



OPERATIONS MANUAL

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THE SALVATION ARMY GUIDING PRINCIPLES

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.

QUINCY SALVATION ARMY MISSION

To bring about positive changes in lives by meeting spiritual and physical needs.

QUINCY SALVATION ARMY VISION

To be a caring evangelistic church, called by God to make disciples through bible study and prayer; using Godly leaders in every aspect of our ministry.

**THE SALVATION ARMY
RAY & JOAN KROC CORPS COMMUNITY CENTER GUIDING
PRINCIPLES**

THE KROC CENTER VISION

The Kroc Center in Quincy will be a place of Inspiration, Instruction and Involvement in our community by providing hope and opportunities for all people through spiritual and physical wellness, educational enrichment, and life skills development. We will foster an environment where individuals are enabled to reach their maximum potential physically and spiritually while providing the opportunity to be involved in the mission of The Salvation Army. We are Inspired by God's Holy Spirit, Instructed by God's Word and Involved in God's work.

PURPOSE STATEMENT

Inspire, Involve, Instruct

I. RJKCC Operational Hours and General Information

Article I. Regular Operational Hours: The RJKCCC shall operate seven days a week under general guidelines for the following operating hours for the calendar year:

Monday – Friday: 5:00 AM 10:00 PM
Saturday: 7:00 AM 8:00 PM
Sunday: 12:00 PM 6:00 PM

NOTE: These hours are representative of the general facility, and do not apply to the aquatics center, rock wall, Huck’s Hideout, the Ledge, and other specialized rooms. Our hours are subject to change based on the discretion of the RJKCCC Leadership Team, inclement weather, maintenance issues, and/or issues outside our control.

Article II. Formal Programming: Structured (formalized) programs in the facility shall not begin any earlier than one half hour after the building opens and terminate one half hour prior to the building’s scheduled closing time. Special permission is required prior to the event date and time from the Operations Director for programs outside standard hours.

Article III. Holidays, Breaks and Maintenance Needs: Special operating hours shall be posted at least one week prior to holidays and maintenance needs. Emergencies may arise that require immediate closure of the facility.

1)The RJKCCC will be closed the following days to allow our staff to celebrate the holidays with their families:

- a. Easter Sunday
- b. July 4th
- c. Thanksgiving Day
- d. Christmas Day

2)The RJKCCC will have reduced and/or revised hours on the following holidays:

- a. New Year’s Day
- b. Good Friday
- c. Christmas Eve Day
- d. New Year’s Eve
- e. Memorial Day
- f. Labor Day

3)The RJKCCC may shut down various areas of the facility during the year to allow for maintenance, repairs, renovations and updates. This includes inspections to re-certify equipment within the facility. The Facility Manager is responsible for overseeing and tracking inspection and re-certification schedules for the facility, including: boilers, back flow prevention valves, elevator, fire suppression systems, lifts, and other like equipment which require regular inspections.

Article IV. Building Access after Hours: When the building is closed, the only entrances and exits that may be used for access by employees of the building are the doors on the west side of the building, north of the main entrance of the RJKCCC unless other arrangements are made with the Facility Manager or Operations Director.

Article V. Weapons/Guns – The Salvation Army Ray and Joan Kroc Corps and Community Center of Quincy, Illinois is a weapon free zone with an exception for on-duty or on-call law enforcement officials as long as their weapon(s) are on their person.

Article VI. Smoking/Vaping/Tobacco Policy: Smoking and/or vaping or the use of any tobacco products is strictly prohibited on Salvation Army property. Individuals violating this policy will be asked to leave immediately and may have their membership privileges revoked.

Designated Smoking Area: The city's municipal lot to the south can be used as a safe location off RJKCCC property for smokers.

Article VII. Alcohol/Drug Policy: The Salvation Army and the RJKCCC strictly prohibit the possession, consumption or use of alcohol and/or drugs on its properties. Furthermore, patrons may not participate in or utilize RJKCCC facilities and/or programs under the influence of alcohol or illegal drugs. Any individual found in violation of this policy will be immediately removed from the facility and may have their membership and/or access privileges revoked. The local authorities may also be contacted.

Article VIII. Child/Minor Use: Children under the age of 16 may use the RJKCCC if their parent/guardian has purchased a membership for the child. Children age 11 and younger must be supervised by their parent/guardian at all times while in the facility, except in designated spaces and/or during designated times. Children under age 13 may not utilize the Fitness or Weight Areas, regardless of parental supervision, except those teenagers that have completed the Teen Fit Certification program, which grants them access to certain areas and equipment. See the Program Guide for more details.

1)**Children in the Ledge:** Children ages 8 and above of RJKCCC members may utilize The Ledge without parental supervision as long as a parent/legal guardian of the child is present in the building. Otherwise non-member children must be age 12 and above must be supervised by a parent/legal guardian or sibling over the age of 15.

2)**Pool Pals:** Children, ages 8 – 11, of Kroc Center members are allowed to enjoy our Aquatic Center while their parent or guardian exercises in another area of the building.

a. The parent/guardian must remain in the building at all times if they utilize this program.

b. Eligibility - The following are NOT eligible to participate in the Pool Pal's program:

i. Children whose parent or legal guardian is NOT present in the Kroc Center – all children registered for Pool Pal's must be registered in by a parent/guardian and ensure that a parent/guardian will remain on site throughout their child's visit. (**Parent/Guardian MUST sign original paperwork. If parent/guardian would like to add more guardians, they must do so at time of registration. If an adult comes in with a child and the adult is not on the parent/guardian list a staff member will call the parent to gain permission for access.)

ii. Guests and Day Pass Users of the Kroc Center

iii. Children whose parent(s)/guardian leaves the facility during the program will lose Pool Pal's program privileges.

c. Check-In Procedure

- i. Check in at the Control Desk each time you wish for your child to participate in the program. At times, the Welcome Desk may serve as the check-in location.
- ii. Please bring your participation slip to the Lifeguard Station to complete your check in, which shall include a sign in sheet requesting specific information about you and your child
- iii. Aquatics staff will band participants with a duplicate wristband that matches the one their parent/guardian receives.
- iv. Ensure your child is in a swim suit, showered, and has what they need until you return.
- v. If the child has any health concerns/ special needs, such as asthma or autism, please notify staff.
- vi. **PARENTS MUST STAY IN THE BUILDING AT ALL TIMES.** It is essential that the Aquatics Staff know your whereabouts in the building. Staff may need to locate you quickly in case your child needs you.

d. Check-Out Procedure

- i. The same parent/guardian who dropped the child off must pick the child up, or have the duplicate wristband that matches their child.
- ii. The parent/guardian should report to the Lifeguard Office and present their wristband to the guard on duty.
- iii. Once confirmed, the parent/guardian may summon their child from the Aquatic venue.
- iv. The Office Lifeguard will cut off the participant's band and dispose of the duplicate bands at the same time. **DO NOT** remove your child's band and/or throw away until properly checked out.

e. Pool Pals – Discipline Information

- i. Aquatics staff are trained to discipline in a respectful and educating manner. Positive discipline is a kind and firm approach to working with children and families that strengthens relationships, helps children take responsibility and learn skills and helps adults and children effectively problem solve. When necessary, a “time-out,” or break time, may be applied. Staff will inform you of the situation when you return and if necessary, problem solve solutions.
- ii. Children who harm others (including but not limited to biting, pushing, scratching, hitting) may be asked to leave for the day. Children involved in more than three incidents may be suspended or not be allowed to use the Center; the length of time will be determined by the Kroc Center Management team.
- iii. All facility and Aquatic venue rules and policies will be enforced. Any violation of guidelines could result in the termination of privileges. It is our expectation and desire to facilitate a safe and enjoyable experience for parents and children.

Article VIII. Parking

- 1) The RJKCCC provides a number of parking spaces within the confines of our property for our

members to park while utilizing the facility. On street parking is available, as is the city parking lot to the RJKCCC's south side.

- 2) Handicap parking spots are reserved for our staff, patrons and guests who have a state licensed permit to use these spots. Violators will be ticketed, and their vehicle towed away at the vehicle owner's expense.
- 3) Vehicles may not be left in our parking lot for periods more than 24 hours unless prior permission has been provided by the Facility Manager or Operations Director.
- 4) Any vehicle which has been parked on our property for more than the maximum will be towed away at the vehicle owner's expense.
- 5) Motorcycles, scooters and mopeds are to be parked in marked parking spaces like other motorized vehicles. They are not to be parked on sidewalks, patios or at bike racks. Failure to comply could result in the item being towed away at the vehicle owner's expense.

Article IX. Accidents/Incidents in the Kroc Center

1) Accidents

- a. Anytime an injury occurs that requires first aid treatment at any level from a Kroc Center staff member, an accident report must be completed.
 - A. Accident Reports should be filled out by the Kroc Center staff member responding to the injury or if necessary, by the Manager on Duty.
- b. Forms can be found at the Control Desk, Lifeguard Office or in the Security Office.
- c. Forms shall be reviewed by the MOD or professional staff member to ensure all information is provided.
- d. Completed Accident Report Forms shall be turned into the Operations Director's inbox in the main level administrative office. The Operations Director will review each report within 24 hours of accident (during normal work week) and the information will be filed for a period of seven (7) years. Chesterfield Services will be contacted if deemed necessary.

2) Incidents

- a. Incidents or events may need to be documented to ensure the safety of our patrons, guests, facility or our equipment on a Kroc Center Incident Report.
- b. Incidents may include but are not limited to:
 - A. Fights, vandalism, heated arguments, theft, damaged equipment, abuse of person or property, suspicious conduct, verbal assaults on staff or customers, protests, unruly patrons, malfunctioning equipment, evidence of fire or smoke, missing persons, or other issues with programs, events, facilities or activities.
- c. Forms should be filled out by the Kroc Center staff members witnessing the incident
 - i. Multiple forms should be filled out if witnessed by multiple staff
 - ii. Forms shall be reviewed by the MOD or Professional staff member to ensure all information is provided.
- d. All Incident forms shall be turned into the Operations Director's inbox in the main level administrative office for review within 24 hours of incident (during normal work week). These forms shall be filed for a period of seven (7) years.

3)Bio-Hazard Incidents

- a.A form is available for these specific incidents. Please ensure the form is filled out completely and the original is placed in the Operation Director's mailbox for review within 24 hours of the incident.
- b.A RJKCCC custodian (or other certified staff) shall be called to clean up the bio-hazard in the facility (except in pool) as they are trained specifically to address these issues.
- c.Bio-hazard incidents that take place in the pool will require the pool be cleared immediately, and lifeguard staff will take appropriate measures to clean and "shock" the pool if necessary.
- d.If the bio-hazard was in the pool, the aquatics center will be shut down to safely clean the facility. Patrons are not allowed to remain in the venue during this time. For further details on how we shock the pool, please see the Aquatics Maintenance Manual in Pump Room.
- e.Chemical readings shall always be performed by a lifeguard prior to the pool re-opening.
- f.See Addendum at back of Operations Manual on how to handle Blood Borne Exposure situations with staff members.

4)Hazardous Equipment & Materials

- a.Kroc Center staff shall only handle and work with hazardous equipment and materials consistent with their individual level(s) of training.
 - A.Staff not trained to handle hazardous materials or equipment MUST request assistance from another staff who has the appropriate training.
- b.When workings with hazardous materials, Kroc Staff must follow handling guidelines and are required to utilize the appropriate PPE (Personal Protective Equipment) at all times to ensure personal safety.
- c.All MSDS (Material Data Safety Sheets) shall be stored in the appropriate file in the Maintenance Supervisor office
 - A.MSDS sheets for the Aquatics Center shall be available in the Pump Room

5)First Aid & AED's

- a.Please reference the Emergency Response Guide section in this Manual or the Emergency Response Guide and Action Plan Binder for more details about proper health protocols.

Article X. RJKCCC Key/Access Policies

- 1)New or current staff members who require a key to access various doors or locks throughout the RJKCCC must submit an email to the Facility Manager, with the following:
 - a.A list of Rooms (by room number) they need to have access
 - b.Rationale as to why they need access
 - c.Copy in his or her direct supervisor to the email request
- 2)The Facility Manager, shall review request within 1 business day, and if they approve request, the appropriate keys shall be issued by the Operations Team Administrative Assistant.
 - a.The staff member will be required to sign a form stating they received the key(s), along with the key number. This form will be filed with the Operation's Team Administrative Assistant.

- b. The Facility Manager and Operations Director have developed an Access Matrix defining which areas staff members should need access. This Matrix is referenced when determining which keys are needed for each employee position.

3) If the request is denied for any reason, the Facility Manager shall respond in an email with the rationale. The employee may bring the issue to the attention of their supervisor.

- a. Appeals shall be brought to the attention of the Operations Director and Senior Kroc Officer

4) Key Policy on Staff Resignation/Termination

- a. When a staff member leaves employment at the RJKCCC, it is the responsibility of the employee's direct supervisor and HR Director to ensure the employee's key(s) are retrieved on their last day and turned back into the Facility Manager or Ops Admin Assistant.
- b. The key(s) assigned to this employee will then be removed from the Employee's Key Inventory sheet, and the Facility Manager will place the keys back in general inventory to be reassigned at a later date
 - i. Supervisors are **NOT** to hold onto keys when their staff members resign.

5) Lost/Stolen Keys

- a. If at any time a staff member feels that their keys to the RJKCCC facility have become lost or have been stolen, they must report this to the Facility Manager as soon as the issue becomes apparent. The employee shall also inform their supervisor of the situation
- b. The Facility Manager will communicate the change to the Ops Team Administrative Assistant, who will then document the lost key on the original form
- c. The Facility Manager will also coordinate next steps on how to address the situation (e.g. – re-core doors, monitor space, remove items, etc...)
 - i. A decision to provide a new key will be made on a case by case basis depending on the type and number of keys that have been lost
- d. If the key(s) is not recovered, the RJKCCC Leadership Team shall determine if the employee will be required to provide restitution for the lost key(s) and any associated costs to re-keying the facility

Article XI. Facility Safety & Security

- 1) Security - The RJKCCC has determined that on-site security staff is not warranted for our facility due to the close proximity and relationship with the County Sheriff and Quincy Police Department
- 2) The Operations Direction, along with the support from the Facility Manager and Managers on Duty, will serve as the security force for the RJKCCC
- 3) The IT Specialist shall assist in the monitoring and maintenance of the security system and security cameras for the RJKCCC.
- 4) During Special Events that occur after regular operational hours, the Kroc Center shall provide (at the rental party's cost) a Facility Safety Monitor to act as the on-site security presence
- 5) Security Cameras are located throughout the Kroc Center, continually monitoring the facility.
- 6) Security footage is recorded and kept on file for a minimum of 30 days.
- 7) All Security & Safety concerns should be brought to the attention of the Operations Director, or if not available, to the Manager on Duty, who shall convey the concern to the Operations Director
- 8) If immediate assistance is available, a Kroc Center phone can be used to dial 9-9-1-1 which will connect you with the Adams County 9-1-1 Call Center

Article XII. RJKCCC Hierarchy & Employment

- 1) The RJKCCC is one part of the larger Quincy, IL Corps for The Salvation Army.
 - a. As such, the hierarchy of authority is the following for the Corps:
 - b. THQ, DHQ, Area Coordinator, Senior Kroc Officer, Operations Director, Finance Director, then a designated staff member by the Leadership Team
 - i. An MOD is the leader on site in the absence of the Leadership/Management Staff
 - c. Matters relating to the RJKCCC shall be brought to the Senior Kroc Officer or the Operations Director; if neither are available, they should be taken to the Area Coordinator
- 2) Employment
 - a. Anyone wishing to work at the RJKCCC may submit an on-line application (along with a resume if available).
 - i. Applicants can go to our website to apply, or a kiosk is available in the Main Level Administrative Office for those who need internet access.
 - b. All employees must pass a background check prior to hire at the RJKCCC
 - c. PLEASE NOTE: The official approval for hire comes from Divisional Headquarters, and cannot be provided locally.
 - d. Wages/pay grades are determined by The Salvation Army and a graded salary structure,
 - e. The pay grades are directly aligned with the job description & duties required of the position
 - f. Opportunities for advancement do exist, and will be based upon the employee's performance and their ability to meet the stated requirements for the position they have applied
 - g. If you have questions about employment at the RJKCCC, please call 217-222-5762.

II. RJKCCC Users & Priority Scheduling

Article I. General Definitions

- 1) **Facilities** shall include all rooms and areas located in or connected to the RJKCCC Facility which are available for activity programming and event scheduling.
 - a. Hereafter, all references made to the Salvation Army Ray & Joan Kroc Corps Community Center facility will be referred to as the "RJKCCC." All references to a specific area of the facility will be noted.
- 2) **Immediate family/step-family** shall be defined as the spouse and children (21 years of age and younger, unmarried and no children of their own) of the approved RJKCCC facility user.
- 3) **Staff** shall mean all current employees of RJKCCC.
- 4) **Member** shall mean any person who holds a current, valid membership to the RJKCCC and is of good standing both financially and in conduct.
- 5) **Visiting Member** shall mean any person who holds a current, valid membership to the RJKCCC that is not located in Quincy, Illinois and is of good standing both financially and in conduct.

