



**FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY**



# Member Handbook

## West Cook YMCA



# WELCOME TO THE WEST COOK YMCA

You are now a member of one of the finest and largest human-service organizations in the world! At the Y, we live out our commitment to youth development, healthy living and social responsibility by providing programming based on four core values—caring, honesty, respect, and responsibility.

As a member of the West Cook YMCA, you have total access to the Y facility, and the many classes and programs that can help you achieve vitality through greater health literacy and a greater sense of well-being. To explore opportunities that can help make this happen for you at the YMCA, please speak with a Member Engagement Representative.

For more than 115 years, the West Cook YMCA has contributed to the lives of millions of boys, girls, men, and women of all races, religions, and economic backgrounds. We are a 501 non-profit, cause-driven organization with the unique opportunity to impact lives of all ages.

Engage in our programs and let the caring spirit of our organization help make our community a healthier and happier place to live. This handbook has been designed to answer your questions and help you become more involved in the Y. Please don't hesitate to speak to one of our caring staff if you have additional needs or if we can be of assistance in any way!

**Welcome to our West Cook YMCA Family!**

## OUR MISSION

The West Cook YMCA, rooted in Judeo-Christian tradition, is dedicated to developing the spirit, mind, and body of all persons through quality leadership, programs, and services, in cooperation with community groups for the common good.

## OUR CAUSE

The Y's commitment to America is to raise new generations of change makers who are capable of creating the kinds of communities we all want to live in. Through a heightened focus on youth, the Y will help more young people grow into thriving adults who can transform communities into places where everyone feels welcome and safe and has equal access to opportunity. We offer programs to strengthen spirit, mind, and body for all, we strive every day to make the community stronger. We believe every child deserves a safe place to learn and play, every adult should have access to tools for healthier living, and communities must have opportunities to give back. As a cause-driven organization, we are focused on youth development, healthy living, and social responsibility— and we never turn anyone away for inability to pay.

## VALUES

To practice the principles of caring, honesty, respect, and responsibility.



# MEMBERSHIP MEANS MORE

## WHAT'S INCLUDED IN MY MEMBERSHIP?

At the Y, you will find more than just a place to exercise. There are opportunities to connect with neighbors and give back to your community while discovering a greater sense of purpose, all as you continue your own health journey. Find Your Passion. Find Your Y.

## COMPLIMENTARY AMENITIES

- Child Watch
- Coffee
- Fitness Consultation
- Group Fitness
- Guest Passes
- Lap and Open Swim
- Mobile App
- Pickleball
- Towels
- Virtual Y On Demand
- Water Fitness
- Wellness Center Orientations
- Yoga

## FACILITIES

- Basketball Gyms
- Indoor 25 Yard Pool
- Indoor Track
- Locker Rooms & Spas with Steam Rooms and Saunas
- Personal Training Studio
- Pickleball Courts
- Racquetball Courts
- Wellness Center with Cardio, Cycling, and Strength Equipment

## TAKE A TOUR TODAY

Stop in for a tour and we will show you all that the Y has to offer to meet your needs. Tour guides are available by reservation. Make your reservation today at [westcookymca.org/tours](https://westcookymca.org/tours).

## STATEMENT OF DIVERSITY AND INCLUSION

The Y is made up of people of all ages and from every walk of life working side by side to strengthen community. Together we work to ensure that everyone, regardless of age, ability, cultural background, faith, gender identity, income, national origin, race, or sexual orientation has the opportunity to reach their fullest potential with dignity. We share values of caring, honesty, respect, and responsibility.

The West Cook YMCA works to create a positive environment for all of its members, including those with disabilities. Anyone with a disability can request a modification when they enroll as a member. This connects members, families, and guardians with our Inclusion Team whose job is to make each member feel welcome and supported. Please email [memberservices@westcookymca.org](mailto:memberservices@westcookymca.org) to request a modification or for more information on how we can best support you.



# YOUR PATH TO WELLNESS

At the West Cook YMCA, our focus is helping you achieve wellness. So, what is wellness? It's actively learning about and making the choices that result in complete physical, mental, and social well-being.

The West Cook YMCA can help you on the path to wellness—and this is a great place to begin. Youth Development. Healthy Living. Social Responsibility. These are the three areas of focus at the YMCA. Why? Because when we invest in our kids, our health and our community, we help create a better world ... beginning in our own neighborhood.

Helping you achieve your goals on the path to wellness is our passion. We're glad to guide you as you make the kinds of choices that lead to wellness—physically, socially, and mentally. Whatever your passions are, we are committed to support you.

