



NSYMCA

# CODE OF CONDUCT



The YMCA is committed to providing a positive atmosphere that is safe and inclusive to all in our community. In order to ensure this, the North Suburban YMCA has adopted a code of conduct to govern the actions and behaviors of all people while in our facilities and while participating in YMCA Programs or outside YMCA related events.

## INDIVIDUALS ARE EXPECTED TO:

- Uphold the YMCA core values of respect, responsibility, honesty, caring, faith and fun.
- Provide an atmosphere free of derogatory or unwelcome comments, conduct or actions of a sexual nature, or actions based on an individual's sex race, ethnicity, age, religion, disability, sexual orientation or any other legally protected status.
- Be respectful and cooperative with YMCA Staff and others.







**The following will NOT be tolerated:  
at YMCA facilities and in YMCA Programs**

- 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 way.
- Verbally abusive behavior, including angry or vulgar language, swearing, name-calling, or shouting.
- Carrying or concealing a weapon or any device or object that may be used as a weapon.
- No Smoking - the YMCA and its properties is a Smoke-Free Environment.
- Theft or behavior that results in the destruction or loss of property.
- Using or possessing alcohol or drugs.
- Sexually explicit conversation or behavior; any sexual contact with another person.
- Inappropriate, Immodest, or sexually revealing attire.
- Loitering
- Working with a personal trainer not employed by the YMCA.



## DIVERSITY AND INCLUSION

The North Suburban YMCA is an inclusive organization open to all. We welcome all people regardless of ability, age, background, income, ethnicity/ race, faith, gender, gender identity or sexual orientation. 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.

The North Suburban YMCA shares the values of caring, honesty, respect and responsibility and supports member diversity in every sense. In keeping with our commitment to diversity and inclusion, and

to ensuring everyone feels welcome at the Y, we give transgender individuals the opportunity to choose the locker room they are most identify with. All three of the Y's locker rooms have private spaces available for changing, and there are also private bathrooms located throughout the YMCA facility.

It is our goal for all members to thrive at the Y, and we will continue to do our best to support all members, staff and volunteers while maintaining an environment that reflects the inclusive values we share.

**We expect all individuals using our YMCA Facilities and Participating in our YMCA programs to follow our General Code Of Conduct in a mature and responsible way. In addition to the General Code of Conduct, each YMCA Program and Facility have their own policies along with the Code of Conduct that must be followed so that everyone can enjoy and expect a friendly and safe environment.**



# FITNESS CENTER ETIQUETTE

- Please use the fitness center at your own risk. No supervision is provided.
- Consult trained staff if you are unsure of how to use the equipment.
- No youth under the age of 10 can be in the fitness center at any time.
- Youth ages 10-11 can be in the fitness center with a parent or guardian 18 years or older.
- Please report any equipment problems to the fitness office staff located outside of Studio D.
- Please be considerate of others and limit usage of cardio equipment to 30 minutes while others are waiting.
- Athletic attire and closed toes shoes are required.
- Please wipe off equipment and mats after use.
- Please use lockers or Locker Rooms; the NSYMCA is not responsible for lost or stolen items.
- No talking on cellphones in the fitness center.
- Please take all phone calls in the main lobby.











# STRENGTH TRAINING CENTER & TRACK

- The Golden Rule: "Treat others as you would like others to treat" applies to the Wellness Center as well as the entire YMCA
- Safety First! Dress in appropriate clothing for your workout, including athletic shoes. No sandals.
- Gym-bags, large purses and portable stereos are not allowed in the center or track area. Use the locker rooms for storage when possible.
- Clean up the entire area you perspired onto by wiping down equipment with gym wipes.
- NO SPITTING OR LEAVING GUM ANYWHERE
- Anybody under the age of 12 is prohibited from use of the weight room!
- Weight room orientations are highly recommended but not mandatory.
- There is a 30-minute limit on all cardio machines, if someone is waiting.
- Please be aware of other members who may want to use a piece of equipment that you are using. If you are resting between sets, let others work in.
- Please rerack all weights, dumbbells, bars, and balls when you are finished with them.

# YOUTH AGE POLICIES

## **Fitness Center (Upstairs)**

- No youth under the age of 10 can be in the fitness center at any time.
- Orientations are highly recommended for members that are 10-12 years old and can be scheduled at the front desk.

## **Strength Training Center (STC) and track (Downstairs)**

- No youth under the age of 12 can be in the STC & Track at any time.
- Members age 12 years old can use the STC & Track .
- STC and Track Orientations are highly recommended for all ages but are not mandatory. Please sign up at the front desk for an orientation.









