



SETTING EXPECTATIONS FOR A GREAT EXPERIENCE

Member Handbook

**MARSHFIELD CLINIC HEALTH
SYSTEM YMCA
Marshfield Center**

410 W McMillan St
Marshfield, WI 54449
715.387.4900
mfldymca.org



Revised 12/2023

WELCOME TO THE MARSHFIELD CLINIC HEALTH SYSTEM YMCA



We're glad you're here. As a member of the Y, you now belong to a community of people focused on wellness, family, and helping others. You've taken the first step by becoming a member, and now we encourage you to become fully engaged in all we have to offer. It is our mission to help you take charge of your health, spend quality time with your family, and develop relationships with your neighbors.

In order to make the time you spend here more enjoyable and rewarding, we invite you to become acquainted with our staff, programs and services. This handbook will provide you with general information regarding your membership, our facility and YMCA policies. Information about our programming can be found on our website: www.mfldymca.org or in our monthly program brochures.

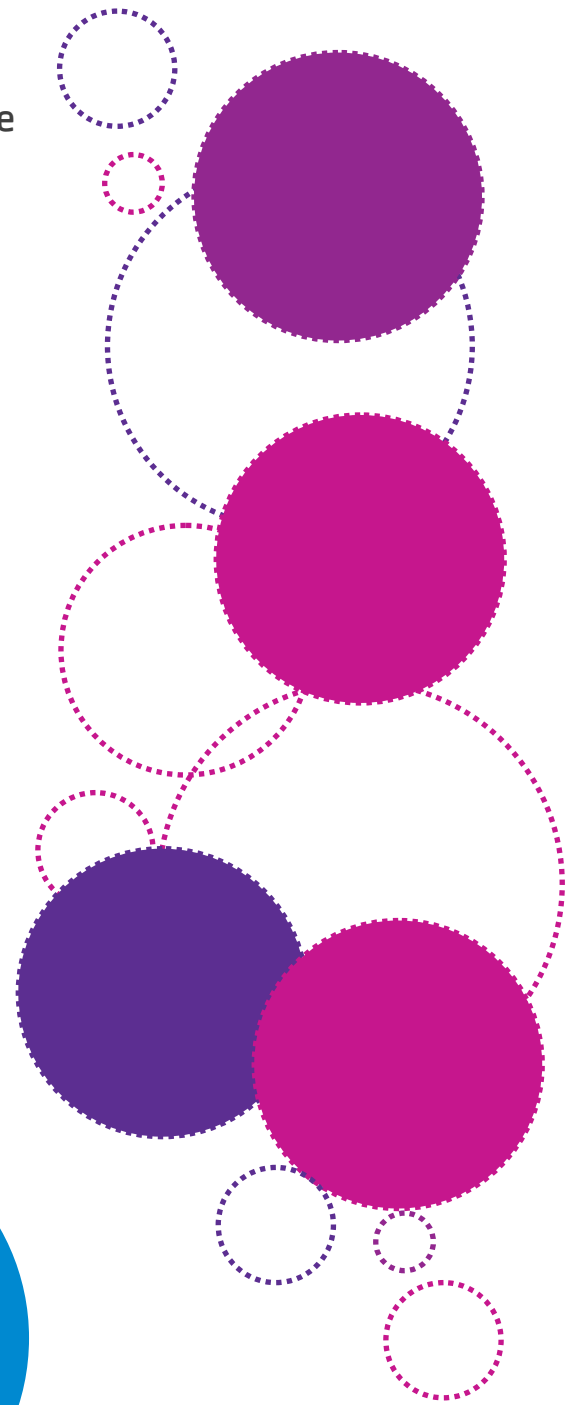
We take pride in the friendliness of our staff and their willingness to assist our members. Your thoughts, comments and questions are always welcome. Please feel free to approach any of our staff members at any time.

OUR MISSION

The Marshfield Area YMCA's mission is to put Christian principles into practice through programs that build healthy spirit, mind, and body for all.

