



RAY & JOAN
KROC
CORPS COMMUNITY CENTER
SOUTH BEND, IN

The Salvation Army Ray and Joan Kroc Corps Community Center

RECREATION GUIDELINES



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OUR MISSION

THE SALVATION ARMY MISSION STATEMENT:

The Salvation Army, an international movement, is an evangelical part of the universal Christian church. Its message is based on the Bible. Its ministry is motivated by the love of God. Its mission is to preach the gospel of Jesus Christ and to meet human needs in His name without discrimination.

KROC CENTER MISSION STATEMENT:

The Kroc Center provides a safe and accessible environment that enriches the lives of everyone in our community by providing opportunities for holistic individual success.

KROC CENTER VISION:

Where people learn, grown, and succeed.

NON-DISCRIMINATION POLICY:

The policy of The Salvation Army is to provide equal opportunity and equal consideration to all peoples without regard to race, religion, ancestry, national origin, sexual orientation, color, creed, sex, age or physical disability.

EQUAL EMPLOYMENT OPPORTUNITY POLICY STATEMENT:

The Salvation Army certifies and agrees that all persons employed by or seeking employment with The Salvation Army, its affiliates, subsidiaries, or holding companies are and will be treated equally without regard to or because of race, religion, ancestry, national origin, sexual orientation or sex, and will comply with all federal, state and local anti-discrimination laws.

DELIVERY OF SERVICES POLICY STATEMENT:

The Salvation Army certifies and agrees that The Salvation Army, its affiliates, subsidiaries, or holding companies, shall not discriminate or treat unequally or unfairly in the delivery of services any person because of race, religion, ancestry, national origin, sexual orientation or sex, and in compliance with all federal, state and local anti-discrimination laws.

VOLUNTEER POLICY STATEMENT:

The Salvation Army certifies and agrees that The Salvation Army, its affiliates, subsidiaries, or holding companies, shall not discriminate in soliciting volunteers or treat unequally any volunteer because of race, religion, ancestry, national origin, sexual orientation or sex, and in compliance with all federal, state and local anti-discrimination laws.

AMERICANS WITH DISABILITIES ACT (ADA) COMPLIANCE:

The Kroc Center was designed and constructed in accordance with all local, state and federal codes, including the Americans with Disabilities Act (ADA). In addition, all ongoing maintenance programs and improvements are also done in accordance with all local, state and federal codes including the Americans with Disabilities Act (ADA). All other programs and activities throughout the Center continuously strive to meet or exceed the standards as dictated by the Americans with Disabilities Act (ADA).

These guidelines have been established for consistent use and operation of The Salvation Army Ray and Joan Kroc Corp Community Center, South Bend (Kroc Center). Each guest is responsible for their knowledge of the guidelines. Failure to observe them may result in suspension or termination of usage privileges associated with this facility. The Kroc Center reserves the right to change guidelines in the best interest of operations. These guidelines will be posted at www.mykroc.org and are available upon request.

HOURS OF OPERATION

Operating hours will vary throughout the building. Facility use will be available beyond normal hours for special programs, events and rentals.

For a list of current hours, please visit our website at www.mykroc.org/hours.

GYMNASIUM, CLIMBING WALL, YOUTH ACTIVITIES CENTER, RECORDING STUDIO, CREATIVE ARTS STUDIO, AND DIGITAL ARTS LAB

- Refer to program and recreation schedules for specific opportunities in these areas.

AQUATIC CENTER

- The Aquatic Center closes 30 minutes before the facility.
- The slide closes 1-hour before the facility. Please note, the slide is on a separate schedule and is not always open when the Aquatic Center is open.
- Priority is given to swim lessons. During swim lessons, only the Lazy River and Zero-Entry area will be open.

OUTDOOR AMENITIES

- The outdoor amenities are open daily from dawn to 9 pm unless noted or occupied by a scheduled program /event.

SPECIAL BUILDING HOURS

- The Kroc Center will be closed on the following holidays: Easter Sunday, Memorial Day, Independence Day, Labor Day, Thanksgiving, and Christmas Day
- Reduced recreation hours will also be scheduled for the following days: day before Independence Day, day after Independence Day, day before Thanksgiving, day after Thanksgiving, Christmas Eve, New Years Eve, and New Years Day

Annual Maintenance

- The recreation areas will be closed intermittently for maintenance from a Monday through Sunday around the Labor Day holiday. Please visit our website at www.mykroc.org for updates.
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Please note, the operating schedule may change in the event of an emergency or special event.

ADMITTANCE GUIDELINE

Although the Kroc Center is open to the general public, the use of specific rooms and recreation amenities requires one of the following requirements to be met:

- Purchase a Membership or Day Pass (see Age Guidelines, page 6).
- Check-in as a registered class/program participant.
- Check-in as part of a group rental.
- Check-in as a spectator/visitor (see Spectator Guidelines, page 9).

MEMBERSHIP REGISTRATION

- All memberships and day passes are sold at the Welcome Desk. Eligible patrons must display appropriate forms of ID and make payment at the time of application.
- Payment for memberships can be made monthly, which includes an initial pro-rated monthly payment, or the membership can be paid as a lump sum on an annual basis.
- A one-time registration fee will also apply to all memberships.
- All monthly payments must be collected through an automated credit or debit card transaction.
- A Membership Card will be issued to allow access to the recreation areas.

