

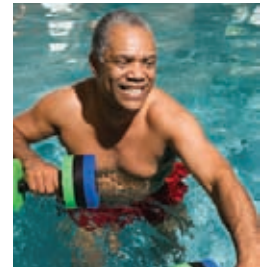


YMCA of Greater Des Moines



Owner's Manual

Membership



*We Build
Strong Kids
Strong Families
Strong Communities*



www.dymca.org



YMCA
of Greater Des Moines

Welcome



Welcome to the YMCA of Greater Des Moines. With your membership you are joining thousands of other kids and families who have made the commitment to build a healthy spirit, mind and body. We appreciate your involvement with the YMCA and invite you to learn more about all the exciting programs that we have to offer.

The YMCA of Greater Des Moines has eight full facility YMCAs, the Northwest Program Center located in Grimes, a student YMCA on the ISU campus, and a residential camp in Boone. YMCA facility members enjoy a variety of benefits including reduced rates on programs, free fitness classes & water aerobics, free family activities and free nursery with a membership.



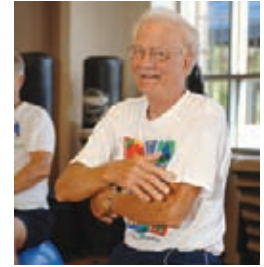
Get started with free wellness coaching and aerobic classes. Enroll your kids in youth basketball, swim lessons, soccer or tae kwon do. Participate in free family events each month. Spend a weekend at Y-Camp in Boone. Grab your sneakers and join us in the Red Flannel Run. Volunteer at one of our many special events, on a committee or in one of our regular programs. Go online and complete an employment application...some of our best employees were Y members first! There is something for everyone at the YMCA!

We want you to be an active member of our organization and encourage you to offer any suggestions or input to our staff. Comment cards are located at the Member Service Desk and we welcome and appreciate your suggestions.

The YMCA is committed to building strong kids, strong families and strong communities. At the YMCA, you have found a place to belong. Enjoy your membership!

Sincerely,

Vernon Delpesce, President/CEO
YMCA of Greater Des Moines



For more information about our programs, visit www.dmyymca.com



caring

honesty

respect

responsibility



YMCA
of Greater Des Moines

Healthy Spirit, Mind & Body For All



THE ASSOCIATION

Your YMCA of Greater Des Moines membership is a great value. There are a variety of membership types available to meet your specific needs. You can have a membership that allows you to use eight local branches or have a membership that provides you access to the YMCA Healthy Living Center and eight local branches. The map on the last page of this handbook will help you find your most convenient branch.

FINANCIAL ASSISTANCE

The YMCA of Greater Des Moines offers quality, affordable programs and services designed to benefit people of all incomes and backgrounds. Thanks to many generous community supporters, the YMCA strives to not turn away anyone due to an inability to pay. Please ask about our financial assistance policy. Check with your local branch if you are in need of financial assistance. All records are kept confidential.



WELLNESS COACHING

In our fast-paced world, optimal health is the only option, and the YMCA of Greater Des Moines is here with wellness coaching.

As part of your membership benefits, our wellness coaches are available to guide you through the process of obtaining and maintaining good health for life. Three FREE personalized sessions with your wellness coach offer expert fitness advice and moral support to gain long-term success and good health. The outcome is focused on incorporating long-term changes in health, fitness, and nutrition into a lifestyle that fits into your daily schedule.



BODY COMPOSITION

Our bio-impedance analysis machine will measure your lean mass and body fat and also give you personalized diet and exercise recommendations. Four-hour fast required. Please stop at the Member Service Desk or call any branch to schedule your appointment.



**We Build
Strong Kids
Strong Families
Strong Communities**

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



YMCA
of Greater Des Moines

Facility Information

Live Life to the Fullest

Reap the rewards of an exercise regimen! Energy, health and positive attitude are just a few of the rewards of exercise. Whether your interest lies in our aquatic programs, health & fitness programs or family programs, let the YMCA help be the best you can be. Start your personalized exercise regimen today!



caring

ATTIRE

Please wear proper attire in all areas of the YMCA. 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 pool and whirlpool, proper swimming suits are required. For racquetball and handball, protective eyewear is strongly recommended.