OUR CAUSE

Strengthening communities. Every day we work side-by-side with our neighbors to make sure that everyone, regardless of age, income or background, has the opportunity to learn, grow and thrive.



YMCA CORE VALUES



Our core values unite us as a movement with a common cause. They are the shared beliefs and essential principles that guide our behavior, all interactions with each other, and our decision making.



caring

To demonstrate a sincere concern for others, for their needs and well-being.

respect

To treat others as I would want them to treat me, to value the worth of every person, including myself.

honesty

To tell the truth, to demonstrate reliability and trustworthiness through actions that are in keeping with my own stated positions and beliefs.

responsibility

To do what is right, to be accountable for my choices of behavior and actions and my promises.

CODE OF CONDUCT



Following with our values of caring, honesty, respect, and responsibility as a guide, the Y's Code of Conduct ensures that all who enter our facilities enjoy a safe, welcoming, and comfortable environment. We ask individuals to act in a manner that upholds these values at all times when they are in our facilities or participating in Y programs. The safety and protection of Y members and guests is a paramount concern of the Marshfield Clinic Health System YMCA, therefore, we reserve the right to deny access or membership to any person.

The following list is illustrative and not intended to include every type of conduct that is prohibited. At their discretion, YMCA staff may define what is considered inappropriate behavior in determination of an individual's access or member's suspension or termination:

- Membership card sharing, presenting false identification, or intentional abuse or non-compliance of YMCA policies.
- Unauthorized entry into the Y or assisting in the unauthorized entry of someone else into the Y.
- Using or possessing alcohol or illegal drugs on YMCA property, in YMCA vehicles or facilities or attending YMCA-sponsored programs under the influence is prohibited.
- Smoking, vaping, or juuling on YMCA property – all of our YMCA buildings and grounds are smoke, tobacco, electronic cigarette, and vaping free zones.
- Carrying or concealing a weapon of any kind.
- Harassment, verbal abuse 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.
- Inappropriate sexual conduct including explicit conversations or any sexual contact with another person.
- Theft or behavior that results in the destruction or loss of property.
- Loitering within facilities or on the grounds of the YMCA.
- Use of cell phones in locker rooms or restrooms.
- Wearing inappropriate (i.e., containing profanity or illegal product marketing), immodest or revealing attire.
- Use of social networking websites in a manner that is contrary to the YMCA's mission, is detrimental to the community or is in violation of the law.
- Any behavior or activity that is against the law.

Members and guests are encouraged to be responsible for their personal comfort and safety. If any person exhibits behavior which threatens another person's comfort or safety, the behavior should be reported to a YMCA staff person. Please do not hesitate to notify a staff person if assistance is needed. In order to be able to carry out these policies, we ask members and guests to identify themselves to staff when asked. The Y investigates all reported incidents. Suspension, termination, or removal of YMCA membership/program privileges may result if a violation of this Code of Conduct has occurred. In addition, the YMCA reserves the right to deny access or membership to any person who is a registered sex offender, has been arrested for or convicted of any crime involving weapons, violence, sexual abuse, or the sale, possession and/or transportation of illegal drugs.

MEMBERSHIP INFORMATION



MEMBERSHIP KEY CARD

Each person on the membership, ages 12 and older, will receive a membership key card to scan at the Welcome Center each time they visit the Marshfield Clinic Health System YMCA-Marshfield Center. Prior to receiving your keycard, a photo must be taken.

MEMBERSHIP KEY FOB - 24/7 ACCESS

24-hour access to the Marshfield Clinic Health System YMCA-Marshfield Center is for Marshfield Clinic Health System YMCA Adult & Family Members only, 13 years of age and older. Members between the age of 13 and 17 must be accompanied by their parent or guardian on the family membership. Each adult member wanting 24-hour access is required to have their own key fob and must use it to gain access outside of staffed hours of operation. Key fobs will only be sold to those 18 years of age and older and can be purchased from the Y Welcome Center during staffed hours of operation for a one-time fee of \$25 for all adults on the membership. Prior to receiving your key fob, a photo must be taken.

