



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:** Young people need caring adults to provide support, guidance and encouragement as they grow.
- **HEALTHY LIVING:** Wellness in spirit, mind, and body strengthens our being and enhances our interactions with others.
- **SOCIAL RESPONSIBILITY:** 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.

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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 respect, 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 both Strength Machines and Free Weight Equipment
- 24/7 Adult Wellness Center Access Option
- Rock Climbing Wall
- Multi-Generational Room
- Child Watch Drop-In Child Care
- Volunteer Opportunities
- 2 Gyms and Pickle ball
- 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
- Functional Training and our Youth Fitness/Les Mills Virtual Studio
- 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; Before & After School Care; Preschool (Central Denison and Star Center Schools)
- 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 is 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 household income guidelines. The Y reserves the right to request backup 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 is easier than ever to help strengthen our community by donating 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 on 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/key tag is your passport. They are non-transferable and remain the property of the Y. You are expected to have your card/key tag 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: Loyalty Rate vs. Standard Rate

At the YMCA, we value our members and their commitment to healthy living. Our **standard rates** apply to all new memberships during the first year. After completing **12 consecutive months of membership**, you automatically qualify for our **loyalty rate**, which offers a discounted monthly fee as a thank-you for your continued support. This loyalty pricing is designed to reward long-term members and make it easier to maintain your wellness journey with us. As long as you remain active, you will keep your loyalty rate. If you cancel your membership you will forfeit your loyalty rate. If you rejoin at a later date, you will start again at the standard rate and after 12 months of continuous months of membership, you will automatically receive the loyalty rate again.

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 hours per day, 7 days per week, year-round access to our YMCA fitness center. An application needs to be filled out per adult; \$3 fee per month per adult 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.

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 (GO365, OnePass, Silver & Fit, Renew Active, Aaptiv) 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 Memberships

When your company becomes a Corporate Partner, not only will your employees benefit, your company will benefit as well. It is a fact that healthier employees are more productive, have lower stress and miss less work. Together, we provide your employees with a financial incentive to take care of their health. Please see our [website](#) 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.

Child Abuse Prevention Policies for Employees and Volunteers

The YMCA has zero tolerance for abuse and will not tolerate the mistreatment or abuse of participants in its programs. Any mistreatment or abuse by an employee or volunteer will result in disciplinary action, up to and including termination of employment or volunteer service and cooperation with law enforcement.

The YMCA has zero tolerance for abuse, mistreatment, or sexual activity among participants within the organization. This organization is committed to providing all participants with a safe environment and will not tolerate the mistreatment or abuse of one participant by another participant. Conduct by participants that rises to the level of abuse, mistreatment, or sexual activity will result in intervention or disciplinary action, up to and including, dismissal from the program. In addition, our organization will not tolerate any behavior classified under the definition of bullying, and to the extent that such actions are disruptive, the organization will take the necessary steps to eliminate such behavior.

Screening

This YMCA requires a background check for each employee and high-access volunteer at the following intervals:

1. Upon hire or rehire;
2. Return from seasonal absence or furlough longer than six months; and
3. Once every two years, or more frequently if required by local, state, or federal law.
4. This YMCA requires a background check for each high-access volunteer annually.

Sex Offender Screening

The YMCA conducts daily sex offender screenings on all employees, members, participants, and guests.

Responding

If members observe red flags or inappropriate behaviors and/or policy violations by other employees or volunteers, it is their professional and personal responsibility to immediately report their observations by the organization's reporting procedures. Remember, at our YMCA, the policies apply to everyone.