Article II. Use of Recreational Facilities by Salvation Army Programs

- 1) **RJKCCC Use Guidelines** - The Special Event & Scheduling Coordinator of the RJKCCC facility, in consultation with the Senior Kroc Officer and the Operations Director, may permit organizations associated with The Salvation Army to use facilities when:

- a. The proposed use will not interfere with or detract from the primary functions of the building or undermine the mission and ministries of The Salvation Army.
 - A. Where a proposed use would interfere with or detract from the primary function of the building, it may be approved if it is found to have merit in assisting The Salvation Army in fulfilling its overall mission.
 - b. The proposed use is under the sponsorship of a group related with The Salvation Army.
 - c. The building has the appropriate facilities to house the event.
 - d. The organization seeking access to the RJKCCC has complied with applicable procedures.
- 2) **Scheduling Process** – Salvation Army groups wishing to reserve space within the RJKCCC must follow the procedures outlined below.
- a. The Salvation Army programs shall schedule use of recreational facilities through the Special Event & Scheduling Coordinator. This individual shall determine if the request is appropriate and does not conflict with other events/activities prior to approval.

Article III. Use of RJKCCC by Persons/Groups not associated with The Salvation Army

- 1) The Special Events & Scheduling Coordinator of the RJKCCC facility, in consultation with the Senior Kroc Officer and the Operations Director, may permit persons or organizations not associated with The Salvation Army to use facilities when:
- a. The proposed use will not detract from or interfere with the primary functions of the building or undermine or detract from the mission of The Salvation Army.
 - A. Where a proposed use would interfere with or detract from the primary function of the building, it may be approved if it is found to have merit in assisting The Salvation Army in fulfilling its overall mission.
 - b. The building has appropriate facilities available for the proposed use. Certain areas within the facility were developed for rental purposes, and this shall be taken into consideration as requests are submitted, even when request is in conflict with Salvation Army programs.
 - c. The rental entity (if a business and or organization) has and can provide a copy of insurance coverage for the nature of the event they wish to hold in the RJKCCC.
- 2) **Reservation Process** - NonSalvation Army groups seeking to use the RJKCCC shall make application for facility use through the Special Events & Scheduling Coordinator. The application will be reviewed and a decision will be made within 10 business days.
- 3) **Rental Fees/Charges** - Organizations under this section will pay a rental fee, and may include a percentage of gross receipts, and all direct costs associated to using the facilities. Charges must be paid in full within 30 days. Rental fees vary by area, and groups and individuals should contact the Special Events and Scheduling Coordinator to learn more about RJKCCC rental opportunities.
- 4) **Deposits** - A deposit is required from the rental group to guarantee the reservation, and shall be at minimum 25% of the total rental cost. The deposit will be applied to the balance once the event is complete and all charges have been determined.
- 5) **Fee Waiver** – Fees may be reduced or waived by the Operations Director or Senior Kroc Officer if in their judgment such action is in the best interest of The Salvation Army.

Article IV. Priority Usage of the RJKCCC Recreational Facilities (Courts, Track & Rooms)

- 1) **Priority Order** - To ensure consistent guidelines that engage the overall mission of The Salvation Army, constituent groups have been placed in priority order when scheduling certain venues and in a first come/first served status. This will allow the Special Events & Scheduling Coordinator to better facilitate all user groups in a fair and concise manner. Returning rental clients will also be given special consideration.
 - a. Regular Scheduled Kroc Center Activities and Functions
 - b. Kroc Center Special Events
 - c. The Salvation Army events or programs
 - d. Member Activities
 - e. Outside groups
- 2) **Priority Time Slots for Users** - General guidelines to be followed when scheduling users according to priority and their assigned time slots in the RJKCCC Facility (specifically related to the Worship Theater, Green Room, Music Room, Bluffs A & B) are:
 - a. Ministries Wednesday 3:30 PM – 7:30 PM
 - b. Ministries Sunday 9:00 AM – 12:30 PM

NOTE: Ministry activities and RJKCCC events that have special contract requirements shall receive priority and special consideration.

- 3) **Additional Guidelines** – These items shall be considered when scheduling space in the RJKCCC:
 - a. The scheduling of activities, other than member recreation, shall take place in a fashion which minimizes the impact on general member use.
 - b. Generally, non-recreational activities/events should not be scheduled during the hours of 3:30 p.m. and 10:00 p.m., Monday through Friday in recreational focused venues.
 - c. These policies do not apply to the RJKCCC Multi-Purpose Room(s), General Use Lockers, Sandbar Party Rooms or classrooms.
- 4) **Access to Public Events Held at the RJKCCC**
 - a. It is the policy of the RJKCCC to ensure maximum access to public events held in said facility and shall be consistent with the legal recognized rights and interests of performers, lecturers, artists and speakers.
 - b. Where a person or organization has secured the use of the facility for a public event, any contemplated condition or restriction on access to the event must be made known prior to the event and must be embodied in a written agreement with the facility, which will be open to public inspection.
 - i. However, such agreements may not deny or restrict access to the facilities in a manner contrary to Salvation Army stated policies, applicable laws or regulations or on any basis prohibited by law. No agreement will be approved that limits RJKCCC facility staff access to a venue or space or is in direct violation of TSA's mission.
- 5) **Appeals Process**
 - a. Requests for space in the RJKCCC by The Salvation Army and Non-Salvation Army organizations that cannot be resolved by the Scheduling Coordinator of the RJKCCC shall be reviewed by, and may be appealed to the Operations Director and/or Senior Kroc Officer.

III. Damage to RJKCCC by Users

Article I. Damage to Center & Property - In case of damage to the RJKCCC property or facilities, the person and/or organization responsible for the damage will be charged repair or replacement cost, and the incident will be reported to appropriate authorities.

1) Groups

- a. Groups scheduling space in the building will be responsible for any damage resulting from their activity which may be caused by their members or their invited guests.
- b. Such groups shall be held responsible (financial or other) for those specific areas that they have scheduled.
- c. In addition, such groups will be held responsible (financial or other) for other building areas if clear evidence exists to implicate the scheduling group or its invited guests.
- d. In cases where a minor is responsible for damage to the RJKCCC, and they were not part of a rental group, the minor's legal guardian will be responsible financially for the repair and/or replacement cost.
- e. All Groups must have all decorations they wish to utilize during their rental period approved in advance by the Special Events and Scheduling Coordinator.
 - a. Smoke machines or other machine(s) that generate smoke, water vapor, or other vapors are prohibited for use in the RJKCCC unless prior permission is granted by the Operations Director.

2) Facility Inspection - At the request of the scheduling group, the Maintenance Supervisor, or Special Events & Scheduling Coordinator will inspect the scheduled areas both prior to and after the time that the scheduling group has authorized use of the area(s).

- a. The Maintenance Supervisor or Special Events & Scheduling Coordinator shall be accompanied by the representative of the scheduling group (if available) who is responsible for the group under RJKCCC policy.
- b. After normal operating hours, it shall be the responsibility of the RJKCCC facility staff to secure those areas of the building that are unused or nonessential and are amenable to such procedures.

Article II. Reporting Damage to the RJKCCC Facility - Employees of the facility staff observing damage to property of the facility, will obtain the name of the individual(s), if possible, and report the incident to the appropriate Manager, Facility Manager and/or Operations Director. In addition, building supervisors shall document all damage and report such damage in a timely manner utilizing the Archibus software system and report the incident utilizing Kroc Center Incident Forms which shall be turned into the Operations Director.

IV. Salvation Army & Non-Salvation Army Sponsored Events

Article I. Salvation Army Sponsored Events – Events sponsored by The Salvation Army will be charged the established rental fee set forth by the RJKCCC; the user group will also be

responsible for any items above and beyond the normal scope of operations and the cost to any damaged or missing equipment.

Article II. Non-Salvation Army Sponsored Events - NonSalvation Army users may be charged the direct cost of the event plus the established rental fee per twentyfourhourperiod or part thereof plus an established percentage of the gross receipts of the event. This policy includes sports camps, academic camps/workshops or other events that go beyond the scope of The Salvation Army and in which moneys are not directly received by The Salvation Army.

- 1) The use of any space within the RJKCCC is subject to all RJKCCC policies, procedures & regulations.

NOTE: Fees may be reduced or waived by the Operations Director of the RJKCCC (or Senior Kroc Officer) if in that individual's judgment such action is in the best interest of The Salvation Army.

V. RJKCCC Membership Information

Article I. Membership Packages – The RJKCCC provides a number of membership packages to serve the needs of the surrounding community. We encourage all potential members to review our membership options to determine which option best fits their needs. All members upon joining the RJKCCC agree to know and follow the RJKCCC policies and procedures, and where appropriate, inform their guests of these rules.

Article II. General Membership Information

- 1) The Ray & Joan Kroc Corps Community Center reserves the right to refuse to sell a membership or daily use pass to anyone who may pose a threat to patrons, members or staff; or any individual who may undermine or hinder The Salvation Army's mission. All individuals wishing to purchase a membership to the RJKCCC must have their picture taken and pass our background check.
 - a. Members must remove all hats, hoods, sunglasses and any other items that could be used to veil their identity from the camera. The picture must be of their face.
- 2) All adults age 18 and older must provide a current, valid photo I.D., complete a waiver of liability and sign a photo release form at the time of membership purchase.
 - 1) Gender Identification for any patron is how they were identified on their birth certificate.
 - 2) All children and/or dependents under eighteen (18) must be listed on their legal guardian's membership form/liability waiver.
 - a. The parent/guardian must fill out the photo release form for their child(ren) under age 18.
 - 3) Children age 11 and younger must be supervised by a legal guardian or other adult who has a RJKCCC adult membership or purchased an adult day pass **at all times**.
 - a. Exceptions are made for The Ledge, Pool Pals & Huck's (see Section I, Article VII, Item 1)
 - 4) Individuals, age sixteen (16) and older will be issued their own membership cards.
 - 5) See Section II, Article I, 2 for definition of immediate family.

- 6) Members may use the recreational areas of the RJKCCC at times designated by the RJKCCC Administration.
- 7) Members and potential members understand that the RJKCCC can change membership and day pass prices at any time, and the RJKCCC will strive to provide advance notice of such pricing changes to our members where and when possible.
- 8) Membership Services staff will utilize a check-list when signing individuals up for a membership, ensuring all information is communicated regarding billing, policies, and benefits.
- 9) Membership Services staff will ensure the safeguarding of all private information of our members and guests – taking steps to prevent any information from being left out or shared with others.
- 10) A current schedule of facility hours will be posted via multiple platforms by the RJKCCC. *
- 11) **Kroc Travel Pass:** A current RJKCCC member can access other RJKCCC facilities located in another city/state provided they show their RJKCCC membership card and comply with the facility policies and procedures. Certain access restrictions may apply. Likewise, any visiting member of a RJKCCC from another city/state will be allowed membership access to the Quincy RJKCCC.
 - a. All members who wish to utilize this privilege must be in good standing financially and in conduct with their current RJKCCC facility.
 - b. When a member of another RJKCCC facility comes in to utilize our facility, the following steps must be completed:
 - i. We shall require that the visiting member sign a waiver of liability for our facility,
 - ii. A Welcome Desk Supervisor (or Lead) will at this time call the “home” RJKCCC confirming the members current standing and membership status
 - iii. The Welcome Desk Supervisor (or Lead) shall review the information on the waiver and explain pertinent policies and procedures to the visiting member if their membership at their “home” RJKCCC is in good standing
 1. The member must comply with all of our policies and procedures when utilizing our facility. Any deviation from stated policies could result in their access privileges being revoked.
 2. Access will be limited to those areas and services afforded to a Silver Level membership, unless the visiting member has a Gold Level membership or equivalent at their “home” RJKCCC.
 3. Should the RJKCCC staff member be unable to contact the home RJKCCC facility of the visitor to verify their membership, the staff member shall follow our standard policy in admitting the visitor via our day pass process, zero out the fee, and give access to the visitor.
 4. The RJKCCC staff member should continue attempts to verify the information; and if unable to do so, bring to the attention of the Membership Services Manager immediately.
 - iv. We reserve the right to revoke these privileges at any time without any prior notice or compensation to the visiting member(s).
 - v. The Welcome Desk Supervisor shall make note of this visit, informing both the Membership Services Manager and the Operations Director via email
 - c. There shall be a limit of 20 visit days per visiting member per calendar year. The visiting member will be required to purchase a day pass for each visit that exceeds 20 visits a year.

12) Members, who wish to file a complaint and/or grievance, shall be directed to Section XXI.

*Access may be limited based on RJKCCC events, rentals or maintenance needs.

Article III. Background Checks

- 1) Public access sex-offender background checks are required for all new Kroc Center members & program participants. As such, language on the membership application, rental contracts and the program guide shall read as follows:
 - a. ***NOTICE - In order to promote a safe and secure environment, The Salvation Army Kroc Center has placed video cameras in various locations. As part of our commitment to the safety of children and vulnerable persons, The Salvation Army Kroc Center reserves the right to consult public sources to determine whether any member or guest of any member poses an unreasonable risk of harm to its patrons, staff, or visitors.***
- 2) It must be understood that all individuals wishing to become a member of the RJKCCC will be subject to a background check utilizing a TSA approved review system, such as Predator Barrier.
 - a. Any individual who is identified as a positive match through the ‘Sexual Predator’ system will be removed from the RJKCCC immediately once this information is known by staff.
 - b. Anyone deemed a Sexual Predator by state and/or federal authorities will NOT be allowed to join, or if a current member, will have their membership revoked, to the RJKCCC.
 - c. This policy shall be enforced for the life time of the “Sexual Predator” unless otherwise revoked by law enforcement officials and per The Salvation Army’s review.
 - d. The Operations Director will author a letter and send to the individual as identified by the authorities to inform them of this decision.
 - e. If the individual feels they have been wrongly accused or identified, the responsibility lies on them to follow up with local law enforcement authorities and/or their lawyer to clear themselves of the matter. Only upon verification by state authorities will The Salvation Army remove the revocation of access and/or membership privileges.

Article VI. Member Defined – Hereafter, the term "Member" shall be used in all policies to reference: An individual who has a current, valid membership to the Quincy, IL Ray & Joan Kroc Corps Community Center, and is currently in good-standing with the RJKCCC, both financially and in conduct.

NOTE: A purchased daily pass does not constitute RJKCCCC membership status to the purchaser.

Article V. Membership Access - Membership to the RJKCCC grants members access to the following areas within the RJKCCC facility during normal operating hours:

- 1) Basketball/volleyball courts in the RJKCCC
- 2) General Use Locker Room (Members must pay an additional fee to rent a locker on a yearly basis.)
- 3) Family Cabanas
- 4) Running/Jogging/Walking Track
- 5) Fitness Floor (Must be age 16 years of age or older (Students age 13 - 15 may access this area, but must supervised by an adult member at all times!)

- 6) Weight Room (Must be age 16 years of age or older! (Students age 13 - 15 can take a class at the Kroc Center to enable to use this space.)
- 7) Aquatics Center & Splash Pad (seasonal only)
- 8) Designated Fitness Classes
- 9) Rock Climbing Wall (additional fees may apply)

NOTE: Some exceptions will apply. Areas will be unavailable at times due to various program, event and/or maintenance shutdowns.

Article VI. Membership – Suspension or Termination

- 1) A member or daily user may have their membership and its privileges suspended or terminated at any time and without notice at the discretion of the RJKCCC and/or The Salvation Army.
- 2) All members will undergo a background screen, and any member found to have questionable history as determined by The Salvation Army may have their membership revoked immediately.
- 3) Although not all inclusive, the following list represents reasons for the suspension and/or termination of membership:
 - a. Failure to pay membership fees on time or in full
 - b. Continued disregard for RJKCCC policies and procedures
 - c. Fighting or abusive/profane language on Salvation Army or RJKCCC property
 - d. Disregard for, being rude, offensive and/or threatening towards RJKCCC staff or patrons
 - e. Use or possession of alcohol or illegal drugs on Salvation Army or RJKCCC property
 - f. Use of tobacco on Salvation Army or RJKCCC property
 - g. Behavior that presents imminent danger to the individual, RJKCCC patrons or The Salvation Army staff
 - h. Disregard for the RJKCCC facility, equipment, policies or property
 - i. Failed background checks or violent criminal history
 - j. Determined individual lied about any information submitted on the membership application form and/or verbally presented to RJKCCC staff
- 4) An individual whose membership has been suspended or terminated will NOT be entitled to a membership fee refund.
 - a. If the individual has registered for a class at the RJKCCC, they will not be allowed to take part in this class, and must contact the Membership Services Manager to determine if a refund will be provided.
- 5) An individual who has had their membership terminated will not be allowed to purchase a membership to the RJKCCC for a period of at least 2 years, and will be required to meet with the Operations Director and/or Senior Kroc Officer prior to purchase.
- 6) Appeals of suspension or termination of membership benefits must be directed to the Operations Director or Senior Kroc Officer in writing within 5 business days of the terminating action.
 - a. See Section XXI. Article II for more information

Article VII. Current Members of RJKCCC – A current member of the RJKCCC is defined as an individual with a current, valid membership I.D., and who is in good standing with the

RJKCCC facility. Current members may use the RJKCCC as designated per the policies and procedures set forth for members and the facility.