NATIONWIDE MEMBERSHIP

Nationwide Membership enables you to visit any participating Y in the United States through membership at your "Home" YMCA (your home location is the facility that enrolled you as a member and that collects your membership dues). Not all services may be offered to Nationwide members. To be eligible for Nationwide Membership, you must have an active membership and present a valid photo ID. On average, at least 50% of your monthly visits must be to your Home YMCA. Additionally, if you are a college student you will need to join the YMCA where your usage is 50% or greater. As a YMCA member, we encourage you to contact the facility you wish to visit for further details and any restrictions.

MEMBERSHIP CHANGE & CANCELLATION REQUESTS

To add or remove individuals from your membership or to change membership type, please stop by the Welcome Center to complete a Change Request Form. Upgrades will take effect immediately and downgrades will take effect on the next bill date following notification. To cancel your membership, please complete a Membership Cancellation Request Form at the Welcome Center or contact our Membership Engagement staff at 715.387.4900. We do require a 30-day notice to cancel your membership.

UPDATING PAYMENT METHOD

You may update your credit/debit card or checking/savings account information for membership renewals at the YMCA Welcome Center. This update must be made by the 12th day of the month in order for the changes to be effective that month.

LOCKER FEES

The Marshfield Clinic Health System YMCA-Marshfield Center offers lockers for rent for a monthly fee. Please ask our staff at the Welcome Center for more details.

VIDEO SURVEILLANCE

For your safety, the Marshfield Clinic Health System YMCA has installed surveillance cameras throughout the facility, with the exception of locker rooms and restrooms.

FREE WiFi! Password: fitnessime

FACILITY AGE GUIDELINES



All ages are welcome at the Y. To ensure that everyone has a safe and enjoyable experience, we have specific Facility Age Guidelines. Detailed facility age guidelines can also be found at: www.mfldymca.org/library/documents/facility_age_guidelines_flyer.pdf

MEMBERSHIP

- **Youth ages 11 and under** must have direct adult supervision at all times who is 18 years or older, unless participating in a supervised program.
- **Youth ages 12 and older** may be unaccompanied but need to check in at the Welcome Center with a membership card.

AQUATIC CENTER

- **Youth ages 11 and under** must be accompanied by an adult in the Aquatic Center at all times. Those who can not swim must be accompanied by an adult in the water at arms reach, or wear a Coast Guard approved life jacket. Any safety-related decisions in the Aquatic Center, including those relating to the age-use guidelines, are at the discretion of the lifeguard(s) on duty.
- **Youth ages 17 and under** are not permitted in the whirlpool.
- Consult the current pool schedule before making plans to use the Aquatic Center. Pool schedules change regularly throughout the year.

HEALTHY LIVING CENTER

- **Youth ages 10 and under** are not allowed in the Healthy Living Center.
- **Youth ages 11-12** are permitted full use of the Healthy Living Center, but must be accompanied by a parent or adult guardian within constant eyesight. An Equipment Orientation is required*.
- **Members & Guests ages 13 and older** are permitted full use of the Healthy Living Center without a parent or adult guardian, provided they display acceptable levels of maturity and respect. An Equipment Orientation is strongly recommended*.
- *Instruction by a qualified YMCA Wellness Coach is strongly recommended to ensure appropriate equipment usage, proper form/technique, and safe training procedures for age and ability.

ROEHL FIELDHOUSE TRACK

- **Youth ages 6-11** are welcome to use the track, but must be accompanied by a parent or adult guardian at all times.
- **Members & Guests ages 12 and older** are permitted full use of the track without a parent or adult guardian, provided they follow the track guidelines listed on signs on the track.

STRENGTH TRAINING CENTER

- **Youth ages 12 and under** are not allowed in the Strength Training Center.
- **Members & Guests ages 13 and older** are permitted full use of the Strength Training Center without a parent or adult guardian, provided they display acceptable levels of maturity and respect. An Equipment Orientation is strongly recommended*.
- *Strength Training is a specialized form of physical activity and instruction by a qualified YMCA Wellness Coach is strongly recommended to ensure appropriate equipment usage, proper form/technique, and safe training procedures for age and ability.

