



FOR YOUTH DEVELOPMENT  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

**KANKAKEE AREA YMCA**

# **MEMBER HANDBOOK**

**We're more than a gym.**

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**You're more than a member.**

## WELCOME

Thank you for choosing your Kankakee Area Y.

At the Y, you will have the opportunity to make friends, have fun, get active, and discover who you are and what you can achieve. Our activities, which range from youth and adult sports and summer day camps to mentoring and leadership development, will provide you with resources for a healthier, happier tomorrow.

Often, members tell me that once engaged as a Y member, the benefits of belonging to the Y far exceed the initial reasons for joining. By focusing on youth development, healthy living, and social responsibility, we're working to improve the quality of life for everyone in our service area. We ensure that children and teens have the assets and support they need to reach their full potential. We're teaming up with organizational partners to provide individuals with the programs and services they need to improve their physical, mental, and spiritual health. We're working with individuals and families throughout the community to ensure they have the resources to learn, grow, and thrive.

The Y is powered by volunteers who serve on our board, coach youth sports, teach fitness classes, instruct adults and kids in aquatics, and donate professional services. Adults who can also give back are a true gift for our children and the community's future.

If you have the ability to give or want to help raise money to fund Y programs or support participation for children and families, please let our staff connect you to others who also want to make a difference.

As a new member, we have given you guest passes to invite your family and friends to join you in building healthy habits—be sure to invite them right away so they can enjoy all the Y has to offer.

Please enlist any one of our staff to provide the information and help you need to get started with the Y. Whether it is water aerobics, yoga or a core strengthening plan for yourself, physical fitness programs for the kids, or a rewarding volunteer opportunity, we're certain that you will find that the Kankakee Y has something everyone can enjoy.



Yours in Y service for all,

*John Alexander*

Interim Chief Executive Officer

# WHO WE ARE

## THE Y IS FOR...

### YOUTH DEVELOPMENT

The Y is the starting point for many youths to learn about becoming and staying active while developing healthy habits they'll carry throughout their lives. These benefits are far greater than physical health, impacting all aspects of daily living.

### HEALTHY LIVING

Serving families has always been at the heart of the Y. The Y wants you to live healthily. Get started, intensify your workout, eat smart, and find balance in your life. Let us help you today! Connect with new and old friends to get fit and engage in friendly competition.

### SOCIAL RESPONSIBILITY

We are a powerful ally and advocate for our communities. Our experiences and strong relationships in 10,000 neighborhoods across the nation mean that we can organize grassroots efforts and influence public policy around a range of social issues, including child welfare, education, and public health.

The Y is you - the generosity of others is at the core of our existence. It is only through the support of our hundreds of thousands of volunteers and public and private donors that we can give back to the communities we serve.

### Our Mission

To put Christian principles into practice through programs that build healthy spirit, mind and body for all.

### Our Vision

A commitment to a better future — for all.

### Our Values

Our core values guide us in all we do:

- Caring
- Honesty
- Respect
- Responsibility



[k3ymca.org](http://k3ymca.org)

FOR YOUTH DEVELOPMENT  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

# **BUILDING HOURS**

## **Fall/Winter Building Hours (Labor Day - Memorial Day)**

Monday-Thursday 4:30 am - 10:00 pm

Friday 4:30 am - 8:00 pm

Saturday 7:00 am - 5:00 pm

Sunday 8:00 am - 5:00 pm

### **Youth Hours**

Ages 9-13 can use the YMCA without an adult during the following hours:

Monday- Friday 4:00 pm - 8:00 pm

Saturday 8:00 am - 12:00 pm

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## **Summer Building Hours (Memorial Day - Labor Day)**

Monday- Thursday 4:30 am - 9:00 pm

Friday 4:30 am - 7:00 pm

Saturday 7:00 am - 5:00 pm

Sunday 8:00 am - 5:00 pm

### **Youth Hours**

Ages 9-13 can use the YMCA without an adult during the following hours:

Monday- Friday 8:00 am - 12:00 pm

4:00 pm - 7:00 pm

Saturday 8:00 am - 12:00 pm

Youth can use the facility anytime if accompanied by an adult/legal guardian who is an active, in good standing member of the YMCA.

