



DUBUQUE COMMUNITY Y

FACILITY GUIDELINES

UPDATED 11/28/23

ATTIRE

Please wear proper attire in all areas of the Y. Shirts, shorts, sweats and shoes are appropriate attire. No black-soled or street shoes are allowed in the gym, aerobics room or courts. In the swimming pools and whirlpool proper swimming suits are required. For racquetball and handball, protective eyewear is strongly recommended.

CHECK-IN

Y members are required to have their photo taken to ensure safety and security for all. Members are required to check-in on each visit to verify current membership, and program participants must sign a non-member liability waiver. All members and guests are subject to a nationwide background check.

FACILITY MAINTENANCE CLOSINGS

Major maintenance in our facilities requires that we close certain areas for extended periods of time, during which time members may continue to use other areas of the facility or another branch of the Y.

HANDICAP ACCESS

The Y is handicapped accessible. Please contact the front desk about any additional accommodations needed for participation.

LOCKERS

Lockers are available for day use by members and guests. You must bring your own lock and remove it at the end of each visit. Items left overnight will be removed from the locker room and placed in lost and found. Contents will be kept for 30 days. Invest in a strong lock and always secure your belongings. We recommend you not bring valuables in the facility; the Y is not responsible for lost/stolen items.

MUSIC/MEDIA

Music and videos can only be played in our facility by authorized Y staff. Headphones are required when playing music or watching videos on a device. Media and entertainment should be family-friendly and should not disrupt other members. Watching videos and movies are allowed as long as they are family-friendly, non-violent, and do not create a safety hazard.

LOST AND FOUND

Lost and Found is located at the Welcome Center. Articles found in the building should be turned in to the staff at the Front Desk. All items turned in at the Lost and found will be kept for a 30-day period. At the end of 30 days, items will be donated to charity. The YMCA is not responsible for lost or stolen property.

PERSONAL TRAINING

Personal, partner, and group training in the Y Pools, Gyms, and Wellness Centers are a member service. Outside trainers are not allowed to provide services in Y facilities; including but not limited to: personal training, swim lesson instruction, basketball/other sport training, etc.

SAFETY

The safety of Y members and guests is our top priority.

- Cell phones are not to be utilized in locker rooms at any time.
- AED machines are located in the facility; with staff certified in CPR, First Aid & AED
- Background checks are performed on all staff
- Lifeguards are on duty at all times when pools are open
- Staff routinely walks all facilities to ensure the safety of all members and guests

SCHEDULES

Program schedules for Group Exercise, Group Cycling, Spirit/Mind Classes, Gyms, Pools, and Kids Corner (Child Watch) can be found on our website at dubuquey.org

SMOKING/TOBACCO PRODUCTS

Use of tobacco products and/or smoking is prohibited in all Y Membership and Program facilities and on all Y Membership and Program grounds.

WEAPONS

Possession of weapons of any kind is prohibited in all Y Membership and Program facilities and on all Y Membership and Program grounds.

SUGGESTIONS

Share your comments and suggestions at our Y branch welcome center, with our leadership team, or with a direct message on the Dubuque Community Y social media platforms.

USE OF FACILITIES BY CHILDREN

Children under the age of 10 must be accompanied and supervised by a parent/adult (age 18 & up) at all times, unless the child is in an organized program. Children ages 10 and older are allowed to use facilities without on-site parental/adult supervision.

USE OF FITNESS EQUIPMENT/SPACES BY CHILDREN

Members ages 10 and older may use the Wellness Centers provided they take a youth orientation and are directly supervised by parent/adult at all times. Members age 12-15 may use the Wellness Centers provided they take a youth orientation. Participants must be 16 & older to use any treadmill. Members age 16 & older may also use the free weight room.

USE OF TRACK BY CHILDREN

Members age 7 – 11 may use the track when supervised by a parent/adult at all times. Members age 12 and older may use the track at any time. Members 6 and under are not permitted on the track.

USE OF POOLS BY CHILDREN

For your safety, unless in an organized/supervised program such as swim lessons, children under the age of 10 must be accompanied by a parent/adult (age 18 & up) at all times when using the Y swimming pool. Youth ages 17 and under that would like to use a pool in water depths that exceed chest height of the individual will need to take a swim test. All flotation devices must be U.S. Coast Guard approved. Lifeguards are provided at all times pool(s) are open for your safety and their decisions are final.

VISITOR/GUEST PRIVILEGES

Guests may utilize YMCA facilities as a visitor by purchasing a guest pass: Youth \$5.00, Individual \$10.00 or Family \$20.00. Time and Day usage restrictions may apply. Please contact the Welcome Center for access limitations. Any and all guests will be required to present government issued photo ID and have their photo taken upon entering the Dubuque Community Y. Guests must be 18+ and be accompanied by a current member.

DIVERSITY AND INCLUSION

At the Y, we value what everyone brings to the table. We work to ensure that all segments of our communities are welcome at the Y, and have equal opportunities to become connected to other participants, members, staff and volunteers at all levels of the organization. We make it a priority to educate and empower staff and volunteers to intentionally think, act and communicate with a diverse, inclusive and global approach to serving all.

The Y promotes and provides access to healthy lifestyles for all children and adults, including those with disabilities. Through positive recreational experiences, we emphasize each person's abilities and individuality and help participants build social skills. Our adaptive programs will work toward a healthy mind, body and spirit.

CODE OF CONDUCT

The Y is an inclusive, family-friendly organization. We expect all members and guests to model four core values- caring, honesty, respect and responsibility – in their conduct and language (including within digital and/or social media).

The Y reserves the right to suspend or cancel a membership at our discretion if actions or behaviors are not deemed in the best interest of the organization.

INSURANCE STATEMENT

The Dubuque Community Y does not provide accident insurance for injuries sustained during Y activities. Members and program participants participate in programs and use the facility at their own risk, and are encouraged to have personal medical insurance coverage.

BANK DRAFT CANCELLATION POLICY

The monthly bank draft payment plan is a continuous membership or program payment plan and will continue unless the Y is NOTIFIED 15 DAYS PRIOR TO YOUR NEXT DRAFT. Bank draft cancellations are accepted in person, by written letter or via fax with a handwritten signature. The Y reserves the right to change bank draft fees with a 30 day written notice to members.

RETURNED CHECK/BANKDRAFT/CREDIT CARD DRAFT

Returned items are subject to the original payment due to the Y plus a \$20 service fee. If a member has 2 returned items they are not eligible to participate in the membership draft program and will have to pay cash in full for the year.

MEMBERSHIP REFUND

Membership fees are non-refundable except in the case of members who paid a full year in advance and are dealing with an injury, major illness or moving from the Dubuque area. Credits expire after one year.

PROGRAM REFUND

If the program is canceled by the Y a full credit or refund will be given. Credits or refunds will be given on the unused portion if the participant is dealing with an injury, major illness or moving from the Dubuque area. Credits expire after one year.