Adult Wellness Center Access

We know you're constantly on the go. That's why the Geneva Lakes Family YMCA is pleased to offer our adult members ages 18+ with convenient 24 hour per day, 7 days per week, year-round access to our YMCA fitness center. An application needs to be filled out per adult; \$10 fee for each fob and background check is performed before access is approved. To apply for 24x7 access stop by the YMCA's Front Desk, for more amplified information go online to genevalakesymca.org/24x7.

Have Questions?
Contact Mike Coolidge
Membership Operations Director
262.248.6211 X15
mike.coolidge@glymca.org

Nationwide Membership

Nationwide Membership enables you to visit any participating Y in the United States through membership at your "home" YMCA (your home location is the facility that enrolled you as a member and that collects your membership dues). 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 cause of strengthening communities.

What You Need to Know

- Valid for active, full facility YMCA members
- Nationwide member visitors must use their home Y at least 50% of the time
- Program-only participants and special memberships (SilverSneakers, Silver & Fit, Optum, etc.) are not eligible for Nationwide Membership
- More information can be found on website: <http://www.genevalakesymca.org/main/nationwide-membership/>

The YMCA conducts daily 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.

Corporate Membership & Discounts

You may be able to receive a corporate discount if your employer has five or more employees who are members of the Y. A membership discount may apply if you are a teacher, first responder or a member of a local civic group. Please see our Front Desk for details or call 262.248.6211.

Members' Code of Conduct

The Geneva Lakes Family YMCA is committed to providing a safe and welcoming environment for our members and guests. To ensure the safety and comfort of all, we ask individuals to act appropriately at all times when they are in our facility or participating in YMCA programs. We expect persons using the YMCA to behave in a mature and responsible way and to respect the rights and dignity of others. Our Code of Conduct does not permit language or action that can hurt or frighten another person or that falls below a generally accepted standard of conduct. This includes but is not limited to: angry or vulgar language: including swearing, name-calling or shouting; physical contact with another person in an angry or threatening way; any demonstration of sexual activity or sexual contact with another person; harassment or intimidation by words, gestures, body language or any other menacing behavior; behavior which intends to or results in the destruction of property. Members are encouraged to be responsible for their personal comfort and safety and ask any person whose behavior threatens their personal comfort to refrain. Staff are trained and expected to respond to any reported violations of our Code of Conduct. Please do not hesitate to notify a staff person if you need assistance. We want to help. The Executive Director will investigate all reported incidents. Suspension or termination of YMCA membership privileges may result from any violation of the Code of Conduct. The YMCA conducts daily 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.

Termination & On Hold Policies – Monthly Draft

Termination: If you wish to terminate your membership, you must give the YMCA a 30 day written notice. You may either:

1. Stop in the Y and fill out a Membership Change form or
2. Email your written notice to mike.coolidge@glymca.org. Put your name and reason for terminating in the email. When your request is processed, you will get a confirmation email from Mike Coolidge in return. If you do not receive this confirmation, call or email Mike Coolidge 262.248.6211X15 and make sure, your termination email was received. Failure to do so may result in the continuation of the monthly deduction from your account, which are not refundable. If you terminate your membership, we will waive the joiner fee if you rejoin within 3 months. After that time, the joiner fee will apply.
3. On the YMCA's website [click here](#) to submit your termination form.

On Hold: If you wish to put your monthly draft membership on hold, you may up to three months per calendar year. Written notification is required. Please fill out & sign a Membership Change form indicating your hold months and the membership draft resumes automatically when those months have passed. You will receive email confirmation from Mike Coolidge once changes to your membership have been received.

Bank Draft/EFT

Should any membership deduction not be honored by your bank for any reason, you are responsible for the payment, plus a service charge of no more than \$25 applied by the YMCA. This is in addition to any service fee your bank may make. It is also the member's responsibility to notify the YMCA in writing should they change financial institution and/or account at any time.

Guests

All guests must fill out a day pass waiver, present a photo ID, get their photo taken and be instantly screened in the Nationwide Membership database for sex offender status to use the Y facility.

Registration Policy

In order to receive the "member rate" for a class, the program participant must be an active Geneva Lakes Family YMCA member at the time of registration and throughout the program session.

After the first week of classes, the Y has the right to cancel class due to insufficient enrollment.