## YOUTH DEVELOPMENT

We are committed to nurturing the potential of every child from cradle to career through physical, social-emotional, and cognitive development. In all of our Youth Development Programs, we strive to help each child achieve a greater sense of Well-Being: specifically in the areas of **Achievement**, **Relationship**, and **Belonging**. We believe that these three elements are vital to a young person's development and **Character** and can help them be the best version of themselves.

We are here to help all children and their families on the path to wellness wherever they may be on that path. Our programs range from addressing child care needs, educational enrichment, to programs that have children moving and engaging in healthy activities. All with the understanding to improve the individual well being needs of each child and their family. Need some help? Let us know. We're here for you!

## HEALTHY LIVING

There are so many ways you can live a healthy life and achieve your goals at the West Cook YMCA—and the choice is yours! No matter where you are on the path to wellness, there are options included with your membership or available at an additional fee so you can customize a program that leads to positive results.

The West Cook YMCA has intentionally developed and implemented programs to best address the needs of our community. We are offering classes that address chronic diseases such as diabetes, cancer, and arthritis. We are committed to providing every person with the opportunity to address their **Health** and well-being goals from fitness, disease prevention, and even a sense of **Belonging** and **Inspiration** through the relationships built through our programs. Wherever you are, we are here to help you. Just ask.

YOUTH DEVELOPMENT

HEALTHY LIVING

SOCIAL RESPONSIBILITY



CHILDWATCH



SIGNATURE AFTER SCHOOL PROGRAM

## SOCIAL RESPONSIBILITY

Since our beginning, the Y movement has included a commitment to social responsibility. As we address needs in the community, we forge relationships that are more diverse and share the gift of health and wellness with often-overlooked members of our society.

We invite you to participate in activities that help shape and strengthen our community. We offer opportunities that provide **Meaning** through volunteerism, **Giving**, and supporting community initiatives. What better way to give back to your community while also fulfilling your desire to be of service to others? Together, we are stronger in building healthier communities by fostering the care and respect that all people need and deserve. Are you interested in giving back? Let us know.

CHRONIC DISEASE PREVENTION



ADULT SPORTS



FITNESS & NUTRITION  
CONSULTATIONS  
PERSONAL TRAINING



WORKPLACE  
WELLNESS



RESIDENCE



RED CROSS  
LIFEGUARDING  
CERTIFICATION



GROUP FITNESS



HEALTHY AGING



SWIM LESSONS





# VISITORS & GUESTS

Since the YMCA is a membership organization, we strive to better serve our members. We do welcome guests and encourage members to bring a guest to visit the Y to see the facility and amenities we offer. Guests are asked to adhere to the following policies and procedures.

## GUEST PASSES

Members are always invited to bring in friends and encourage them to join. Members may bring up to two guests or two families per visit. Guests must be accompanied by the member at all times while in the facility. Each guest may use the Y four (4) times per calendar year without charge. Guests using free passes must be accompanied by a West Cook YMCA Member. After four free visits, the following guest fees will be charged:

- Youth Pass (ages 6–17) \$10
- Adult Pass (ages 18+) \$20
- Family Pass \$40

Guests 18+ who wish to visit without a West Cook YMCA member must pay the guest fee prior to facility usage. Guest passes are non-refundable. Guest privileges and times may vary. Age must be established at first visit. All guests ages 15 years old and above must present a valid photo ID. All guests under the age of 15, must be accompanied by parent or legal guardian on visit. Children under the age of 12 must be accompanied by parent or legal guardian at all times. To assure our members are fully accommodated, we reserve the right to restrict guest pass use. Members of other YMCAs may not bring guests. Guest passes may be denied if there are no activities available for the potential guest at the time of request. Please check current schedules.

## NATIONWIDE MEMBERSHIP

We want to encourage members to utilize the Y as often as they can. Sometimes, it's more convenient for members to utilize a Y in a different location when traveling, near a workplace, or in another region. Now, West Cook YMCA Members have the flexibility to use other Y facilities throughout the nation, at no

extra charge. Nationwide Membership enables Y members to visit any participating Y in the United States and Puerto Rico through membership at their home Y, at no additional cost. With Nationwide Membership, all nationwide members will have access to and can use all the areas and programs of any participating Y they visit, helping them reach their health and wellness goals wherever they live, work, or travel; and making it possible for them to connect with the larger Y community in meaningful ways.