- 1) Member's immediate family members (spouse and children) may utilize the RJKCCC facility if a family membership is purchased, but must complete a liability waiver, pass a background check, and procure a RJKCCC membership ID from the Control or Welcome Desk in the RJKCCC.
 - a. See Section II, Article I, 2 for the definition of immediate family.
 - b. Membership cards will only be issued to members age 16 and older.
- 2) Individuals may purchase daily use passes to the RJKCCC at the daily pass rate.
- 3) Members/guests may only use areas of the RJKCCC at times designated by the RJKCCC.
- 4) All members shall present their current RJKCCC membership card to the Control Desk staff each time they wish to enter the recreational area of the facility. Failure to do so may result in the member being denied access to the RJKCCC facility.
- 5) Replacement membership cards can be purchased for \$5.00 per card, per instance.

Article VIII. Current RJKCCC Full-Time Staff Memberships

- 1) Current full-time staff members at RJKCCC or The Salvation Army may use the RJKCCC at a reduced fee as determined by Kroc Center administration.
- 2) Immediate family members of RJKCCC full-time staff are allowed to utilize the RJKCCC facility at the same rate, in addition to paying the taxable benefit associated to this discount. They must complete a liability waiver, pass a background check and procure a RJKCCC ID from the Control Desk in the RJKCCC.
 - a. The form to add family members to a staff member's membership must be procured from the Human Resources department, filled out by the staff member, and returned to the Human Resources department
- 3) Each immediate family member must abide by the same policies and procedures set forth for all RJKCCC members, including procuring an RJKCCC ID and presenting the card each time they wish to enter the facility.
 - a. See Section II, Article I for definition of immediate family.
- 4) Members may only use the various recreational areas of the RJKCCC at times designated by the Kroc Center administration.
 - a. **Fitness Classes** – Staff members who wish to take part in drop-in fitness classes must procure their ticket no sooner than five (5) minutes prior to the class start time to ensure that our full paying members have ample opportunity to access the class
- 5) Upon the date of termination, suspension or other situation that results in discontinued employment status with the RJKCCC, access privileges to the facility will cease immediately.

Article IX. Current RJKCCC Part-Time & Contractual Staff Use of RJKCCC

- 1) Part-time and seasonal staff who work, on average, 10 hours per week will receive a free membership to the RJKCCC for the period of their employment. To accept this benefit, the staff member agrees to pay the taxable benefit associated to this discount, which will be removed from their paycheck.
- 2) Contractual/instructor staff must teach, on average, 3 classes per week for a free membership.

- a. Part-time and contractual staff will **not** be allowed to purchase discounted memberships for family and/or friends.
- 3) Contractual/instructor and part-time/seasonal staff must abide by the same policies and procedures set forth for all RJKCCC members, including procuring an RJKCCC ID and presenting the card each time they wish to enter the facility.
- 4) Upon the date of termination, suspension or other situation that results in discontinued employment status with the RJKCCC, access privileges to the facility will cease immediately.
- 5) **RJKCCC Rental Rates** - Current part-time and contractual RJKCCC staff members may rent the Kroc Center at the non-profit rate as determined by the Kroc Center administration if for profit events are not taking place during the utilization of the space, and if the event being booked is not for profit.

Article VIII. Family Membership (5 or fewer individuals)

- 1) A family membership may be purchased for a family of five or less individuals at the gold or silver level.
- 2) A primary member must be identified on the membership application, and will serve as the individual for which all other related immediate family members will be responsible.
- 3) The individuals must consist of a Primary Member, his or her spouse or partner and any individuals living in their household who are 21 years of age or younger, unmarried and without children of their own.
- 4) Individuals age 16 and older will be provided with their own membership ID card.
- 5) Children age 15 and younger can only access the RJKCCC with an adult (or sibling age 16 and older) who has a current RJKCCC membership or has purchased an adult day pass.
- 6) Children age 11 and younger must be supervised by an adult member or day pass holder at all times while in the RJKCCC facility.
 - f. The Ledge, Huck's & Pool Pals is an exception in some cases.
 - i. See applicable section for more information.
- 7) All children over the age of 2 will be required to have a membership and be listed as a member within the package to be granted access to the RJKCCC.

Article X. Family Memberships (6 or more individuals)

- 1) A family membership must be purchased for a family of six or more individuals at the gold or silver level.
- 2) The individuals must consist of a Primary Member, his or her spouse or partner and any individuals living in their household who are 21 years of age or younger, unmarried and without children of their own.
- 3) Individuals age 16 and older will be provided with their own membership ID card.
- 4) Children age 15 and younger can only access the RJKCCC with an adult/guardian (or sibling age 16 and older) who has a current RJKCCC membership or has purchased an adult day pass.
- 5) Children age 11 and younger must be supervised by an adult member or day pass holder at all times while in the RJKCCC facility.
 - a. The Ledge, Huck's & Pool Pals is an exception in some cases.
 - ii. See applicable sections for more information.

- 6) All children over the age of 2 will be required to have a membership and be listed as a member within the package to be granted access to the RJKCCC.

Article XI. Adult Membership (Age 18 to 61)

- 1) An adult membership is available to any individual age 18 – 61 and can be purchased at the gold or silver level.
- 2) All individuals will be required to provide a photo ID with their birthdate, sign a waiver of liability and pass a background check at the time of purchase, and prior to receiving full membership status.
- 3) Each adult member will be provided their own RJKCCC membership ID card, which must be presented to the Control Desk each and every time they wish to enter the membership section within the facility.

Article XII. Senior Citizen Memberships (Golden Ager)

- 1) Individuals age 62 and older may purchase a yearly membership at the gold or silver level granting access to the RJKCCC at a discounted rate.
- 2) Senior citizens will be required to provide a photo ID with a birthdate, complete a waiver of liability form, and pass a background check at the time of purchase.
- 3) Each individual will receive a RJKCCC membership card ID at the time of purchase once the above items are satisfied.
- 4) Senior Citizen members must present their RJKCCC membership ID to the Control Desk each and every time they wish to enter the membership section within the facility.

Article XIII. Youth Memberships

- 1) The RJKCCC offers two different youth memberships, Youth (Ages 2 – 11) and Teen (Ages 11 – 17). Children and youth who wish to access the RJKCCC must have one of these two memberships which are provided in conjunction with at least one adult RJKCCC membership, or as a member of a family membership.
 - 2) Children under the age of 16 will not be provided their own membership card.
 - 3) Children age 11 and younger must be supervised by an adult (or sibling age 16 and older) RJKCCC member at all times while in the RJKCCC. (Some exceptions exist)
 - 4) Children under the age of 16 are **prohibited** from utilizing or being present in the Free Weight area. * This is due to the high risk nature and liability associated to the equipment.
 - 5) Children under the age of 13 are strictly prohibited from utilizing the Fitness/Cardio Floor. Cardio equipment in this area was designed for adult use, not for children.
 - a. Exceptions will be made if the child is part of a fitness program sponsored by the RJKCCC and being supervised by a RJKCCC staff member.
- NOTE: *Youth ages 13 to 15 may utilize the Weight Room and Fitness Floor only if they have taken part in the Teen Fit Certification.
- 6) Children and youth members shall comply with all RJKCCC policies and procedures.
 - 7) The primary or adult member(s) for which the youth or child membership is associated with shall be held financially liable for any damage, loss or vandalism caused or created by one of their dependents to the facility or RJKCCC equipment.

Article XIV. Membership Trial, Cancellation & Freeze Policy

- 1) **Three (3) Day Trial Policy:** New member(s) have a three-day trial period to test out the facility. During these three days if they would like to cancel, they may do so by paying a \$25 cancellation fee.
- 2) Following the three (3) day trial, members are only able to cancel their year-long membership under three circumstances:
 - a) They have a physician's note saying they are unable to work out or,
 - b) They move outside of a 50-mile radius, or
 - c) The death of the primary member
- 3) Under each circumstance, if the cancellation occurs within their initial one year contract they must pay a \$50 cancellation fee.
- 4) A cancellation form must be completed and be turned in before the 10th of the month prior to the one in which they would like to cancel.
 - a) If we receive this form after the 10th the member will be charged one additional month.
- 5) **Membership Freeze:** A member may freeze their account for a \$5 per month with a physician's note stating that they are unable to work out or a letter from their employer saying they will be on leave for work purposes. We will also accept notices/requests for a period up to three months from retired individuals who move out of the area during the winter season (a.k.a. snowbirds). Please contact the RJKCCC for more information.

Article XV: Memberships – Payment Policy

- 1) Members may choose to pay for their membership in any of the following ways:
 - a) Cash
 - b) Check
 - c) Debit Card (EFT)
 - d) Credit Card (Visa or Mastercard)
- 2) Returned or cancelled checks will be charged a \$25 fee.
- 3) Members who elect a monthly deduction from a credit card will have one twelfth of their yearly membership fee deducted on the 20th of each month for a period of 12 months.
- 4) At the end of one year, membership deductions will continue to be taken on the 20th of each month unless a membership cancellation form has been filled out and turned in by the member.
- 5) **Non-Sufficient Funds –** In cases where the RJKCCC is notified by the bank or other financial institution that insufficient funds are available to pay the monthly membership fee, the following actions will be taken:
 - a) All membership cards associated to this membership will be deactivated, and all individuals listed on the membership will be denied access to the RJKCCC.
 - b) A \$25 fee will be assessed each and every month to the membership, in addition to the monthly membership charge.
 - c) All fees must be paid and the membership brought up to date prior to the individuals associated to the membership are given access to the RJKCCC.

- d) These individuals will not be allowed to purchase a daily use pass to access the facility.
 - e) All questions regarding these issues shall be directed to a Welcome Desk Supervisor or the Membership Services Manager.
- 6) **Membership Fee Dispute Policy** – In cases where an individual disputes the end date of their membership, and the individual has continued to be charged the monthly fee, and requests refunds for fees assessed to their account, the following policies will be followed.
- a) Membership Services will investigate the situation and determine if the proper cancellation paperwork was submitted by the individual; or if sufficient evidence exists in system notes or discussion with staff that a cancellation was indeed requested, and stated cancellation date must be beyond the first full year of their initial contract.
 - b) If the evidence shows that the cancellation was formerly requested, then all direct fees charged after the cancellation notice will be refunded as allowed per the RJKCCC refund policy. We will cancel their membership, waive the fee and no interest will be refunded.
 - c) If there is no evidence to substantiate the claim of the individual and our records indicate the individual has used the RJKCCC after the date of the alleged cancellation notice, then a refund will not be administered.
 - d) If there is no evidence to substantiate the claim of the individual, yet they have NOT used the RJKCCC since the time of the alleged cancellation notice, then a full or partial refund may be administered under the following parameters.
 - i) If the individual is beyond their initial full one-year contract, and the amount of the refund is three or less months, then the RJKCCC will issue the refund for direct fees charged, and we will cancel their membership and waive the cancellation fee.
 - ii) If the individual is beyond their initial one-year contract, and is requesting a refund for a period of more than three months, the RJKCCC will only provide a refund up to three months total, and their membership will be cancelled, and we will waive the cancellation fee.
- (1) Rationale – individual should have noticed within three months that they were continually charged a fee they were confident was cancelled.

Article XVI. Scholarship Memberships

- 1) The RJKCCC offers a scholarship program to assist those in need to offset a portion of the cost of a RJKCCC membership. Individuals or families who would like to access the RJKCCC but cannot afford to pay the full membership rate should contact the Membership Services Manager for more information about the scholarship program.
- 2) The RJKCCC offers three levels of scholarship assistance to those in need:
 - a. 25% scholarship (Member would have to pay 75% of the membership rate)
 - b. 50% scholarship (Member would have to pay 50% of the membership rate)
 - c. 75% scholarship (Member would have to pay 25% of the membership rate)
- 3) **Scholarship In-Take Process**
 - a. Applicants may pick up scholarship application from the Welcome Desk.
 - i. Applicants cannot apply on-line at this time.
 - b. All applications should be returned to the Welcome Desk or Control Desk.
 - c. Applications are kept confidential. Once an application is turned in, it is dated with the

- day received and handed to the Welcome Desk Supervisor on duty.
- d. The Application must be fully completed and all associated information must be submitted before it can be filed.
 - e. Proof of income (or income verification) must accompany the application or else the application will not be considered. We must be assured that the recipient has an income source and can afford to pay their portion of the scholarship.
 - i. Internal Scholarship Policies have been developed to provide a list of approved documents that can be submitted to verify income, marital or domestic partnerships, as well as guardian or dependent status. Ask an MOD for more information or see the Scholarship Policies Addendum in this manual.
 - f. Instances where additional family members are listed on the scholarship application, the applicant must provide additional documentation verifying guardianship, marital or domestic partner status, and/or dependent status before the application will be reviewed.
 - i. Internal Scholarship Policies have been developed to provide a list of approved documents that can be submitted to verify marital or domestic partnerships, as well as guardian or dependent status. Ask an MOD for more information or see the Scholarship Policies Addendum in this manual.
 - g. Please read the entire Scholarship Application for all details associated to receiving and maintaining a membership.

4) Awarding of Scholarships

- a. Applications are placed into categories based on income.
 - i. They are sorted into 25%, 50%, and 75% scholarship categories.
 - ii. The guidelines are based on the US Poverty guidelines.
- b. Each year a monthly budgetary number will be supplied to determine the amount in dollars that can be allocated for scholarships. From this a potential award list is created.
- c. Other factors are considered to determine how much is allocated to each applicant. These include:
 - i. Time on the waiting list,
 - ii. Income,
 - iii. Number of family members,
 - iv. Number of times they follow up about their application, etc.
- d. Once the award list is prepared, it is presented to the Membership Services Manager and/or the Operations Director for approval.
 - i. At this time, these individuals will also discuss appeals from those seeking a higher award or reconsideration for an award.
- e. Applicants will be notified via letter.
 - i. Letters will generally be sent between the 15-20th of each month prior to the month it is awarded in order to give people time to gather funds.
- f. The applicant has to make the first month's payment in full. A scholarship can only be first redeemed during the month that it is awarded.
 - i. For example, if a scholarship applicant is sent a letter stating they have been approved to redeem their scholarship during the month of December, it is only

- during that month they can claim their scholarship.
- g. If someone does not claim their scholarship, the offer is revoked after 30 days and the money is not used.
- h. Scholarships can be revoked if the recipient (or their dependents) fails to:
 - i. Make payment three or more months in a row, or
 - ii. Fails to utilize the facility more than four times each month, or
 - iii. Fails to comply with RJKCCC policies and procedures or lies on the application.

Article XVII. Member/Participant Information Policy

- 1) RJKCCC staff shall ensure that all private information for our members, participants and guests are handled with care and kept confidential.
 - a. Staff shall, once finished with an application, either file the application away in the designated drawer at their desk, OR walk the application and place in the mailbox of the appropriate staff member in the administrative office.
 - b. At no time should the private information of a member, participant, guest or employee be placed in a location that allows the information to be seen by others.
- 2) Following the review and required use of the application and/or waivers, these forms shall be stored in a locked file cabinet, either in the staff member's office, or in the file cabinets of the Security Office.
 - a. Personal information of members and guests that is no longer needed for the program season is required to be stored for a minimum of seven (7) years.
 - i. These files can be stored in the storage room on the southeast room of the Kroc Center's upper level.
- 3) The Kroc Center has a strict policy of NOT sharing information about our members or participants with anyone, outside of law enforcement requirements. Any member/participant wishing to release their information from the Kroc Center to another entity must fill out a "Release of Information" form. Please see Section XX. – Administrative Policies.
 - a. Employees shall not share personal information of other staff or their own personal information with others while on duty. Staff members are expected to act professional at all times and to respect the privacy of others. Any staff member found sharing personal information of others or themselves while at work that is not directly work related may be disciplined, including suspension pending termination.

Section VI. Daily User Pass

Article I. Daily User Pass – Individuals may access the RJKCCC facility without being a member. These individuals may do so by purchasing a Daily User Pass from the Control Desk in the RJKCCC. Persons **ineligible** to purchase a Daily User Pass include:

- 1) Individuals convicted of a sex crime(s).
- 2) Individuals previously banned from accessing the facility.
- 3) Anyone who is suspected of being under the influence of alcohol or illegal drugs.

- 4) The Ray & Joan Kroc Corps Community Center reserves the right to refuse to sale a daily use pass to anyone who may pose a threat to patrons, members or staff; or any individual who may undermine or hinder The Salvation Army's mission.

