



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

MEMBERSHIP HANDBOOK

YMCA OF NORTHERN ROCK COUNTY



Edited 5/24/23

MISSION: The mission of the YMCA is to put Christian principles into practice through programs that build healthy spirit, mind and body for all.

ymcanrc.org



WELCOME

Welcome to the Y! You are now part of a community of men, women, individuals and children joined together by a shared commitment to nurture the potential of kids, promote healthy living and foster a sense of 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.

Our movement is made up of people of all ages and from every walk of life, all working side-by-side to ensure that everyone, regardless of gender, income, or background, has the opportunity to live life to the fullest. In addition, you are part of one of the nation's largest non-profits.

Joining the Y signifies that you are not only investing in yourself, but you are investing in the Y mission. Your membership gives you the unique opportunity to experience the Y's mission in action as a leader, volunteer, donor and advocate for our organization. It is our goal to help you feel involved and connected to the Y.

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 [YMCA of Northern Rock County](#) for you and your family's recreational and fitness needs. We are thrilled to have you!

Welcome to the Y family!

MEMBER BENEFITS

- Friendly and Caring Staff
- 2 Locations – Janesville & Milton
- Aquatic Center includes Activity Pool, Current Channel and Zero-Depth Family Pool and a 3-Lane Lap Pool
- Fitness Center with top-of-the-line Equipment
- Free Fitness Orientations for Youth and Adults
- Child Watch Drop-In Care
- 24/7 Access Option
- Personal Training and Health Coaching
- Free Group Exercise Classes
- State-of-the-art Cycling Studio
- Yoga Studio
- Multi-Purpose Studios
- Free Open Gym & Swim for Adults, Children and Families
- Priority Registration for all Leagues, Programs and Classes
- Lower Program Costs for Programs
- Nationwide Reciprocity Program (some restrictions apply)
- Military Discount on Membership
- Insurance Reimbursement on Membership
- Financial Assistance
- Summer Day Camp and Wrap Care
- Community Integrated Health
- Racquetball Courts
- Pickleball Courts
- Adult Locker Rooms, Steam Rooms, Sauna
- Whirlpool
- Youth Locker Rooms and Gender Neutral Spaces
- 2 Indoor Walking Tracks
- 4 Gyms
- Food Program & Snack Station
- HydroMassage
- Accessible Facilities
- Variety of Programs for Everyone!
- Free coffee at the Janesville branch
- Free wifi!

Branch Information

The YMCA of Northern Rock County operates 2 locations.

**Janesville YMCA / 221 Dodge St. Janesville, WI 53548
(608) 754-9622**

Hours:

October 1 – May 31

Monday – Friday: 5AM – 9PM
Saturday: 6AM – 8PM
Sunday: 7AM – 5PM

June 1 – September 30

Monday – Friday: 5AM – 9PM
Saturday: 6AM – 5PM
Sunday: 12PM – 5PM

**Parker YMCA / 1360 N. Parkview Dr. Milton, WI 53563
(608) 868-9622**

24/7 Access available for adults 18+. A one-time \$25 fee applies.

Hours:

October 1 – May 31

Monday – Friday: 6AM – 9PM
Saturday: 6AM – 8PM
Sunday: 7AM – 5PM

June 1 – September 30

Monday – Friday: 6AM – 9PM
Saturday: 6AM – 1PM
Sunday: 12PM – 5PM

Membership Types

See website for pricing and details. Rates are subject to change with a written 30-day notice.

Day / Guest Passes

To purchase a day pass, you must be over the age of 16 or be accompanied by a parent/guardian. Purchaser is required to present a photo ID. See website for pricing.

Child Watch

Child Watch is drop-in care while you are visiting us to work out. Child Watch is available at both the Janesville YMCA and Parker YMCA.

Child Watch is FREE but only available as part of a household membership. Guardians or caregiver (16+) may leave their children with the Child Watch program but they must remain on the premises. We offer care for children 6 weeks – 9 years old.

Please see each branch for specific hours/availability.