# SPA RULES AND FACTS

- The Spa is Co-Ed at all times
- Children under 16 years old are not permitted to use the whirlpool.
- Required proper swimming attire at all times.
- Spa closed 15 minutes prior to building closing each day.



# POOL RULES

- Lifeguards decision is final! Safety is #1 priority.
- Pool usage is restricted to YMCA members, guests and program participants.
- Swim lessons and private instruction are only to be conducted by authorized YMCA staff.
- Only pool staff is permitted in the storage room or pool office.
- Lap swim is open swimmer 16 years and up who are capable of continuously lap swim.
- Admission to the pool shall be refused to all persons having any contagious disease.
- Spitting, spouting water, nose blowing or otherwise introducing contaminants into the pool is strictly prohibited.
- Hair shoulder length or longer must be tied up or in a swim cap.
- Bathing suits are required and all apparel worn in the pool must be clean. Only clean shoes are allowed on pool deck.
- Parents and Members not in swim attire must stay away from the edge of the pool at all times.
- All children who are not toilet trained must wear a swim diaper.
- No food, drink, gum or beverages other than water are allowed on deck. Glass containers are prohibited.
- Please walk while on the pool deck.
- Diving in water less than 9 feet deep is not permitted. Diving is not allowed during lap swim.
- Diving blocks are for NSYMCA swim team & swim lesson use only.
- Child must be able to comfortably swim the length (25 yards) of the pool without aid of flotation device or help are not required to wear a lifejacket.
- All children under the age of 6 years old must have an adult in the water with them.
- Only Coast Guard approved flotation devices may be used.



# CHILDWATCH GUIDELINES

- Guidelines are not required to be toilet-trained to use Childwatch. However, the childwatch staff is not responsible for changing diapers. Parents will be notified if their child exhibits signs of being uncomfortable.
- Plastic bottles and cups with lids may be brought from home (Please label these items). Staff will feed your baby as needed. Our facility is equipped with toys and activities and is supervised by caring staff. Please do not bring toys from home.
- As a courtesy to others, please do not use Childwatch if your child is not feeling well. In an effort to keep all children healthy, any child presenting a temperature of 100 degrees or more, a rash, severe diarrhea, actively running nose, or hacking cough or who is vomiting, should be kept home until he/she is symptom free for 24 hours or more. Children Exhibiting symptoms of ill health will not be admitted.
- Should a Child's behavior be deemed inappropriate or if a child cries excessively, parents will be asked to make alternate arrangements. Childwatch is provided as a service to our members. In order to use Childwatch, a designated parent or adult caregiver must remain in the building at all times. Any parent or designated caregiver found leaving the YMCA building while their child is in the care of Childwatch will no longer be allowed to use the services of Childwatch.














# WHAT IF I SEE SOMEONE NOT FOLLOWING THE CODE?

Great Question! Individuals who experience or observe inappropriate conduct are encouraged to promptly report their concern to YMCA Staff. Every effort will be made to ensure that reports are investigated and resolved promptly and effectively.

Failure to comply with the Code of Conduct will result in disciplinary actions, which may include but not limited to; immediate eviction from the premises, loss of privileges, suspension or Expulsion. The YMCA may contact security, police or other authorities for assistance or to take appropriate legal action.

We want all our members to enjoy our facilities and programs in safety and with consideration for others.

### **Satisfaction Guaranteed**

Within 30 days of joining the North Suburban YMCA, if you are not completely satisfied with your membership for any reason, we will refund your joiner's fee and any pro-rated membership dues paid.

### **Insurance Disclaimer**

It is the member or participant's responsibility to provide his or her own accident and health insurance. The NSYMCA does not provide any such coverage for members or participants.

### **Lost and Found**

The NSYMCA is not responsible for lost or stolen articles. Lost and Found items are kept at the member services desk for 14 days and then donated to a charitable organization.

### **Identification**

The NSYMCA is a membership organization. Photo ID with proof of age is required for membership.

### **Cancellation and Refund Policy**

All Schedules, activities, class fees and staff may be changed or cancelled by the YMCA without notice. If the YMCA cancels a class that has a fee, a full refund or credit toward another session will be issued.

**FOR SPECIFIC REFUND REQUESTS,  
INQUIRE AT THE NSYMCA.**

### **Returned Checks**

The NSYMCA reserves the right to charge up to a \$30 service fee on all returned checks and electronic fund transfers which are not honored by the bank.









**YOU ARE  
ALWAYS  
RESPONSIBLE  
FOR HOW  
YOU ACT  
NO MATTER  
HOW YOU FEEL**

**-ROBERT TEW**



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