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## **Holiday Access**

The Y is Closed on the Following Holidays:

Christmas, Easter

Holiday Building Hours are 6:30 am - 11:00 am for the below holidays:

New Year's Eve, New Year's Day, Good Friday, Memorial Day,

Fourth of July, Labor Day, Thanksgiving, Christmas Eve

**\*If a holiday falls on a Sunday,  
the holiday building hours are 8:00 am - 11:00 am**

# MEMBERSHIP BENEFITS

## VISITING YOUR YMCA

### MEMBER CHECK-IN

The easiest and quickest way to check in when you visit the Y is by using the Kankakee Area YMCA Barcode to scan in when you enter the facility, which is required for each visit. On your first visit, we will ask for a photo ID and a picture for our database. This helps to ensure the safety of both our members and staff. Physical membership cards are also available for members without smartphones.

### GUESTS

Everyone is welcome at the Y! Your guests may access the Y with one of the 12 complimentary passes given to each family and adult membership upon joining. Each January, 12 complimentary passes are given to the membership unit. Any guest under 18 must have a parent or legal guardian sign the liability and waiver sheet before entering the facility as a guest, which can be done via email to Member Services. All guests 16 years and older must show a valid photo ID. Members must accompany and are responsible for their guests during a visit to the Y. Guest privileges and times may vary.

## MEMBERSHIP CATEGORIES

### THE KANKAKEE AREA YMCA HAS FOUR CATEGORIES OF MEMBERSHIP:

- **Family:** Any two individuals living in one household and any dependent children under the age of 26 residing at the same address.
- **Family +:** Any three individuals living in one household and any dependent children under the age of 26 residing at the same address.
- **Family Childcare:** Must have a child currently enrolled in a Kankakee YMCA Childcare Program.
- **Adult:** Individuals 26 years or older
- **Two Adult:** Two individuals 26+ residing at the same address.
- **Young Adult:** Individuals 14-25 years of age

### MEMBERSHIP BENEFITS INCLUDE:

- 1 Hour Personal Training Session FREE- Monthly
- Free Wellness Center orientation
- Free Group Cycling classes
- Free Land & Water Aerobics Classes
- Free Child Watch
- Free Family Fun Events
- Free open swim and gym time
- Complimentary coffee service
- Membership credit when you refer a friend
- A place to become connected and build friendships
- Reduced member rates for classes and programs
- Priority program registration
- Ease of online registration
- Access to participating YMCAs Nationwide
- State-of-the-Art Aerobics Studio
- Cardiovascular Equipment | Free Weights | Queenax
- Gymnasium
- Indoor Running/Walking Track
- 3 Racquetball/Handball Courts
- Two Indoor Pools
  - The Therapy/Instructional Pool is kept around 90 degrees and is ideal for youth swim lessons, exercise programs, and adapted training.
  - The Fitness Pool is around 84 degrees and is ideal for swimming, swim clubs, and deep-water fitness classes.
- Our state-of-the-art Ultra Violet Filtration System improves water and air quality, reduces red eyes and skin irritation, and minimizes exposure to bacteria and viruses
- 2 Saunas, 2 Steam Rooms
- Family Locker Room
- All-Purpose Room
- Opportunities to serve and make a difference

## MANAGING YOUR MEMBERSHIP

### MEMBERSHIP PAYMENT OPTIONS

Y members may choose from the following payment options for your membership fees:

Choose a payment method that works best for you.

- Major Credit Cards
- Bank draft (Automated monthly drafts can be established from checking, savings, money market, credit cards or credit union accounts)
- Check (annual or semiannual membership only)

### MEMBERSHIP DUES

Your Membership Dues can be paid in one of two ways:

1. Monthly Automatic Draft: Upon joining, you will pay an enrollment fee and prorated membership dues. You then authorize the Y to automatically withdraw your monthly dues from your checking, savings, or major credit card account. Your monthly dues continue as long as you are a member. You may discontinue your monthly draft by signing a "Request to Cancel Membership" form **10 days** before your next bank EFT.