LOCKER ROOMS

- **Men's & Women's Adult Locker Room** - for Y members and guests, 18 years or older. Children under the age of 18 are not allowed in either gender adult locker room.
- **Family/Special Needs Locker Room** - 13 private changing areas available for youth 17 years and under; for families desiring to remain together; and for individuals who need assistance with showering and changing.



MARSHFIELD CLINIC HEALTH SYSTEM YMCA – MARSHFIELD CENTER

FACILITY AGE GUIDELINES



	FACILITY ACCESS	24-HOUR ACCESS Roehl Fieldhouse & Track, Healthy Living Center and Strength Training Center	ROEHL FIELDHOUSE & SMALL GYM	ROEHL FIELDHOUSE & SMALL GYM TRACK	HEALTHY LIVING CENTER	STRENGTH TRAINING CENTER	GROUP EXERCISE STUDIOS Studios A, C & D	AQUATIC CENTER Large & Small Pools	CHILD WATCH	LOCKER ROOMS Men's and Women's	Family and Special Needs
AGES 0-5	YES with direct adult supervision	NO	YES with direct adult supervision	NO unless in stroller or hand-in-hand with an adult at all times	NO	NO	NO	YES accompanied by an adult at all times	YES up to 1.5 hours during hours of operation and signed in by parent or guardian	NO	YES accompanied by an adult at all times
AGES 6-10	YES with direct adult supervision, unless participating in a supervised program	NO	YES with direct adult supervision, unless participating in a supervised program	YES accompanied by an adult at all times	NO	NO	NO	YES accompanied by an adult at all times	NO	NO	YES accompanied by an adult at all times
AGE 11	YES with direct adult supervision, unless participating in a supervised program	NO	YES with direct adult supervision, unless participating in a supervised program	YES with direct adult supervision	YES accompanied by an adult at all times. Youth orientation required	NO	NO	YES accompanied by an adult at all times	NO	NO	YES with direct adult supervision, unless participating in a supervised program
AGE 12	YES check-in at Welcome Center with membership card required	NO	YES	YES	YES accompanied by an adult at all times. Youth orientation required	NO	NO unless participating in a group exercise class and with an adult	YES during Family Swim scheduled times or participating in a supervised program	NO	NO	YES
AGES 13-17	YES check-in at Welcome Center with membership card required	YES accompanied by a parent or guardian on the family membership	YES	YES	YES provided acceptable levels of maturity and respect are displayed. Youth orientation required	YES provided acceptable levels of maturity and respect are displayed. Must be 15 to participate in a group exercise class on own	YES provided acceptable levels of maturity and respect are displayed. Must be 15 to participate in a group exercise class on own	YES during Family Swim scheduled times or participating in a supervised program	NO	NO	YES
AGES 18+	YES check-in at Welcome Center with membership card or key fob required	YES each adult member required to have their own key fob for access outside of staffed hours of operation	YES	YES	YES orientation highly recommended prior to use of equipment	YES orientation highly recommended prior to use of equipment	YES	YES	YES with intention to use Child Watch service during hours of operation, up to 1.5 hours. Inquire at Welcome Center outside of hours of operation	YES	YES

*Direct adult supervision means an adult 18+ is no more than 5 feet away from youth at all times.

GUIDELINES & POLICIES



CHILD WATCH

Child Watch is a free service for Y members that allows you to pursue your own health and well-being, knowing that your children are safe, secure and cared for in a positive environment. Kids ages 6 weeks to 5 years are welcome. All children cared for in Child Watch may receive care for no longer than 1.5 hours each day. Reservations are required for all children on the membership.

- You can reserve a spot up to one week in advance at: www.mfldymca.org/youth_family/child_watch
- Child Watch is available Monday-Friday, 8:00-11:00 am
- Parents must remain in the building when children are using Child Watch

GROUP EXERCISE CLASSES

Group exercise classes are free to attend and open to ages 15 and up. Kids ages 12-14 can attend adult classes with a parent or guardian. Categories include cardio, strength, yoga, cycling, and water exercise. We also offer small group training classes such as MX4 and Kickboxing.