RENEWAL OF MEMBERSHIP

- Members who choose the monthly payment option will have their membership continued until they initiate a cancellation request.
- Notification will be given one month in advance of any price change.
- Members may be asked for proof of residency.
- Members with a scholarship must display appropriate paperwork every 12 months (see Scholarships, page 6).

MEMBERSHIP TYPES

ANNUAL MEMBERSHIP

An annual membership allows the following access and benefits:

ALL MEMBERSHIPS INCLUDE THE FOLLOWING BENEFITS	
Aquatic Center	•
Multi-Activity Gym	•
Cardio Fitness & Weight Center	•
Fitness Equipment Orientation	•
The Youth Activity Center	•
Open Gym	•
Open Climb	•
Drop-in Group Fitness Classes*	•
Early Registration	•
4 Guest Passes	•
10% Discount on registration fees for classes, programs, and camps	•
1 Free Fitness Coaching Session	•
Free Kids Watch	•

*Does not include "Elite Level Fitness Pass" classes.

THE FOLLOWING PAYMENT PLANS ARE ACCEPTED:

- Monthly automated credit or debit card transaction on a monthly basis via checking or credit card (Master Card/Visa/Discover) allows the fee to be deducted from your checking, savings or credit card account. A registration and pro-rated membership fee is due upon initial enrollment. The first withdrawal will take place on approximately the 20th of the month for the next month's usage. Patrons utilizing this payment option may cancel their membership at any time by completing the Cancellation Form by the 10th of each month to prevent charges.
- Annual Payment – A non-refundable lump sum payment can be made upon enrollment for a one-year membership. Upon expiration, members will be given the option to renew. Members will be given a 30 day period to renew without being charged the registration fee.
- Payment Type – Cash, check and credit cards (Master Card/Visa/Discover) are accepted. A \$25 service fee will be charged for any payment that is returned by the bank as un-payable. This includes automated transactions involving checking accounts.

Past due pass fees must be paid in full in order to register for other programs and services.

FAMILY MEMBERSHIP

One or two adults living in a household and their dependents. Dependents are eligible up to the age of 24. At age 24, an individual with a disability or an elderly parent who is living in the same household will remain eligible for the Family Membership. Verification of family status and residency may be required. Acceptable documents include a tax return, utility bill, health insurance or other similar documents. Contact the Membership Manager for more information.

- The Membership Card must be presented for admittance each visit. Members who forget their card may be admitted according to the Forgotten Membership Card Guideline (see page 6).
- Membership Cards are non-transferable and may be confiscated or revoked due to improper use.
- Lost or stolen Membership Cards may be replaced according to the Membership Card Replacement Guideline (see page 6).

Patrons may also freeze their membership for up to six (6) months due to medical reasons, temporary relocation or financial difficulties. The freeze request must be submitted in person at the Welcome Desk, by the 10th of the month. A \$5 per month fee will be charged in advance for the period of time the membership is frozen. Proper documentation is required and includes the following:

- Medical Freeze: Signed note from doctor on prescription form.
- Temporary Relocation: Letter from employer on company letterhead, utility statement with new address, or current tuition statement from university/college.
- Financial Difficulty: Termination letter.

For current Membership Rates and Day Pass Rates, please visit our website at www.mykroc.org/membership.

REFUND/CANCELLATION/FREEZE GUIDELINE

The following guidelines are in effect for Memberships and Day Passes:

- There shall be no refunds on passes, memberships or registration fees.
- Memberships purchased can be cancelled at any time. Patrons must complete a Cancellation Form by the 10th of each month to prevent charges.
- A membership can be suspended (frozen) for up to six (6) months due to temporary relocation, medical or financial reasons by completing a change/cancellation form by the 10th of the month. Proper documentation for temporary relocation includes a letter from employer or a utility statement or tuition statement with new address. A letter from a physician, on a prescription form, is required for medical freezes.
- There is a \$5 monthly charge per membership, which must be paid in advance, for freezing a membership.
- Rain checks will be issued for Day Pass holders if the facility is closed within 90 minutes of a guests visit due to unusual circumstances.

SCHOLARSHIPS

Scholarships are available to assist patrons who may not be able to afford the entire cost of a membership or program. Eligibility for this program is based on primary income level. Kroc Scholarship information is available online at www.mykroc.org/scholarships.

FORGOTTEN MEMBERSHIP CARD GUIDELINE

You are required to display your Membership Card at the Welcome Desk, Fitness Desk or Fine Arts area in order to verify eligibility, prevent ineligible patrons from using our facility and to streamline the check in process. Members who forget to bring their Membership Card will be required to present another form of identification. Members who regularly forget their Membership Card may be denied entry until a new Membership Card is purchased.

REPLACEMENT MEMBERSHIP CARD GUIDELINE

If the Membership Card is lost, stolen or damaged, report it to the Welcome Desk so it can be invalidated. A new card will be issued for \$2 upon presentation of appropriate identification.

AGE GUIDELINES FOR CENTER USAGE

- Ages 0-10 year must be accompanied and supervised by a parent, guardian or person 16+ who is designated as the responsible party. In the Aquatic Center, the responsible party must be 18+.
- Ages 11+ may use any area of the facility without an adult (except for Fitness Area as described below).
- Ages 15+ allowed in the Fitness Center (ages 13+ are allowed in the Fitness Center with a parent, ONLY if the youth has completed the Smart Start Orientation program).