2. Annual Payment: Upon joining, you will pay an enrollment fee in addition to the annual payment in full, which may be paid using cash, check, or major credit card. No refunds are issued.

**PLEASE NOTE: ADDITIONAL CHARGES WILL BE APPLIED TO ALL ACCOUNTS WHOSE PAYMENTS HAVE RETURNED UNCOLLECTED.**

### FINANCIAL ASSISTANCE

We believe finances should never be a barrier to becoming involved at the Y. The Y uses contributed funds to ensure that those unable to pay the stated amount are able to participate. Those unable to pay the full membership and program fee may receive assistance based on their demonstrated ability to pay and the Y's ability to fund the subsidy. You won't know what's possible unless we talk. Please visit [k3ymca.org](http://k3ymca.org) to learn more or contact us at 815.933.1741.

### REFER A FRIEND

Are you interested in saving money? The Y can help! Refer a friend, and after one month of their active membership, you will receive a credit on your membership.

## CHANGE IN MEMBERSHIP

Changes to your membership - including additions or deletions of individuals or name and address changes - can only be made by the primary member and must be processed in writing at the Welcome Center. Verification of certain information may be required before processing the request.

### TRANSFERRING MEMBERSHIP

Members are allowed to transfer their current YMCA membership (from another Y) to the Kankakee Area YMCA with the benefit of a waived enrollment fee. Previous membership must have been active within the prior 30 days.

### MEMBERSHIP HOLD

Memberships may be placed on hold for up to three months in a calendar year for medical, college, snowbird, or other reasons. The membership must be in good financial standing and provided no later than the 25th of the month prior to the month you want your hold to start. If the request is after the 25th, it will result in one more billing cycle to occur. A current doctor's note is required for all medical hold requests and holds are valid only for the time frame stipulated. Membership holds are good for up to three months. If more than 3 months is needed, a new hold request must be made before the current one expires, and must be approved by Membership Director.

### MEMBERSHIP CANCELLATION POLICY

You may discontinue your monthly draft by signing a "Request to Cancel Membership" form. You may e-mail, mail your written notice, or visit the facility. The YMCA must receive your written cancellation request ten days before your next billing cycle. If your request is received less than ten days before your scheduled billing date, your account will be drafted for that month.

### RETURNED PAYMENTS

Any returned payments due to insufficient funds may be subject to additional fees. You are responsible for all other recovery costs, including all attorney's fees, court costs, and taxes. Please ensure that all your personal information is current in our system, this includes current bank account information and expiration dates if applicable on your membership.

## **LOCKERS**

Lockers are available for daily use during your visit to the Y. We ask that members remove locks and all personal items when they leave the facility. We strongly advise using locks to protect your personal items, as the Y cannot be held responsible or liable for damaged, lost, or stolen articles. Locker Rentals are available for \$10 a month.

## **MILITARY OUTREACH INITIATIVE**

Deployment can be a stressful and uncertain time for our nation's service men and women and their families. In partnership with the Armed Services YMCA and the Department of Defense, the Y is able to offer memberships to eligible military families and personnel to give them extra support during deployment. It's our way of giving back to those who dedicate themselves to serving our country. To apply, please contact our Welcome Center.

## **CORPORATE MEMBERSHIP**

The Y is very proud of the many companies that invest in the good health of their employees through endorsing and supporting the Y Corporate Membership Program. Please contact the Membership Director if your company is interested in a corporate membership.

## **CHILD & YOUTH ACCESS**

Parents are responsible for their children at all times. We need your support in ensuring that children and youth will:

- Accept directions from the Y staff and abide by the guidelines of this handbook.
- Show courtesy and respect for others
- Refrain from offensive or hurtful language
- Take care of the facility and equipment

Youth under the age of 14 must be accompanied in the facility by a parent or guardian age 18 and older who must remain in the facility. Children under 9 must always remain with a parent or guardian unless registered in a supervised program or class.

## **YOUR YMCA – A HOME AWAY FROM HOME**

Our YMCA participates in the Nationwide Network so you can use your YMCA card at more than 2,700 YMCAs nationwide. Guest fees and privileges may vary.