Article II. Adult Daily User Pass Conditions – Individuals who purchase or receive a Daily User Pass must agree to the following terms and conditions:

- 1) Adhere to all RJKCCC policies, procedures & regulations.
- 2) Must be 18 years of age or older to purchase an adult day pass.
- 3) Take responsibility, financial or other, for their actions when utilizing the RJKCCC.
- 4) Understand that usage of the building may be restricted or limited by the RJKCCC staff according to overall use of the building or due to special events or maintenance issues
- 5) The Daily User Pass grants access to all areas afforded a silver level member with the exception of certain group fitness classes, instructional programs, free passes, and yearly locker rental.
- 6) The Daily User Pass is only good for the day on which it was purchased, and cannot be extended to other dates. User may leave the RJKCCC grounds and return on the same day as long as they retain their purchase receipt.
- 7) Daily Use Passes cannot & should not be sold to other individuals. They have no face value and anyone caught doing so may have their access privileges revoked to the RJKCCC.

Article III. Daily User Youth Pass User Conditions - Individuals who purchase or receive a Daily User Youth Pass must agree to the following terms and conditions:

- 1) Adhere to all RJKCCC policies, procedures & regulations.
- 2) The recipient of the Daily User Youth Pass must be 3 years to 17 years of age.
- 3) The purchaser must be 18 years or older, and be able to sign off on a liability waiver for the Daily User Youth Pass user.
- 4) Take responsibility, financial or other actions of the Daily Youth User Pass user when they are utilizing the RJKCCC.
- 5) Understand that usage of the building may be restricted or limited by the RJKCCC staff according to overall use of the building or due to special events or maintenance issues
- 6) The Daily User Youth Pass grants access to all areas afforded a silver level member of the same age, with the exception of certain group fitness classes, instructional programs, free day passes, and yearly locker rental.
- 7) The Daily User Youth Pass is only good for the day on which it was purchased.

NOTE: All users/guests are subject to RJKCCC policies, procedures and regulations.

Section VII. Summer Memberships

Article I. College Students – A college student who wishes to access the RJKCCC over summer break may do so by purchasing a summer membership.

- 1) To do so, the college student must present their current, valid college I.D. at the time of purchase, along with a photo ID verifying date of birth and their home address.
- 2) A summer membership can be purchased in two ways, and is valid for either:
 - a. Three months from the date of purchase or,
 - b. Can be purchased on a month to month basis for up to four consecutive months during the summer months only
- 3) Summer membership holders must comply with all RJKCCC policies and procedures, including presenting their RJKCCC membership ID each time they visit the facility.
- 4) Summer memberships will be entitled to take part in the same group fitness classes as designated with the Silver Level membership.
- 5) Summer memberships will not be issued free daily use passes.

Section VIII. Conference Attendees

Article I. Conference Attendees & Use Policies

- 1) Individuals registered as part of a conference or sanctioned group activity within the RJKCCC facility may gain access to recreational facilities by paying a daily fee.
 - a. Paying the approved fee will provide individual access to all the recreational facilities (not programs) within the RJKCCC Facility afforded our silver members.
 - b. All conference attendees obtaining individual access shall be over the age of eighteen (18).
 - c. Arrangements for conference or sanctioned group recreation should be requested through the Special Events & Scheduling Coordinator.
 - d. Each individual must sign a waiver of liability and emergency contact form, as well as pass a background check by The Salvation Army.
 - e. A conference rate is available to approved groups.

NOTE: All users are subject to RJKCCC facility policies, procedures and regulations.

IX. Locker Rental Service

Article I. Locker Service – Members of the RJKCCC (age 18 and older) may pay a rental fee to utilize a half or full size locker on an annual basis in the General Use Locker Room located on the 1st Floor, of the RJKCCC facility. Locker space is limited, so lockers will be rented out on a first-come, first-serve basis.

- 1) A percentage of lockers will be designated for rental on an annual term only.
 - a. Individuals who fail to pay the rental fee within the posted date for the next term will have their lockers cleaned out and personal effects stored.
 - b. Contents will be removed by the RJKCCC facility staff.
 - c. Personal effects left in lockers will be considered abandoned property and, after 30 days, will be disposed of as such.
 - d. A service charge must be paid to reclaim your personal effects within the first 30 days. After 30 days, all items will be thrown out or given away.

- 2) A portion of the lockers, not designated for annual rental, shall be used for daily use only.
 - a. Items left in these lockers at the end of the day will be removed and a \$5.00 fee will be assessed to retrieve belongings.
 - b. After a period of 30 days, all personal effects removed from lockers will be considered abandoned property and, after 30 days, will be disposed of as such.
- 3) The RJKCCC is not responsible for lost, stolen, or damaged personal property.
- 4) Use of cell phones or cameras of any kind is prohibited in the locker room areas.
- 5) **Children 4 years of age and older** may not enter the locker room of the opposite sex. Family changing rooms are available for patrons with small children.
 - a. Please use discretion when bringing younger children into the locker room.
- 6) Patrons shall use the locker rooms and restrooms as identified on their original membership application or their program form if they are not a member.
- 7) Cabana Rooms – These private restroom facilities are available to our members to utilize for additional privacy beyond what a traditional locker room can offer. Patrons shall limit their use of a Cabana Room to 30 minutes or less per day so as to not monopolize access for other patrons.

Article II. Locker Search

- 1) RJKCCC lockers may be searched at any time by RJKCCC staff, Security or Police if probable cause indicates that something illegal or anything that violates RJKCCC policies is being stored in the locker.
- 2) The RJKCCC will not be responsible for any items confiscated or damaged during a search of a RJKCCC locker. In some instances, items may be turned over to the police.
- 3) Patrons found to have illegal items in a locker may have the locker privileges revoked and loss of the rental fee, as well as their RJKCCC membership privileges revoked.

Article III. Kroc Center Policy on Opening Lockers for Patrons

- 1) In cases where a customer requests the assistance of Kroc Center Staff to open a locker that is either malfunctioning or the member forgets their combination, the following process **must** be used by the staff member:
 - a. Customer must present their name, phone number, and address
 - b. Customer must write down a written description of the items in the locker – require them to be as specific as possible, including brand names of electronic devices and what will be found in the pockets in the clothing items and any bags in the locker
 - c. Once the information is provided, the Kroc Staff member must escort customer to locker, and open it.
 - d. Once the locker is open, the Kroc Staff member will cross reference the list from the report to ensure the list and contents match; and/or the customer must provide identifiable proof to the Kroc Staff member that the contents of the locker belongs to them.
 - i. A picture ID is preferred, however, if no ID is available then the items listed on the written sheet must match those in the locker
 - e. If the lists and the content do not match closely, then the Kroc Staff member must retain the items and call the police to help mitigate the issue

Section X. Merchandise for Resale

Article I. Merchandise for Resale - As a service to the patrons of the RJKCCC, the facility maintains a retail sales operation at the Control Desk. Various items will be available for purchase during normal operating hours. This area is managed by the Membership Services Manager and his/her designee.

Section XI. Control Desk Operations

Article I. Control Desk – The Control Desk is located on the main floor of the RJKCCC facility, on the north end and serves as the main operations for equipment check-out and other member services for the RJKCCC. The Control Desk is responsible for multiple services, including:

- 1) Check-In/Control Point for the facility
- 2) Equipment Check-Out for Informal Recreation (basketballs, volleyballs, etc...)
- 3) Membership, Program Sales and Registration
- 4) Locker Rental (yearly rentals only) and Locker Issues
- 5) Grab-n-Go Café Items and Retail Sales (t-shirts, water bottles, towels, etc...)
- 6) Equipment Rental
- 7) Information Services
- 8) Equipment & Facility Setup
- 9) Lost & Found
- 10) Equipment Orientation Sign Up
- 11) Climbing Wall gear rental

Article II. Equipment Check-Out

- 1) Selected recreation equipment (basketballs, volleyballs, etc.) may be checked out at no charge by members of the RJKCCC who present a valid membership card
- 2) Items not returned by the individual who checked out an item by the close of business each day will be subject to a late fee.
 - a. Individuals will have their membership account be placed on accounts receivable for the full replacement cost of the equipment which has not been returned after 5 days.
 - b. The individual will not be allowed to check out another item until this fee has been paid in full.
- 3) Items checked out from the Control Desk **must** remain in the RJKCCC at all times.

Article III. Equipment Rental

- 1) If available, some items may be available for rental.
- 2) Individuals renting items must pay a rental fee before the item is allowed to be removed from the Control Desk area.
- 3) The individual renting equipment is responsible for the item until it is returned to Control Desk.

- 4) If the rented equipment is lost, damaged or stolen, the user who rented the equipment will be charged the full replacement cost to replace or repair the item.
- 5) Many items are limited in quantity and may not be available for rental.

Section XII. Fitness Floor

Article I. Fitness Floor – The Fitness Floor is located on the Main level of the RJKCCC Facility on the north end and is the location for cardio, weight and other fitness equipment. Members and guests of the RJKCCC facility may use the fitness floor during normal operating hours as long as the following terms are met:

- 1) Confirm your RJKCCC Membership by showing your current RJKCCC membership card each and every time to the Control Desk attendant on duty.
- 2) The Fitness Floor must only be used when appropriate supervision is available from a RJKCCC facility staff member during established operating hours.
- 3) All equipment and weights are to be used in a safe way and the manner intended.
- 4) **NO HAZARDOUS ACTIVITY OR HORSEPLAY ALLOWED.**
- 5) Users must wipe down equipment with the disinfectant and towel provided by the RJKCCC immediately after finishing their work out on that fitness item.
- 6) Children under the age of 16 **may not** utilize or be on the Fitness Floor by themselves, unless they are age 13 – 15 and are directly supervised by a guardian, or they complete and pass the Teen Fit Certification program offered by the RJKCCC
 - a. Babies who are not yet walking can be in the Fitness Floor area only if they are confined to a stroller, strapped in, and are not crying and/or creating noise that is distracting other members from their workouts.
 - i. Car seat carriers or the like are not allowed due to their small profile, and greater potential to become a tripping hazard.
 - b. Strollers **MUST** be parked in an area that is within a close distance to the equipment the parent/guardian is using, allowing the parent/guardian to easily observe the child at any time. However, the stroller cannot impede traffic lanes or access to machines/equipment in this area, otherwise our staff will ask the owner to move the stroller to a location that is more appropriate
 - i. If there are no good locations to place the stroller, then the member/user will need to find other equipment to use. We will not and cannot compromise the safety of our patrons just because access is not convenient. The track is a good option if a certain piece of equipment is not available.
 - c. Parents/Guardians must have constant vigilance over the stroller and cannot leave it unsupervised. Otherwise, this privilege can be revoked.
 - d. Children who can walk should either be placed in Huck's Hideout, or otherwise will not be allowed on the Fitness Floor due to safety concerns.
- 7) Children, ages 13 to 15, may utilize the Fitness Floor if they are supervised at all times by a legal guardian who is also a member of the RJKCCC.

- a. Children ages 13 to 15 may pay to take the Teen Fit Certification, providing the opportunity to learn how to safely utilize cardio equipment.
- 8) Children under the age of 13 are not allowed to utilize or be present in the Fitness Floor area, even under the supervision of an adult.
- 9) All personal items must be stored in lockers or cubbies; items cannot be placed on the floor or behind equipment.
- 10) Appropriate **clean**, athletic footwear (closed toe, rubber sole shoes with backs) is required at all times while on the Fitness Floor. Street shoes, sandals, crocs, clogs, boots or dress shoes are NOT allowed.
- 11) All users must wear appropriate athletic clothing while working out. This means:
 - a. No clothing with zippers, metal studs or rivets.
 - b. Jeans and jean shorts are strongly discouraged due to metal rivets, zippers and buttons.
 - i. These items accelerate wear and tear on the equipment and can pose safety issues.
 - c. A shirt covering the chest, back, and entire torso must be worn at all times (sport bras are acceptable). Shorts or leggings providing appropriate coverage below the waist is required. There shall be no visible “butt cheek” shown.
 - d. We recommend that you do not wear expensive jewelry or jewelry that may cause injury or damage equipment.
- 12) No food, gum or beverages are allowed; except for water in a non-glass container with a lid.
- 13) Loitering is not permitted on the Fitness Floor.
- 14) Only personal radios, iPods, phones, or MP3 players with earphones are permitted. Patrons should not be able to clearly hear music being played by other patrons.
 - a. Phones may be used to play music or stream TV or video.
 - b. Patrons are not to play music or other audio that others can hear. Earbuds must be used.
- 15) Sport Chalk is **not** permitted on the Fitness Floor.

NOTE: Use of the Fitness Floor is subject to all RJKCCC facility policies, procedures and regulations.

Section XIII. Free Weight Room

- Article I. Free Weight Room** – The Free Weight Room is located on the 2nd level of the RJKCCC Facility on the north end and is the location for free weights, dumbbells, barbells, selectorized, and weight plate loaded equipment. Members and guests age 16 and older of the RJKCCC facility may use the free weight room during normal operating hours as long as the following terms are met:
- 1) Confirm your RJKCCC Membership by showing your current RJKCCC membership card each and every time to the Control Desk attendant on duty.
 - 2) The Free Weight Room must only be used when appropriate supervision is available from a RJKCCC facility staff member during established operating hours.
 - 3) All equipment and weights are to be used in a safe way and the manner intended.
 - 4) NO HAZARDOUS ACTIVITY OR HORSEPLAY ALLOWED.

- 5) Users must wipe down equipment with the disinfectant and towel provided by the RJKCCC immediately after finishing their work out on each item.
- 6) Children under the age of 16 **are prohibited** from utilizing the Free Weight Room. (See Note 2)
- 7) All personal items must be stored in lockers or cubbies; items cannot be placed on the floor or behind equipment.
- 8) Appropriate **clean**, athletic footwear (closed toe, rubber sole shoes with backs) is required **at all times** while in the Free Weight Room. Street shoes, sandals, crocs, clogs, boots or dress shoes are NOT allowed.
- 9) All users must wear appropriate clothing while working out. This means:
 - a. We strongly discourage wearing clothing with metal zippers, metal studs or rivets.
 - b. Jeans and jean shorts should not be worn unless rubber buttons and rivets replace the metal.
 - a. These items accelerate wear and tear on the equipment and can pose safety issues.
 - c. A shirt covering the chest, back, and entire torso must be worn at all times (sport bras are acceptable). Shorts or leggings providing appropriate coverage below the waist is required. There shall be no visible “butt cheek” shown.
 - d. We recommend that you do not wear expensive jewelry or jewelry that may cause injury or damage equipment.
- 10) No food, gum or beverages are allowed; except for water in a non-glass container with a lid.
- 11) Loitering is not permitted in the Free Weight Area.
- 12) Only iPods, or MP3 players or phones with earphones are permitted.
 - a. Patrons are not to play music or other audio that others can hear. Earbuds must be used.
- 13) Sport Chalk is **not** permitted in the Free Weight area.

NOTE 1: Use of the Free Weight area is subject to all RJKCCC facility policies, procedures and regulations.

NOTE 2: Teenagers who are age 13 to 15 can pay to participate in the Kroc Center Teen Fit Program which will, once they complete the course, allow them access to utilize equipment in these areas. The teen will be required to carry their Teen Fit card with them at all times while utilizing these areas of the RJKCCC until they reach the age of 16.

Section XIV. Gymnasium

- Article I. Gymnasium** – The Gymnasium is located on the Main Level of the RJKCCC Facility. The gymnasium is available for rent on a limited basis; however, the primary use of the gymnasium will be for members’ use.
- 1) To utilize this space an individual must have either a membership or purchased a day pass.
 - 2) Clean, athletic shoes are required of all individuals who are recreating in the gym. (No street shoes, boots or heels)
 - 3) Only water in a non-glass bottle is allowed on the gym surface. No food is allowed in the gym.
 - 4) Throwing of baseballs, softballs, practice balls, and other hard type of objects will not be allowed.

- a. In cases where a user is unsure, they are to request permission from the Rec Sports Specialist or Operations Director prior to utilizing the item.
- 5) Patrons cannot swing bats or golf clubs unless part of a supervised, Kroc Center activity utilizing the appropriate equipment.
- 6) No food and no spitting.
- 7) “Family Time” will be scheduled in the gymnasium to allow for family use of this space.
 - a. Family Time will be provided on Tuesdays and Thursdays from 4:00 pm – 7:00 pm, and on Saturdays and Sundays from 10:00 am – 1:00 pm on Court #1.
 - A. Full court basketball games will not be allowed on the designated family court during this time.
 - B. Members may request one basketball goal be lowered to 8 ft. to provide recreation time for smaller youth and families to utilize during Family Time. See the Control Desk for assistance.
 - C. Dunking will still not be allowed.
 - D. If a Kroc Center activity is taking place on one court during scheduled Family Time, the opposite court will be available for Family Time, and no full-court activity will be allowed on that court.
 - E. Kroc Center structured programs will take priority over all designated times.
- 8) No half court games may be played on the main center goal while the gym curtain is down.
 - a. If half-court games are being played, they must be played on the side baskets only, with great care taken to avoid contact with those shooting on main center goal.
 - A. NOTE: Failure to do so can result in the half-court game being shut down.
 - b. The Kroc Center Staff will use their best judgement when determining if a basketball goal can be lowered. However, a goal will not be lowered if:
 - A. The gym divider curtain is down for an activity on the other side
 - 1. NOTE: This may be overridden if there are maintenance issues or if no other activity is taking place on the other half of the gym
 - B. If there are fewer than two (2) open basketball goals available in the gym
- 9) During open gym, patrons must comply with the house rules governing play and use.
- 10) Volleyball Priority Time: On Wednesday evenings, from 8:00 pm – close and on Sundays from 3:00 pm – close, one volleyball court may be setup for informal play, if a Kroc Center activity/program is not utilizing the space. A minimum of four members must be present to make this request. Members must request the volleyball standards to be lowered for their use.