UNATTENDED CHILD GUIDELINES

Children under 11 years of age must be supervised at all times by a parent, guardian or person 16+ who is designated as the responsible party. When Kroc Center staff discovers that a child is lost, or under the age of 11 and in the Center without an authorized adult, they will:

1. Ask the child their name and parents' name and/or request assistance from Security staff to locate the parent or authorized adult.
2. Unattended child will be reported to the Manager On Duty or Membership Lead. Child will be brought to RJ's Clubhouse to wait for their parent. Manager on Duty or Membership Lead will be notified when the parent arrives.
3. If there is no authorized adult in the Center for the child, membership information will be verified and parent will be called to come and pick up their child.
4. Manager on Duty or Membership Lead will explain Unattended Child Policy to the parent or authorized adult. Membership Manager will "Red Flag" the members account as having violated the Unattended Child Policy.
5. A second violation of this policy will result in a 30-day membership suspension.
6. A third violation of this policy will result in forfeiture of the child's membership to the Kroc Center.
7. If a parent/guardian cannot be located, SB Police will be called for any child left in the facility after the close of business.

NOTE: This is a parental liability issue and therefore Kroc Center staff members cannot be held responsible.

LOST AND FOUND

The Kroc Center is not responsible for lost, stolen or damaged personal property of any kind. "Lost and found" items will be stored for up to two (2) weeks and then turned over to charity. Personal care items may be discarded immediately. Items left in lockers overnight will be considered "lost and found" property.

PHONE USE AND PAGING

The use of Kroc Center phones and paging system will be limited to emergencies only.

FIRE AND OTHER EMERGENCY EVACUATION

In the event of a fire, pull the nearest fire alarm and exit the building through the nearest exit. Do not use the elevator. Follow instructions from the Kroc Center staff. Emergency evacuation plans and shelter areas are posted throughout the facility.

INCLEMENT WEATHER

- During a tornado watch, Kroc Center staff will maintain contact with the National Weather Service and all activities inside the Kroc Center will continue as usual.
- During a tornado warning, the Kroc Center staff will suspend or cancel all activities until an “all clear” is given; people will be instructed to go to the shelter locations in the facility. If patrons refuse to take shelter in the facility, they will be asked to leave.
- During heavy snow, the Kroc Center may close. A decision on evening classes will be made at 2 pm. Please check the following websites for updates: www.wndu.com/closings/admin, www.wsbt.com/weather/closings, www.mykroc.org and www.facebook.com/southbendkroc.

ACCIDENTS AND INJURIES

Accidents and injuries are to be reported to the Welcome Desk, Fitness Desk or Gym Office.

- First aid supplies are available and shall be self-administered.
- Team Kroc members possess CPR and AED certifications and will apply lifesaving techniques when required.
- Kroc Center staff will not provide transportation.
- An ambulance may be called upon request, if a person is unconscious or unable to respond, or at the discretion of the Kroc Center Staff.
- All accidents and injuries requiring assistance will be documented in an Incident/Injury Report.
- The Salvation Army is not responsible for accidents or injuries that are incidental to the activities and/or use of the facility or equipment at the Kroc Center.

PROHIBITED ITEMS/ACTIONS INSIDE THE KROC CENTER

The following items/actions are prohibited inside the Kroc Center:

- Pets (except handicap assistance dogs or by special permission).
- Use of open flames.
- Solicitation of any kind (unless approved by TSA).
- Bicycles (all bicycles must be placed in supplied bike racks at main entrance); members are responsible for their own locking system.
- In-line skating and skateboards.
- Use of the Kroc Center for monetary gain by outside agencies who have not paid a facility rental fee.
- Loitering in the Kroc Center or adjacent to its property.
- Harassment of any type to staff or guests.
- Removal of property from the building.
- Use of tape on any walls, floor, entrances or ceiling.
- Conducting services, programs or events that are similar or in conflict with services, programs or events sponsored by the Kroc Center, including private swim lessons and personal training.
- No photos, videos, or media recordings of any type are allowed without the expressed permission of the Kroc Center and the person being filmed or recorded.
- Smoking, vaping, tobacco products, alcohol, vulgar language, knives, guns, bullies and fighting are not permitted on the Kroc Center property.

FOOD / BEVERAGE / TOBACCO USE

The following guidelines pertain to food, beverages and tobacco:

- Food shall not be consumed in the recreation and program areas.
- Beverages consumed in a recreation or program area must be contained in a spill-proof, unbreakable container. No glass containers / bottles are allowed.
- The accidental spillage of food and beverage should be reported immediately.
- The use of tobacco products (including vape pens and accessories) anywhere on the Kroc Center campus is prohibited, including the outdoor areas.

CONTROLLED SUBSTANCE, POSSESSION, UNDER INFLUENCE

People under the influence of, or in possession of alcohol, drugs or other controlled substances, will not be allowed on the property and may be reported to police for further investigation.

PARTICIPANT CONDUCT

Participants are expected to be courteous towards other users and follow the posted guidelines. The following actions are prohibited and may be cause for suspension or termination of facility use privileges and/or legal prosecution:

- Failure to abide by posted facility guidelines.
- Harassment, intimidation or similar actions towards staff and guests.
- Vulgar, obscene, abusive, derogatory, taunting or demeaning comments or gestures.
- Destructive or dangerous behavior towards people, equipment or facilities (including fighting).
- Violation of common law.
- Theft, attempted theft, taking control over or possessing another person's property without their permission, destruction or damages to another person's property or the facility.

DISCIPLINE PROCEDURE

STEP 1: Any action that is defined above is subject to review by Kroc Center management to determine if any disciplinary action, including permanent revocation or suspension of membership, is necessary. Incidents involving the violation of common law may be investigated by the South Bend Police Department.