Holiday Hours

YMCA Facilities are closed or have reduced hours on the following holidays:

Easter – Closed
Memorial Day – Closed
4th of July – Closed
Labor Day – Closed
Thanksgiving – 5AM – 12PM
Christmas Eve – 7AM – 12PM
Christmas – Closed
New Years Eve – 7AM – 12PM
New Years Day – 10AM – 5PM



Membership for All / Financial Assistance

Everyone is welcome at the Y. The YMCA of Northern Rock County, welcomes everyone's involvement by providing financial assistance through our Financial Assistance Program.

If you need Financial Assistance, please visit our website www.ymcanrc.org/financial-assistance/ to apply.

Reduced fees are available for 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 back-up documentation for all financial assistance applications. By accepting financial assistance, you agree to update the Y, should your financial circumstances change.

We count on the generosity of our members and the community to help people of all ages to be healthier, more 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 Campaign

When you give to the Y Annual Campaign, you will help young people reach their full 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 Y programs and services. Inspired? So are we!

Now, it is easier than ever to strengthen our community by making a donation to our Annual Campaign online! You can opt-in during the join process or visit www.ymcanrc.org/give. Every gift makes a difference!

Membership

Non-Discrimination Policy

The YMCA of Northern Rock County does not discriminate on the basis of race, color, religion, gender, age, national origin, marital status, veteran status, sexual orientation, mental or physical disability, or any other basis prohibited by a statute. The Y has the authority to deny or revoke membership and/or program privileges if the member/participant abuses or misuses any Y owned or operated equipment or facilities; engages in conduct which is abusive, illegal, or disruptive, or poses a threat to the safety of others; engages in activities contrary to the mission and purpose of the Y.

Sex Offender Policy

In the interest of maintaining a safe environment for members, guests, and employees, the YMCA of Northern Rock County conducts regular sex offender screenings on all members, participants, and guests. If a sex offender match occurs, the Y reserves the right to cancel membership, end program participation, and remove visitation access. Any individual listed on any state or national sexual offender registry shall be denied access to the YMCA of Northern Rock County facilities, grounds, and program venues. The YMCA will suspend membership and activity privileges of any person accused of sexual assault or abuse of a minor until allegations are cleared.

Inclusion & Diversity

For more than 170 years, the YMCA has been on a journey to help build a more inclusive society that is truly for all. With community demographics rapidly changing, opportunity gaps and social divides widening, our communities need the Y to be a leader in driving social progress/change. For us to reach our full potential as a leader in advancing equity for all, every YMCA—no matter its size, budget, location, or constituencies—must play a role.

Code of Conduct

We are committed to providing a safe and welcoming environment for all members and guests. To promote safety and comfort for all, we ask individuals to act appropriately at all times when they are in our facility or participating in our programs. Our Code of Conduct reflects our core values of caring, honesty, respect, and responsibility.

Specifically, members and guests are NOT to engage in the following activity including:

- Angry or vulgar language including swearing, name-calling, or shouting.
- Intentional physical contact with another person in an angry, threatening, or sexual manner.
- Any demonstration of sexual activity.
- Harassment, intimidation, abuse or bullying by words or gestures, body language, or any other menacing behavior.
- Inappropriate attire. YMCA dress code is enforced by Y staff (see page 7).
- Theft or behavior that results in the destruction of property.
- Carrying, or concealing weapons or devices or objects that may be used as weapons.
- Using or possessing illegal substances, alcohol, or tobacco on Y property, Y vehicles, or at Y sponsored programs.
- Chronic disregard for Y policies.
- Any conduct that is inappropriate, threatening, or offensive in nature.
- The use of cell phones with cameras and all other camera or video recording devices are PROHIBITED in all bathrooms, locker rooms, and changing areas.

All youth members ages 10–15 will be required to sign our Youth Code of Conduct.

Nationwide Membership

Nationwide Membership enables you to visit any participating Y in the US through membership at your 'home' Y (your home location is the facility that you enrolled as a member and that collects your membership dues).

- Valid for active, full facility Y members ages 18+, with ID
- Program – only participants and special memberships (SilverSneakers, Silver & Fit, Renew Active, etc.) are NOT eligible for Nationwide Membership
- All Nationwide visitors must sign the Nationwide Member Waiver
- Nationwide member visitors must use their home Y at least 50% of the time
- If you have known periods of seasonal travel and cannot use your home Y at least 50% of the time (college students, snow birds, etc.) you may need to place your home Y membership on hold and join the Y where you'll be staying.