Article II. Informal Recreation – Challenge Play Rules

- 1) During informal recreation, all recreational activities shall fall under the challenge play rules listed below if others are waiting to participate.
 - a. Challenges need not be accepted if other courts are available
- 2) **Challenge Play Hours**
 - a. Noon – Close / Monday – Friday w/exception of designated Family Time
 - b. All day / Saturday – Sunday and Holidays w/exception of designated Family Time
- 3) **Challenge Play**
 - a. A verbal challenge is issued by waiting players.

- b. No one in a current game may call next game.
- c. Challenges can be issued on one (1) court ONLY and the challenger must be present before preceding game ends.
- d. Only one (1) person needed to issue a challenge.
- e. Players from losing team may be chosen for the next game only if no other players are present and waiting.
- f. Games are limited to 15 points. Teams only need to win by one (1) point.
 - A. 2 points baskets are worth 1 point; 3-point baskets are worth 2 points
- g. Teams winning 3 consecutive games must sit out minimum of one (1) game if other players are waiting.
- h. NOTE: Participants in pickup games may go shirts vs. skins, allowing one team to remove t-shirts during game play only.

Section XV. Running Track

Article I. Running Track – The Running Track is located on the North side of the facility on the upper level, above the gymnasium and main level fitness. The track boasts three lanes which will be divided for walkers and joggers/runners.

- 1) To utilize this space an individual must have either a RJKCCC membership or day pass.
- 2) Recommended footwear when using the track includes jogging shoes, gym shoes, cross trainers, athletic walking shoes and track shoes **without spikes**.
- 3) Street shoes are permitted as long as they are clean. Heels and dirty work boots are not allowed.
- 4) Street clothing and casual attire will be allowed on the Jogging Track, as we feel it is not deemed hazardous to others or the equipment. This attire is restricted to the jogging track when exercising.
- 5) Running direction is managed by the RJKCCC staff; the direction is patterned to reduce leg stress associated with tight turns. Please help promote safe running by cooperating and running the posted direction for that day (look on posted sign).
- 6) Lanes are designated for walkers, joggers and runners. Walkers should stay in the inside lane(s); joggers should use the middle lane, and runners shall use the outside lane. Please do not walk, jog or run more than two abreast so others may pass.
 - a. Please be courteous and announce to a slower walker or runner that you are about to pass them to avoid unnecessary confusions and collisions.
- 7) Walking/Jogging with a baby stroller(s) is not allowed on the track surface during peak times, which includes 5:00 pm – 7:00 pm, Monday - Thursday.
- 8) The use of weight plates/dumbbells is not allowed on the track during peak times, which includes 5:00 pm – 7:00 pm, Monday – Thursday.
- 9) Use areas adjacent to track for stretching – do not stretch out on track surface.
- 10) DO NOT spit on floors, walls, over the track railing, or in the water fountains.
- 11) Children under the age of 12 must be directly supervised by a guardian while utilizing the track.
- 12) Loitering and/or standing on the track is not allowed while others are utilizing the track.
- 13) Only water in a non-glass bottle with a lid is allowed on the track.

Section XVI. Fitness Studios A & B; Cycling Studio

Article I. Fitness Studios – Fitness Studio Rooms A & B shall function as a space used primarily for drop-in group fitness classes with an instructor present. The studios will remain unlocked in order for members and guests to utilize Les Mills Virtual.

- 1) Priority scheduling shall first be given to RJKCCC fitness, wellness and instructional/recreational classes.
- 2) Secondary priority shall be given to other RJKCCC programs, events and activities, including Les Mills Virtual.
- 3) Groups/users will be considered after these activities/programs are scheduled.
 - i. Groups/users wishing to utilize a group fitness studio for a purposes other than formal RJKCCC programs, events and activities must check in at the Control Desk and speak with an MOD to determine if their room use is conducive and acceptable for our facility's mission statement, family atmosphere, and safety policies.
 - ii. Groups/individuals desiring to reserve a studio for their private needs can do so by contacting the Special Events & Scheduling Coordinator. A fee will be assessed to schedule and guarantee your reservation.
- 4) The music/sound system is only to be operated by a RJKCCC facility staff member. The stereo should remain locked when not in use during a scheduled live class.
- 5) This room is to be used in a safe manner at all times.
 - i. NO HAZARDOUS ACTIVITY OR HORSEPLAY ALLOWED.
- 6) Appropriate dress is required – meaning a shirt covering the chest, back, and entire torso must be worn at all times (sport bras are acceptable). Additionally, appropriate shorts and or leggings which cover from the waist to below the groin is required. Patrons are not to wear clothing that exposes “butt cheek”.
- 7) Food & beverages (except water in a non-glass container with a lid) is not permitted.
- 8) Appropriate clean, closed-toed athletic shoes (non-marking) are required, except in classes in which footwear is not recommended (i.e. Yoga, etc.). Shoes with a heel or spikes are prohibited as they risk damaging the flooring.
- 9) Users should wipe down any equipment used with the disinfecting wipes provided by the RJKCCC immediately after finishing their workout.
- 10) Equipment stored in the group fitness studios should remain in the group fitness studios, and should not be taken outside of the studios to other parts of the facility.
- 11) Members and guests may register for live group fitness classes up to 30 minutes before the class is scheduled to begin.
- 12) Registering for multiple classes at one time is allowed, pending there is 15 minutes or less between the classes. This is allowed for live group fitness classes only, not virtual classes.
- 13) In order to register for a group fitness class, a participant must be present in the facility. A registration cannot be taken by another class participant.
- 14) Space in group fitness classes is first come, first served. One participant should not reserve space for another participant who is not yet present in the fitness studio.
- 15) Loitering is not permitted in the Fitness Rooms.
- 16) All jackets, bags, etc. must be stored in the designated cubbies.

- 17) All injuries shall be reported by the instructor or supervisor immediately to the lead RJKCCC staff member on duty. This individual shall be responsible for submitting appropriate accident reports.
- 18) The use of the Fitness Rooms is subject to all RJKCCC Facility policies, procedures and regulations.

Section XVII. Aquatics Center & Outdoor Splash Pad

Article I. Aquatics Center – The RJKCCC Aquatics Center is located on the lower level of the facility. To access this venue, individuals must be a current member in good standing with the RJKCCC, have purchased a daily user pass or be a member of an approved rental group. Patrons agree to comply with all RJKCCC policies, including:

- 1) Patrons access the Aquatics Center from the entrance in the wet locker area, by the Lifeguard Desk.
- 2) Users are required to rinse off before entering the pool; and we strongly encourage users to take a fully nude shower with soap prior to entering the water.
- 3) Children, ages 11 and under, must be accompanied by an adult at all times while in the aquatics area(s), unless part of the Pool Pals program.
- 4) Children, age 6 and younger must have an adult supervising them at all times, preferably in the water in proper swim attire.
- 5) Horseplay, acts deemed dangerous and/or inappropriate and/or running are strictly prohibited.
- 6) Public displays of affection of a lewd or offensive nature will not be tolerated; as this is a Christian family facility.
- 7) Proper swim attire must be worn at all times. Cut-off jeans, mesh shorts, boxer, string bikinis, thongs, briefs and the like are not allowed.
 - a. Swim attire cannot be obscene or offensive in nature. Graphics, words, phrases or the like which in the opinion of the RJKCCC staff could be deemed offensive must either be covered up to the satisfaction of RJKCCC staff or removed and replaced.
- 8) Children who are not potty-trained must wear a swim diaper or rubber swim pants.
- 9) Plastic or cloth diapers are not allowed in the water at any time!
- 10) Diapers must be changed in a locker room, restroom or family cabana – diapers cannot be changed on the deck or on tables within the Aquatics Center.
- 11) NO DIVING at any time!
- 12) No food, drink or gum is allowed in the aquatics area, with the exception of water in a plastic or non-glass bottle.
- 13) Individuals with open sores, wounds or Band-Aids are not allowed in the water.
- 14) Individuals must be at least 48” tall to utilize the large water slide.
- 15) Only one person at a time may go down the water slide.
- 16) You must enter and exit the water slide feet first.
- 17) You must wait for the previous person to clear the splash zone area, and receive the “go” signal from an aquatics staff member before entering the water slide.
- 18) Patrons must comply with RJKCCC lifeguard staff instructions and requests. Failure to do so can result in a patron’s removal from the venue and/or facility

Article II. Aquatic Center - Hours of Operation

- 1) The Aquatics Center shall operate on the following schedule, unless otherwise noted in the facility:
 - a. Monday – Friday: 6:00 am - 1:00 pm and 4:00 pm – 8:00 pm
 - b. Saturday: 8:00 am – 7:00 pm
 - c. Sunday: 1:00 pm – 5:00 pm

Article III. Outdoor Splash Pad - The Outdoor Splash Pad is located on the lower level of the facility, which must be accessed via the Aquatics Center. To utilize this venue, individuals must be a current member in good standing with the RJKCCC, have purchased a daily user pass or be a member of an approved rental group. Patrons agree to comply with all RJKCCC policies, including:

- 1) All users are encouraged to take a fully nude shower prior to entering the water.
- 2) Children, ages 11 and under, must be accompanied by an adult at all times while in the aquatics area(s).
- 3) Children, ages 6 and younger, must be supervised by an adult at all times, and it is strongly recommended the adult is dressed in swim attire.
- 4) Horseplay and/or running are strictly prohibited.
- 5) Proper swim attire must be worn at all times. Cut-off jeans, mesh shorts, boxer, briefs and the like are not allowed.
- 6) Children who are not potty-trained must wear a swim diaper or rubber swim pants.
- 7) Plastic or cloth diapers are not allowed in the water at any time!
- 8) Diapers must be changed in a locker room, restroom or family cabana – diapers cannot be changed on the deck or on tables or chairs of the Aquatics Center.
- 9) NO DIVING or sliding at any time!
- 10) No food, drink or gum is allowed in this area, with the exception of water in a plastic bottle.
- 11) Individuals with open sores, wounds or Band-Aids are not allowed in the water.
- 12) Comply with RJKCCC lifeguard staff instructions and requests.
- 13) Please Note: The Splash Pad is NOT supervised by a lifeguard at all times, therefore patrons use this space at their own risk.

Article IV. Outdoor Splash Pad - Hours of Operation

- 1) The outdoor Splash Pad area shall be open from Memorial Day to August 31 (or Labor Day depending on weather). The splash pad will operate on the following schedule during this period:
 - a. Monday – Friday: Noon – 6:00 pm (*dependent on public school schedules*)
 - b. Saturday: Noon – 6:00 pm
 - c. Sunday: 1:00 pm – 5:00 pm
- 2) The RJKCCC will work to coordinate this venue's hours with Quincy Public Schools, therefore, the Splash Pad may not open during mid-day hours of the work week if Quincy Public Schools are not yet out for the summer.

Article V. Pool Pals

- 1) Please see Section I, Article VIII, Item #2 for specifics on this program.

Section XVIII. Rock Climbing Wall

Article I. The RJKCCC Rock Climbing Wall provides opportunities for users to be introduced to the sport of rock climbing, or to further hone their climbing skills. The Climbing Wall offers an auto belay system, manual belay, as well as a bouldering wall space. This venue will operate under specific hours, and can only be utilized when certified RJKCCC climbing wall staff is present and on duty.

1) Rock Climbing Wall Rules & Procedures

- a. Patrons may **only** utilize the Rock Climbing Wall when a climbing wall attendant is on duty and present.
- b. All climbers must review and sign the 'Auto Belay Certification Card' prior to using the auto belay equipment.
- c. All patrons must wear the appropriate gear while utilizing the rock climbing wall, including the appropriate harness and athletic or climbing shoes.
 1. Shoes must be athletic, closed toe, rubber soled with backs.
 2. Users must wear appropriate clothing when utilizing the Rock Wall.
 3. Gear brought in by outside parties will not be allowed, unless checked and approved by the Rec Sports Specialist.
- d. Children age 11 and under must be supervised by a parent or guardian (unless as part of the RJKCCC program that allows otherwise) to utilize the rock wall, even when a Rock Wall staff member is present.
- e. Some gear will be available for rent for a nominal fee.
- f. Gear is not allowed to leave the RJKCCC facility.
- g. No more than five people will be allowed on the rock climbing surface at one time.
- h. Only one person will be allowed to be on the bouldering wall section of the wall at any time, and must have a crash pad in place prior to bouldering.
- i. Only belay certified staff (or those participating in a certification class) can belay other climbers, NO EXCEPTIONS!
- j. Proper climbing and belay technique must be used at all times while on the wall
- k. HORSEPLAY on and around the Rock Climbing area is strictly prohibited.
- l. Bouldering under roped climbers is strictly prohibited.
- m. Users **MUST** stay out of the fall zone if they are not climbing or belaying another climber.
- n. No food or drink is allowed on the Rock Climbing Wall, or on the rubber surface below the Rock Climbing Wall.
- o. Users are to follow climbing wall attendant directions at all times.
- p. Users must be able to fit appropriately into a climbing harness to utilize the rock wall.
- q. Patrons who wish to use **ONLY** the Rock Climbing Wall must pay the Rock Climbing Wall Fee - they do not have to purchase a Day Pass. His/her hand will be stamped signifying that they cannot use any other portion of the facility.
 1. Anyone found to access the remainder of the RJKCCC with a stamped hand may have future access denied to all areas of the facility.

Section XIX. Sandbar Party Room(s)

Article I. The Sandbar Party Room(s) is a space available for rent for birthday parties, family functions, seminars and the like. Patrons can rent the entire space as one room, or request half of the space for a lesser rental fee. Each room is equipped with tables, chairs and a flat screen TV and DVD player. Each room also features direct access to the Aquatics Center if requested by the rental group and the fee is paid.

- 1) For parties, groups will be allowed to bring in their own cake and ice cream. However, other food items may have to be purchased through the Kroc Café Catering Service.
- 2) Food must stay in this room, and is strictly prohibited from being taken into the Aquatics Center.

Article II. Sandbar Party Room Kitchen

- 1) A full residential kitchen is available on Side A of the Sandbar Party room.
- 2) Use of the kitchen is only for patrons who have paid a rental fee and for RJKCCC sponsored programs and activities.
- 3) Individuals who utilize this space are responsible for cleaning the room, including all appliances, dishes and cookware by the end of the rental or event time, putting all items back in their proper place, and the removal of all food brought with them into the space.
- 4) Groups or individuals who fail to comply with these policies will be charged a \$100 cleaning fee, in addition to any fees or damages to the room and/or its equipment.

Section XX The Meadows (A, B, C)

Article I. The Meadows is a space available for rent for parties, wedding receptions, seminars and the other events. Patrons can rent the entire space or one room, or request half of the space for a lesser rental fee. Each room is equipped with a projector, drop down screen, and an audio system. Tables, chairs and other equipment can be provided for an additional fee.

- 1) All meetings, events and activities of a scheduled nature must be approved and scheduled by the RJKCCC Special Events and Scheduling Coordinator.
- 2) For events, groups will be able to purchase or cater their food through the Kroc Café. However, outside catering services will be allowed, and may require an additional fee.
- 3) Scheduled RJKCCC events take precedent in this room and all other RJKCCC venues.
- 4) All users of this area are required to comply with RJKCCC policies and procedures.
- 5) Groups are not allowed to serve alcohol on Salvation Army property.
- 6) RJKCCC equipment can only be moved and operated by Kroc Center staff.
- 7) At times when The Meadows is not being utilized for events or activities, RJKCCC will work to open the room up for general use and to access the Kroc Patio.

Section XXI. Worship Theater & Weddings

Article I. The Worship Theater is a 500 seat auditorium available for rent for weddings, seminars, and like events. The space can be equipped with tables, chairs, projectors, DVD Players and an audio system.

- 1) The Worship Theater shall serve as the home for The Salvation Army Kroc Church services every Sunday.
- 2) All meetings, events and activities of a scheduled nature must be approved and scheduled by the RJKCCC Special Events and Scheduling Coordinator.
- 3) Food and drink is not allowed in the Worship Theater unless written consent has been provided by the Operations Director or Senior Kroc Officer.
- 4) Only RJKCCC staff shall operate equipment in this venue.
- 5) When the venue is not in use, the doors to the Worship Theater shall be open for our community members to pray and worship in silence.
- 6) The Worship Theater is not available for rent on Sundays until 1:00 pm or later, depending on the needs of The Salvation Army Church.
- 7) The use of any decorations by rental group(s) in this space must be approved in advance by the Special Events and Scheduling Coordinator.