STEP 2: If a meeting with Kroc Center management is required, a letter will be sent to the individual(s) within ten (10) days of the incident. The individual(s) involved in the incident will have seven (7) days from the date of the letter to respond in writing or request a formal appeal. Failure to respond will result in the Kroc Center determining the disciplinary action.

STEP 3: A hearing board will review the information and make a recommendation to the Senior Kroc Officer for final approval.

STEP 4: The individual has seven (7) days to appeal the decision. This decision is then final and there are no further appeals.

INSPECTIONS (SAFETY CHECKS)

The Kroc Center reserves the right to inspect any bag, food item, or other items brought onto the Kroc Center campus.

THEFT

- Theft, attempted theft, taking control over or possessing another person's property without their permission, destruction or damages to another person's property or the facility will result in an immediate thirty (30) day suspension.
- A hearing board will review the information and make a recommendation to the Senior Kroc Officer for final approval.
- The individual has seven (7) days to appeal the decision. This decision is then final and there are no further appeals.
- A membership will be revoked if, after suspension and reinstatement, any further violations occur.

CUSTOMER GRIEVANCE & COMPLAINT RESOLUTION

Members & Guests of The Salvation Army Kroc Center are entitled to resolution regarding any complaint or concern that may arise during the course of their use or involvement with the center and its staff. Questions and Comments are always welcome.

PROCEDURE:

- Supervisors are responsible for ensuring the guidelines are adhered to at all times
- Comment cards are available for completion at the Welcome Desk and Fitness Desk
- Comment cards are placed in a locked box only accessed by the Senior Leadership Administrative Assistant
- Administrative Assistant checks for new comments/complaints daily, logging cards and turning over cards to appropriate departments
- Department Managers/Directors follow up with customer where able and work to resolve issue
- Resolution is reported back to Administrative Assistant, who logs information
- Information is reviewed on a regular basis by the Director of Programs and Daily Operations, and any concerns that show a trend are discussed in Leadership Team Meetings
- Notes are placed on customer accounts in the Private Comments section where applicable

Formal Grievances & Complaints may be made in writing at any given time. Verbal complaints are to be documented similarly.

- Members and or users of The Salvation Army Kroc Center who wish to file a complaint or grievance with our organization must do so in writing, either printed or typed, within 30 days of the incident
- The grievance or complaint shall be sent to the attention of the Senior Kroc Officer or Director of Programs and Daily Operations at the address listed below:
The Salvation Army Kroc Center, 900 W. Western, South Bend, IN 46601
- The letter must clearly lay out the complaint, with specific details about the concern/issue
- The letter shall also include the name of the complainant, their current address, and a phone number at which they can be reached
- The Senior Kroc Officer and/or Kroc Center Leadership team will review the letter and contact the individual within five (5) business days of receiving the letter to inform them of the action being taken to address the individual's concern
- The decision made by the Senior Kroc Officer and Director of Programs and Daily Operations will be final; no other appeals will be considered following this decision

CLASSES, PROGRAMS, AND ACTIVITIES

Although high priority will be given to drop-in use of the Kroc Center, specific recreation areas will also be scheduled for classes, programs and special activities. Patrons should check the availability of activity areas before visiting or purchasing a Day Pass. Program Guides and recreational schedules can be found online at www.mykroc.org.

- Scheduled classes, programs and activities will have priority over drop-in use.
- Participants do not need to purchase a Day Pass to enroll in a class.
- Registration for classes with limited enrollment shall be available on a first-come, first-served basis.
- Registration for classes and programs ends at the close of business the Friday prior to the start of the program.
- Program participants will be required to check-in at the Welcome Desk, Fitness Desk or Fine Arts Area before attending a class. A registration receipt may be required. Participants may check-in up to 15 minutes prior to the class and may not use any other activity area. Use of the locker rooms will be available.
- Programs are available to program participants for an additional fee as per the Program Guide.
- If a program is full, a waiting list will be kept in case another class is added or a registered participant drops out.
- Spectators may be permitted to view a class or program at the discretion of the instructor in designated areas only (see Spectator Guideline, page 9).
- Reasonable accommodations will be made to assist individuals to be able to participate in activities.
- Members/Program participants will not be required to take part in public performances or provide personal testimonies under any circumstances.

WEATHER CANCELLATIONS

If class is cancelled due to the weather or causes beyond our control, all efforts will be made to notify members via the website and Facebook pages. Partial refunds are not available.

PROGRAM/CLASS REFUND OR TRANSFER REQUESTS

- No refunds are given unless the program is cancelled by the Kroc Center.
- The Kroc Center reserves the right to cancel any activity due to low enrollment and will provide a full refund or a class transfer.
- If you request to cancel your class enrollment five (5) or more days prior to the first class, you will receive a full credit, minus a \$5 processing fee, or you may choose to transfer to another session if available.
- Requests made less than five (5) days prior to the start date are not eligible for a refund or credit. No credits or pro-rated credits will be issued for missed days of class due to illness, partial attendance, behavior issues, or any other reason.
- We will do everything in our power to notify members of schedules, pricing, programming and policy changes via www.mykroc.org and Facebook. However, please note that The Kroc Center reserves the right to make these changes as necessary.