Credit • Refund Policy

Programs/service dates that land on holidays, are cancelled for inclement weather or conflicts with school district calendars are not refundable and do not qualify for a credit.

Programs lacking in sufficient enrollment may be cancelled. If this happens you may transfer to different class/program, receive a system credit or receive a refund. The Y reserves the right to change program times or locations if the situation arrives.

If you need to withdraw from a program/service before it starts we are happy to issue a system credit, refunds are not given. If you need to withdraw from a program after it starts, you can receive a prorated system credit for classes attended.

All memberships are non-transferable and not subject to refunds.

Children

For safety reasons, children under the age of eight must be directly supervised onsite by an adult age 18+ at all times while they are in the Y, or checked into our Child Watch program. Children ages eight and nine may be in our Multi-Generational Room or gyms without direct supervision as long as their parents are in the building. Children ages 10+ can be in the gyms and Multi-Generational Room on their own.

Age Requirements for Wellness Center

For safety reasons, ages nine and under are not allowed in our Wellness Center areas. Ages 10 to 14, may use cardio equipment upstairs as long as the child is accompanied by an adult 18 years or older at all times who is on a piece of cardio equipment next to the child. High School aged children may use all cardio and weight equipment in our downstairs Wellness Center by themselves, a Fit Start with Personal Trainer is recommended

Age Requirements for Group Exercise Classes

Program Area	Age
Group Exercise Classes Cycle Cardio and Core Blast Tread N Shred Turn and Burn Yoga Yoga/Pilates Zumba Aqua Classes (must pass a swim test)	13+
Strength Based Group Exercise Classes TRX Step Bootcamp Sculpt HIIT Strength Insanity Specialty Workshops	16+
Kidz Yoga Parent/guardian needs to be present in the facility, but not necessarily in the class	4-10
Family Yoga/Zumba	Any age With a parent/guardian present
Zumba	8-12 With a parent/guardian present

Towels Service & Locker Rental

Locker Rental: \$45/year or \$3.75/monthly draft. You can use your own lock or purchase one from the YMCA.
 Towel Service: \$45/year or \$5 monthly draft. You will receive a bath-sized towel at each visit.

Locker Room Use

Members and guests must be 16 or older to use the men and women's locker rooms. Children ages 5 to 15 must use the girls and boy's locker rooms appropriate for their gender. The Y offers a family locker room accessible from the pool deck and in the girls and boys locker rooms.

Items & Lockers

All clothing, bags and valuables need to be locked in a locker at all times. Please bring your own padlock for use during your visit. The Y is not responsible for lost or stolen articles. If you do not have a padlock, please leave valuables at home.

Training & Private Lessons

Personal, partner, group training and swim lessons are a member service; outside trainers/instructors are not allowed to train clients in the YMCA.

Bringing in Equipment

YMCA members and guests are not allowed to bring in any equipment excluding weight belts and mats to use in the YMCA/Wellness Center due to liability reasons.

Smoking/Tobacco Policy

Use of any type of tobacco products is strictly prohibited inside the Y and on our property.

Photo Notice

The Y takes photos/videos for promotional use. Notify the photographer if you do not want to be included in pictures.

Electronic Device Use

Cell phones, cameras and video recording devices of any type are prohibited in all locker rooms and restrooms. As a courtesy, we ask members and guests not to talk on and silence cell phones while using the Wellness Center. Members and guests may not play their own music without headphones in the Wellness Center, gyms and program areas.

Attire

As a family organization, the Geneva Lakes Family YMCA encourages members and their guests to maintain an appearance that is not disruptive, distracting, nor offensive in any regard. Clothing that pose health or safety concerns will not be permitted.

This list is meant for example purposes and may not be inclusive of all expectations:

- Clothing and jewelry that carry sexual, vulgar or offensive messages or references, including pictures of the use of alcohol, tobacco, drugs and gang affiliation will not be permitted.
- Any apparel that can be used as a weapon is not permitted at the Y.
- Closed toe athletic shoes and workout wear are required.
- To preserve our equipment, jeans or apparel with rivets are not permitted.
- Proper swim attire is to be worn in the pool.

Child Watch

Child Watch is onsite childcare for children ages 0-7. It is a fun, supervised place for kids to play while their parents enjoy the Y. Please visit the website for hours and details: genevalakesymca.org/childwatch

Risk Management • Accidents

Please be advised that you are participating in all activities and programs at your own risk and are fully responsible for yourself, your children and your guests. Contact a Y staff associate if there is an accident, injury or unusual incident.