Article II. Wedding Use Policies

1) Any facility or property, which is owned, leased or controlled in any way by The Salvation Army, USA Central Territory, shall not be used for any wedding ceremony, marriage, legal union or other similar undertaking (collectively referred to herein as "Wedding"), unless the Wedding is officiated or co-officiated by a Salvation Army officer in accordance with the relevant Orders and Regulations, Policies and Procedures and other ecclesiastical directions issued by The Salvation Army regarding the conducting of Weddings. In the event of a Wedding which is co-officiated by a Salvation Army officer, the Salvation Army officer must sign the legal certificate resulting from the Wedding.

- a. **Marriage Position Statement** - The Salvation Army affirms the New Testament standard of marriage, which is the loving union for life of one man and one woman to the exclusion of all others. Marriage is the first institution ordained by God (Genesis 2:24), and His Word establishes its significance (Matthew 19:4-6).

Section XXII. Green Room

Article I. The Green Room is home to the Kroc Academy After-School program. This room is located behind the Worship Theater, and can be rented as a space to prepare for events in the Worship Theater.

- 1) All meetings, events and activities of a scheduled nature must be approved and scheduled by the RJKCCC Special Events and Scheduling Coordinator.
- 2) This area shall not be used for long-term storage.

Section XXIII. Fellowship Hall

Article I. The Fellowship Hall is a space immediately inside the front doors, to the west of the Worship Theater. This space can be rented for events as a large open gathering location.

- 1) All meetings, events and activities of a scheduled nature must be approved and scheduled by the RJKCCC Special Events and Scheduling Coordinator.
- 2) Alcohol is not allowed to be served or consumed in the RJKCCC.

Section XXIV. Main Lobby

Article I. The Main Lobby of the facility stretches from the Fellowship Hall to the Rock Climbing Wall. This is a large high ceiling space, with Terrazzo flooring, a water feature, and elegant wood trim features. This space may be rented in conjunction with other spaces in the facility or all by itself after hours.

Section XXV. Huck's Hideout

Article I. Huck's Hideout is a room located between the Worship Center and the Meadows, just off of the Main Lobby. This space consists of many kid friendly features, such as a television, children toys, tot bathroom, a nap area, and an outdoor play area.

- 1) This venue will serve mainly as a child watch service available to members.
- 2) Only children ages 6 months old to 7 years old will be allowed to access this room (up until their 8th birthday) unless other accommodations are made with RJKCCC administration.
- 3) At all times, at least one RJKCCC staff member who is certified in CPR/First Aid for infants and children will work in this venue during its normal operational hours.
- 4) Outside food and snacks are prohibited in Huck's Hideout. However, drinks ARE allowed in labeled spill proof containers.
 - a. NO GLASS CONTAINERS are permitted in Child Watch, including baby bottles.
- 5) Children's items must be labeled with their first and last name.
- 6) Please do not bring strollers into Huck's Hideout as they cause traffic jams.
- 7) Members must remain in the RJKCCC facility at all times when their child is in Huck's Hideout Child Watch. They cannot leave the RJKCCC grounds for any reason.
 - a. If a guardian does leave, they will lose the privilege of utilizing the child watch service.
 - b. If a child is left in Huck's Hideout longer than a two-hour period, a charge of \$1 per minute must be paid by the parent/guardian of the youth.
 - c. Additionally, an announcement may be made via the RJKCCC sound system for the parent/guardian to come to the room.
 - d. If a parent/guardian does not come to Huck's Hideout within 10 minutes of the announcement, the police will be called to address the situation.
 - e. Any member that leaves their child in Huck's Hideout longer than the maximum two-hour period will have their privilege to use this service revoked indefinitely.
- 8) Parents and guardians must provide the required identification or the corresponding sticker prior to removing their child from Huck's Hideout.

Article II. Huck's Hideout – Fees

- 1) Members may have their child in this venue for only one session per day, at a maximum of two hours each day as part of their membership fees.

- a. Sessions **cannot** be broken up in different time segments or days.
 - b. If parents come to the Kroc Center during two separate time periods in the same day, they will be allowed to drop their children off in Huck's Hideout so they too may workout in the facility if room is available and they are members.
- 2) Non-members may purchase a day pass for a fee of \$6 per session per child.
- 3) Late Charges. Length of stay is up to 2 hours per day. Any visit over 2 hours, or that extend past the Child Watch center hours may be charged an additional fee (\$1 per minute). Continued violation of this policy may result in termination of Child Watch program use.
- 4) Non-Member Use - A limited number of spaces may be set aside for non-members to utilize the service for a fee, if space is available. Space is not guaranteed.

Article III. Huck's Hideout – Hours of Operation.

Monday-Thursday 8:30am - 1:00pm / 4:00pm - 8:00pm

Friday 8:30am - 1:00pm / 4:00pm - 7:00pm

Saturday 8:30am - 1:00pm

Sunday 9:00am - 12:00pm *Kroc Church activities taking place.

- 1) On certain holidays, Huck's Hideout will operate with reduced hours.
- 2) Kroc Church Nursery - Huck's Hideout will serve as the nursery for the Kroc Church on Sundays, and any member of the RJKCCC may leave their child in the space for a period of one session if they choose, without payment and if space is available
- 3) However, parents and guardians should know the following:
 - a. All children in this space will be instructed on Christian and biblical information in the form of stories, videos, music and art.
- 4) This space may be rented outside of its normal operation hours if an event within the facility has the need for short term child care.

Section XXVI. Kroc Cafe

Article I. The Kroc Café provides a variety of grab-n-go items for the convenience of our members and guests. Items shall be purchased from the Control or Welcome Desk. We accept cash (no \$100 bills), credit card or Kroc Center Gift Cards.

- 1) **Exclusive Contract:** The Kroc Center works with Refreshment Service Pepsi as the official supplier of our beverage options, therefore other products are not allowed to be sold or served in our facility that are considered to be in direct competition with Pepsi.
- 2) **Shoplifting:** Individuals who steal items from the Kroc Café or from the Kroc Center as a whole will be prosecuted to the full extent of the law. This includes plastic ware, cups, condiments and other like items.
- 3) **Outside Food:** Any groups wishing to have food served at their event or activity must receive permission from the Operations Director, Senior Kroc Officer or Scheduling & Events Coordinator prior to their event. This includes the use of outside caterers. This is due to the

liability, extra cleaning, garbage and labor required to properly host this type of event. An additional fee may be charged to accommodate these needs.

- 4) **Café Tables:** Tables and chairs are located just outside the Kroc Café that are set aside for use by our patrons. These tables are not to be monopolized by groups, events or activities unless outside normal operational hours or special permission has been granted by the Operations Director, Senior Kroc Officer or the Scheduling & Events Coordinator.
- 5) **Birthday/Anniversary Parties & Similar Events:** Due to the limited seating available in this space and because these groups have a tendency to get loud, parties are not allowed to be held in this space. Please contact our Scheduling & Events Coordinator in advance of your event to see if a space can be scheduled in the RJKCCC facility to ensure the best possible experience.
 - a. Groups/activities may not utilize more than 2 tables and/or 8 chairs in this area at one time, otherwise they may be asked to move or to open spots for other patrons.
 - b. Additionally, these groups may not open presents, decorate, sing, or have balloons while in this space due to the need for the Control Desk to conduct business with other patrons.

Section XXVII. The Ledge (Game Room)

Article I. The Ledge Game Room is one of the most innovative gaming experiences in the area. Visit The Ledge during open hours - it's FREE! The Ledge may be rented out for private events.

- 1) Age Restrictions
 - a. The Ledge Game Rom was developed for individuals age 7 and older
 - b. A signed RJKCCC waiver must be completed for everyone utilizing this venue
 - c. Non-members must be at least 12 years old to use the Game Room without a parent/guardian present.
 - d. Non-member children younger than 12 must have someone 15 or older supervising them at all times while in the room
 - e. Members with children age 11 and younger can check-in at the Control Desk, receive and wrist band and drop off their children in the Ledge while they work out or use the RJKCCC.
 - i. The Parent must remain in the facility at all times.
 - ii. The Child CANNOT leave the Ledge without the Parent or Guardian
 - iii. All facility rules must be followed, or this privilege may be revoked

Article II. The Ledge

- 1) The Hours of Operation of the Ledge will be posted on the doors to the venue
 - a. Hours will vary based on formal programming needs and staff availability
- 2) Certain hours of operation may be designated for specific age groups or for special events. Please see posted signage for more details.

Article III. General Policies

- 1) Food and Drinks are not allowed in the Ledge except at designated table.
- 2) Profanity or abusive/obscene language will not be tolerated.
- 3) All patrons shall treat each other with respect.

- 4) Equipment items must be checked out from The Ledge monitor desk.
- 5) All youth must have a waiver signed by their parent or legal guardian prior to utilizing The Ledge.
- 6) All youth must check in at the desk in The Ledge immediately upon entering the room.
- 7) Do not throw, toss, slam, or damage the equipment.
- 8) The use of the Ledge is only allowed if a Kroc Staff member is present.
- 9) Individuals who fail to comply with these policies face suspension of use or could be banned indefinitely from The Ledge and the RJKCCC.

Section XXVIII. Arts & Crafts Room (Bluffs A)

Article I. The Arts & Craft Room is made up of The Bluffs Room A and at times, Room B will be used. This space serves as the primary location of arts and crafts classes, and art activities related to other RJKCCC programs like camps and ministry programs.

- 1) Bluff Rooms A & B are available for rent by external users for meetings, seminars and workshops. Contact the Special Events and Scheduling Coordinator for details.
- 2) These rooms may not be rented out on Sunday mornings during worship service hours.
- 3) Food and beverages area allowed in this room if they are part of a program or rental.
 - a. Users must clean up after themselves and ensure the tables and chairs are wiped down, and all food, drinks, and associated items are disposed of correctly.
- 4) Children age 11 and under must be supervised by an adult at all times while in these rooms.

Section XXIX. Bluffs Classrooms

Article I. The Bluffs Classrooms will serve many functions in the RJKCCC, including space for after school programs, ministry Sunday Classes, break-out rooms, activity space and more.

- 1) The Bluff Classrooms are available for rent by external users for meetings, seminars and workshops. Contact the Special Events and Scheduling Coordinator for details.
- 2) These rooms may not be rented out on Sunday mornings during worship service hours.
- 3) Food and beverages area allowed in this room if they are part of a program or rental.
 - a. Users must clean up after themselves and ensure the tables and chairs are wiped down, and all food, drinks, and associated items are disposed of correctly.
- 4) Children age 11 and under must be supervised by an adult at all times while in these rooms.

Section XXX. Parking Lots

Article I. The RJKCCC has two main parking lots located on RJKCCC property. These lots provide parking spaces for 110 vehicles, and are maintained by RJKCCC maintenance/custodial staff personnel and hired external contractors.

1) Marked Parking Spaces

- a.** Handicap parking spots are reserved for our staff, patrons and guests who have a state licensed permit to use these spots. Violators will be ticketed, and their vehicle towed away at the vehicle owner's expense.

2) Extended Parked Vehicles - Vehicles may not be left in our parking lot for periods more than 24 hours unless prior permission has been provided by the Facility Manager or Operations Director.

- a.** Any vehicle which has been parked on our property for more than the maximum will be towed away at the vehicle owner's expense.

3) Please do not litter in our parking lots, violators will be ticketed.

4) The RJKCCC parking lots may be closed to special events from time to time. Please be aware.

5) Skateboarding, rollerblading, and other type of play will not be allowed in the parking lot area as it presents a safety issue for members and visitors to our facility.

6) Motorcycles, scooters and mopeds are to be parked in marked parking spaces like other motorized vehicles. They are not to be parked on sidewalks, patios or at bike racks. Failure to comply could result in the item being towed away at the vehicle owner's expense.

7) The use and/or consumption of alcohol/tobacco on The Salvation Army RJKCCC property, including the parking lots, are strictly prohibited.

8) Weapons are not allowed in the parking lot except as allowed by Illinois State Law.

Section XXXI. Kroc Courtyard

Article I. The Kroc Courtyard is the area outside the main doors to the RJKCCC, which includes a water fountain, planters, and benches. This space will be used by the RJKCCC for programs, events, announcements, ministry activities, and many other uses.

A. This space is available for rental as part of other rentals within the facility.

B. The use of skateboards, in-line skates, roller skates, and bikes are strictly prohibited in this area due to the potential to damage to the facility, features or patrons.

C. Anyone wishing to utilize this space must coordinate their activity with the RJKCCC Special Events and Scheduling Coordinator.

D. Solicitation activities are strictly prohibited unless coordinated with and by The Salvation Army.

E. Individuals are not allowed to enter or play in the water fountain or stream.

F. Groups or individuals are not allowed to play music in this area unless permission has been obtained from the Facility Manager, Operations Director or Senior Kroc Office.

Section XXXII. Emergency Action Plan & Emergency Response Guide
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Article I. Emergency Situations - The RJKCCC facility, its staff and members shall comply with the established Salvation Army RJKCCC Response Plan in case of any emergency.

1) **Emergency Response Guide** - The Emergency Response Guide & Action Plan manual (red, 3 ring binders) is a comprehensive guide for staff to reference for a multitude of emergency situations. A summary of some responses and actions are listed below for quick reference. The Emergency Response Guide can be found in five locations within the RJKCCC facility. They are:

- a. Welcome Desk
- b. Control Desk
- c. RJKCCC Operations Director's Office
- d. Facility Manager's Office
- e. Lifeguard Office

2) **Medical Emergency** - In case of serious injury or illness at the RJKCCC, observe the following procedures:

- a. Contact Emergency Personnel by dialing 9-911.
- b. Give your name; describe the nature and severity of the medical problem and the location of the victim. Do not hang up until the dispatcher gives you permission to do so or the scene becomes unsafe for you to remain on the phone.
- c. Do not move any injured individual except for protection from further injury.
 - i. Always utilize appropriate personal protective equipment (PPE).
- d. Send someone to the RJKCCC upper (or lower) parking lot on the West side to meet the ambulance. The staff should escort emergency personnel to the location of the incident.
- e. A RJKCCC staff member shall stay with the victim until the police and ambulance arrive.
- f. Ensure someone has contacted the RJKCCC Operations Director.
- g. If blood is present, contact a custodian on duty; do not attempt to clean the area yourself as specialized handling is required (unless you are properly trained).
 - i. RJKCCC staff members, who have received special training, shall clean the area in compliance with the RJKCCC Exposure Control Plan.
- h. Do not administer first aid above the level of your formal emergency/medical training.

3) **Medical Equipment – First Aid Kits & AED** – The Aquatics Specialist (or designee) is responsible for inventorying and maintaining supplies for all first aid equipment in the facility, including: first aid kit supplies, checking AED batteries on a regular basis, etc...

a. An AED is located on each floor of the Kroc Center in the following locations:

- i. Lower Level – Just outside the Lifeguard Office (Cabana area)
- ii. Main Level – Wall between Rock Wall and Gym in the foyer to Cardio Area
- iii. Upper Level – South side of track – area that overlooks Rock Wall & Control Desk

b. First Aid Kits

- i. Lower Level – Lifeguard Station
- ii. Main Level – MOD Desk, Control Desk & Kitchen Café (southeast corner of room)
- iii. Upper Level – Upper Administrative Office & Weight Room Attendant Podium

4) **Medication** - The Salvation Army RJKCCC nor its employees shall manage, administer, store or supervise the use of over-the-counter or prescription medications.

- a. An exception shall be made for youth camp programs and the Senior Kroc Officer and/or Youth Development Specialist shall oversee this process.
- 5) **Transporting Injured Parties** - RJKCCC employees shall NOT transport any injured parties to a medical facility. Dial 9-911 for Police/Ambulance services.
- 6) **Additional Actions** - In addition, the following actions should be initiated:
 - a. Notify RJKCCC Operations Director or on-duty Manager on Duty (MOD) in case of emergency.
 - b. If there is an injury, the MOD shall remain with the injured party until relieved by trained medical personnel.
 - c. Secure names and addresses of several witnesses immediately.
 - d. Make no statement to press or public; only The Salvation Army Senior Kroc Officer, Operations Director or designee may speak for The Salvation Army.
 - e. Complete a formal Kroc Center Accident or Incident form as soon after situation as possible and forward to your supervisor. Ensure the form is completed in its entirety.
 - i. Supervisor shall review all information on form, and if complete, forward the original to the Operations Director for review.
 - f. In any case in which a death results from an incident in the RJKCCC; the staff member(s) directly involved with the incident will be immediately placed on leave until a debriefing meeting is completed with the RJKCCC Operations Director and/or Senior Kroc Officer.
 - i. The Senior Kroc Officer will notify DHQ if a death occurs

Article II. Bomb Threat – Refer to RJKCCC Emergency Response Plan (Have someone retrieve the binder as you follow the following actions.)