SPECTATOR GUIDELINES

Adults who supervise their children during informal recreation are required to purchase a Day Pass. Spectators will be allowed for classes and special activities in the recreation areas without purchasing a Day Pass if the following conditions are met:

- The spectator must check in at the Welcome Desk or designated location, sign a waiver, and have their hand stamped or a wristband attached to indicate they are a visitor.
- The spectator must be visiting for a particular participant on a class roster.
- The spectator is supervising, assisting or chaperoning a person in a scheduled program.
- The spectator does not use the facility or its equipment.

Please note, youth accompanying adults to class will not be permitted unless special arrangements have been approved.

FITNESS CENTER SAFETY GUIDELINES

GENERAL GUIDELINES

- All equipment is meant to be shared among users. Use of equipment is at your own risk.
- No food, gum, tobacco or glass bottles are allowed in the cardiovascular and strength training areas; drinks must be in a covered, non-breakable container.
- All personal belongings should be secured in a locker; personal items, such as jackets and bags, are not allowed on the Fitness Center floor.
- The Kroc Center offers personal training services for a variety of activities including swim lessons, weight training, nutritional consulting and other sport specific activities. While patrons are using the Kroc Center, they may only utilize onsite personal trainers or instructors that are employed by the Kroc Center. Patrons found to be utilizing the services of a personal trainer not authorized by the Kroc Center will be asked to discontinue the relationship while using the facility.
- The definition of personal training is as follows: There is an agreement (or appearance of an agreement) in place where money or a gift is exchanged for the development of a progressive workout plan or skill which is being implemented through verbal coaching and physical demonstrations on Kroc Center property.
- Youth under the age of 15 are not permitted in the Fitness Center or weight room unless participating in a Kroc Center program.
- Youth 13-14 years of age must be accompanied by a parent, guardian or person 16+ who is designated as the responsible party to use any fitness equipment, and must complete a mandatory Smart Start Orientation prior to usage.
- No horseplay in the weight room.
- Please observe posted instructions for proper use of machines or ask for assistance.
- Spitting, yelling or use of profane language will not be tolerated.
- For the health and comfort of all patrons, please disinfect each piece of equipment after use.
- Guests must wear proper workout attire in the Fitness Center, including but not limited to a shirt that covers the chest and midriff areas, athletic type pants or shorts, and closed-toe athletic shoes. Sandals of any type are not allowed.
- All injuries, equipment malfunctions and maintenance needs must be reported to a Team Kroc member immediately.

WEIGHT MACHINE/FREE WEIGHT USE

- Personal belongings such as backpacks, wallets, etc. may not be placed anywhere in the weight room. Lockers are available for your convenience.
- Weights should not be dropped or banged, placed on vinyl benches, or rested against walls, other equipment or mirrors.
- All free weights must remain in the free weight area.
- Collars on weight bars are strongly encouraged. Safety pins must be used properly on machines. Weight belts are strongly recommended for core/lower back lifting.
- Spotters are strongly suggested at all press stations; guests may ask Team Kroc members to spot them at any time.
- When finished, please return weights and accessories to their proper locations.
- Be aware and considerate of fellow weight room users at all times.
- All injuries, equipment malfunctions and maintenance needs must be reported to a Team Kroc member immediately.

CARDIOVASCULAR MACHINE USE

- Cardiovascular equipment use is limited to thirty (30) minutes when others are waiting and are available on a first-come, first-served basis.
- Guests are encouraged to use the treadmill safety clip when using treadmills.

AEROBIC/DANCE STUDIO SAFETY GUIDELINES

- Soft soled and non-marking shoes are required.
- Spectators are to remain outside the room unless instructor permits otherwise.
- Use of aerobic room and equipment is only allowed during regularly scheduled classes.
- Beverages must be contained in a covered, non-breakable container; food is prohibited.

EXERCISE PRECAUTIONS

The following precautions should be considered before beginning an exercise program:

- Participants are encouraged to consult a physician prior to engaging in an exercise program and limit activities taking into account physical condition and skill level.
- Refer to the instruction placards when using all exercise equipment.
- The Salvation Army is not responsible for injuries or damages which may occur on or about the Kroc Center campus.
- Exercise at your own risk.

PARTICIPANT DRESS/HYGIENE

Appropriate dress is required while using the Kroc Center.

- All clothing must exhibit good taste, contain no offensive words or pictures (as deemed by staff) and be clean.
- Pants must be pulled up over the buttocks and shirts must cover the full torso; cutoff shirts must be cut no further than the top of the wearers hips.
- Shirts and shoes must be worn at all times, except in the pool.
- Shoes must be clean of dirt and not leave marks. Open-toed shoes, such as sandals, are not permitted in the Fitness Center.
- Swimming attire requires a lined bathing suit. Swim diaper and rubber pants are required for children who are not potty trained.
- Wet clothing is not allowed outside the pool or locker rooms.
- Swimsuit cover-ups are required outside the pool and locker room areas.

LOCKER ROOM SAFETY GUIDELINES

- Patrons of all ages should use the gender appropriate locker room.
- Patrons with children of the opposite gender are required to use the Family Changing Rooms.
- Personal items should be locked in a locker; the Kroc Center is not responsible for lost or stolen items.
- Lockers are for daily use only. Locks will be removed at the close of business and all content placed in Lost and Found.
- Breakable objects, gum, food and drinks (except water) are not permitted. Water must be contained in a covered, non-breakable container.
- The use of audio and visual recording equipment or other electronic devices (i.e. cell phones) is strictly prohibited and may result in expulsion from the facility.

TELEVISION, RADIOS AND SOUND SYSTEM

- The Kroc Center will control all television and sound systems and have final determination on the type and volume of television programs and music selected for use in the facility.
- Personal listening devices are permitted.
- Music used in meeting rooms must be kept to a volume that will not distract other activities in adjacent rooms.