FOOD AND BEVERAGES

No food or drink is permitted in the workout areas, except a water bottle.

GUEST PRIVILEGES

Current members are encouraged to bring prospective members to the YMCA. Members may bring one guest per visit. All guests may attend any YMCA of Greater Des Moines a maximum of three times per year with any combination of available passes. Up to three purchased passes in the current fiscal year may be credited towards a membership.

SMOKE-FREE ENVIRONMENT

In keeping with YMCA health and fitness advocacy, smoking is not permitted. The YMCA of Greater Des Moines facilities and properties are smoke-free environments.

HANDICAP ACCESS

The YMCA of Greater Des Moines is handicap accessible. Please contact the YMCA nearest you about any additional accommodations needed for participation.

honesty

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 into the facility; the YMCA is not responsible for lost/stolen items. Kit lockers may also be available.

SUGGESTIONS

This is your YMCA, make your concerns and comments known! Member comment cards are available and we pledge to acknowledge each comment and respond appropriately. We appreciate your comments, as well as your concerns.

VISUAL RECORDING DEVICES

Video recorders, cameras or any other visual recording devices are not allowed within the YMCA without permission from the Executive Director.

CHILD SUPERVISION

Members under the age of nine in the YMCA building or grounds are required to be under the direct supervision of a parent or guardian, or registered and participating in a supervised YMCA program activity. The specific rules and procedures for all YMCA facilities and property are designed to insure participation proceeds smoothly for all members. Please respect posted rules in each area.

respect

PARKING

Ample, free and convenient parking options are available at seven YMCA locations: Ankeny Family YMCA, Boone County Family YMCA, John R. Grubb YMCA, YMCA Healthy Living Center, South Suburban YMCA, Walnut Creek Family YMCA and Waukee Family YMCA.



The Riverfront YMCA has 85 spaces, including handicap, available in the YMCA lot. The YMCA lot is free before 9 a.m. on weekdays and on Sundays. At other times you can purchase a token for 50 cents at the Member Service Desk. Safe, well-lit parking options within two blocks of the YMCA supply more than 1,200 spaces for passenger vehicles.

ACCIDENTS/INCIDENTS

Contact a YMCA staff person immediately if there is an accident, injury or unusual incident. We are here to assist you. First aid kits are available throughout the facility, please ask a staff person when in need of first aid supplies. Please be advised that you are fully responsible for yourself, your children and your guests. It is imperative you cooperate with YMCA staff to complete an accident/incident form in the event of an accident, injury or incident. A risk of injury exists when engaging in physical activity. Members and program participants are advised to use protective equipment where necessary and to be alert to the signals of over exertion.

responsibility



THINK OUTSIDE OF THE BOX

Y CAMP IN BOONE

For over 80 years, Y Camp has taught campers the Christian values of caring, honesty, respect and responsibility through all of our value based programs. Y Camp offers programs that will educate while campers recreate, teaching life skills through the simplest of activities. Y Camp provides a safe and positive environment where lifelong friendships are created year after year. Visit the Y Camp at www.y-camp.org for complete and up-to-date information on conferences and retreats, environmental education and summer's general sessions.

www.y-camp.org

ISU STUDENT YMCA

Founded in 1889, the ISU YMCA is the oldest continually operating student organization on campus. Our goal is to develop leadership through programs and work experiences that are consistent with our core values: *Caring, Honesty, Respect and Responsibility*. We seek to empower students and help them to focus on their career goals while giving back to the school and the community. Contact us at isuyunca@iastate.edu or call 515-294-2263.

- Family Programs
- Volunteer Opportunities

Facility Information

FITNESS FM

Our YMCA cardio room is equipped with Fitness FM, the best in FM broadcast systems. Members use their walkman radios to tune into one of the available station selections posted on the TV monitors.