Examples of red-flag or inappropriate behaviors that all employees and volunteers are required to report:

- Any violation of the organization's abuse prevention policies
- Seeking unauthorized private time or one-on-one time with participants
- Seeing or visiting with a consumer outside of scheduled programming
- Buying gifts for individual participant
- Sending unauthorized electronic communications through text messaging, social media, online gaming, etc. in violation of the organization's electronic communication policy
- Making suggestive comments to participants
- Showing favoritism towards a consumer or type of participant
- Consumers disclosing that an employee or volunteer makes them feel uncomfortable

All reports of suspicious or inappropriate behavior with participants will be taken seriously. Our procedures will be carefully followed to ensure that the rights of all those involved are protected. If employees or volunteers witness suspicious or inappropriate behaviors or policy violations from another employee or volunteer, the individual is instructed to do the following:

- Interrupt the behavior.
- Report the behavior to a supervisor, director, or other authority.
- If you are not comfortable making the report directly, make it anonymously
- If the report is about a supervisor or administrator, contact the next level of management.
- Complete an internal report but do not conduct an investigation.
- Keep reporting until the appropriate action has been taken.

Appropriate Verbal Interactions for Adolescent and Teenage Participants:

- Appropriate jokes
- Encouragement
- Praise

Inappropriate Verbal Interactions for Adolescent and Teenage Participants:

- | | |
|--------------------------------|---|
| • Name-calling | • Shaming |
| • Bullying | • Belittling |
| • Ridicule or Humiliation | • Derogatory remarks |
| • Discussing sexual encounters | • Harsh language that may frighten, threaten, or humiliate another consumer |
| • Cursing | • Derogatory remarks about another participant or his/her family |
| • Hazing | • Inappropriate games like Truth or Dare and Never Have I Ever |
| • Off-color or sexual joke | |

Participants shall not engage in the physical abuse or mistreatment of other participants, employees, or volunteers.

Appropriate Physical Interactions for Adolescent and Teenage Consumer

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|---|--|
| • Side hugs | • Verbal praise |
| • Shoulder-to-shoulder or "temple" hugs | • Pats on the head when culturally appropriate |
| • Pats on the shoulder or back Handshakes | • Touching hands, shoulders, and arms |
| • High-fives and hand slapping | • Arms around shoulders |

Inappropriate Physical Interactions for Adolescent and Teenage Consumer

- Full-frontal hugs
- Kisses
- Showing affection in isolated areas
- Lap sitting
- Wrestling
- Piggyback rides
- Tickling
- Exposing oneself
- Hitting
- Spanking
- Any type of massage given by or to a participant, staff or volunteer
- Any form of affection that is unwanted by the consumer or the staff or volunteer
- Compliments relating to physique or body development
- Touching bottom, chest, or genital areas
- Shaking
- Slapping
- Unnecessary restraints
- Viewing or showing others pornographic materials

Mandated Reporting

As required by mandated reporting laws, employees, and volunteers must report any suspected abuse or neglect of a participant—whether on or off organization property or whether perpetrated by employees, volunteers, or others—to state authorities. Reports may be made confidentially or anonymously. Reports of suspected child abuse and neglect can be made to the county where the child resides or to law enforcement where the possible abuse and/or neglect occurred. Walworth County: 262-741-3200 Reports of suspected school violence must be made to law enforcement, Lake Geneva Police Department, 262-248-4455.

Code of Conduct with Youth

The YMCA prohibits interactions between staff and youth outside of regularly scheduled programs/activities. YMCA employees will not engage in inappropriate electronic communication with youth.

One-on-One Interactions

Most abuse occurs when an adult is alone with a consumer, or when a consumer is alone with another consumer. Our organization aims to eliminate or reduce these situations and prohibit private one-on-one interactions unless approved in advance by the organization's administration. If you observe one-on-one interactions between employees and participants, you should report this to the Y's Associate Executive Director or CEO at 262-248-6211.

Off-site Contact

Our YMCA prohibits interactions outside of regularly scheduled program activities unless approved by the YMCA administration.

Report Concerns

The YMCA encourages parents, guardians and citizens to report any concerns to the YMCA administration immediately. Call the Y at 262.248.6211 and ask for the CEO or the Associate Executive Director.