GENERAL GYM GUIDELINES

- Gym/athletic shoes must be worn at all times while on the gym floor playing area.
- All borrowed equipment must be returned to its appropriate place after use.

- Children under 11 must be attended to and supervised by a responsible adult at all times.
- No food is allowed in the gym area. Beverages must be contained in a covered, non-breakable container.
- The Kroc Center is not responsible for lost or stolen items.
- The following activities are not permitted and will result in suspension, expulsion or termination of membership and/or use of the facility: fighting, stealing, property damage or vandalism, loitering (inside or outside the facility), disorderly conduct, horseplay, littering, foul language, dunking.
- Respect toward other guests and the Kroc Center staff is expected.

OPEN GYM GUIDELINES

(SUBJECT TO CHANGE BY TEAM KROC SUPERVISOR)

THE FOLLOWING ARE PROHIBITED IN THE GYMNASIUM:

- Hanging on rims, nets and/or supports.
- Food on the courts.
- Unsportsmanlike conduct.
- Jewelry and headwear during participation.
- Leaning, sitting or pulling on the divider curtain.
- Activities deemed unsafe in a gymnasium environment.
- Obscene language, gestures, clothing, etc.

ADDITIONAL GYMNASIUM GUIDELINES INCLUDE THE FOLLOWING:

- Beverages must be contained in a covered, non-breakable container
- The gym attendant must be contacted for assistance with the set up any equipment.
- Specific programs and activities will have priority over drop-in use.
- Appropriate athletic attire, including shirts, must be worn at all times and must fully cover the torso.
- All concerns, equipment malfunctions and maintenance needs must be reported to a staff member immediately.
- Check schedules for times of programs, classes and open gym availability. Schedules can be found at www.mykroc.org/hours.
- All personal belongings, including bags and jackets, should be secured in the bleachers or lockers.
- Guidelines for specific activities will be available for scheduled drop-in use.
- Users displaying unsportsmanlike conduct will be asked to leave/or be suspended from the facility.
- Food is only allowed in the gym for special events.

BASKETBALL

- 5 on 5 games are only to be played if there is enough space in the gym for all members / guests to utilize the space.
- All games will be played according to the Program Attendant. Time / scoring will differ depending on number of people waiting to play.

VOLLEYBALL

- No refs will be available.
- People wanting to play must sign-up with the Program Attendant.

AQUATIC CENTER SAFETY GUIDELINES

The indoor Aquatic Center consists of a water slide, lazy river/vortex, spa, zero depth entry water park area, and a three lane, 25-yard lap swimming section.

THE FOLLOWING ITEMS/ACTIONS ARE PROHIBITED IN THE POOL AREA:

- Running, diving, horseplay - including sitting on the shoulders of others, throwing patrons and hanging on lap lane ropes.
- Hard plastic toys and balls that may cause injury if thrown.
- Food, gum and beverages (except for water). Water must be contained in a covered, non-breakable container.
- Street shoes or socks on the deck.
- Use by anyone with a communicable disease or open sore.
- All outside life jackets must be approved by the pool supervisor; outside inflatables or "floaties" are not permitted.

GENERAL POOL GUIDELINES

- In the pool area, the lifeguard's word is law.
- For safety and security, pictures are not allowed to be taken while in the Kroc Center.
- A cleansing shower before entering the pool / hot tub is required by the Indiana Health Department.
- Children ages 6 and under must have an adult (18+) within arms length at all times, unless 48" tall or they pass the swim test.
- If wearing a lifejacket / puddle jumper, child must have an adult (18+) within arms length at all times.
- No lifejackets are allowed in the deep end.
- Children ages 7-10 must be accompanied by an adult (18+) in the Aquatic Center.
- Max. 5 children (6 and under) may be supervised by 1 adult in the Zero Entry pool.
- Please walk. The deck can be slippery when wet.
- Do not walk up the slides.
- Only feet first entries into the pool are allowed. No diving head first, back entries or flips of any kind.
- Hanging on the lap lanes is prohibited.
- Pool use by anyone with a communicable disease or open sore is prohibited.
- No pushing, horseplay, chicken fights, dunking, giving piggy back rides or throwing of young children allowed.
- No food, gum or glass containers allowed in the Aquatic Center. Water in plastic containers is allowed.
- If wearing shoes, please stay behind the floor grates.
- Please use the restroom before entering the pool area.
- Unless being used for its intended purposes, Kroc equipment is for lap swim, fitness class and swim lesson use only.
- Any equipment brought from home must be approved by a lifeguard. Lifejackets must be Coast Guard approved.
- Children not toilet trained are required to wear swim diapers and / or plastic pants.
- Do not block/play on ladders, steps or flowers in the Zero Entry pool.
- Do not change children on the pool deck. Locker rooms or cabanas must be used.
- Patrons are responsible for recognizing their own limitations and acting in the best interest of their own safety.
- The pool will close if fecal matter or vomit is discovered. If the pool remains closed for more than 30 minutes, patrons who have a Day Pass and have been in the pool less than 90 minutes may be eligible for a rain check. Refunds will not be issued.
- Maximum Patron Load: 257 Persons

LAP LANE GUIDELINES AND ETIQUETTE

- Lap swimming is allowed when lap lanes are open and available.
- Lap swimmers must circle swim counterclockwise when more than two swimmers are in a lane.
- Kickboards, pull buoys, paddles and fins may be used for fitness training.
- The minimum age is 12, unless given permission by a lifeguard.