COURT RESERVATIONS

Court reservations may be made up to three days in advance by calling the Riverfront, Ankeny, Waukee or "Boone County Member Service Desks. There are no additional fees for court time for members.

TOWELS

Towels are available free for members at all YMCA of Greater Des Moines locations.

LOST AND FOUND

Lost and Found is located at the Member Service Desks at all YMCA locations. Articles found in the building should be turned in to the staff at the Member Service 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 of Greater Des Moines is not responsible for lost or stolen property.



| | Fitness Classes | Nursery | Family & Teen Programs | Free Weights | Gymnasium | Climbing Wall | Group Cycling | Racquetball or 4-Wall Courts | Running Track | Sauna, Whirlpool or Steam Room <small>*Fitness Center only at Riverfront</small> | Strength/Cardiovascular Equipment | Swimming Pool |
|---|-----------------|---------|------------------------|--------------|-----------|---------------|---------------|------------------------------|---------------|---|-----------------------------------|---------------|
| Ankeny Family YMCA 1102 N. Ankeny Boulevard Ankeny, Iowa 50023 Phone: 965-8800 | ▲ | ▲ | ▲ | ▲ | ▲ | | ▲ | ▲ | | ▲ | ▲ | ▲ |
| Boone County Family YMCA** 608 Carroll Street Boone, Iowa 50036 Phone: 515-432-5925 | ▲ | ▲* | ▲ | ▲ | ▲ | | ▲ | ▲ | ▲ | ▲ | ▲ | ▲ |
| John R. Grubb YMCA 1611 11st Street Des Moines, Iowa 50314 Phone: 246-0791 | ▲ | ▲ | ▲ | ▲ | ▲ | | ▲ | | ▲ | ▲ | ▲ | ▲ |
| Northwest YMCA** Grimes Program Center 410 S. Main Street Grimes, Iowa 50111 Phone: 979-4452 | ▲ | ▲* | ▲ | | | | ▲ | | | | ▲ | |
| Riverfront YMCA 101 Locust Street Des Moines, Iowa 50309 Phone: 282-YMCA | ▲ | ▲ | ▲ | ▲ | ▲ | | ▲ | ▲ | ▲ | ▲ | ▲ | ▲ |
| South Suburban YMCA 401 E. Army Post Road Des Moines, Iowa 50315 Phone: 285-0444 | ▲ | | ▲ | ▲ | ▲ | ▲ | ▲ | | | | ▲ | ▲ |
| Walnut Creek Family YMCA 948 73rd Street Des Moines, Iowa 50312 Phone: 224-1888 | ▲ | ▲ | ▲ | ▲ | ▲ | | ▲ | | ▲ | ▲ | ▲ | ▲ |
| Waukee Family YMCA 210 N. Warrior Lane Waukee, Iowa 50263 Phone: 987-9996 | ▲ | ▲ | ▲ | ▲ | ▲ | | ▲ | ▲ | ▲ | | ▲ | ▲ |
| Y Camp 1192 166th Drive Boone, Iowa 50036 Phone: 243-0100 | | | ▲ | | | ▲ | | | | | | ▲ |
| YMCA Healthy Living Center** 12493 University Avenue Clive, IA 50325 Phone: 226-YMCA | ▲ | ▲ | | ▲ | | | ▲ | | ▲ | ▲ | ▲ | ▲ |

*additional fee for nursery services at these locations

**Special Rates Apply



YMCA
of Greater Des Moines

Policies



FACILITY USE GUIDELINES*

The facility use guidelines of the YMCA of Greater Des Moines are designed to assure the safety of all members. Our guidelines are prominently posted in each of our facilities.

FREE WEIGHTS

Members 16 and older may use the free weight area unsupervised. Youth ages 14 and 15 must be under the direct supervision of an adult (21 years and older). Children 13 and under are not allowed in the free weight area.