## **SEX OFFENDER BACKGROUND CHECK POLICY**

The Y strives to provide a safe and threat-free environment. Anyone 16 and older who is not a member or has no photo in our member database must provide a photo ID with birth date and first and last name. Persons who are on the sexual offender registry are not eligible for Y membership, program participation, guest/visitor privileges, volunteer, or employment opportunities at the Kankakee Area YMCA.

## **SMOKING, VAPING, ALCOHOL & DRUG USE**

Persons under the influence of alcohol, drugs, or stimulants are not allowed in our facilities. Smoking, alcoholic beverages, e-cigarettes, and vaping are not permitted inside or on the premises of the facility due to our emphasis on maintaining a healthy lifestyle.

## **LOST AND FOUND**

The Y is not responsible for lost or stolen property; however, we retain lost and found items whenever possible. Please contact the Y for the location of the lost and found. Items are kept for a 30-day period and then donated to charity.

## **PHOTO / VIDEO NOTICE**

The YMCA photographs and/or videotapes our members and program participants in various activities. Some of this material is used for marketing and/or fundraising. If you do not want to be photographed, please tell the photographer or step out of the shot. Cameras are not allowed in the locker rooms.

## CODE OF CONDUCT

Respect for others through our actions is our central guide to help ensure that we enjoy a safe, welcoming and comfortable Y. Specific behavioral expectations while at the Y include:

- Modeling the values of caring, honesty, respect and responsibility.
- Avoiding the use of abusive, inflammatory, racially prejudiced, or offensive language, not engaging in physical or verbal conflicts with others, not participating in theft or vandalism.
- Wearing clothes that match the Y activity (e.g., swimwear in pool) and that displays no vulgarity, profanity, or suggestive writing/graphics.
- Refraining from divisive taunting, maintaining poise under stress, and acknowledging a good effort, by both teammate and opponent, during and after events.
- No verbal or physical actions will be tolerated.
- Sexually suggestive clothing is prohibited.
- Avoiding use of alcohol, tobacco, or other drugs. Alcoholic beverages and smoking are banned from the Y's property/ sponsored activities, including all buildings, parking lots, and grounds.
- Bringing guns, knives, and other devices that may be used as weapons onto the Y's property is not allowed. The police will be called immediately upon discovery of any weapon.
- Cell phones, cameras and other photography equipment may not be used without individual consent of the subject and are strictly forbidden in locker rooms and restrooms.
- Children are precious at the Y. It is incumbent upon every adult member to assist and guide them whenever necessary, and to report to staff any need for discipline.
- Refraining from littering, theft, and other vandalism. We ask members to immediately report any problems with equipment and/or facilities.
- The Y promotes the Code of Conduct by holding others responsible and liable for their actions, asking violators to change their behavior and/or reporting incidents to Y staff.

Adherence to the Code of Conduct is required as part of your Y membership. Not adhering to the Code of Conduct may result in penalties. The Y is the final arbiter in all cases.

## DIVERSE ABILITIES

The Y provides opportunities for people with physical and developmental disabilities to participate in programs. Contact Member Services about accommodations needed for participation.

## SERVICE ANIMALS

The Y welcomes service animals; however, the service dog/animal must be harnessed, leashed, or tethered while with the member unless these devices interfere with the service animal's work or the person's disability prevents using these devices. The member must maintain control of the animal at all times. Service animals are prohibited in the pool, steam room, or sauna. Comfort animals are not allowed.

## CHILD WATCH | KID FIT ZONE

Healthy parents are happy parents. Drop off your child in our supervised playroom while you take some time (up to two hours per day) for yourself. This is a free member service for children ages 6 weeks to 12 years old with a Y membership. All participants must be signed in/out of Child Watch by a parent, grandparent, or legal guardian. Parent/guardian must remain on the premises at all times. The prospective member fee is \$10.00 per day.

## RENTALS

The Y facilities may be reserved for special occasions for a fee. Reservations can be made with the Aquatics Director at 815-933-1741, ext. 1219.

## BIRTHDAY PARTIES

The Y offers birthday packages on Fridays, Saturdays, and Sundays. For more information, contact the Membership Director at 815-933-1741, ext. 1235.

