



FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

# CODE OF CONDUCT

## WELCOME TO THE Y!

As a member, you're joining a supportive community, one dedicated to youth development, healthy living and social responsibility. To promote safety and a welcoming environment for all, you are asked to conduct yourself with respect and consideration when in our facilities or participating in our programs.

OUR VALUES:

CARING

HONESTY

RESPECT

RESPONSIBILITY

INCLUSION

We expect persons using the Y to act maturely, to behave responsibly and to respect the rights and dignity of others. **EXAMPLES OF PROHIBITED ACTIONS INCLUDE, BUT ARE NOT LIMITED TO, THE FOLLOWING:**

- Using, possessing, buying, selling or delivering alcohol or illegal chemicals on Y property, in Y vehicles or at Y events.
- Smoking or vaping on Y property.
- Carrying or concealing a weapon or any object that may be used as a weapon, excluding law enforcement.
- Harassment or intimidation by words, gestures, body language or any type of menacing behavior.
- Physical contact with another person in an angry, aggressive or threatening manner.
- Verbally abusive behavior, including angry or vulgar language, swearing, name-calling or shouting.
- Sexually explicit conversation or behavior; any sexual contact with another person on Y property, in Y vehicles or at Y events.
- Unsafe, inappropriate or sexually revealing attire.
- Theft or behavior that results in the destruction or loss of property or injury to a person.
- Loitering on Y property.
- Engaging in conduct that unreasonably interferes with another person's enjoyment of the Y.
- Use of cell phones or other electronic devices in restrooms or locker rooms.
- For safety and consistency, all instruction, coaching, and training services must be provided by YMCA staff.

## A SAFE PLACE FOR ALL



Members, guests and program participants are encouraged to take responsibility for their personal comfort and safety by asking any person whose actions unreasonably interfere with their enjoyment of the Y to refrain from such behavior. Anyone who feels uncomfortable in doing so should report the behavior to a Y staff member. **We are ready to help.**

In order to carry out these policies, we ask that members, guests and program participants identify themselves to staff upon request. Y management will investigate all reported incidents. The Y reserves the right to deny access, revoke membership and/or immediately remove any person from the facility who violates any of the above behaviors or any other behavior that may be detrimental to others. The Y reserves the right to deny access or membership to any YMCA facility and program, as well as termination of any application for membership or current membership to any person who is listed on a national, state and/or tribal sex offender registry or database. Staff will determine whether a violation of the Code of Conduct has occurred.

# MEMBERSHIP

## MEMBERSHIP CARDS & PHOTO ID

For security purposes, photo ID must be presented when joining the Y or requesting a replacement membership card. Replacement cards are available for a \$5 fee. A valid membership card must be presented in order to use a Y facility. A member who does not have a physical or electronic card must present photo ID to allow staff to verify membership.



## STAY CONNECTED



DOWNLOAD OUR APP TO CHECK IN WITH YOUR PHONE

## GUESTS

The Y provides our members with encouragement and motivation; occasionally inviting a guest can further enhance your experience. A guest must arrive with a member, present a promotional guest pass voucher or be visiting from more than 60 miles away. All guests must complete a guest pass waiver of liability ([grymca.org/guest](http://grymca.org/guest)) and youth guests must have one signed by a parent or guardian before being allowed to use the facility.

## NATIONWIDE MEMBERSHIP

We are a proud participant of Nationwide Membership. As a member of the YMCA of Greater Grand Rapids, you can access 90 percent of Ys throughout the country. Verify if the Y you will be visiting participates or offers any additional benefits by visiting [ymca.net](http://ymca.net).



## SERVICE ANIMAL POLICY

The Y welcomes service animals, as defined by the Americans with Disabilities Act (ADA). These specially trained service animals are allowed in public areas of our facilities; animals are not permitted in our pools for any reason.

### SERVICE ANIMAL GUIDELINES

Service animals must be always leashed and under the owner's control. If a service animal is disruptive or poses a safety of health risk, on-duty leadership may request its removal.

### SERVICE ANIMALS VS. EMOTIONAL SUPPORT ANIMALS

Only service animals are permitted in Y facilities. Emotional support animals, while valuable, are not permitted.

## SAFETY & SECURITY

The Y is not responsible for theft or damage to your property; valuables are best left at home. Lock all personal belongings in a locker. Y staff are trained in CPR and first aid. We reserve the right to limit or restrict the use of our facilities if there is a risk of spreading or transferring any communicable or infectious diseases. All current and prospective Y members and guests 18+ are screened against a national, state and/or tribal sex offender registry or database. If a prospective or current member appears on the registered sex offender list, it is grounds for denial of access to any YMCA facility and program, as well as termination of an application for member current membership, as applicable, by written notice from the YMCA.

## ATTIRE

The Y reserves the right to define inappropriate attire when necessary. For member safety and to promote facilities that are welcome to all, the Y has adopted the following dress code:

- No explicit or inappropriate language or designs on clothing.
- Appropriate shoes that cover the whole foot and do not leave marks are required on the wellness floor. No sandals, foam or soft-sided sandals are permitted on the wellness floor (e.g., Crocs).
- Socks are required for children using the KidZone.
- Appropriate, family-friendly swim attire is required when using the pool, sauna, steam room or whirlpool. No cutoffs, leotards, gym shorts, underwear or t-shirts are permitted in the pool, sauna, steam room or whirlpool. Rash shirts are permitted.
- Buttocks must be covered (i.e., thongs are not acceptable swimsuit bottoms).