WELLNESS CENTER

Members 14 and older may use the equipment unsupervised. Youth ages 8 - 13 may use the equipment only with direct adult supervision. Children 7 years and under are not allowed in the area.



** Inquire at branch Member Service Desk for specific individual branch rules and guidelines.*

CONDUCT GUIDELINES

The YMCA is a safe and fun place for everyone! The staff is trained to enforce basic rules of conduct. It is our expectation that all members and guests follow basic rules of conduct or they will be asked to leave and may be in jeopardy of losing their YMCA membership if inappropriate behavior continues. Thank you for making the YMCA a great environment to be in.

Our code of conduct does not permit any language or action that can threaten or injure another person, or that falls below a generally accepted standard of conduct. Specifically, this includes:

- Appropriate attire for the activity must be worn at all times.
- Angry or vulgar language including swearing, name-calling or shouting.
- Physical contact with another person in any angry or threatening way.
- Any demonstration of sexual activity or sexual contact with another person.
- Harassment or intimidation by words, gestures, body language or any other menacing behavior.

YMCA OF GREATER DES MOINES

Planning a trip? Travel for business? There are over 2,600 YMCAs nationwide accessible to you as a YMCA of Greater Des Moines member. The AWAY (Always Welcome at YMCAs) statement on your membership card entitles you to visit participating YMCAs in other cities when you are traveling. While traveling in the United States, members will have free



or reduced guest privileges to most YMCAs on a compatible membership category basis. Please check with the membership service center for location information on the YMCA you plan to visit or check the YMCA of the USA website www.ymca.net.

AWAY guests from another YMCA outside of the Greater Des Moines area may use our facility free up to 24 times per year with an active membership. A membership card from their YMCA and a photo ID must be presented to use the facilities.

For more information about our programs, visit

www.dymca.com



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honesty

respect

responsibility



YMCA
of Greater Des Moines

Policies



WELLNESS CENTER

1. Please be courteous to other members.
2. Please notify the Member Service Desk of maintenance problems or injuries.
3. Water bottles are acceptable.
4. Always use correct technique when lifting weights and please use equipment according to its intended use.
5. Do not lean bars or weights on mirrors or walls and do not drop or bang weights. Please replace all weights and equipment when you are finished with your workout.
6. It is recommended that you use a spotter and always use collars on the bars.
7. Please wipe off machines after each use.
8. If you are doing multiple sets, allow others to work into the use of equipment.
9. Stereo volume and station will be controlled by wellness staff only. Personal radios are prohibited, but head-phones are acceptable.
10. Personal items must be placed in designated areas and locker rooms.
11. Proper attire is required. Shoes and shirt must be worn at all times.
12. No suggestive images or vulgar language permitted on clothing.



SWIMMING POOL RULES

1. Shower before entering pool.
2. Walk - don't run.
3. NO DIVING - off the side of the pool.
4. Food, beverages, candy and gum are not allowed in the pool area.
5. Please do not hang on the ropes.
6. Rough and dangerous play is not allowed.
7. Proper swimwear is required (no cut-offs).
8. Lifejackets and flotation devices are permitted with direct in-water supervision.
9. Instructional flotation devices are limited to lap swim use only (kickboard, bar bells).
10. Toys will be allowed at lifeguard's discretion.
11. Diapers are not allowed in the pool, please use swim diapers.
12. Lifeguards are provided for your safety -THEIR DECISIONS ARE FINAL.
13. Slide usage is for those who successfully pass the swim test or are over 4 feet tall.



ON-LINE REGISTRATION

www.dmymca.org

Whether you're a long-time member of the YMCA or are thinking of joining for the first time, you'll find helpful information at www.dmymca.org about our organization and all that we have to offer. Browse through nine branch locations plus the Y Camp in Boone. To find what's going on at your local YMCA, select its web page detailing programs and facility offerings. Child care, membership information, calendar of events, programs, schedules and employment opportunities... find it all on our easy-to-use website. Visit us today. We are only a click away!