## How it works:

- Visitors from other YMCA Associations that participate in Nationwide Membership will need to bring both a valid YMCA membership card and photo ID (driver's license, State I.D. etc.) upon their first visit and complete a visiting member waiver or standard membership application form with liability waiver.
- If your Membership Unit is not found in the Nationwide System Portal, you may still be able to participate, by sharing additional information.
- Complete a background check screener
- Will need to share, full name, birthdate, city, state, and zip code
- Complete the Guest Waiver
- YMCA team member will call the home Y association to confirm in good standing

Please note that if you are not in the Nationwide Portal, entry will be limited to the the schedule found online at [www.westcookymca.org/nationwide](http://www.westcookymca.org/nationwide). Please email [memberservices@westcookymca.org](mailto:memberservices@westcookymca.org) with any questions.

# MEMBER AGREEMENT

## MEMBERSHIP TYPES

**Youth:** Children 6–17 years of age.

**Young Adult:** Individuals 18–20 years of age.

**Adult:** Individuals 21–61 years of age.

**Senior Adult:** Individuals 62+ years of age.

**2-Adult Household:** Two adults without dependents at the same address.

**Household:** Two adults with dependents at the same address. Includes children up to 18 years and children in college full-time up to 23 years.

**Single Household:** Single parent and dependents at the same address. Includes children up to 18 years and children in college full time up to 23 years.

**Senior Household:** Two adults with or without dependents at the same address. One adult must be 62+ years of age. Includes children up to 18 years and children in college full time up to 23 years.

**Program Member:** Any age member of a program without full membership benefits. Access only to the class location and locker room on the day and during the time of the paid class. Use of facility by family members of Program Members is not permitted.

## MEMBERSHIP DUES

The first month of membership dues are payable at the time of sign-up at a prorated amount. Your membership dues can be paid via:

**Monthly Automatic Draft:** A charge will occur on the first of the month, beginning with your first full month of membership. You may choose to draft from your checking or savings account, or a debit or credit card (Visa, MasterCard, or Discover). Your monthly dues continue as long as you are a member.

You may discontinue your monthly draft by signing a membership cancellation form, available at the front desk, 10 days prior to the next automatic draft.

**Annual Payment:** Annual payments in full may be paid by using cash, check, or major credit card.

**Please Note:** If your draft information changes (your current card expires, account number changes, card is stolen, etc.), please notify us to avoid an additional fee for a declined account.

**Memberships may be placed on hold for up to 90 consecutive days once per calendar year.**

## MEMBERSHIP CARD

When you join the Y, you will be issued a membership card. Your membership card or your digital card through the mobile app **MUST** be brought with you every time you come to the Y. Having your card with you grants you access to the facility and ensures your safety. Replacement fee for a lost card is \$5. Individuals falsifying cards or allowing others to use their card will be subject to membership termination.

## MEMBER STATUS CHANGES

Changes to your membership—including additions or deletions of individuals, or name and address changes— can only be made by the primary member.\* Any changes can be processed at the Member Engagement Desk.

**\*Primary Member:** The adult on the membership account responsible for payment and all changes to a membership. There can be only one primary member per account. However, it can be changed with documentation.

## LOCKER RENTALS

Locker rental is available for \$5/month or \$60/year.

**ALL FEES ARE NON-REFUNDABLE.**

# FINANCIAL ASSISTANCE

The West Cook YMCA sees no better expression of our goal to promote social equity in our communities than through our scholarship program. Your Y promises to open its doors to all and provide access to a healthy spirit, mind, and body regardless of ability to pay. Because of our members who have generously contributed to the Annual Support Campaign, we have been able to serve our communities' needs in this manner and are ready to continue supporting those who now find themselves in need.

To better meet the needs of those impacted by this pandemic, our Rapid Response Scholarship Program is available to current members who live in our service area. This scholarship program is designed to provide rapid financial assistance approval to those in need without encumbering them with an extended, slow process. If you have questions, please contact our scholarship team at [scholarship@westcookymca.org](mailto:scholarship@westcookymca.org).