# HEALTH & WELLNESS



**GET ORIENTED.** Schedule your complimentary Coaching Connection today!



**BE SAFE.** Wear appropriate clothing and footwear. Warm up before exercising and cool-down afterward. Have a spotter help you with free weights. Make sure you've had enough to eat and drink before exercising to prevent getting dizzy or lightheaded. If you are experiencing dizziness, pain or unusual discomfort at any time, stop and ask for help.



**GIVE OTHERS A TURN.** The equipment is here for everyone's use. Please allow others to work in between sets and during rest periods. There is a 30-minute time limit on cardio equipment if others are waiting.



**HELP US KEEP THE Y CLEAN.** Wipe off equipment before and after each use. Return all equipment when finished. Take personal items with you as you move throughout the facility.



**BE RESPECTFUL.** Visitors may not record or take photos of others with any type of device in any area of the facility without prior authorization. Use of recording devices is prohibited in restrooms and locker rooms.



**TAKE CARE.** Inform a staff member immediately in the event of an accident. All equipment has a QR code - simply scan the code and complete a brief survey to alert our Facilities team if you encounter something on the wellness floor that needs our attention.



**BE AWARE.** Y facilities and amenities, including locker rooms, close at posted times for the safety of our community. Pools close prior to the facility to ensure ample time for members to transition.

# AQUATICS



**PARENT OR GUARDIAN RESPONSIBILITY.** You are responsible for supervising your children at all times. Lifeguards are on duty to enforce rules for a safe pool experience and respond in case of emergency.

## AGES 10 AND UNDER

**NON-SWIMMER:** You must provide direct in-water supervision at all times in water less than chest-depth and be within arm's reach in water that is chest-depth or higher.

**SWIMMER:** After passing the swim test, your child is welcome to use all open areas of the pool. Your child must wear the provided wristband to indicate they have passed the swim test. **You must remain on deck at all times.**

## AGES 11+

**NON-SWIMMER:** Non-swimmers ages 11+ may use the pool without an adult if they wear a Coast Guard-approved life jacket.

**SWIMMER:** After passing the swim test, your child is welcome to use all open areas of the pool. Your child must wear the provided wristband to indicate they have passed the swim test.



**PLAY NICE.** Please refrain from horseplay, roughhousing, dunking, pushing or throwing. Extended underwater breath holding, hyperventilating or motionless breath holding is not allowed.



**HELP US KEEP THE POOL CLEAN.** Glass, breakable materials and hazardous objects or materials are not allowed in the pool area. Do not spit or otherwise pollute the water.



**DON'T DRINK AND SWIM.** For your safety, do not use the pool if you have consumed alcohol.



## EMERGENCY SIGNALS.

**One short whistle blast:** Pay attention to the lifeguards.  
**One long whistle blast:** Clear the pool immediately.



**INCLEMENT WEATHER.** In the case of lightning and/or thunder, our pools will be closed for 30 minutes after the last thunder and/or lightning strike, according to facility protocol.



**SAFETY FIRST.** Only Coast Guard-approved flotation devices may be used.



**SLIDE GUIDELINES.** Children taller than 48" may use the slide if they have passed the swim test and are comfortable using it independently.

# PROGRAMS & SERVICES

## INCLEMENT WEATHER POLICY

If inclement weather or causes beyond our control occur, please check our mobile app, social media or website for any facilities-related updates. Membership dues are not refundable for times when a facility is impacted by an act of God. In the case of thunder and/or lightning, our pools will be closed for 30 minutes after the last thunder and/or lightning strike, according to facility protocol.

## PROGRAM CANCELLATION POLICY

All programs have a participant minimum. If registration falls short, the class will be canceled and a credit will be applied to your account. Prorated fees will not be granted for any participant who joins a program session after the start date or leaves before the end date. If a class is canceled due to inclement weather or causes beyond our control, all efforts will be made to create a makeup class. Partial refunds will not be given.



## MEMBERSHIP QUESTIONS?

616.855.9622  
membership@grymca.org

Join our online community.



[grymca.org](http://grymca.org)

# AGE GUIDELINES

## 6 WEEKS-4 YEARS

You are welcome to stay together to use the pool or gymnasium. **You must maintain visual sight and the ability to give verbal cues at all times.** Closely supervise your children unless they are in a program, class or the KidZone. Strollers and infant carriers are welcome on the track and gym floor.

## 5-10 YEARS

Children are welcome to use the pool, gymnasium or wellness floor as long as you provide direct supervision. **You must maintain visual sight and the ability to give verbal cues at all times.** Your child may use the indoor track and age-appropriate fitness equipment alongside you. Youth of this age are welcome in the KidZone.

## 11-14 YEARS

Your child may use the facility without you present and may use age-appropriate cardio equipment and weight machines. Full access is available in the pool, gymnasium and group fitness classes as well as on the wellness floor. Personal training is also available with signed consent.

## AGES 12+

Youth ages 12+ are allowed to use the hot tub, steam room or sauna only if they are accompanied by a parent or guardian. Children 11 years old and under are not permitted.

## AGES 13+

Your teen has full access to all amenities.

## ALL AGES

Please follow all area-specific rules and policies for the pool, hot tub, sauna and steam room.



SCHEDULE YOUR  
COMPLIMENTARY  
**COACHING  
CONNECTION**  
TODAY TO LEARN MORE!