REGISTRATION INFORMATION

- For more information about programs and classes, see program flyers located in each of our facilities.
- Most fitness classes are included in membership and available on a drop-in basis.
- Many adult and youth programs are held on a session basis and have a start and end date, unless otherwise noted. Participants must register for these programs.
- Payment is expected at time of registration. Payment may be made by cash, check, MasterCard, Visa, Discover or American Express.
- For other seasonal programs, such as youth sports and day camp, see program brochures for registration information.



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



YMCA
of Greater Des Moines

Membership Information



PARTNER WITH YOUTH

The Partner With Youth Campaign is an investment in the future of thousands of lives in our community. The reason is simple: children are the world of tomorrow, but that world is shaped today. Every dollar, every penny of your donation goes to immersing a child in the YMCA's world of positive values and guidance.



Central Iowa's future depends on the strength of our children. That's why the YMCA provides programs that help build assets in youth. Dollars raised ensure the YMCA can continue to teach and demonstrate positive values, prepare youth to become productive adults, build self-esteem, strengthen family life and provide solutions to pressing community needs.

The YMCA strives to not turn away anyone due to an inability to pay. Through Partner With Youth, individuals and businesses in the community partner with the YMCA to make sure every child can be a part of the YMCA.

Partner With Youth underwrites many youth developmental programs such as after-school child care, teen clubs and camp. It also provides program and membership scholarships to those who would otherwise be unable to afford to participate.



Your contribution will have a positive impact on the lives of people across central Iowa. We earnestly ask for your support of Partner With Youth because...every kid counts! If you'd like more information about Partner With Youth, contact 471-8519.

MEMBERSHIP TYPE

Adult (age 19-64)

Senior (age 65+)

Full Time College Student

Youth (age 9-18)

Please visit or call your local branch for additional information or visit us on line at www.dymymca.org.

MEMBERSHIPS ADD-ONS

- An adult member may add their spouse and dependent children under age 23 for an additional fee.
- An adult member may add one additional adult with or without dependent children to their membership for an additional fee.
- An adult member may add their dependent children under age 23 for an additional fee.
- A senior member may add their spouse for an additional fee.
- A senior member may add another senior for an additional fee.



For more information about our programs, visit www.dymymca.org

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YMCA
of Greater Des Moines

Membership Information

METHODS OF PAYMENT

The YMCA offers two easy methods of payment:

Bankdraft/Credit Card Draft

An easy way to pay as you go! Your checking, savings or credit card account is debited once per month. Drafts are processed the 1st or the 15th of the month, depending on your join date.

Full Payment

Dues may be paid in full upon joining and yearly thereafter. Payment is accepted via cash, personal check, MasterCard/Visa or American Express or Discover.

Looking & Feeling Your Best

Many Iowans put their health in jeopardy by becoming overweight. Fortunately, the YMCA offers an inexpensive, effective way to lose and control weight. Start your personalized exercise regimen today!

MEMBERSHIP CANCELLATION PROCEDURE

Your bank or credit card draft may be cancelled upon receipt of written notification at any branch. At least six business days is required to prevent your draft from occurring. All YMCA memberships have a 30-day money-back guarantee if not satisfied.

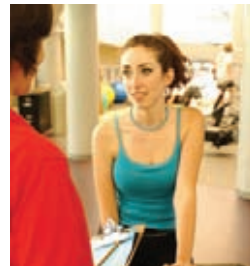
MEMBERSHIP CARD POLICY

Membership cards verify identification and membership status. Cards are not transferable and remain the property of the YMCA. Members are expected to present their card to the Member Service Desk each time they enter the facility and registering for programs. If a membership card is not presented, a photo ID may be used. Children will receive a membership card at nine years of age, or depending on the branch preference. If a card is lost, there is a \$5.00 replacement fee.