- Stopping, standing, and aqua jogging will be prohibited in the lap lane during highly populated times.
- A lap lane can be closed for the use of swimming lessons, if needed.

SPA GUIDELINES

- The minimum age to use the hot tub is 12.
- Children under the age of 12 are not allowed in the hot tub or on the ledge of the hot tub with their feet submerged under any circumstances.
- Pregnant women, elderly and persons suffering from heart disease, diabetes or high or low blood pressure should not enter without prior medical consultation and a permission form from their doctor.
- Avoid use while under the influence of alcohol, tranquilizers or other drugs that cause drowsiness or raise or lower blood pressure.
- Soak time should be limited to 10 minutes.
- Underwater swimming and horseplay is not permitted.

SLIDE GUIDELINES

- Riders must be at least 48" tall. Enter the slide in a sitting position and wait for instructions from lifeguard.
- Non-swimmers are not permitted.
- All riders must go down the slide feet first on their back or bottom, with arms crossed over their chest. Do not propel yourself into the ride.
- One rider at a time; when finished, exit the catch pool immediately. No person may catch another at the bottom of the slide.
- No running, standing, kneeling, rotating, tumbling or stopping in the flume. Arms and hands must remain inside the flume at all times. At no time should the rider attempt to stand up.
- No tubes, mats or life jackets are permitted on the slide.
- Goggles, glasses, jewelry, flotation devices, metal objects such as swimwear with exposed zippers, buckles, rivets or anything that may damage the slide are not allowed.
- No horseplay while waiting in line. The line should form on the deck with one rider on each landing and one in the starter tub.
- Riders must be in good health. People who have medical conditions should consult with a physician before use.
- The slide may be closed at the discretion of the lifeguard.
- Ride at your own risk.
- Maximum rider weight is 300 lbs.
- Do not use the slide while under the influence of alcohol or drugs.
- No diving from the slide.

LAZY RIVER / VORTEX GUIDELINES

- Children must be 48" tall OR supervised by a parent OR show confidence in their swimming skills to be in this area.
- No climbing or sitting on the tile islands in the lazy river or in the zero entry / slide plunge area.
- Jumping into the Lazy River is not permitted.

SWIM TEST GUIDELINES

- Age 14 and under or those with questionable swimming skills must be tested.
- Swim test includes:
 - Jump feet-first into deep end
 - Tread water for 20 seconds
 - Swim 20 yards on top of water without grabbing the pool sides or touching the bottom

- Once completed, swimmer will be given a wristband allowing them to swim in the deep end.
- The swim test will be taken every visit, unless they are remembered by a lifeguard.

CLIMBING WALL SAFETY GUIDELINES

- Authorized Kroc Center Program Staff must be present in order for members and day pass guests to climb.
- Climbers must fit into the harness safely/properly before they may climb the wall. The Kroc Center reserves the right to refuse participation to anyone who is too small or too large to fit into a harness properly.
- All climbers must wear shorts/pants (no skirts), shirt and closed-toe tennis/climbing shoes with socks to climb the wall; shoes must be tied at all times.
- Excessive jewelry must be removed before climbing.
- Climbing ropes must stay in front of the climber's body at all times.
- The ropes and auto belays are only to be used for the designated climbing path; climbers may not cross over and go onto another path.
- Climbers may only use holds and the wall for climbing; do not touch lights, railing, walls, beams, etc.
- When descending, climbers must come down facing the wall with feet ahead pushing off the wall lightly during the descent.
- If climbers are observed not in compliance with safety and climbing rules, or not following the requests of staff, the staff will remove the climber from the wall.
- Prior to belaying, all belayers must demonstrate proper technique of the following to a Level 5 Kroc Employee: Belay, Top Rope, Lead Climb, Route Setting.
- If the climbing wall becomes overcrowded, climbing time will be restricted to one hour for that day.
- To assist with the flow of climbers, switching of the harnesses is not permitted. Once a climber has taken off the harness they must wait in line to climb again.
- Harnesses may not be worn outside of the climbing wall area.
- Only those climbing are permitted on the mat; all others need to remain in the designated waiting area.
- No inappropriate language or conduct will be tolerated.
- Report any injuries and unsafe wall conditions to Kroc Center Climbing Staff immediately.

THE FOLLOWING ARE PROHIBITED IN THE CLIMBING WALL AREA:

- Swinging or jumping on ropes.
- Climbing into a position where you will be eye level or higher with top anchors.
- Grabbing bolt hangers; bolt hangers are for carabiner attachment only.
- Food or beverage (with the exception of water). Water must be contained in a covered, non-breakable container.
- Personal belongings in the climbing wall area.

OUTDOOR TURF FIELD SAFETY GUIDELINES

- Kroc staff reserves the right to request appropriate identification at any time.
- The fields are available on a first-come, first-served basis.
- During approved Kroc activities, the fields will not be available for drop-in play.
- Trash must be placed in appropriate containers.
- No alcoholic beverages or illegal drugs may be consumed prior to or while using the field; glass containers are prohibited at all times.
- Smoking, tobacco products, alcohol and vulgar language are not permitted on the property.
- Unauthorized motorized vehicles, bicycles and skateboards are not allowed on the turf.
- Use of metal cleats is prohibited.
- Pets are not permitted on the Kroc Center campus with the exception of handicap assistance dogs or

by special permission.