## Financial Assistance Guidelines

- An email is required to receive a scholarship as this is the form of communication utilized by the scholarship team.
- Scholarships for membership will range from 30% to 60%. Program scholarships, if approved, will be capped at 50%.
- Scholarships will be provided to new applicants first and any remaining funds will be allocated to those who are renewing on or after the 20th of the month. Scholarships are on a first come, first serve basis. There will be a wait list that is determined by the timestamp from JotForm.
- Scholarships are only available to current members who can confirm their residency within the West Cook YMCA service area (Oak Park, Forest Park, River Forest, Maywood, Bellwood, Melrose Park, Elmwood Park, Franklin Park, Stone Park, and River Grove).
- Scholarships only apply to Adult (21+), Youth (ages 6-17), and Household membership rates.
- To ensure contributions allocated to fund scholarships are being utilized for their intended use, scholarships are subject to be forfeited if the member does not check-in to the Y at least 3 times a week. If the scholarship is forfeited, the membership will become a full-paying membership. Attendance will be checked weekly. Recipients will receive a one-week grace period before any terminations. All communications will be done through email.
- Current scholarship recipients should apply for a Rapid Response Scholarship 30 days before their current scholarship expires. A current scholarship does not guarantee additional scholarships.
- When a scholarship expires or is redistributed due to a lack of use, members will become responsible for paying the full membership fee on the next fee draft date. If you do not wish to accept the charges, you can contact us at [memberservices@westcookymca.org](mailto:memberservices@westcookymca.org) to terminate your membership by the 20th of the month. If you do not contact us, you will be responsible for any monthly membership fees after the scholarship terminates.
- If for any reason a scholarship is terminated, the West Cook YMCA will make a good faith effort to communicate by the email address provided.
- Program scholarships are not guaranteed. The scholarship team will follow up with more details if funding is available. You must be a member receiving a Rapid Response Scholarship to apply for a program scholarship.

**APPLY TODAY**  
[WESTCOOKYMCA.ORG/FINANCIALASSISTANCE](https://westcookymca.org/financialassistance)



# CHILD WATCH

The Y's babysitting program is **complimentary for members** and provides a safe and supportive environment for your children, so you can work your way to a healthier, happier you. Our experienced, friendly, and caring staff are trained to provide an environment where your children can develop socially, emotionally, cognitively, and physically through activities such as reading, interactive games, and other group activities.

**Parent/Guardian is required to remain in the facility at all times when their child is being cared for in our Child Watch space.** Please bring your own bottles, diapers, and snacks for your child (no nut products are allowed), and labelling your belongings is highly recommended.

## AGES

6 weeks to 6 years old. A parent or guardian age 18 or older must sign in each child.

## COST

**Per the state of Illinois, children are allowed to be in the Child Watch space for a maximum of 2 hours per day.**

Members enjoy complimentary access to the Child Watch services for 90 minutes. After the first 90 minutes, the charge for an additional 30 minutes is \$5 per child.

For non-members, the fee is \$5 per 30 minutes per child for a max of 2 hours.

## ROOM CAPACITY

Child Watch allows for up to 2 infants (6 weeks-12 months) per Child Watch staff person in the room at the same time.

1:7 ratio with no infants in the room

1:5 ratio with one infant

1:3 ratio with two infants

## POLICY REMINDER

Please pick up your children by the time the babysitting room closes. Failure to retrieve children by closing time will result in a charge of \$1.00 per minute the child stays past the posted closing time. The Y reserves the right to change the hours based on usage.



# SPECIALTY MEMBERSHIPS

## THE ARMED SERVICES YMCA AND DEFENSE OUTREACH INITIATIVE

The Y is proud to serve our community by offering Y memberships to eligible military families and personnel who may not have access to a nearby military facility. To determine your eligibility, please follow these steps:

1. Contact Military OneSource at [militaryonesource.com](http://militaryonesource.com) or 1-800-342-9647 to confirm eligibility and receive an eligibility form.
2. Contact the Member Engagement Desk and request the YMCA Military Outreach Paperwork.

## RENEW ACTIVE

Renew Active™ is here to help you stay fit, stay focused and stay you. Plus, it's available at no additional cost with select UnitedHealthcare® Medicare plans. Designed around you and your goals, Renew Active offers access to the West Cook YMCA to keep your body active — all at no additional cost. With programs that focus on overall wellness, the Y is proud to support healthy lifestyles for all. Learn more at [www.westcookymca.org/renew](http://www.westcookymca.org/renew).

Through Renew Active™ you have access to ALL the benefits of a YMCA membership:

- No Joiner's Fee
- Unlimited access to all complimentary fitness and aquatic classes
- Complimentary digital programming through the Virtual Y
- Reduced member pricing on programming
- Free Fitness Consultation to help you achieve your personal wellness goals
- Healthy Aging Programs including education and enrichment programs
- Community Connections through our fitness programs

## RUSH POINTER STUDY

The West Cook YMCA is honored to partner with Rush University Medical Center in delivering the U.S. POINTER Study, a new, never-been-done-before national study to protect brain health through lifestyle intervention. This collaboration between Rush, the Alzheimer's Association, and the West Cook YMCA will test whether a multi-domain lifestyle intervention can protect brain health and prevent cognitive decline in older adults who are at an increased risk for developing dementia.