MEMBERSHIP ADVANTAGES

- Wellness coaching
- Nursery services included
- Towel service
- Fitness classes: Y-Pump, cardio kickboxing, yoga and pilates
- Water aerobic classes
- Reduced rates on YMCA programs at any branch
- AWAY program for use of out-of-town YMCAs
- Yoga and Tai Chi classes
- A chance to give back to your community through many volunteer opportunities



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Strong Communities**

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



YMCA
of Greater Des Moines

Convenient Locations

ANKENY FAMILY YMCA

1102 N. Ankeny Blvd., Ankeny, IA 50023
ankeny@dmymca.org
Phone: 515-965-8800 Fax: 515-965-7901
Monday - Friday 4:30 a.m. - 10 p.m.
Saturday 7 a.m. - 5 p.m.
Sunday 11 a.m. - 7 p.m.

BOONE COUNTY FAMILY YMCA

608 Carroll St., Boone, IA 50036
boonecounty@dmymca.org
Phone: 515-432-5925 Fax: 515-432-8858
Monday - Friday 5 a.m. - 9 p.m.
Saturday 7 a.m. - 5 p.m.
Sunday 12 noon - 6 p.m.

JOHN R. GRUBB COMMUNITY YMCA

1611 11th St., Des Moines, IA 50314
grubb@dmymca.org
Phone: 515-246-0791 Fax: 515-246-0828
Monday - Friday 5 a.m. - 9 p.m.
Saturday 6 a.m. - 5 p.m.
Sunday 12 noon - 6 p.m.

NORTHWEST YMCA

Grimes Program Center
410 S. Main St., Grimes, IA 50111
northwest@dmymca.org
Phone: 515-979-4452
Monday - Friday 5 a.m. - 11 a.m.
Monday - Friday 3 p.m. - 8 p.m.
Saturday 7 a.m. - 12 noon
Sunday Closed

RIVERFRONT YMCA

101 Locust St., Des Moines, IA 50309
riverfront@dmymca.org
Phone: 515-282-YMCA Fax: 515-471-8559
Monday - Friday 5 a.m. - 10 p.m.
Saturday 7 a.m. - 6 p.m.
Sunday 9 a.m. - 6 p.m.

SOUTH SUBURBAN YMCA

401 E. Army Post Rd., Des Moines, IA 50315
southsuburban@dmymca.org
Phone: 515-285-0444 Fax: 515-287-5846
Monday - Friday 5 a.m. - 10 p.m.
Saturday 7 a.m. - 5 p.m.
Sunday 10 a.m. - 5 p.m.

WALNUT CREEK FAMILY YMCA

948 73rd St., Des Moines, IA 50312
walnutcreek@dmymca.org
Phone: 515-224-1888 Fax: 515-224-0636
Monday - Thursday 5 a.m. - 11 p.m.
Friday 5 a.m. - 10 p.m.
Saturday 6 a.m. - 6 p.m.
Sunday 9 a.m. - 7 p.m.

WAUKEE FAMILY YMCA

210 N. Warrior Lane, Waukee, IA 50263
waukee@dmymca.org
Phone: 515-987-9996 Fax: 515-987-9921
Monday - Friday 5 a.m. - 10 p.m.
Saturday 7 a.m. - 6 p.m.
Sunday 12 noon - 6 p.m.