- First aid is available inside the Kroc Center.
- Field is open from dawn to 9 pm.
- Do not climb fences.
- The Kroc Center is not responsible for lost or stolen items.

THE ZONE SAFETY GUIDELINES

- Youth Activities Center is staffed by First Aid, CPR, and Safe From Harm Certified individuals.
- All personal belongings, backpacks or gym bags must be stored in the designated area.
- Snacks and drinks are permitted in designated areas only.
- Speak with a Team Kroc member for set-up assistance.
- Specific programs and activities will have priority over drop-in use.
- Youth must be at least 11 years old if a parent/guardian is not present, unless designated as Kids Watch overflow.
- Courtesy to others and appropriate language is expected.
- Activities deemed unsafe or disruptive in a game room environment are prohibited.
- Report equipment malfunctions to a Team Kroc member immediately.
- Please return games and equipment to its proper place.

KIDS WATCH SAFETY GUIDELINES

- Kids Watch is staffed by First Aid, CPR, and Safe From Harm Certified individuals.
- Kids Watch is available to any person who purchases a membership.
- Hours are subject to change with two (2) days notice. Visit www.mykroc.org/hours for current hours.
- Parents/guardians/responsible adults are required to stay on the Kroc Center Campus while their child is in Kids Watch.
- Children must be between 1-10 years for Kids Watch.
- Fees are paid at the Welcome Desk.
- A parent/guardian/responsible adult, upon arrival, must sign in all children. Children will only be released to a parent/guardian who signed them in, or to a previously authorized person.
- There is a two-hour maximum stay per child per day.
- If a parent or guardian is late to pick up their child more than three times, use of Kids Watch will be suspended for one month.
- Kids Watch maintains: 1:5 ratio of adults to children age 1-2; a 1:10 ratio of adults to children age 3-6; a 1:20 ratio of adults to children age 7-10.
- Shoes are not permitted in RJ's Clubhouse; socks or slippers must be worn at all times by children and staff members.
- Food is not permitted; drinks which are labeled and contained in a covered, non-breakable container will be allowed.
- Children with an illness (vomiting, diarrhea, unexplained rash, pink eye, chicken pox) or fever are not to be dropped off. Children must be symptom free for 24 hours before returning to the childcare service. The staff has the right to refuse any child from entering due to suspected illness. If a child develops a contagious illness after visiting the RJ's Clubhouse, please report it immediately.
- Attendants are available to assist newly potty-trained children when asked by the child. Attendants will not change diapers without a parent's consent. Parents are welcome to use RJ's Clubhouse family bathroom to change diapers, nurse, assist with toileting, etc.
- Childcare staff will not administer medications, whether prescribed or not.
- Children may store coats, shoes and diaper bags in a cubby; parents will be responsible for storing their valuables in the locker room.
- A crying child will be comforted for a maximum of 10 minutes and then the parent will be paged to pick-up their child.

- Parents will be summoned to Kids Watch to attend to disruptive behavior (i.e. hitting, biting, etc.). The Kroc Center reserves the right to suspend services for this type of behavior.
- In the event of a Tornado Warning, all children will be taken to a lower level shelter location. In the event of a fire or emergency evacuation, all children will be taken through the Main Entrance to the Outdoor Turf Field.
- The Kids Watch Parent Guidelines handbook is available in Kids Watch.

PLAYGROUND SAFETY GUIDELINES

- Playground equipment is intended for use by children ages 2 to 12 years of age and adult supervision is recommended; use at your own risk.
- Smoking, vaping, tobacco products, alcohol, vulgar language, knives, guns and bullies / fighting are not permitted on the Kroc Center property.
- Pets are not permitted on the Kroc Center campus with the exception of handicap assistance dogs or by special permission.
- First aid is available at the concession stand or inside the Kroc Center.
- Playground is open from dawn to 9 pm.

RECORDING STUDIO GUIDELINES

Recreational Guidelines must be followed at all times (see Prohibited Items and Food/Beverage/Tobacco Use on page 8).

- No food or open containers in sound booth or control room.
- Any client who is under 16 years of age must be accompanied by an adult.
- A 50% deposit is required to book a recording session.
- A minimum of 48 hour advanced notice must be given to receive a refund of the deposit; a 20% cancellation fee will be non-refundable.
- Full payment must be received before the start of the recording session.
- The recording account must be paid in full prior to receiving the session masters.
- Provided there are no scheduling conflicts, a session may run over the scheduled time within the Kroc Center's normal hours of operation. In this instance the normal hourly rates will apply.
- A no-call, no-show for a session will still be billed for one hour of studio time.
- If the studio should be down for any reason a new session will be rescheduled with a time that will work for all parties.
- If the client should experience a system failure during a session, the client will receive credit for the remaining balance of time.
- Studio equipment is to be treated with care, both for the sake of the condition of the equipment and the quality of the recording.
- Any equipment damaged or broken by clients will be repaired or replaced by the client, billed at cost.
- Any theft of property and/or equipment from within the studio will be prosecuted.
- If a client leaves something at the studio we will do our best to ensure that it is stored safely. However, the Kroc Center cannot be held responsible in the event that the items are lost or damaged.
- Inside the studio, space is limited, clients are requested to limit the number of guests not directly related to the project to a maximum of three (3). Any guests who are seen as a distraction or who are hindering the project will be asked to leave.
- Any additional individuals in the sound booth should be respectful of those who are recording.



RAY & JOAN
KROC
 CORPS COMMUNITY CENTER
 SOUTH BEND, IN