Participants in the U.S. POINTER Study will receive a two-year membership to the West Cook YMCA at no cost. They will have full access to all the programs, services, and amenities that the Y has to offer. Our staff will share research data with the POINTER Study intervention team to help ensure that participants are satisfying the study's protocol requirements.

Learn More at  
[www.westcookymca.org/pointer](http://www.westcookymca.org/pointer)

## NFL PLAYERS ASSOCIATION

Through the Trust's partnership with YMCA of the USA (Y-USA), former players are eligible for a free one-year Individual or Extended Household Membership at a participating YMCA location.

Learn more at  
[www.playerstrust.com/about/our-partners/ymca](http://www.playerstrust.com/about/our-partners/ymca)

## WORKPLACE WELLNESS

The Y is very proud of the many companies who invest in the good health of their employees through endorsing and supporting the YMCA Workplace Wellness Program. Please contact the Member Engagement Desk at 708-383-5200 if your company is interested in a corporate membership. Learn More at [www.westcookymca.org/workplace-wellness](http://www.westcookymca.org/workplace-wellness).

# PROGRAM INFORMATION

## GENERAL PROGRAM INFORMATION

- Registration for classes at the Y is conducted on a first-come, first-serve basis.
- The Y reserves the right to change schedules and classes without prior notification. Classes missed due to holidays, sickness, conflicts, or bad weather are not made up and no credits are issued. Following an excused absence from a program, the participant must provide a medical release form from a physician authorizing return to program.
- Full payment of class fees are required at the time of registration unless they are on a program fee schedule. You may use check, cash, debit card, MasterCard, Visa, or Discover Card.
- You are responsible for any payment declined by the credit card company/financial institution plus any fee they charge the West Cook YMCA. We do not accept starter checks. Checks must have a pre-printed name, address, and account number.
- To receive the member price on a program, a current West Cook YMCA membership is required through the entire program session. If your membership is terminated during a session, you will be required to pay the difference of program fees.
- Programs that are listed as “Free to Members” are free for West Cook YMCA members. Nationwide Members may register for classes at the member rate and may sign-up for programs during the member period.

## REFUNDS & CREDITS

A full refund will be given if the Y cancels a class or personal training session. If you withdraw from a class before it begins, a 100% refund will be given either by check or system credit to be used within one calendar year. Refunds by check usually take 10–14 days to process. Once the class has begun and less than 50% of the class time has passed, participants that withdraw will be issued a 50% credit voucher (no refunds once classes have begun). After 50% of the class time has passed, no credit or refund will be given. No refund will be issued if you miss a personal training session without at least 24 hours notice.

## PROGRAM REGISTRATION

West Cook YMCA members may register for programs using any of these options:

**Online**—register for programs on our website, [westcookymca.org](http://westcookymca.org) and follow the instructions for setting up your account.

**In Person**—Visit the Member Engagement Desk

**Via Phone**—Contact the Member Engagement Desk at 708-383-5200.



# CHILD SAFETY

— ACCREDITED BY —  
**PRAESIDIUM**  
— 2022-2025 —

The West Cook YMCA makes it a top priority that children are safe from abuse and able to learn, grow and thrive. We are committed to creating programs that protect children from abuse, but we are also committed to providing our families and community with information to keep kids safe everywhere. Our staff and volunteers are trained and we are an association accredited by Praesidium.

The Y works closely with Praesidium, the national leader in organizational abuse risk management. As part of our ongoing commitment to create a safe and secure environment for you and your family, the YMCA conducts regular sex offender screenings on all members, participants, and guests. If a sex offender match occurs, the YMCA reserves the right to cancel membership, end program participation, and remove visitation access.

## WHO IS PRAESIDIUM?

Praesidium specializes in preventing sexual abuse in organizations that serve youth and vulnerable adults. Over a period in excess of 25 years, the company has reviewed over 4,000 cases of abuse within organizations to determine the root causes of sexual abuse within organizational settings. Praesidium employs more than 40 staff, including licensed social workers, lawyers, psychologists, health care researchers, and other experts. The company has served over 5,000 clients with a broad range of products and services to aid organizations in preventing abuse, including online and instructor-led trainings; organizational risk assessments; model policies and incident investigations. Having trained more than one million people online and hundreds of thousands in person, Praesidium is the largest and most comprehensive sexual abuse risk management firm globally.