## ACCIDENTS & INCIDENTS

Contact a staff person immediately if there is an accident, injury, or unusual incident. However, please be advised that you are participating in all activities at your own risk and are fully responsible for yourself, your children, and your guests.



## FACILITY INFORMATION

### AQUATICS: "THE BIG THREE"

- All children under the age of 7 must be **ACCOMPANIED BY AN ADULT**. Any **NON SWIMMERS**, or those needing a flotation device, must be accompanied **IN THE WATER BY AN ADULT**.
- Absolutely **NO DIVING** of any type is allowed in water less than 6ft., including recreational and competitive "racing" dives.
- Any prolonged and/or repeated breath-holding activities are strictly **PROHIBITED**.

### OTHER SWIMMING POOL RULES/COURTESIES

Youths 18 and under must pass a swim test before being allowed in the pool's deep end. The lifeguard reserves the right to ask anyone of any age to pass the deep-end test.

Non-swimmers, children under 7, and/or children with flotation devices must be kept within arm's reach of an adult at all times.

Only Coast Guard-approved flotation devices are permitted for use by non-swimmers.

Lifeguards are on duty to enforce rules and respond in case of an emergency.

Showers must be taken before entering the pool.

Bathing suits are required. Gym shorts, cut-offs, or street clothes are not allowed.

Running, horseplay, dunking, pushing, and profanity are strictly prohibited.

Inflatable devices are prohibited (i.e., no rafts or water wings).

Kickboards, flotation belts, and other instructional devices are only for swim classes and lap swimmers.

Food, beverages, gum, tobacco products, alcohol, glass containers, and pets are prohibited.

Young swimmers who are not toilet trained must wear appropriate swim diapers and rubber pants with elastic.

### LAP SWIMMING ETIQUETTE

Please circle swim to allow multiple swimmers to use the same lane.

Notify all swimmers in a lane of your presence before entering the water.

Choose a lane based on your swimming ability when available. (Slow/Medium/Fast)

## FACILITY INFORMATION

### GYMNASIUM – SAFE GYMS HAVE RULES

Due to safety issues, no food or drink (including water) is allowed in the gymnasium.

Sport-approved and appropriate clothing and shoes must be worn at all times. Coats, bags, and personal items must be stored in a locker, not on the gym floor.

Dunking and hanging from rims are prohibited and will result in removal from the Y.

Mishandling of balls and equipment is prohibited (no throwing, kicking, etc.).

Disagreements, disputes, and arguments will be settled in a polite, timely, and nonviolent manner.

Players are responsible for any damages resulting from misconduct or misuse of equipment and facilities.

Players will conduct themselves in a sportsmanlike manner...profanity, spitting, unsportsmanlike conduct, provocative language, and/or actions are prohibited.

No personal music should be played out loud.

Outside personal trainers or coaches cannot work with or train YMCA members or guests.

The Y is not responsible for lost or stolen articles.

Please keep your items safe in a locker, car, or home.

### RACQUETBALL COURTS

Appropriate attire and proper shoes are required. **GOGGLES ARE HIGHLY RECOMMENDED FOR YOUR SAFETY**. For your convenience, racquets, racquetballs, and goggles are available for checkout at the Welcome Center. Reservations can be made up to 72 hours in advance. Court Time Limit: 1 Hour

Members may only reserve courts under their own names. No youth under 12 will be allowed in a court or to reserve a court without an adult present between 5:00 pm and 7:00 pm. Courts 1 and 2 will be reserved for racquetball or handball players from 5:00-8:00 pm Monday through Friday. Court 3 is reserved for racquetball or handball players between 5:00 and 8:00 pm on Friday. Only YMCA Staff Members may enter a reservation into the reservation binder. Players must check in at the Welcome Center to confirm their reservation. Courts will be forfeited if the reserving member has not checked in 15 minutes after the scheduled reservation starts.

## **FACILITY INFORMATION**

### **RUNNING/WALKING TRACK**

#### **Age Guidelines**

Members ages 14 and older are permitted full use of the track. Members ages 10 – 14 with Kid Fit Pass can use the track. No one under the age of 10 is permitted on the track.