Corporate Membership

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. For more information, please see our Membership Director or visit www.ymcanrc.org/corporate-memberships/

Insurance Sponsored Membership

The Y is proud to work with several insurance programs that offer discounts, reimbursements or even free memberships to their subscribers to support you on your journey to become healthier.

It is highly recommended that you contact the number on your insurance card to see what specific benefits your insurance program offers.

Current Partners:

- Renew Active
- Silver & Fit
- Silver Sneakers

Check-In Procedure

While you and your family are here using our facility, we want you to feel safe. For that reason, we require everyone, each time they visit the Y, to either scan their membership card, barcode from your device, show a community participant pass, or check in with a photo ID. The YMCA compares its membership database to the National Registry of Convicted Sex Offenders daily.

Members:

Your membership keytag is your key to the YMCA of Northern Rock County! Present your card every time you enter the building. All members receive a membership card when they join. If you haven't received your membership card yet, please stop at the Welcome Desk to have your picture taken. If a member forgets his/her card, the member must verify membership with a photo ID. Please let our staff know if you need a replacement card. Personal belongings may not be given as a substitute for your membership card.

Community Participants in Programs:

Program Participants must register at the Welcome Desk prior to attending the first class of the session. The participant will receive a Community Participant Pass valid for the length of the class. The participant will need to bring that pass for each class to be admitted into the building. Photo ID is required for those 18 years and older accompanying the participant to class.

Day Pass Users:

Guests 18 years and older must present a photo ID card each and every time they purchase a day pass.

Nationwide Membership:

Nationwide members are welcome at the YMCA of Northern Rock County. Please bring your Y membership card or a photo ID.

Photo ID:

Guests over the age of 18 are required to present a photo ID, membership card with photo or community participant pass each time they enter the facility. For your safety, the Y denies membership, access to the facility, or participation to registered sex offenders.

Payments

All memberships must be set up as a monthly bank draft or an annual payment. Bank drafts must be set through savings or checking accounts or credit cards.

Canceling Your Membership

We will be sorry to see you leave, but if it becomes necessary to cancel your membership, please provide a 5-day notice in advance of your bank or credit card draft date. You can do this by stopping by our Welcome Desk at either location, or by sending an email to janesvilley@ymcanrc.org or parkery@ymcanrc.org. Annual memberships which are prepaid, will terminate at the end of their term. No cancellation notice is required.

Membership & Program Credit Vouchers/Refunds

Membership dues are non-refundable. It is the responsibility of the member to monitor their account activity and contact Member Services immediately with questions concerning their account. Annual Membership dues which are prepaid are also non-refundable. If you were incorrectly charged due to the YMCA's failure to cancel or put the membership on hold, a full refund will be given as long as the refund is accompanied with proper documentation (i.e. hold form, cancel form, email, etc). Credit Vouchers do not expire.

During unexpected or even expected maintenance closures of equipment or amenities, the YMCA will not issue credits or refunds towards membership dues. If programs are canceled due to maintenance or equipment failures, the program participant may receive a pro-rated reimbursement for that class date.

Program Registration & Credits

Program Registration:

As a Y member, you'll have priority when it comes to programs that require registration. Registration is easy online at www.ymcanrc.org/programs or in person at our Welcome Desk.

Program Payment:

Some classes offered at the Y are included with your membership; however, some classes have additional fees that must be paid in full at the time of registration. Payment can be made by cash, check, Visa, MasterCard, or Discover.

Member Rate (M):

To receive the reduced member program rate, the individual being registered must be a Y member, and the membership must remain active during the program you are enrolling in. If the membership lapses during the class, the difference between the member and community participant rate must be paid.

Community Participant Rate (CP):

When you are not an active YMCA of Northern Rock County member, you are subject to a CP rate for any class or program offered.