Non-Discrimination Policy

The Geneva Lakes Family YMCA, its agents or employees will not, because of the race, creed, color, national origin, marital status, sex, sexual orientation, or gender identify any person, refuse, withhold from, or deny to that person any of the YMCA's advantages, facilities or privileges. The Y believes that, in a diverse world, we are stronger when we are inclusive, when our doors are open to all and when everyone has the opportunity to learn, grow and thrive.

Changes, Cancellation & On Hold Policies – Reoccurring Monthly Payment

Changes: It is 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 or submit the online change form via our website.

Membership Cancellation: If you wish to cancel your membership, you must give the YMCA a 10-day written notice. You may either:

1. Stop in the Y and fill out a cancellation form or
2. On the YMCA's website to submit your cancellation form. When your online request is processed, you will get a confirmation email from Stephanie Leach in return. If you do not receive this confirmation, call or email Stephanie at 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 is not refundable. If you cancel your membership, and were on a loyalty rate, you forfeit the loyalty rate.

3. If you have established an online account via our website you can manage your membership account. Log in to the online portal, click on my account, and from the drop down menu click, view account. You should see a blue link that says "Manage My Membership", click that and fill out the fields and submit your cancellation.

Medical Hold: You may put your monthly draft membership on hold due to a medical condition or injury, you may do so for up to three months within a 12 month period of time. A 10-day written notification is required. Documentation is required from a physician.

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 pay a daily fee, 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 classes due to insufficient enrollment.

System 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 sufficient enrollment may be canceled by the YMCA. If this happens, you may transfer to a 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 miss a class for personal or unforeseen circumstances, that class cannot be credited, refunded or made up.

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

System Credit Usage: System credits issued for program withdrawals or cancellations can be used towards future purchases or payments for other programs or services offered by the Geneva Lakes Family YMCA. Customers may apply the credits towards the full or partial payment of future transactions, subject to the terms and conditions of the organization.

Expiration Date: Any system credits issued will have an expiration date, of one year from the date of issuance. Customers are responsible for utilizing the system credits before the expiration date, after which they will

become invalid and non-refundable. Customers are responsible for utilizing the system credits before the expiration date, after which they will become invalid and non-refundable.

Exceptional Circumstances: In exceptional circumstances where program cancellations occur due to unforeseen events or circumstances beyond the YMCA's control (e.g., natural disasters, government regulations), the organization reserves the right to modify the credit issuance process or offer alternative compensation options as deemed appropriate.

Children

For safety reasons, children under the age of ten must be directly supervised onsite by an adult age 18+ at all times while they are in the Y. Children under ten need to be checked into our Child Watch program if a parent is not available for continual supervision.

Children ages 10+ can be in the gyms and Multi-Generational Room on their own but it is highly recommended they be supervised by an adult at all times. The YMCA is not continually supervising children in the building when they are not in a program.

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.

Group Exercise Class Reservations

Reservations ARE REQUIRED for Group Exercise classes. Due to the popularity of our classes and class size limitations, this method is the best way to ensure you have a spot in a class.

Reservations can be made a few ways, see below:

Website Reservation Page: [Click here](#).

YMCA Daxko App: [Click here](#).

Program Area	Age
Group Exercise Classes Yoga Yoga/Pilates Zumba Aqua Classes (must pass a swim test)	13+
Strength Based Group Exercise Classes Cycle Tread N Shred Turn and Burn Cardio Fusion TRX Step Cardio Kickbox/Bootcamp Sculpt HIIT Strength Les Mills Formats Specialty Workshops	16+
Family Yoga Family Zumba	Any age With a parent/guardian present

Towels Service & Locker Rental

Locker Rental: \$60/year or \$5 monthly draft. You can use your own lock or purchase one from the YMCA. Tall locker rental is \$10 per month
Towel Service: \$60/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 girl's 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, and 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 product including vaping 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 the 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. Videoing in Wellness Center must not include any person in the background without their consent.