Weather Cancellations

The YMCA will always put the safety of our members, community participants and staff first when decisions need to be made concerning inclement weather. When Lake Geneva Schools have cancelled, released early or cancelled afterschool activities due to weather, the YMCA will do the same for all youth programs including swim team and Child Watch. Adult group exercise classes may cancel all morning or evening classes as well. Cancellations will be posted on the top banner of YMCA website, facebook and text alert system.

AQUATICS FAQ's

GENERAL FAQ'S

Q: What are the pool temperatures?

A: LAP Pool: 82 degrees | ACT Pool: 87 degrees

Q: What is the difference between the LAP Pool and ACT Pool?

A: The LAP Pool is 25 yds in length, starting at 4 ft and goes to 9 ft in depth, with lane lines so that you can swim laps. The ACT pool is our Activity Pool which starts at 3ft and goes to 4ft 6in in depth. The ACT Pool has therapeutic jets that can be turned on by asking a lifeguard.

Q: What are the age requirements for the pools?

A: A person seven years old or younger, no matter their skill level, must be accompanied by a person 16+ in the pool and the child must be within arm's reach at all times. If a child is eight or nine years old, a person 16+ must be on the Pool Deck at all times. Anyone 10+ can swim independently, but are subject to a swim test at the lifeguard's discretion.

Q: Can anyone swim in either of the pools?

A: Yes, everyone is welcome to swim in either pool during open swim. If the child is not a strong swimmer, we ask that the parent stay within arm's reach of the child at all times, as well as wear a flotation device. We have many available in the equipment room. Please keep in mind, a swim test may be warranted based on lifeguard discretion.

Q: What is the equipment room?

A: The equipment room is a closet off the deck that has flippers, floaties, lifejackets, noodles, kick boards, pool buoys and resistance weights. Everyone is welcome to use anything in the equipment room. If you don't know how to use something, please ask a lifeguard and they will explain it to you. All things must be used properly. For example, if a child is using a kickboard as a flotation device, we will suggest something else like a noodle or lifejacket. Noodles, unless used properly for fitness, are not allowed in the LAP Pool. Kickboards and flippers, unless being used in a class, are not allowed in the ACT Pool.

Q: What's the swim test?

A: For the LAP Pool: you must swim 25 yds to the other end, tread water for 30 seconds, then swim 25 yds back to your start point without stopping or using the wall for assistance.
For the ACT Pool: If a child wants to swim away from their parents without a flotation device on, they must swim from the right corner of the bench to the wall, then swim from the wall to the ladder. If they pass, they don't have to wear a flotation device or stay within arm's reach of a parent.

Q: When is open swim?

A: We have a pool schedule online for BOTH the LAP and ACT Pools at: <http://www.genevalakesymca.org/main/google-calendars/>. Please always check online before coming in. We try our best to make sure all programs are on the Pool Calendar. If you notice something is not on the calendar, please kindly inform our lifeguard.

Q: When is the best time to swim in either pool without looking at the google calendar online?

A: We always recommend checking the online calendar for last minute changes, but typically the best times are:

Monday-Friday: 10:30am to 4pm in the LAP Pool, and 11:30am-5pm in the ACT Pool.

Saturday: 8:30am-3:30pm in the LAP Pool and 10:15am-3:30pm in the ACT Pool.

Sunday: 10am -3:30pm in the LAP Pool.

September through May, the pool close at 3:30pm on the weekends. June through August, they close on the weekends at 1:30pm.

Q: What is the age restriction in the locker rooms?

A: Women and Men's room – You must be 16+, NO CHILDREN or BABIES are allowed in the Women's or Men's locker rooms at ANY TIME. If you have a child, you must enter the gender specific bathroom that matches the guardian bringing in the child. There is a family bathroom in both Girls and Boys locker rooms and there is a family bathroom on the deck.

Q: When are the jets not allowed to be on?

A: As a safety procedure the jets are not allowed on during swim lessons, Aquatic Fitness classes and when there are five or more non-swimmers in the pool.