1) Summary of Action to Take

- a. Remain calm.
- b. Keep the caller talking as long as possible.
 - i. Pretend to have difficulty hearing/ask them to repeat the info.
- c. Get as much information as possible about the bomb, such as:
 - i. Where is the bomb?
 - ii. When is it set to go off?
 - iii. What does it look like?
 - iv. What type of bomb is it?
 - v. Why did you place the bomb?
 - vi. Where are you calling from?
- d. Fill out “Bomb Threat Worksheet” in the ERP Manual
- e. Hold the line on which the call was received open, DO NOT HANG UP.
- f. Have someone else or yourself using another line call the Police (911) and then your supervisor.
- g. Do not discuss the call with anyone other than your supervisor, or the 911 operator.
- h. Stand by for instructions from your supervisor or higher authority. The building supervisor or manager on duty should contact the appropriate administrators to begin the Emergency Action Plan.

2) Bomb Threat Reminders

- a. Do not touch suspicious items or packages or attempt to search for the alleged bomb yourself. The police and building engineers are trained in bomb search and handling methods.
- b. If the threat is by letter or note, protect written messages from handling. Call 911, and your building supervisor.
- c. The police will determine if the Building should be evacuated.

3) Threat During Special Event(s) - If there is a special event in the facility at this time (i.e., basketball game) one of the following messages shall be read:

a. PRECAUTIONARY MESSAGE

- i. "Ladies and gentlemen, from time to time the RJKCCC receives anonymous calls regarding some threat of damage. We have received such a call here today involving the possibility of a bomb. So the authorities are now taking proper precautions for your safety. The event will continue. However, if you wish to leave the building, Kroc Staff members are available for your assistance."

b. VALID THREAT MESSAGE – Announce the following via Kroc Center all-call system:

- i. "Ladies and gentlemen, from time to time the RJKCCC receives anonymous calls regarding bomb threats. Such a call has been received and we would like to take a recess so that a search can be conducted. Kroc Staff members are available for your assistance in leaving the building by the nearest exit. Thank you for your cooperation. Reoccupation of the building will occur upon notification by the Police."

4) Emergency Assistance for the Disabled

- a. Supervisors are asked to provide the building supervisor with names and locations of members and employees within their area(s) who may need assistance exiting the buildings in the event of an emergency.
- b. In addition, supervisors should ensure that appropriate procedures for assisting disabled individuals within their purview have been formulated, assigning responsibility for assistance to specific able-bodied individuals. These latter procedures may become necessary should an immediate evacuation be necessary.

Article III. Fires Safety Plan (Refer to the RJKCCC Emergency Response Plan)

1) Fire Drills – The RJKCCC will conduct two fire drills per year to familiarize our staff with roles and duties for such an emergency.

- a. The Safety Coordinator for the Kroc Center will oversee the Fire Drill, and complete a check-list after each drill. All Fire Drills shall be timed to determine the amount of time required to evacuate all staff from building.
- b. The Safety Coordinator shall work with the Facility Manager and Operations Director in January of each year to schedule fire drill dates for the facility.

2) Fire Discovery - It is the responsibility of any person discovering a fire, no matter how small, to report it promptly by the following methods to minimize danger and/or loss of life:

- a. Close the door to the room where the fire is located (if possible).
 - i. If the fire is small, you can choose to use a fire extinguisher.

- ii. Be sure to use the right type of extinguisher for the fire – if you are not sure, read the directions on the extinguisher.
- b. Pull the nearest fire alarm box!
 - i. Fire alarm boxes are located strategically in the RJKCCC facility hallways, generally next to “Exit” doors.
 - ii. If a member discovers the fire, they should report it immediately to a RJKCCC facility staff member.
- c. Remain calm and assist in evacuating the building at the nearest exit.
- d. Close all doors behind you and turn off lights.
- e. Once you are outside, call 911!
 - i. Give your name and location.
 - ii. DO NOT hang up until the dispatcher tells you to.
- f. **Meeting Location** - Direct and relocate all individuals to the municipal parking lot, located on the south side of the Kroc Center, across Vermont Street.
 - i. Locate the MOD and ensure you are accounted for on their master list, as well as any other individuals who are with you.
- g. Immediately notify firefighters or RJKCCC facility staff if you suspect someone may still be trapped in the building.
- h. DO NOT re-enter the building until the Fire Department gives the okay

3) **Blocked Exits/Stairways**

- a) Immediately call 911 to notify them if your exit is blocked; tell them your exact location
- b) You may need to go to the nearest room with a door – place wet cloth under the door to prevent smoke from entering room.
- c) Stay close to the floor – if a window is available open and attempt to get attention of those outside

4) **Un-Confirmed Fire** – Every time the fire alarm sounds, an immediate evacuation of the building must take place!

- a) Everyone, except for fire crews and other RJKCCC facility staff with specific assignments, **MUST LEAVE THE BUILDING IMMEDIATELY.**
- b) The RJKCCC facility staff will check and make sure all areas of the building have been evacuated.
- c) **USE THE NEAREST EXIT** - If corridors or stairways are smokefilled or extremely hot, and your room has windows, tightly seal the door and go to the windows and await rescue by Fire Department.
 - i. In case your room does not have windows, stay low and attempt to get below the fire.
 - ii. If the fire is below you, go to the roof and to the opposite side of the building from the fire and await rescue by the Fire Department.
- d) **DO NOT USE ELEVATORS** - Power failures could trap individuals.

5) **Fire During Major Event** - If there is a major event in the facility it will be handled in the following special manner:

- a) This message will be read over the PA system:
 - i. "The nature of the alarm is being investigated. There is no cause for concern."

- b) After the Facility Manager and Police have investigated the cause of alarm the Police will determine if the facility should be evacuated.
 - c) If it is determined that **it is not necessary** to evacuate the facility, the following message will be read over the PA system:
 - i. "The alarm has been investigated and there is no cause for concern."
 - d) If it is determined that the facility **must be evacuated**, the following message will be read over the PA system:
 - i. "Ladies and Gentlemen, we have been advised that there is a problem in another area of this building. As a safety precaution we have been advised to exit the facility through the (*indicate east, west, or all*) doors. There is no cause for concern. Staff will assist you in leaving the building in an orderly manner".
 - ii. "Staff please be aware we are using Code ____ to evacuate the building." (See Code Below)
 - iii. Repeat message until the building is clear!
 - iv. Code for exiting the building:
 - (a) Code 1. Please exit through the nearest door.
 - (b) Code 2. Please exit through the west doors of the facility.
 - (c) Code 3. Please exit through the east doors of the facility.
- 6) **Building Reoccupation** - The Fire Department and/or Police will determine when it is safe to reenter the building. RJKCCC facility personnel will make such an announcement after being notified by the police, emergency personnel or local authorities.

Section XXXIII. Inclement Weather

- Article I. Tornadoes** - Often severe weather may threaten the safety and normal operations of the RJKCCC facility. During these times, the RJKCCC facility will follow the established procedures outlined in the RJKCCC Emergency Response Plan. A summary of situation is listed below. For more in depth directions, please refer to the blue RJKCCC Emergency manual.
- 1) **Tornado Sirens** – The tornado alert is a long, wavering intermittent blast of sirens located outside the RJKCCC facility. When sirens are sounded, conditions are very favorable for a tornado or a tornado has been sighted close to Quincy, IL. Follow the following protocol:
- a. Go immediately to designated safe areas
 - i. Lower Level Lounge & interior corridors.
 - ii. Women's and Men's Locker General Use Locker Rooms on the lower level.
 - iii. Wet Lockers / Cabana's.
 - iv. All Restrooms on Main Level
 - b. Remain in safe areas until notified by RJKCCC facility personnel that the all clear has been given by the National Weather Service.
 - c. The City of Quincy storm alert procedures provide that the sirens will not be activated unless a tornado is imminent in the area; therefore, it is imperative to follow the above instructions.

2) **Special/Large Event** - If a tornado is imminent during a special event in the RJKCCC, the following message will be read:

- a. "A tornado has been spotted near the facility. We would like everyone to evacuate their current location in an orderly fashion and go to the following areas:
 - i. Lower Level Lounge & interior corridors.
 - ii. Women's and Men's Locker General Use Locker Rooms on the lower level.
 - iii. Wet Lockers / Cabana's.
 - iv. Restrooms on Main Level

Please stop what you are doing and evacuate in an orderly fashion. Thank you!"

- b. Repeat the message a second time.
- c. Then state: "RJKCCC facility staff is available for your assistance. As soon as the ALL CLEAR is given, you will be informed and the event will continue."

3) **Emergency Assistance for the Disabled**

- a. Area supervisors and facility staff are asked to provide the building supervisor or manager on duty with names and locations of students and employees within their area(s) who may need assistance exiting the buildings in the event of an emergency.
- b. In addition, area supervisors and facility staff should ensure that appropriate procedures for assisting disabled individuals within their purview have been formulated, assigning responsibility for assistance to specific able-bodied individuals. These latter procedures may become necessary should an immediate evacuation be necessary.

Article II. Earthquakes – As in all emergencies, RJKCCC facility staff is directed to follow established procedures as outlined in the RJKCCC Emergency Response Plan. A summary of how to react to an earthquake follows below.

1) **Earthquake Response Plan**

- A. Seek protection in a doorway or under a desk or table.
- B. Stay away from glass, windows, shelves and heavy equipment.
- C. Be prepared for aftershocks.
- D. Call 911 if emergency help is needed after the initial shock.
- E. Report damaged facilities to the Facility Manager or Operations Director.
- F. If there is an emergency, such as a fire or gas leak, activate any available building alarm.
- G. At this point, stay calm and evacuate the building in the following manner:
 - i. Assist the disabled in exiting the building.
 - ii. Walk to the nearest exit and ask others to do the same.
 - iii. Do not use elevators.
 - iv. Once outside, move to the municipal parking lot south across Vermont St.
 - v. Stay away from other buildings.
 - vi. Keep roads, fire lanes, hydrants and walkways clear for emergency vehicles and crews.
 - vii. If requested and if you wish to do so, assist emergency crews.
 - viii. Unless necessary, keep clear of any emergency command posts.
 - ix. Do not re-enter evacuated building unless directed by the Facility Manager.

2) **Emergency Assistance for the Disabled**

- a. Area supervisors and facility staff are asked to provide building supervisor or manager on duty with names and locations of members and employees within their area(s) who may need assistance exiting the buildings in the event of an emergency.
- b. In addition, area supervisors and facility staff should ensure that appropriate procedures for assisting disabled individuals within their purview have been formulated, assigning responsibility for assistance to specific able-bodied individuals. These latter procedures may become necessary should an immediate evacuation be necessary.

Article III. All Other Emergencies

- 1) In the case of any emergency not covered above, RJKCCC facility staff is directed to refer to the RJKCCC Emergency Response Plan for proper protocol.
- 2) Emergency Response Plan Binders can be found in the following locations:
 - a. Welcome Desk
 - b. Control Desk
 - c. RJKCCC Facility Managers Office
 - d. Facility Safety Supervisors' Office
 - e. Lifeguard Office
- 3) Staff should always contact a supervisor if they are unsure about how to handle any situation.
- 4) Always keep the safety of the patrons and yourself as the top priority.
- 5) **REMINDER:** Complete a Kroc Center Accident or Incident form as soon after the situation as possible. Forward to your supervisor. Ensure the form is completed in its entirety.
 - a. Supervisor shall review all information on form to ensure it is complete.
 - b. If complete, forward the original to the Operations Director for review and to file.

Article IV. RJKCCC – Service as a Cooling & Warming Center

- 1) When extreme weather impacts our community, the RJKCCC has agreed to serve as a location where individuals may go to escape dangerous weather conditions outside. In the summer, we serve as a cooling center; in the winter months we will become a warming center. Individuals who choose to take advantage of these services must comply with all RJKCCC facility policies and procedures, including complying with staff instructions and directives. The following rules must also be followed by the individuals using the RJKCCC for refuge from the inclement weather conditions:
 - a. The cooling and warming space is designated as the Fellowship Hall area, which is the foyer located just outside the Worship Theater entrance. A limited number of chairs will be setup in this space to allow for individuals to sit and get out of the weather.
 - b. Individuals are not allowed to sleep or lie down while in the facility for the safety of the individuals seeking shelter and for the safety of RJKCCC members and guests.
 - c. Individuals must keep their belongings with them at all times; RJKCCC will not store or watch items. Belongings and/or personal items that are left unattended may be confiscated and held per our Lost & Found policy.
 - d. Animals are not allowed in the RJKCCC unless they are a certified service animal (Article XL, Item 18). Service Animals must meet the same expectations as all other service animals.
 - e. Individuals will be held financially responsible for any damaged they inflict on RJKCCC property or equipment.

- f. Individuals who fail to comply with the rules and policies governing the RJKCCC will face disciplinary action in accordance with our standard policies. In some cases, individuals can be banned completely from accessing the RJKCCC, up to and including a No Trespass Order.

Section XXXIX. Weather Related Closing

Article I. RJKCCC Closure Due to Weather

- 1) Inclement weather may force the RJKCCC facility to close for the day, or prior to normal closing hours. In such weather, like an ice storm, the following procedures must be followed:
 - a. A decision to close the RJKCCC facility should be initiated by the Operations Director or Senior Kroc Officer.
 - b. However, if weather dictates, and the RJKCCC facility supervisor feels that closure should be considered, they are to call the RJKCCC Operations Director
 - 1. The Operations Director will then be responsible to make a decision.
 - 2. If the decision to close is made, the Operations Director or Senior Kroc Officer shall contact the Marketing Manager to have notice placed on the Kroc Center website and Facebook page, and have announcements placed with the local media.
 - c. If a decision is made to close, then the RJKCCC facility supervisor on duty shall:
 - i. Contact all RJKCCC facility staff on duty and inform them of the decision
 - ii. Make an announcement over the PA system stating the RJKCCC will be closing due to inclement weather, and shall close at a specific time.
 - iii. RJKCCC facility staff shall call and email the next shift(s) of employees coming on duty to inform them not to come to work
 - iv. Signs shall be created and posted on all main entrances to the RJKCCC facility
 - v. A message shall be left on the RJKCCC facility's phone voicemail system regarding the closure.
 - vi. The Text Alert system will be used to notify members who have opted into the feature
 - 1. See the RJKCCC website for further information on this option
 - vii. Notices will be posted on both Facebook and the Kroc Center's website
 - viii. Once the specified time has come, the RJKCCC will be closed down according to normal closing procedures.
 - d. If a staff member is unable to make arrangements to safely make it home, they should contact the Operations Director or Senior Kroc Officer to make other arrangements.

Article II. Lightning / Lightning Storm – Aquatics Center

- 1) The Salvation Army has determined that the Aquatics Center may continue operating if lightning has visually been sighted in the area. The Aquatics Center shall remain open unless a situation arises that deems closing of the venue is necessary to ensure the safety of patrons and our staff.

Section XL. General RJKCCC Rules & Policies

- Article I. General Rules** – All Members and Users of the RJKCCC facility must abide by the following policies and procedures. Failure to do so can result in your immediate

removal from the RJKCCC and suspension of your membership privileges. Any questions regarding these policies or procedures should be directed to a RJKCCC staff member or the RJKCCC Operations Director.

- 1) **Tobacco Use** - All forms of tobacco (*including vaping or the use of e-cigarettes*) use are strictly prohibited in the RJKCCC facility, or on the RJKCCC premises.
 - a. Anyone caught smoking or using tobacco products, including e-cigarettes, in the facility or on TSA property will be immediately removed from the property and face fines or suspension of membership.
- 2) **Alcohol/Illegal Drugs** - The possession and/or consumption of alcohol or illegal drugs is prohibited.
 - a. The use of the facility while under the influence of drugs and/or alcohol is also prohibited; doing so compromises the safety of others.
- 3) **Litter** - Please help keep the facility neat and clean by disposing of litter.
- 4) **Vandalism** – Any person who is seen or is found to have damaged or vandalized (including the use of graffiti) RJKCCC facilities or equipment will have charges brought against them, will be required to pay restitution, and will have their access privileges to the RJKCCC revoked for an indefinite period of time.
- 5) **Profane/Obscene Language** - The use of profane or vulgar language is strictly prohibited within the RJKCCC facility. Violators will be removed from the building and may have future access privileges revoked or denied
- 6) **Building Hours** - Users may access the RJKCCC during regularly posted hours only.
 - a. Those found using the facility outside posted hours face trespassing charges.
- 7) **Food/Drink/Gum** – The consumption of food, beverages and gum are strictly prohibited within the RJKCCC facility except in designated locations.
 - a. Only water in a non-glass bottle/container is allowed in activity areas.
 - b. Groups are not allowed to bring in outside food unless advance permission is provided by the Operations Director, Senior Kroc Officer or the Scheduling & Events Coordinator.
- 8) **RJKCCC use of Patron Photos, Video, Audio & Media Recordings**
 - a. All patrons agree to provide consent to RJKCCC Administration, The Salvation Army and its agents, to take and publish photographs, video, audio and media recordings.
 - b. Patrons provide unrestricted and unlimited license, right, permission, and consent to use and reuse, copyright, print, reproduce, publish, and republish, for any and all trade purposes or commercial or other advertising or public purposes, said media usage depicting them or a minor for whom they have legal responsibility. Patrons warrant that they have not limited or restricted the use of their name or photograph to the use of any organization or person.
- 9) **Cell Phones/Cameras** – The use of cell phone cameras, or other cameras in locker room areas, restrooms and the family cabanas/changing rooms is strictly prohibited.
 - a. Patrons/visitors may not take photos or video of others while in the RJKCCC.
- 10) **Videos or Live Broadcast Feeds** - Patrons may not broadcast live feeds or make videos of themselves or others while visiting or utilizing the RJKCCC facility unless written permission has been provided by the Operations Director or Senior Kroc Officer. This includes Facebook live and other social media platforms.