- **Getting Started:** Classes welcome all levels of fitness. When attending a new class, try to arrive at least 10 minutes early and let the instructor know you're a beginner. The instructor can offer tips, tell you what equipment is needed and can offer alternate exercise options.
- **Rules and Common Courtesies:**
 - Please arrive on-time for classes - warming up is important to prevent injury
 - Please clean equipment used in class with provided disinfectant after use and return all equipment to its proper place after use
 - Please wear clean, non-marking shoes
 - Talking on cell phones is not allowed during class

HEALTHY LIVING CENTER

- **Age Requirements:** Members & Guests ages 13 and older are permitted full use of the Healthy Living Center, provided they display acceptable levels of maturity and respect. An Equipment Orientation is strongly recommended and free with your YMCA membership.
- **Clothing:** Please embrace the family-friendly environment of your Y. Attire must be appropriate for the activity, adequately cover the body, and be free of any vulgar or profane writing or pictures. Athletic shoes only: crocs, flip flops, street shoes or sandals are not allowed. Please bring a change of shoes to avoid tracking in excess dirt, snow, salt, etc. The Y reserves the right to define offensive/inappropriate attire.
- **Respect:** No horseplay or running through equipment areas. Show respect to Y staff and members at all times. Derogatory and obscene language is not allowed. Please be courteous to others by observing proper regular hygiene and limiting the use of perfumed sprays. Keep phone conversations outside of the Healthy Living Center. Do not bang machine weights or drop dumbbell weights (controlled drop, from knees to floor only). Instruction or training by anyone other than YMCA staff is strictly prohibited.
- **Responsibility:** For your safety, place personal items including gym bags, purses, extra clothing, etc. in day use lockers or locker rooms. No food or beverage allowed - except water in a closed bottle.
- **Equipment:** Wipe off equipment after use and clean large puddles on the floor using towels and disinfectant provided in the Healthy Living Center, then place towels in the bin. Return equipment and rack weights when finished. If you intend to perform more than one set of repetitions on a machine, please allow others to work in between your sets. Be careful not to interfere with another's workout by lingering too long on any one piece of equipment. Do not attempt to repair or adjust any equipment that has malfunctioned. Report equipment malfunctions, personal injuries and specific concerns to staff immediately. Equipment from home is not allowed to be brought in the Healthy Living Center.
- **Headphones:** Use headphones while listening to music. Bluetooth speakers are not permitted in the Healthy Living Center.

ROEHL FIELDHOUSE TRACK

- **Age Requirements:** Members & Guests ages 12 and older are permitted full use of the track provided they follow the track guidelines listed on signs on the track.
- **Footwear:** Please wear clean, non-marking shoes. Spikes and cleats are not allowed.
- **Respect:** Inside track lanes are designated for walking and slower traffic. The outside track lane is designated for running and passing. Strollers are allowed on the inside lane. Maximum number of people to walk side-by-side must be no more than two people. Please follow daily track directions.
- **Responsibility:** For your safety, place personal items including gym bags, purses, extra clothing, etc. in day use lockers or locker rooms. No food or beverage allowed - except water in a closed bottle. Spectating or observing from the track is not allowed. No objects (including balls) should be thrown from or on the track.