- Q:** What is the difference between Inflatable arms, puddle jumpers, lifejackets and jetpacks?
A: Our lifejackets are Coast Guard approved. The "Jetpacks" that we use in swim lessons strap around the child's trunk, which encourages them to use their arms while swimming. We have a few puddle jumpers, however please note that even though they keep the child upright, the puddle jumpers restrict your child's arm movements, delaying their swim arms from developing, but are good to use when you have multiple non-swimming children with you for peace of mind. We do not have plastic floaties of any type, and they are not allowed because they could pop and sink the child using them. Any outside floaties must have a cloth surface and be approved for use in our pool. Check with a lifeguard if you are unsure.
- Q:** Why can't I wear outside shoes on the Pool Deck?
A: Your shoes bring dirt, rocks and salt onto the deck. Our swimmers are barefoot on the deck and we don't want anyone stepping on an item that can cause harm, as well as keep the deck clean from outside dirt as much as possible. You can bring a clean pair of shoes to wear on the deck.
- Q:** Why do I have to shower before coming in pool?
A: Your body produces sweat and the chemicals you use such as make-up, lotions, oils, and perfumes affect the chemical readings in our pool water. Please DO NOT use the pool to rinse off after working out or to cool down after the sauna/steam room. Instead, take a shower.
- Q:** Why do I have to put my hair up?
A: We ask that all hair that is touching the shoulder be put up in a bun or ponytail. Your hair will shed while swimming and having it in a ponytail or bun will prevent it from being loose in the pool. This also ensures your hair isn't in your face, so you can safely see where you are swimming.
- Q:** Why can't I wear cotton shirts or clothes in the pool?
A: Cotton clothing releases cotton fibers into the pool, which clog our filters, so we ask that NO Cotton clothes be worn in the pool. Please wear a swim suit or dry wick material while swimming in the pool.
- Q:** What do I do if the lifeguard blows their whistle while I am in the pool or pool area?
A: If the lifeguard blows their whistle one long blast and jumps in the pool, we ask that ALL persons in the pool get out as quickly as possible. This helps to avoid another person needing help while the lifeguard is busy attending to the person they jumped in for. If your child is in a swim lesson and the lifeguard blows the whistle one long blast, the instructors will have the children line up along the wall outside the equipment room. They will ask the parents to go to their child and get them into the locker rooms as quickly and safely as possible.

SWIM LESSON FAQ'S

- Q:** How many lessons will it take to get my child swimming?
A: Swimming is a process that takes time for muscle development and muscle memory to occur. It can take three or more times for a child to pass a particular level, depending on what they have to master in the level. Always feel free to talk to your child's Swim Instructor about your child's progress, since they are the ones teaching your child, they can help you understand their progress. Just like learning to read takes time, so does swimming. The classes are 30 minutes in length, once a week, so it will take time. The more your child is in the water, the faster they will learn. Check out our open swim times.
- Q:** Why did my child "fail" or "not pass" their swimming lesson level?
A: Your child didn't fail, we don't fail at the Y! Your child just needs more time to master the required skills and develop the necessary muscle memory. Learning to swim is a process and it takes time. The more your child is in the water, the faster they will learn.
- Q:** How do I identify what level my child should be in for swimming lessons?
A: There is a Flow Chart on our website that is easy to follow and questions that will help you identify your child's swim level. <http://www.genevalakesymca.org/programs/child-swim-lessons/>. For additional questions, please contact our Aquatics Coordinator at aquatic.coordinator@glymca.org

Q: What are the policies for refunds, credits and cancellation of classes?

A: Program dates that land on holidays, cancelled for inclement weather or conflict with school district calendars are non-refundable and do not qualify for a credit.

Programs lacking in sufficient enrollment may be cancelled. If this happens, you may transfer to a different class/program, receive a system credit or receive a refund via a mailed check. The Y reserves the right to change program times or locations if the situation arrives. If you need to withdraw from a program before it starts, we are happy to issue a system credit. If you need to withdraw from a program after it starts, you can receive a prorated system credit for classes attended. A system credit may be used for any future Y program.

GENEVA LAKES FAMILY YMCA

OUR MISSION

To put Christian principles into practice through programs that build a healthy spirit, mind and body for all.

IMPACT STATEMENT

We are an inclusive, welcoming organization offering healthy choices and recreational activities for all generations.

We are a designated 501-C3 non-profit charitable organization.

GenevaLakesYMCA.org