#### **Proper Attire**

Proper workout attire and closed-toe athletic shoes are required. No sandals, swimwear, or clothing that may be inappropriate in a family environment.

#### **Food**

Closed water bottles are allowed.

No food or gum is allowed on the track.

#### **Track Etiquette**

Run or walk single file except to pass.

No strollers.

All walkers and slower runners keep to the inside rail.

#### **Track Safety**

The use of dumbbells, balls, and open-air stereos is prohibited. Spectators are not allowed on the track.

### **LOCKER ROOMS**

Please secure your belongings. Locks are available for purchase at the Welcome Center. Permanent locker service is available for an additional charge. Lockers are for daily use only, except for permanent locker service. All locks remaining at the close of business will be removed nightly. Removed contents are stored at the Welcome Center for 30 days. We are not responsible for the replacement of cut locks. Cell phone cameras and other photography equipment are strictly forbidden in locker rooms and restrooms.

### **ADDITIONAL RULES**

**Adult Locker Rooms** – For men and women 18 or older. Access key is required to enter and can be obtained at the Welcome Center.

**Family Locker Room** – For family use only. An adult must be present at all times. Please change clothing in the private rooms. Access key is required to enter and can be obtained at the Welcome Center.

**General Locker Rooms** – For men and women 14 or older. No key is required to enter.

**Boy's & Girl's Locker Room** – For youth aged 13 or younger. No key is required to enter.

## **FACILITY INFORMATION**

### **WELLNESS CENTER GUIDELINES**

Please secure your coats, gym bags, and valuables in a locker.

Cardiovascular equipment has a 30-minute limit during peak hours.

Profane or indecent language is not allowed.

Proper exercise attire (jeans are not permitted), especially footwear, must always be worn. Proper footwear includes walking or athletic shoes with rubber soles for physical activity. Open-toed shoes are not permitted.

**Cell Phones:** Phone calls, phone use on the equipment or recorders and cameras are not allowed in the Wellness Center. Cell phone use for personal music is allowed.

Youths 10-13 can use the Cardio equipment (specified by the Personal Trainer) in the Wellness Center after completing the Fit Pass Orientation (FPO). FPO graduates must always wear their FPO band in the Wellness Center.

Outside personal trainers or coaches cannot work with or train YMCA members or guests.

### **WELLNESS CENTER ETIQUETTE**

While performing workout sets, be mindful of others waiting. Do not rest on the machine between your sets. Allow others to perform a set while you are at rest.

Please do not use machines or benches for sitting or anything else besides their primary purpose.

Please raise and lower weights in smooth, fluent motions. Do not "bang" weights.

Do not drop free weights and/or dumbbells on the floor carelessly.

Exercise balls have recommended weight limits. Do not add additional weight when using them (e.g., hand weights and barbells).

Always return weights to their proper storage area when finished.

Wipe off the machine and equipment when you are finished.

## **FACILITY INFORMATION**

### **GROUP EXERCISE**

Members ages 14 and older may participate in all group exercise classes.

Members ages 10-13 may participate in classes only with instructor approval and if they are accompanied by an adult (age 18+) who is participating in the class.

### **EQUIPMENT**

Equipment should be returned to its proper storage place. Weight-bearing exercises should not be performed against the mirrors.

### **PROPER ATTIRE**

T-shirts, shorts, sweatpants, socks, and closed-toe athletic shoes are acceptable.

Street clothes— jeans, sandals, street shoes, and swimsuits are prohibited.

### **SAFETY GUIDELINES**

It is highly recommended that you see a physician before beginning an exercise program, especially if you have any pre-existing medical conditions.

Members must follow the class guidelines and instructor's directions. To avoid distractions, please turn off all electronic devices.

Please secure your coats, gym bags, and valuables in a locker.

### **GROUP CYCLING**

Please bring a towel and water to class. Please silence all electronic devices. Make sure that all adjustments are tight before beginning class. If your feet slip from the pedals, use the brake to make the pedals come to a complete stop before attempting to put your feet back into the pedals.

Compete with yourself, not with other class participants. Upon class completion, please place all adjustments to their "max level," keep adjustments loose, and wipe down bikes with cleaning supplies.