## LEARN MORE

[www.westcookymca.org/childsafety](http://www.westcookymca.org/childsafety)

## KNOW

Know how to recognize boundary violations and how offenders operate. It's up to us as adults to do all we can to prevent child sexual abuse and create safe environments for children. Teaching children about their bodies, recognizing warning signs, and responding to any concerns are important first steps. Even very young children can learn some skills to help keep themselves safe from sexual abuse, but it's up to parents to help them learn what they need to know. There are some important things you can teach to help you help your child stay safe.

## SEE

Keep your eyes and ears open for signs of abuse and talk with your child, asking them about your concerns. If something is wrong, you may see a sudden change in your child's behavior, or you may hear unusual comments. If you see or hear these things, follow up. Find a relaxed time to talk with them.

## RESPOND

If you see warning signs from your child or you hear about something that sounds like abuse, report it immediately. If your child tells you about sexual abuse or inappropriate behavior, your response plays a big role in how your child understands abuse and how he/she recovers.

1. Stay calm.
2. Comfort your child.
3. Listen carefully.
4. Ask for examples.
5. Do not threaten or criticize the person your child is accusing.

If what you learn from your child, or if what you've observed or overheard at practice, sounds like a boundary violation, suspicious or inappropriate behavior, or a policy violation, then you can file a report at [www.westcookymca.org/reportabuse](http://www.westcookymca.org/reportabuse).

# CODE OF CONDUCT

Members are expected to always act according to the Y's four core values: Caring, Honesty, Respect, and Responsibility. Any member found to conduct themselves in a manner contrary to the four core values or in violation of any of the following procedures or guidelines at the West Cook YMCA and/or any off-site program location can result in suspension or termination of membership.

## GENERAL PROCEDURES & GUIDELINES

- As a member of the Y, we ask that if you see something, say something. We are all responsible for our Y.
- To ensure the best possible experience for everyone, the Y prohibits any form of intimidation, bullying, or disparaging remarks.
- The West Cook YMCA does not permit any sexual activity or displays of affection that would not be appropriate in a public setting or a family environment. Sexual harassment in any form will not be tolerated.
- Inappropriate language will not be tolerated anywhere in the Y facilities.
- Cell phone use is not permitted in locker rooms, pool deck, or fitness area. Please keep your phone on silent/ vibrate.
- Photography of others without their expressed permission is forbidden including when taking pictures in programs that include other members in the picture.
- Respect others' rights to utilize shared spaces.
- Avoid loud, boisterous behavior that may offend or disturb other members or classes.
- Music without the use of headphones is not allowed.
- Please dry off in the shower area before entering the locker rooms.
- No alcohol, drugs, or weapons are permitted on Y premises. Criminal penalties apply to the possession, use, or sale of drugs and/or weapons. The Y will prosecute.
- Theft or intentional damage to property belonging to the Y or its members will result in criminal prosecution.
- Smoking (including e-cigarettes) or use of any tobacco product is not permitted in the Y facility or outside its doors in accordance with local and state ordinances.
- The West Cook YMCA is a neutral zone and will not tolerate gang representation.
- The Y assumes no responsibility for personal injuries or the loss of property while on or using our facilities.
- Proper attire is to be worn at all times while using the Y facilities. Other than in the pool area, shoes and shirts must be worn at all times. Attire that is worn by participants that is of an inappropriate/offensive manner is prohibited. No clothing may include gang representation or questionable imprints.
- Street shoes and street clothes are not allowed in the gymnasiums, fitness areas, racquetball courts, exercise rooms, steamroom, sauna, or pool area.
- Showers with soap are required prior to using the steam room, sauna, or swimming pool.
- Food and drinks are permissible only in the member lounge. Water in a closed plastic bottle is permissible in the facility except in the CLC. Gum is not permissible in the fitness areas, gym, or pool.

# POLICIES & PROCEDURES

## DATA SECURITY

The Y makes reasonable efforts to protect your personal information. The West Cook YMCA will not sell your personal information to anyone, for any reason, at any time. We have also taken precautions to ensure that your account and personal information are accessible only by employees who are authorized to have access to your personal information. The YMCA takes appropriate administrative, technical, and physical measures to safeguard against unauthorized processing of personal information, and against the accidental loss of, or damage to, personal data, although we cannot provide an absolute guarantee of the security of our website or any other site on the Internet.