GUIDELINES & POLICIES



STRENGTH TRAINING CENTER

- **Age Requirements:** Members & Guests ages 13 and older are permitted full use of the Strength Training Center, provided they display acceptable levels of maturity and respect. An Equipment Orientation is strongly recommended and free with your YMCA membership.
- **Clothing:** Please embrace the family-friendly environment of your Y. Attire must be appropriate for the activity, adequately cover the body, and be free of any vulgar or profane writing or pictures. Athletic shoes only: crocs, flip flops, street shoes or sandals are not allowed. Please bring a change of shoes to avoid tracking in excess dirt, snow, salt, etc. The Y reserves the right to define offensive/inappropriate attire.
- **Respect:** No horseplay or running through equipment areas. Show respect to Y staff and members at all times. Derogatory and obscene language is not allowed. Please be courteous to others by observing proper regular hygiene and limiting the use of perfumed sprays. Keep phone conversations outside of the Strength Training Center. Do not bang machine weights or drop dumbbell weights (controlled drop, from knees to floor only). Instruction or training by anyone other than YMCA staff is strictly prohibited.
- **Responsibility:** For your safety, place personal items including gym bags, purses, extra clothing, etc. in day use lockers or locker rooms. No food or beverage allowed – except water in a closed bottle.
- **Equipment:** Wipe off equipment after use and clean large puddles on the floor using towels and disinfectant provided in the Strength Training Center, then place towels in the bin. Return equipment and rack weights when finished. If you intend to perform more than one set of repetitions on a machine, please allow others to work in between your sets. Be careful not to interfere with another's workout by lingering too long on any one piece of equipment. Do not attempt to repair or adjust any equipment that has malfunctioned. Report equipment malfunctions, personal injuries and specific concerns to staff immediately. Equipment from home is not allowed to be brought in the Strength Training Center.
- **Headphones:** Use headphones while listening to music. Bluetooth speakers are not permitted in the Strength Training Center.

SOCIAL MEDIA POLICY

We encourage our community to share content such as photos and stories of their YMCA experiences and must assume that anyone sharing this user-generated content has the right to do so and has permission of the photographed individuals. Please do not take or post photos/videos you do not have permission to post, including photos of children without the permission of a parent or guardian. YMCA members and guests are prohibited from taking photos or videos at the YMCA or in YMCA programs/functions for personal financial gain or benefit, or for purposes in direct conflict with YMCA interests. The use of electronic recording devices is prohibited in ALL locker rooms and restrooms.

FACILITY USE – OUTSIDE PRACTICES/TRAININGS

The Marshfield Clinic Health System YMCA does not permit the use of its facilities by unauthorized independent contractors, personal trainers, private lesson instructors, individual or group coaching, youth or adult sports team practices, etc. – including those led by Y staff off-the-clock, Y members, and Community Members attending as a guest or who have paid the Day Pass Fee – which may or may not engage in the provision of services in exchange for paid compensation by parties involved. If formal or semi-formal training or instruction pertaining to a skillset is being given on YMCA property (without prior approval by management), Y staff may inquire about the scenario, document the incident for management follow up and/or ask the participants to leave the premises if determined to be in violation of the Facility Use Policy. Repeated offenses may lead to immediate removal from the facility, up to and including a temporary or permanent usage ban across the association. Facility Rentals are available by appointment, please contact the Y at 715.387.4900 for more information.

GUIDELINES & POLICIES



EQUAL OPPORTUNITY

It is the intent of the YMCA to afford equal opportunity to all members and program participants without regard to age, race, religion, color, sex, national origin, disability, marital status, pregnancy, veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local law.

INCLEMENT WEATHER POLICY

In the event of inclement weather, the YMCA may have to cancel classes and/or programs. If the Marshfield School District dismisses early or cancels school due to inclement weather, ALL YMCA youth and adult programs and group exercise classes will be cancelled. A make-up day for swim lessons will be provided when determined. For weather-related closings and cancellations, check our website, Facebook or Instagram page or contact the Y at 715.387.4900.

INSURANCE & LIABILITY

Participation in any recreation activity carries a certain degree of risk. We urge all participants to have adequate insurance coverage and physician exams before registering for any program. The Y does not provide hospital/medical insurance.

ITEMS & VALUABLES

All items and valuables brought to the Y should be locked in a locker at all times. Please bring your own padlock for locker rooms. Please remove your belongings upon leaving to insure adequate locker space for all YMCA members. In the event that personal belongings are left at the YMCA, the Y is not responsible for loss, damage, theft or storing of these belongings.