Canceled Programs & Classes/Credit Vouchers/Refunds:

- Programs/classes that land on holidays will be prorated at the time of payment.
- Programs/classes that are canceled for inclement weather will receive a credit voucher.
- Programs/classes lacking sufficient enrollment may be canceled. If this happens, you may transfer to another program, receive a credit voucher or receive a refund.
- The Y reserves the right to change program/class times or locations should a situation arise.
- Program/class participants will be notified of the change, and a credit voucher or a refund will be issued if the participant is unable to attend the new program time.
- If you need to withdraw from a program before it begins, we will be happy to issue a credit voucher; refunds are not given.
- Late registrations are accepted for most classes, up to 2 weeks into a session; however, class fees will not be prorated.
- Credit Vouchers are an electronic deposit of the credit amount into the member/participant's YMCA account. It can be redeemed toward any program the YMCA of Northern Rock County offers. Credit vouchers can not be used online. They can be used in person at any branch or over the phone.
- Credit vouchers do not expire.

Locker Rooms & Locker Rental

Janesville YMCA

- Adult Locker Rooms (Adults 18+)
- Youth Locker Rooms (Ages 10-17)
- Universal Locker Rooms
- The Locker Room adjacent to the Aquatic Center is open to all ages.
- The Locker Room adjacent to the whirlpool is intended for adults 18+ only.
- Lockers in the Men's and Women's Locker Rooms can be rented for a fee. Please see Welcome Center for details.

Parker YMCA

The Men's and Women's Locker Rooms are available to all ages 10+. Please refer to the facility age use policy regarding supervision requirements for youth 9 and under. Gender Neutral restrooms are also available. Locker Rooms are NOT accessible during 24/7 Access.

Dress Code Policy

Please promote our core values of caring, honesty, respect, and responsibility when engaging with members. Preserve personal space and refrain from wearing clothing with offensive language or controversial slogans. We want all of our members, program participants, and guests to feel safe and comfortable while in our facility.

The YMCA of Northern Rock County dress code supports equitable facility access and is written in a manner that does not reinforce stereotypes. To ensure effective and equitable enforcement of this dress code, YMCA staff shall enforce the dress code consistently and in a manner that does not reinforce or increase marginalization or oppression of any group based on race, sex, gender identity, gender expression, sexual orientation, ethnicity, religion, cultural observance, household income, or body type/size.

- Members, program participants, and guests should be able to dress comfortably and be in the facility without fear of or actual unnecessary discipline or body shaming.
- Clothing must be activity appropriate. For instance, swimwear must be worn in the pool, activity appropriate shoes with non-marking soles must be worn in the gym and in the Fitness Center, chests and backs must be covered.
- All members and staff should understand that they are responsible for managing their own personal “distractions” without regulating individual members’ clothing/self-expression.

This dress code is designed to accomplish several goals:

- Maintain a safe environment.
- Allow members to wear clothing of their choice that is comfortable.
- Prevent members from wearing clothing or accessories with offensive images or language, including profanity, hate speech, and pornography.
- Prevent members from wearing clothing or accessories that denote, suggest, display or reference alcohol, drugs or related paraphernalia or other illegal conduct or activities.

Aquatics Dress Code

To keep swimmers safe and our pools healthy, appropriate modest swim attire is required. Examples of appropriate attire include bikini, two-piece suits, one-piece suits, racing jammers and reusable or disposable swim diapers. Swim Diapers must be covered by a swimsuit or swim trunks.

- String bikinis, jeans, underwear, high cut swimsuits exposing buttocks are not permitted.

Members and guests are encouraged to be responsible for their personal comfort and safety by requesting that the offensive behavior be stopped from any person whose behavior is in violation of the Code of Conduct listed in this handbook (see page 4). If a member feels uncomfortable confronting the person directly, they should report it immediately to a Y staff person. Our staff are here to help make the Y the best part of your day.

Tobacco, Alcohol & Drug Policy

For the optimal health of all members, participants, volunteers, and staff of the YMCA of Northern Rock County, our grounds, facilities, and off-site program areas are tobacco, alcohol, and drug-free environments. Any types of drugs, tobacco, alcohol, or controlled substances are prohibited. This includes, but is not limited to, cigarettes, electronic cigarettes, cigars, pipes, water pipes, vapes, chewing tobacco, and snuff, as well as any drugs (except those properly prescribed by a physician and used in accordance with the physician’s instructions).

Individuals under the influence of alcohol or drugs are prohibited from the grounds of the YMCA Northern Rock County, facilities, and offsite program areas.

Accident, Injury or Incident

All members, guests and community participants are required to have a hold harmless agreement signed prior to using the facilities. The Y assumes no responsibility for injuries incurred while participating in Y activities.