## PHOTOGRAPHY RELEASE

Occasionally a photographer to take photographs of our members and participants in various activities for promotional purposes such as advertisements, press releases, mailers, and brochures. If you or a family member do not wish to be photographed, please step out of the photo or notify the photographer before the photo is taken.

## LOST & FOUND

The Y is not responsible for lost or stolen property. We do retain lost and found items whenever possible. Please contact the Member Engagement Desk to inquire about lost items. Items will be kept for 30 days and then donated.

## FACILITY USAGE

Safety is our primary concern. Certain areas of the Y are restricted to use by specific age groups or restricted by specific supervision guidelines, as listed below:

- Facility: Children under age 8 must with an adult (18+) when in the Y, including locker rooms, pool, and gym, unless in a supervised program. Ages 12+ can be in facility without a parent/ guardian or adult (18+). A grace period will be given for youth ages 9-11 years old who are traveling

alone to and from supervised programming in which they are participating.

- Locker Rooms: Ages 6+ must use same gender locker room. Please use family locker room on pool deck. Men's & Women's Spas: Ages 21+. Children are not allowed in Men's or Women's Spas.
- Swimming Pool: Anyone under age 12 must have an adult (18+) in the pool with them at all times.
- Wellness Center: All children ages 10-15 must complete a Wellness Center Orientation prior to using equipment. Ages 10-11 must be supervised by an adult (18+).
- Free Weight Area: Ages 16+. Under age 16 may not use Free Weight Area unless supervised by a YMCA Personal Trainer.
- Spirit, Mind, Body Room and Indoor Track: Ages 10-15 are permitted with adult (18+) supervision.
- Group Exercise Classes: Ages 16+. Ages 12-15 with adult (18+) supervision.

For your own safety and those working out near you, maintain your area clear of personal effects and place personal items in a locker. Using equipment while using crutches, or other medical devices is strictly prohibited to prevent any injury to self or those near you. If you need any accommodation or modifications to safely use equipment please contact member engagement staff [memberservices@westcookymca.org](mailto:memberservices@westcookymca.org)

## LOCKER ROOMS

- Full-size lockers are available for FREE daily use. Overnight lockers available for rent.
- Please bring your own lock.
- Please leave valuables at home or secure them in your vehicle.
- Daily use lockers with locks left overnight will have locks removed. Contents will be placed in the lost and found for 30 days.



## FITNESS AREA

- Members must adhere to all rules posted or displayed in the fitness area or elsewhere in the West Cook YMCA. Failure to follow these rules and the following policies may result in membership suspension or termination.
- All participants must be dressed in proper workout attire. Examples of unacceptable clothing are jeans, khakis, jean shorts, belts, and skirts.
- All participants must wear athletic shoes. No open-toe footwear is permitted.
- Eye guards are strongly recommended for racquetball play.
- Gym bags or backpacks are not allowed on the gym or wellness center floors. All bags must be placed in a locker or left outside of the gym.
- Direct any questions on equipment use to the Fitness Floor staff or, if not present, Member Engagement staff at the front desk.
- Do not attempt to repair or adjust any equipment that has malfunctioned. Report any equipment malfunctions to the staff and discontinue using the equipment.
- Only WCY personal trainers are permitted to provide training to Y members or guests.
- Report any injuries to the staff on duty immediately.
- For your safety, keep hands and feet away from all moving parts and weight stacks.
- Wipe down equipment and bench upholstery after use.
- Dropping or slamming down of weights will not be tolerated as this may injure you or other members, or could result in damage to the Y property or facility.
- Place dumbbells on the ground. Do not rest them on top of the upholstery padding.
- All weights must be put back on designated racks after use.
- Weight clips are required on all weight bars when using any plate-loaded equipment or for free bar lifting.
- Always use a spotter when attempting to lift maximum weight.
- Screaming during lifting is not allowed.
- Use of chalk on any equipment is prohibited.
- Outside equipment and accessories are not allowed.