Attire

As a family organization, the Geneva Lakes Family YMCA encourages members and their guests to maintain an appearance that is not disruptive, distracting, or offensive in any regard. Clothing that poses 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 are not 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 0-9. 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 the Daxko App.

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 going 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 6ft. in depth. The ACT Pool has therapeutic jets that can be turned on by asking a lifeguard.

Q: What are the guidelines for children in the pools?

A: We love children and they are welcome to use our Lap Pool and Activity Pool! However, independent access to these areas will vary based on the child's age and swimming ability. No matter the swim level, all children under the age of 10 must be supervised by an adult age 18+ at all times during Open Swim. If a child CAN swim, they are allowed to use our pools. A child that "can swim" is based on their ability to pass our YMCA Lap Pool swim test. This swim test consists of swimming 25 yards, treading water for 30-60 seconds in the deep end of pool and swimming back 25 yards without stopping or using the wall for assistance. Please note that your child may be asked to perform this test given by one of our trained lifeguards, before allowing them to swim independently. Their safety is our number one priority! If a child CANNOT swim, then a parent or guardian (18 years or older) must stay within arms reach at all times in the Activity Pool only.

Q: What is the equipment room?

A: The equipment room is a closet off the deck that has flippers, floaties, lifejackets, noodles, kickboards, 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 floatation 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 is the swim test?

A: LAP Pool Swim Test: Swim 25 yards, tread water for 30-60 seconds in the deep end of the pool, and swim 25 yards back without stopping or using the wall for assistance. If you cannot pass the lap pool test you will be considered **a non-swimmer**

Q: When is the open swim?

A: We have a pool [schedule online for BOTH the LAP and ACT Pools](#)

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: 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 ANYTIME. 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 locker room 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 into the pool?

A: Your body produces sweat and the chemicals you use such as make-up, lotions, oils, and perfumes affect the chemical readings in the 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 is not 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 clogs the filters, so we ask that NO Cotton clothes be worn in the pool. Please wear a swimsuit 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 did not fail; we do not 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



"I DIDN'T KNOW THAT!"

Communication at the Geneva Lakes Family YMCA is paramount! With so many programs and services it is important to keep you informed. From time to time, we may have changes to our schedules, onsite improvements, cancellations or facility closings that we need to share with you. While we try to do our best, it is important for you to know the ways we communicate so you can be proactive as well.



MOBILE APP

includes the ability to view schedules and make reservations, receive alerts for important updates, register for programs, and store your membership card. This is a FREE mobile app that can be found in the Apple App Store or Google Play Store. Search and install the "Daxko Mobile" app, search the Geneva Lakes Family YMCA, and turn on our notifications! For more information visit: GenevaLakesYMCA.org/app



EMAIL

sent directly to your email account that is on your membership record is another method of communication. However, it is important that you provide us with your email on your registration and membership application so we can effectively communicate with you. This would be a good time to check that we have your current email address.



OUR WEBSITE

contains all the information, brochures, flyers and even important announcements that are posted on the header of our home page! We also have a feature called Google Calendars which is located under the Schedules tab. It is in this area you can quickly and easily see the availability of all of our pools and gyms. Our website address is www.GenevaLakesYMCA.org.



FACEBOOK | INSTAGRAM

are our main social media platforms. All you need to do is look us up on Facebook | Instagram under Geneva Lakes Family YMCA. Daily messages, pictures, features, reminders and announcements are posted here. You are welcome to share or post comments/questions in this section as it is monitored daily.



SIGNS | COMMUNICATION BOARD

posted throughout the facility are signs and in the main vestibule is our Communication Board that announces special programs and events that are approaching. If there are any immediate changes or cancellations, a sign is placed at the Front Desk next to the membership card scanner for our members/guests and on the main facility doors. Please pay attention and read this information.

GENEVA LAKES FAMILY YMCA | 203 S. Wells St. Lake Geneva, WI 53147 | 262.248.6211 | GenevaLakesYMCA.org

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 501c3 non-profit charitable organization.

GenevaLakesYMCA.org