We do our best to keep you safe, but if an accident, injury or unusual incident does occur, please report it to the Welcome Desk immediately. The Y recommends all members and participants consult a physician prior to starting an exercise program.

Electronic Devices

Any use of Electronic Devices including, but not limited to phone calls, texting, taking photos or videos, or internet use is prohibited while in all locker rooms and restrooms.

When using an electronic device in our facility and program areas, the below expectations must be met:

- Pictures/Videos should only be of those in your party.
- Do not take pictures or videos of members or program participants.
- If the staff feel this is being abused, you may be asked to stop and delete any pictures or videos.

Photos and Videos

From time to time Y Staff may take pictures and videos may be taken of participants to use for promotional purposes. These pictures will be used in publications, on our website, and on social media platforms. If you do not wish to have your photo taken, please notify the photographer or class instructor. The Y is not responsible for photos and videos that were taken by non YMCA employees.

Weather Related Closure Policy

In the event of inclement weather, the Y will make every effort to continue services at our branches and throughout our programs. However, in certain conditions when safety becomes a concern, branch closures and program cancellations may be necessitated. Information regarding cancellations will be publicized through our website, Facebook page, and local news channels.

Lost/Stolen Items

We recommend that you do not bring valuables or large sums of money to the Y. Members and guests are responsible for securing their own belongings. We suggest you bring a lock for your locker protection. The Y is NOT responsible for lost, stolen or damaged personal property.

Pet Policy

Pets are not permitted in any program areas of the Y, indoor or outdoor, with the exception of service animals.

Weapons Policy

As stated in our Code of Conduct (see page 4), the YMCA of Northern Rock County exercises the right to prohibit any individual from entering its facilities or remaining on the properties while carrying any weapon or firearm. This prohibition is in accordance of WI State Law and is for the safety of our members, participants, volunteers and staff. Violators are subject to immediate removal from the premises and criminal prosecution. Wis Stat. 943.13. (1m) (c).

Governance

The YMCA is a non-profit governed by a Board of Directors elected by membership at our Annual Meeting in/around May. Bylaws are reviewed on a regular basis and available on our website at www.ymcanrc.org/volunteer-leadership-bylaws/

Group Fitness Classes Age Use Guidelines

ALL Group/Water Ex classes will be 16+ unless otherwise noted.

- Yoga & Mindfulness classes allow a YELLOW wristband with 18+ adult
- Group Power classes allow a YELLOW wristband with 18+ adult
- Bootcamp (including Burpee Bootcamp) allows a YELLOW wristband SOLO
- Bootcamp (including Burpee Bootcamp) allows a GREEN wristband with 18+ adult
- 30! and BURST classes allow a YELLOW wristband with 18+ adult
- AOA classes allow a GREEN and YELLOW wristband with 18+ adult

Aquatic Center Age Use Policy

- Ages 0 – 6 Guardian must be in the pool with the swimmer.
- Ages 7 – 11 Guardian must be on the pool deck in close proximity to swimmer at all times.
- Ages 12+ No guardian supervision required.
- Any child less than 60" tall will be tested if they wish to swim in the Current Channel or Activity pool

During designated Water Walking times the current channel is available for ages 14+ only

Lap pool:

- Ages 14+
- Anyone under the age of 14 will have to test with a lifeguard and be able to swim 100 yards continuously
- Anyone under the age of 12 will need supervision on the pool deck

Janesville Facility Directory

Our Janesville branch is a little bit of a maze if you are not familiar with the facility. Here is a quick directory. At any point if you need a refresher or directions, please stop at the Welcome Center.

Lower Level (new side)

Men's & Women's Locker Room
Whirlpool
Universal Changing Rooms

Lower Level (old side)

Aquatic Center
Family COED Locker Room
Girls' & Boys' Locker Room
Weight Room

Ground Floor

Welcome Center
Early Learning Center
Child Watch

First Floor

Main Gym
Aquatic Observation Deck
Fitness Center

2nd Floor

Access to Gymnastics Studio
Group Exercise Studios
Cycling Studio
Yoga Studio
Racquetball
HydroMassage
Parker Hall
JP Cullen Gym
Gideon Room
Walking Tracks
Y-221

3rd Floor

Staff Only

Fourth Floor

Staff Only