## COMPUTER LEARNING CENTER (CLC)

- Use of Y equipment to access inappropriate Internet content will not be tolerated. The West Cook YMCA reserves the right to determine what is considered inappropriate.
- Respect other users in the room by keeping noise and conversation to a minimum. Do not use the Computer Learning Center as a place for social gatherings.
- Be courteous and limit your computer usage time when others are waiting for access to the equipment.
- Please request assistance from the Y staff if you have any questions about how to use the computer equipment.
- Report any damaged equipment to the Y staff; do not attempt to repair it on your own, no matter how simple the problem appears.
- Do not use more than one computer workstation at a time.
- Do not install any software or save any programs or documents to the hard drive of any computer in the Computer Lab. Use your own USB drive for this purpose.
- Do not attach any electronic equipment to the computer except headphones or your own USB drive for the purpose of saving files.
- Using the Y computers for any illegal activity, including but not limited to copying software or streaming audio or video files that are protected under copyright law, will result in suspension of privileges to use the West Cook YMCA's Computer Learning Center.

## STEAM ROOM AND SAUNAS

- Limit your time in the sauna or steam rooms usage to 20 minutes or less.
- Remember to enter and exit slowly.
- Do not use the steam room/sauna while under the influence of alcohol, tranquilizers, or other drugs that cause drowsiness or that raise or lower blood pressure.
- It is recommended to consult a medical professional prior to entering a sauna or steam room if you have a medical condition, such as pregnancy, heart disease, epilepsy, seizure disorders, diabetes, or high or low blood pressure.
- For the safety and enjoyment of all, the use of health and beauty products (oils, gels, lotions, masks, hair dyes, etc.) is not allowed.
- Proper attire must be worn; neoprene, plastic, or flammable attire is not allowed.
- Personal grooming is not permitted when in the sauna or steam room.
- Strongly recommend that you drink water before and after the use of steam room or sauna to remain properly hydrated.
- Inappropriate behavior is strictly prohibited. If you witness such behavior, please report it to YMCA staff immediately.
- Please refrain from laying clothes or towels over the heating elements.
- No items should be brought into the space, this includes electronics, newspapers, magazines, glass items, plastics, books or other paper products.

## POOL

- Proper swim attire must be worn in the pool. No cut off shorts, denim or cotton shorts or shirts.
- Anyone with bandages, open blisters, cuts or lesions may not enter the water.
- Running, boisterous behavior, and rough play are prohibited, and may result in membership suspension or termination.
- Back diving, flips, twists and backwards jumps are not allowed. Diving blocks are not to be used, but diving is permitted in the deep end.
- For the safety of all swimmers, all swimmers must pass a deep water test before swimming in the deep end. Swimmers that pass the test will be issued a wristband by aquatics staff indicating the swimmer is allowed to swim in the deep end. This must be worn at all times in the pool. If a swimmer does not have a wristband issued by aquatics or is not wearing it, he or she must remain in the shallow end.
- Inflatable flotation devices are prohibited.
- The lifeguard on duty is the authority in the pool. Please stop immediately when the whistle is blown to hear any emergency or special announcements.

# MAXIMIZE YOUR EXPERIENCE

## HOURS OF OPERATIONS

Monday-Friday	6:00 am - 8:00 pm
Saturday	8:00 am - 6:00 pm
Sunday	10:00 am - 6:00 pm

## GET CONNECTED

Ensure we have your email address on file to receive informative emails, follow us on Facebook, and download the mobile app to receive the latest news, upcoming events, promotions, program information, and special opportunities. Stay informed and engaged with your Y.

## VISIT US ONLINE

Download the current schedules, register for programs online, learn about the impact your Y has on our community and more!

## ATTEND YOUR COMPLIMENTARY FITNESS ASSESSMENT

Work one-on-one with a certified professional trainer to create a plan that is tailored to your specific needs. Reservations can be made online at [www.westcookymca.org/reservations](http://www.westcookymca.org/reservations).

## FIND YOUR PASSION

Participate in one of the many programs and services to help you achieve your health and wellness goals. The Y offers complimentary programs for members to help you reach your fitness goals, reduce your risk for chronic diseases, provide a safe and welcoming space for youth, and so much more. Stop by the front desk and our Member Engagement Team can help connect you with the right program and services to meet and support your needs.

## STAY CONNECTED

The YMCA360 Mobile App provides:

**Electronic Membership Cards:** Store your membership card barcode for easy check in and out at the front desk.

**Make Your Reservations:** View and make reservations, as well as filter by category, instructor, time.

**Access Virtual Content:** Access over 1000s of on-demand and livestream programs anytime, anywhere.

**Workouts:** Create and log workouts and view your workout history; tracking the date, activity, distance, duration, and calories.

**Be in the Know:** Get important notifications right to your phone such as class cancellations, facility updates including closures.



WEST COOK YMCA  
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[www.westcookymca.org](http://www.westcookymca.org)



@westcooky