PHOTO/VIDEO

Membership enrollment, entry into facilities or property/grounds, participation in YMCA programs and/or events grants permission and consent for participant(s) to be photographed or videotaped, audiotaped, or recorded and waives any privacy rights with regard to the display of such photographs, broadcasts, recordings, etc. in presentations, publications, websites, social media, news, radio, TV and other means. If you do not wish to be included in Y promotional materials, please notify the Y event and/or program staff. You agree upon request of YMCA staff to be photographed for identification purposes in the YMCA's member and program participant database. You further understand that failure to do so can result in denial of services. If you have concerns with the use of these items, you are responsible for personally notifying the YMCA CEO in writing. The YMCA does not control, regardless of your circumstances, the taking or use of photos/videos, etc. at "public events" such as athletic events, outreach events, etc. where members of the public/community/media are invited.

PRIVACY POLICY

The YMCA makes reasonable efforts to protect your personal information and safeguard against the unauthorized processing of personal information, and against accidental loss of, or damage to, personal data, although we cannot provide an absolute guarantee of security of our site. The YMCA collects personally identifiable information (PII) from you when you voluntarily submit information to us. This information may include your name, home address, date of birth, demographic information, payment and other information that we may need to collect in connection with certain participation in events, registrations, or membership. You've entrusted us with your personal information and we're committed to protecting it. We will not sell your personal information to anyone, for any reason, at any time. We use firewalls and encryption technology to protect personal information on our computer systems and take precautions to ensure your Internet account and personal information are accessible only by employees who are authorized to have access to your personal information.

HOW TO GET STARTED REACHING YOUR GOALS



We've compiled a few helpful tips and tricks to get you started in the right direction. Our recommendations are in an order to get you connected as quickly as possible, but feel free to take them at your own pace and in an order that makes the most sense to you.

DOWNLOAD THE MOBILE APP

The Marshfield Clinic Health System YMCA mobile app is an exclusive member benefit!

- Easily browse and find group exercise schedules
- Create a personalized workout
- Connect with other Y members through groups and challenges
- Receive important facility announcements
- Connect your wearables and fitness apps

GETTING TO KNOW YOU

If you are just getting started we would love to sit down with you and help you get connected. Your goals are important to us, so meeting with a Wellness Coach will give you the opportunity to learn how to meet your goals in a way that creates long-term healthy habits. Through this appointment, you will find your starting point, learn about options in the Wellness Center, have an equipment orientation and much more. This is a one time appointment for up to one hour and is free to members. Contact Membership staff to schedule an appointment.

COMPLIMENTARY EQUIPMENT ORIENTATION

Learn how to maximize your results on any cardio, strength or free weight equipment at your Y. Our qualified staff will show you proper setup and use of our equipment, as well as give you tips to create your own workout schedule. Individuals age 13 and older may use the Healthy Living Center and Strength Training Center unaccompanied. Youth age 11-12 may use the Wellness Center while accompanied by a parent or guardian, after completing the Youth Orientation. This is a one time appointment for up to one hour and is free to members. Contact Membership staff to schedule an appointment.

SMART START

Specifically designed for beginner exercisers who are looking for guidance to create lifelong habits. This progressive program involves meeting with a Wellness Coach 2-4 times and covers goal setting, workout design, and tips on committing to a healthy lifestyle. Free to members. Contact Membership staff to schedule an appointment.

ATTEND A FREE GROUP EXERCISE CLASS OR WATER EXERCISE CLASS

The Y offers a wide variety of your favorite group exercise and water exercise classes FREE with membership. Our experienced instructors will help you have fun and get healthy while you gain strength, endurance, and increase energy. Reserve a spot in class via the mobile app and spice up your fitness routine and meet new people.

ADDITIONAL TIPS FOR SUCCESS

We hope you come to know the Y as your, and your family's, place to find holistic wellness - in spirit, mind and body - along with a place to enjoy community, so ask questions and try new things to make the most of it! When you have a question or are interested in trying something new, our Member Engagement Staff is a good place to start. However, feel free to ask anyone with a YMCA nametag as we are here to encourage and motivate you on your new health and wellness journey.