### **INCLEMENT WEATHER**

During inclement weather, the YMCA does reserve the right to close the building or cancel classes at any time if the safety of our members, participants, and staff is at risk. If a paid class is canceled due to inclement weather, we will issue a YMCA credit voucher at the YMCA's discretion. For inclement weather updates, visit our website at [www.k3ymca.org](http://www.k3ymca.org) or our Facebook page.

## **PROGRAM INFORMATION**

### **FEES**

Program fees are set to provide quality services and represent the cost of providing activities or services not included in your membership dues. However, members receive a reduced rate on almost all programs!

- For your convenience, you can also register online for programs.
- Please check your statements regularly. A service fee will be charged on any returned transaction. If you notice a discrepancy in your statement, notify us promptly. Refunds are not issued for discrepancies more than 90 days.

### **REFUNDS**

A Program Withdrawal Request form must be completed at the Member Service desk at least one week before the start of the program. Credit may be given with the approval of the Program Director in the form of a refund or credit for future programs. Credits are not given for missed classes due to personal circumstances or canceled classes due to an act of God or nature. Class fees are prorated as necessary for holidays. The Y reserves the right to cancel or change a class time and will give full credit to your account. This policy does not apply to day camps or school-age childcare. Refer to the parent handbook.

### **DISMISSAL OF ENROLLMENT**

We reserve the right to dismiss a child for any reason. Some reasons may include:

1. Parent/guardian or child jeopardizes the health and safety of other children.
2. Parent/guardian or child displays abusive conduct (some examples: swearing, threatening, hitting/pushing, negative social media content, etc.) towards staff, other children, YMCA, YMCA Childcare, or the school property.
3. Parent/guardian is uncooperative with the staff, operating policies, or admission agreement or becomes delinquent in payment fees.

## **STRONG KIDS CAMPAIGN**

A Strong Kids Campaign is conducted annually from February through September to support the Y's mission. This campaign funds children and families to participate in Y programs such as summer day camp, child care, youth sports, and swim lessons. These families would otherwise be unable to participate due to their financial situation. As a Y member, you have the opportunity to participate in the annual Strong Kids Campaign. All Y campaigners are volunteers dedicated to helping others within the Y family. Training is provided, and new campaigners are always welcome. Please consider donating to the campaign and/ or volunteering to help raise funds. Contact the CEO for more information.

If you or someone you know is in need of financial assistance, please contact one of our member service representatives. All requests are confidential.

## **VOLUNTEERS**

Every year thousands of volunteers support the Y's overall purpose of helping people reach their God-given potential in spirit, mind, and body. Volunteers are needed today for:

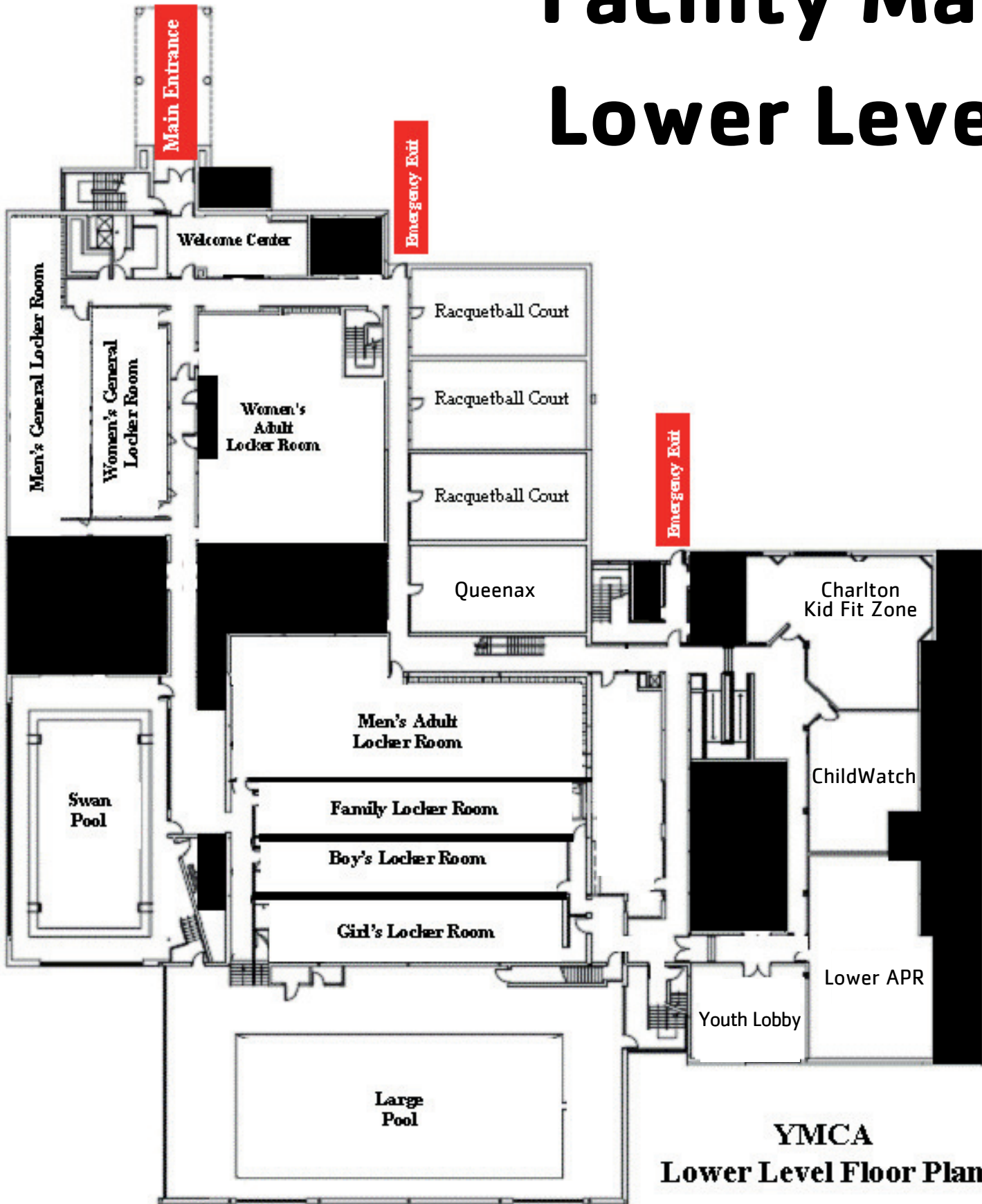
- Youth Sports Coaches and Referees
- Special Events
- Youth Programs
- Board of Directors/ Committees
- Clean Up Week
- Teaching Skills
- Administrative Tasks
- Fundraising
- Maintenance

Become a vital part of the Y community - your special talents will really make a difference!

# **BEGIN. BECOME. BELONG.**

# Facility Map

## Lower Level



# Facility Map

## Upper Level



**YMCA**  
**Upper Level Floor Plan**

## **WE WELCOME YOUR THOUGHTS AND COMMENTS**

### **COMMENT CARDS**

Thank you for including us as part of your healthy lifestyle. Your experience and satisfaction are important to us. We invite you to speak to our staff or complete a comment card to express satisfaction, concerns, or questions. Comment cards can be found on the suggestion box hanging next to the Welcome Center Desk.

### **EMAIL CONTACT**

We also welcome your comments and questions for our staff via email. Current email addresses for our CEO, Program Directors, and leadership team can be easily located on our website and all business cards are hanging on the wall near the Welcome Center Desk.

### **GET INVOLVED IN OUR PROGRAMS**

We offer programs year round for all members of your family. Staying active in our programs helps you and your family connect to new friends and community members who share similar healthy lifestyle goals. Check out our current program guide and register online.

### **JOIN US ONLINE AND STAY CURRENT**

Visit Our Website: [www.k3ymca.org](http://www.k3ymca.org)

Find all the current programming information, schedules, news, opportunities, and much more here.

“Like” Us on Facebook: Kankakee Area YMCA

Receive announcements, view photographs, and stay connected through our Facebook page.

Follow Us on Instagram: [kankakee.area.ymca](https://www.instagram.com/kankakee.area.ymca)