Y CAMP ~ RESIDENTIAL CAMP

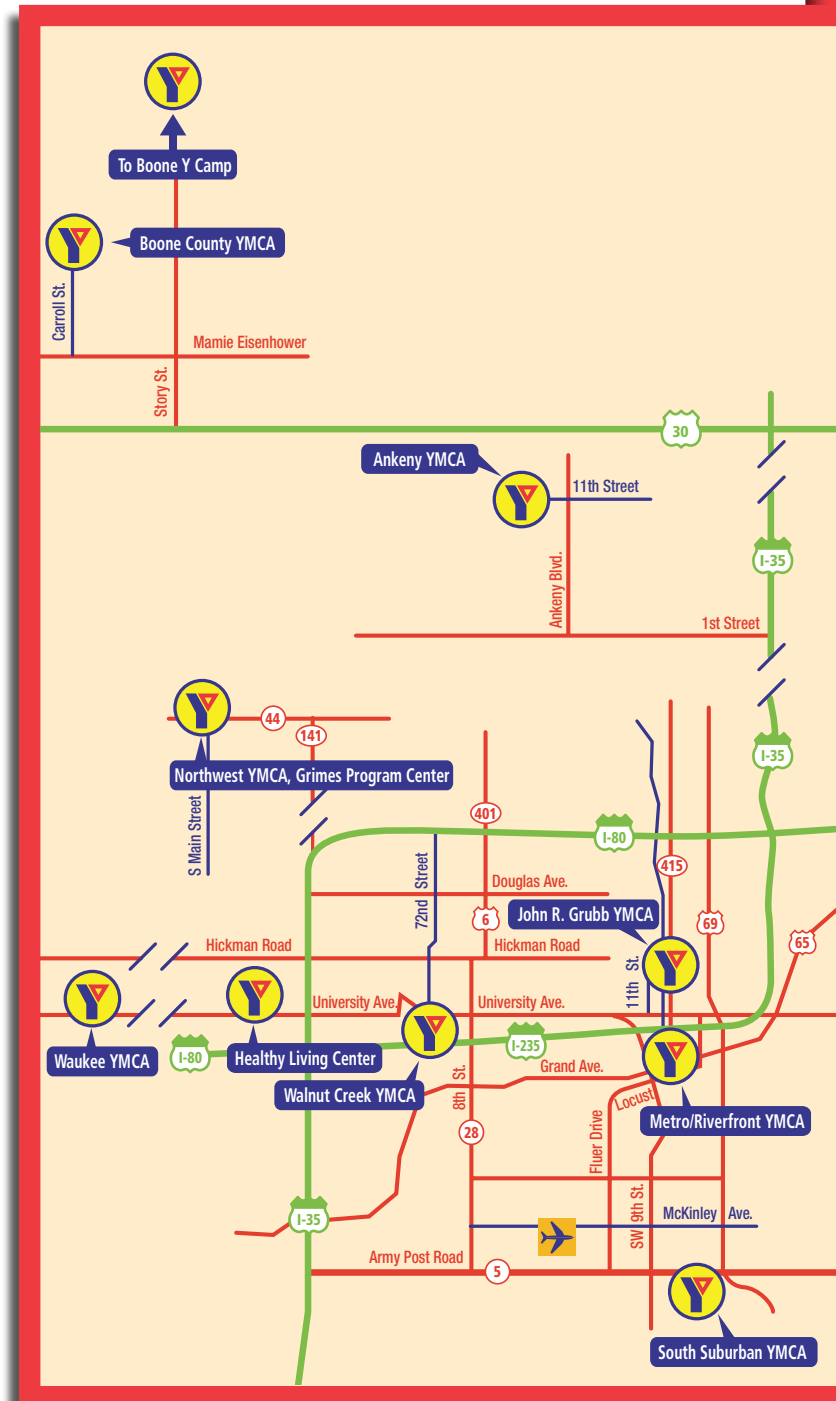
1192 166th Dr., Boone, IA 50036
ycamp@dmymca.org
Phone: 515-243-0100 Fax: 515-432-5414

ISU STUDENT YMCA

109 Lab of Mechanics, Ames, Iowa 50011
isuymca@iastate.edu
Phone: 515-294-2263 Fax: 515-294-8627

YMCA HEALTHY LIVING CENTER

12493 University Ave., Clive, IA 50325
healthydm@dmymca.org
Phone: 515-226-YMCA Fax: 515-224-3960
Monday - Friday 5 a.m. - 9 p.m.
Saturday 6 a.m. - 5 p.m.
Sunday 10 a.m. - 5 p.m.



Visit www.dmymca.org for holiday and special hours of operations throughout the year.