- a. Patrons shall not use the RJKCCC as a location to record audio and/or videos for personal benefit, including: personal training, coaching, recruiting, solicitation, video blogs, etc...
 - b. Failure to comply may result in suspension or expulsion from the facility.
- 11) **Music** – Only personal radios, phones, iPods, or MP3 players utilizing headphones/ear buds are permitted.
 - a. Only music sanctioned and approved by the RJKCCC may be played in the building that is broadcast for others to hear.
- 12) **Dunking, hanging on rims or nets is prohibited!**
 - a. Dunking is strictly prohibited except during approved, supervised events as designated by the RJKCCC administration.
- 13) **Fighting** – Physical or verbal fighting is prohibited. Violators will be removed from the building with possible expulsion and may face legal action.
- 14) **Obscene Tattoos** – Tattoos deemed obscene, sexual, racial, anti-Christian or inappropriate by RJKCCC staff for our family centered, Christian faith based facility must be covered up at all times while the participant is on RJKCCC property. Participants who fail to comply with this directive will be asked to leave – and the participant may not be entitled to a refund for the membership fee, daily use fee, or other fees.
- 15) **Disregard of RJKCCC Staff or Policies** – Any patron disregarding directions from RJKCCC Staff members or those who fail to follow RJKCCC policies will face disciplinary action and/or expulsion from the RJKCCC facility. This may include a permanent No Trespass Order.
- 16) **Personal Training** – Only current RJKCCC employed certified personal trainers are allowed to train members and non-members on RJKCCC property and must be completed within the parameters of the RJKCCC Personal Training program. This policy includes compensated and non-compensated agreements due to the liability associated with fitness training.
 - a. Anyone suspected of providing training on RJKCCC property without the proper authorization is subject to immediate expulsion, as is the individual receiving training.
- 17) **Weapons/Guns** – The Salvation Army Ray and Joan Kroc Corps and Community Center of Quincy, Illinois is a weapon free zone with the exception for on-duty or on-call law enforcement officials as long as their weapon(s) are on their person.
 - a. Possessing a firearm, knife (other than a pocket knife with blade less than 3 inches long) or other type of dangerous weapon on Salvation Army property is strictly prohibited.
 - b. Violators will be required to leave immediately, the proper authorities will be called, and charges will be filed against the individual violating this policy.
 - c. Membership privileges will be suspended and will most likely result in revocation.
- 18) **No Solicitation on TSA Property** – Individuals may not solicit for any cause on TSA owned property and we prohibit the distribution of printed material on company property.
 - a. The no solicitation policy includes individuals soliciting others for money or financial assistance of any form. Individuals in need should be visit to our Social Services facility.
- 19) **No Sleep Policy** - Individuals are not allowed to sleep while in the facility for the safety of the individuals and for the safety of other RJKCCC members and guests.
- 20) **Service Animals**
 - a. The RJKCCC complies with Illinois State Code regarding service animals.

- i. This law defines service animals to include dogs (and miniature horses) that are trained or in training as a guide animal, hearing animal, seizure alert animal, assistance animal, mobility animal, autism assistance animal, psychiatric service animal, or animal trained for any other physical, mental, or intellectual disability
 - ii. The ADA requires that service animals be under the control of the handler at all times. In most instances, the handler will be the individual with a disability or a third party who accompanies the individual with a disability.
- b. The Americans with Disabilities Act (ADA) defines a service animal as a dog that is individually trained to perform tasks or do work for the benefit of a person with a disability. (In some cases, a miniature horse may also qualify as a service animal under the ADA.) The tasks or work the animal does must be directly related to the person's disability.
 - i. Medical Emergencies - If the owner is suffering from a medical emergency, it is likely that the dog will also be showing signs of distress. The dog should be left as near as possible to the owner. Only at the request of the owner should Kroc Center staff call the owner's emergency contact to make arrangements to have the Service Animal collected, unless the owner is unable to make such a request.
- c. The RJKCCC does not allow Emotional Support Animals – As the ADA definitions do not require or include pets or “emotional support animals”, our facility does not allow these animals to be brought into our facility. The definition for these are: animals that provide a sense of safety, companionship, and comfort to those with psychiatric or emotional disabilities or conditions.
 - i. Although these animals often have therapeutic benefits, they are not trained to perform specific tasks for their handlers. Under the ADA and Illinois law, owners of public accommodations are not required to allow emotional support animals, only service animals (including psychiatric service animals).
- d. Service Animals/Dogs Who Pose Safety Issues?
 - i. If a RJKCCC staff members feels that a service animal poses a threat to the safety of other patrons, they are required to bring this to the attention of the MOD, Operations Director of Senior Kroc Officer. They will determine if the animal should be removed from the property.
 - 1. Please note, per Illinois law, public accommodation is not required to allow a service animal to remain if it poses a direct threat to the health or safety of others. If, for example, a service dog is growling and lunging at other patrons, and the owner is unable to stop the behavior, we have the right to have the animal removed from our property.

Article II. Approved Attire & Footwear – For the safety of our users and the RJKCCC equipment, only approved athletic attire may be worn when utilizing the RJKCCC's recreation facilities and fitness equipment. If you have questions about approved attire, please contact a RJKCCC facility staff member or the RJKCCC Operations Director.

1) Approved Athletic Attire

- a. **Athletic shorts or pants** (sweats, mesh shorts, etc...)
- b. **Waistline** – All shorts and pants shall be worn at the waistline

- i. **Strongly Discourage** - Shorts or pants with metal zippers, metal studs, or belt loops are all strictly prohibited except on the jogging track
 1. These items tend to accelerate wear and tear on exercise equipment and could pose a risk of injury to others.
- ii. **Inappropriate Clothing** – Clothing or wearable items deemed inappropriate for our family centered, Christian facility will not be allowed to be worn or displayed in the RJKCCC. Examples include: nude, sexual, racial or obscene graphics, profane/obscene words or phrases, anti-Christian words, phrases or the like.
 1. Users will be asked to take off and replace clothing item, turn it inside out, or cover it up to the satisfaction of RJKCCC staff. Failing to do so will result in the person being dismissed from the building immediately, and if necessary, local law enforcement called.
- iii. **Gang Uniforms** - Gang colors and/or gang specific, identifying clothing items are prohibited from being worn and displayed in the RJKCCC.
 1. Users will be asked to take off and replace this clothing item or cover it up to the satisfaction of RJKCCC staff. Failing to do so will result in the person being dismissed from the building immediately, and if necessary, local law enforcement called.
- c. **T-shirts, sports bras and tank tops**
 - iv. A t-shirt, tank top or sports bra must be worn when using the RJKCCC facility.
 - v. **Not Allowed** – Shirts with buttons (other than rubber)
- d. **Athletic, non-marking clean shoes**
 - vi. Open toe shoes are strictly prohibited (e.g. - sandals, clogs, etc...)
 - vii. Dress shoes, street shoes and other shoes that markup floors are prohibited
 - viii. Patrons must wear clean athletic shoes when working out or playing in the building; wearing “street shoes” on the gym court or rubberized surfaces is not allowed
- 2) **Jewelry** - We strongly recommend that jewelry, which may cause injury or damage to the equipment, be removed before exercising.
 - a. Participants of programs/activities may be asked to remove jewelry if RJKCCC staff feels it presents a danger to oneself or other participant.
- 3) See Aquatics section for approved attire in this venue.

Article III. Jogging Track

- 1) To utilize this space an individual must have either a RJKCCC membership or day pass.
- 2) Recommended footwear when using the track includes jogging shoes, gym shoes, cross trainers, athletic walking shoes and track shoes **without spikes**.
- 3) Street shoes are permitted as long as they are clean.
- 4) Street clothing and casual attire will be allowed on the Jogging Track, as we feel it is not deemed hazardous to others or the equipment. This attire is restricted to the jogging track when exercising.
- 5) Running direction is managed by the RJKCCC staff; the direction is patterned to reduce leg stress associated with tight turns. Please help promote safe running by cooperating and running the posted direction for that day (look on posted sign).

- 6) Lanes are designated for walkers, joggers and runners. Walkers should stay in the inside lane(s); joggers should use the middle lane, and runners shall use the outside lane. Please do not walk, jog or run more than two abreast so others may pass.
 - a. Please be courteous and announce to a slower walker or runner that you are about to pass them to avoid unnecessary confusions and collisions.
- 7) Walking/Jogging with a baby stroller(s) is not allowed on the track surface during peak times, which includes 5:00 pm – 8:00 pm, Monday - Friday.
- 8) Use areas adjacent to track for stretching – do not stretch out on track surface.
- 9) DO NOT spit on floors, walls, over the track railing, or in the water fountains.
- 10) Loitering and/or standing on the track are not allowed while others are utilizing the track.
- 11) Only water in a plastic bottle is allowed on the track.

Article IV. Basketball/Volleyball/Badminton Court Policies

- 1) Non-marking, clean athletic footwear is required. Street shoes and cleats are prohibited.
- 2) **Dunking is prohibited** except as outlined below.
 - a. Dunking will only be allowed during structured activities approved by RJKCCC administration.
 - b. Violations can and will result in immediate ejection from the facility.
- 3) **Hanging on the rims and/or nets is strictly prohibited.**
 - a. Violations can and will result in immediate ejection from the facility.
 - b. Repeated violations may result in suspension from the facility.
- 4) DO NOT spit on the floors, walls or on equipment.
- 5) All open challenge play shall follow the RJKCCC facility's rules which govern this activity. See the posted rules in the RJKCCC for clarification.
- 6) Designated Family Time shall be posted and enforced to provide recreational time for families with young children.
 - a. Family Time will be provided on Tuesdays and Thursdays from 4:00 pm – 7:00 pm, and on Saturdays and Sundays from 10:00 am – 1:00 pm on Court #1.
 - b. Full court basketball games will not be allowed on any court during this time.
 - c. Members may request to have one basketball goal lowered to 8 ft. to provide recreation time for smaller youth and families to utilize.
 - d. Dunking will not be allowed.
- 7) Basketball goals will only be lowered during structured activities and one goal during Family Time.
- 8) Setting and removal of equipment is handled by the RJKCCC facility staff ONLY!
 - a. Ask for assistance from Control Desk if court equipment needs to be adjusted.
- 9) Sports equipment may be checked out from Control Desk on the RJKCCC's main level by showing a current RJKCCC membership card.
 - a. The individual will be responsible for the return of the checked out equipment; and will have to pay the replacement cost if they fail to do so.
- 10) Any individual, team or group responsible for damage to RJKCCC equipment or the facility will be held responsible for the repair or replacement cost of the item(s).
- 11) Inline skates, roller blades, skate boards, bikes and the like are prohibited in the RJKCCC gym.

- 12) Volleyball Priority Days & Times – One Volleyball court will be set aside and given priority on Tuesdays from 8:00 PM – Close and on Saturday from 3:00 PM – 6:00 PM.
- a. Special events may supersede these priority times depending on need.

Article V. Fitness Floor

- 1) Confirm your RJKCCC Membership by showing your current RJKCCC membership card each and every time to the Control Desk Attendant on duty.
- 2) Appropriate fitness attire must be worn when exercising. Street clothing can be dangerous and confining when exercising and is not allowed to be worn on the Fitness Floor.
 - a. A shirt is required to be worn by all users on the Fitness Floor.
 - i. Tank tops and sport bras may be worn.
 - b. Shirts and pants with buttons (other than rubber), metal zippers, studs or belt loops are considered street wear and are discouraged from being worn. These items tend to accelerate wear and tear on exercise equipment and could pose a risk of injury to users.
 - c. All shorts/sweat pants must be worn at the waist line.
- 3) Closed toe, rubber sole shoes must be worn in this area at all times. (Open toe shoes are strictly prohibited.)
- 4) Users unfamiliar with operating fitness machines should ask for help from RJKCCC staff.
- 5) Use all machines with care; do not rock, drop or move machines.
- 6) Users must be courteous of others with their workouts. If there are others waiting to use a piece of equipment you are using, limit your time on the machine to 20 minutes.
- 7) Only use the machine pin designed for the machine you are using.
- 8) If weights, pulleys or other parts become jammed, contact a RJKCCC staff member at once; do not try to fix the machine yourself.
- 9) To reduce chance of injury, keep head and limbs clear of moving parts at all times.
- 10) Return all equipment back to its appropriate location once you are finished using it.
- 11) All equipment must remain on the Fitness Floor; do not remove it from this location.
- 12) Personal belongings must be stored in a locker or storage cubicle; do not place them on the floor or against the wall. (Could become a safety/tripping hazard)
- 13) All users must be at least 16 years old to utilize the Fitness Floor.
 - i. Please see policies for strollers in the Fitness Floor in Section XII.
- 14) Children aged 13 to 15 may utilize the Fitness Floor, but must be supervised by a legal guardian **at all times** while in this area (or take and pass the Teen Fitness program offered at the Kroc Center).
- 15) Children under 13 years of age may not be present on the floor or use the equipment, even if under the supervision of an adult. The equipment was not built for children under this age to use safely.
- 16) Users of fitness equipment must wipe down equipment directly after they are finished using it with the disinfectant solution & towel provided by the RJKCCC staff.

NOTE: Do not spray disinfectant on the screens/circuit boards of cardio equipment!
- 17) Only water in a plastic container is allowed on the Fitness Floor.
 - a. Food, drinks, gum and glass containers are strictly prohibited.

Article VI. Informal Recreation – Challenge Play Rules

- 1) During informal recreation, all recreational activities shall fall under the challenge play rules listed below if others are waiting to participate.
 - a. Challenges need not be accepted if other courts are available
- 2) **Challenge Play Hours**
 - a. Noon – Close / Monday – Friday
 - b. All day / Saturday & Sunday and Holidays
- 3) **Challenge Play**
 - a. A verbal challenge is issued by waiting players.
 - b. No one in a current game may call next game.
 - c. Challenges can be issued on one (1) court ONLY and the challenger must be present before preceding game ends.
 - d. Only one (1) person needed to issue a challenge.
 - e. Players from losing team may be chosen for the next game only if no other players are present and waiting.
 - f. Games are limited to 15 points. Teams only need to win by one (1) point.
 - i. 2 points baskets are worth 1 point; 3-point baskets are worth 2 points
 - g. Teams winning 3 consecutive games must sit out minimum of one (1) game if other players are waiting.
 - h. NOTE: Participants in pickup games may go shirts vs. skins, allowing one team to remove t-shirts during game play only.

Article VII. RJKCCC Recreational Program Policies and Procedures

- 1) The RJKCCC offers a wide variety of recreational programs in a number of different disciplines:
 - a. Fitness, Wellness, Recreational Sports, Ministry, Aquatics, Arts, Education & Special Events
- 2) The Policies and Procedures for each of the RJKCCC Program Areas shall first conform to the overall rules of the RJKCCC facility. There will be instances when RJKCCC Programs conflict due to scheduling, hours, staffing, resources, and the like. In these instances, staff members overseeing these programs MUST gain pre-approval from the Operations Director before an event is scheduled where conflicts will arise.
- 3) In addition to the RJKCCC Operations Manual, each Program Area will be responsible for developing additional policies, procedures and rules to provide structure and consistency for their program areas. Rules shall not discriminate on the basis of sex, race, ethnicity, age, creed or origin.
 - a. These additional program policies and procedures will NOT be included in the Operations Manual to keep the Manual at a manageable size, while also providing flexibility for program needs and changes. Please see Program Specialists for specific program rules and policies.
- 4) Program participants should investigate which registration process is in place for the program then are interested. Some programs are available on-line. Other programs do require registration in person.
 - a. Some programs are strictly for RJKCCC members, however other programs are open to the members and the general public. Age restrictions may apply.
- 5) **Fees:** Some RJKCCC programs require an additional fee to participate. Please visit the RJKCCC web-site (www.krocquincy.org) or view our Program Guide for specifics on program fees.

- 6) **Questions:** We encourage those interested in participating in programs at the RJKCCC to visit our web-site, call the RJKCCC, refer to a Program Guide or to come to the facility to learn more.

Section XLI. Release of Information & Security Footage Policy

- Article I. Release of Information** – The RJKCCC has a firm policy of not sharing our members’ or participants’ personal information with anyone outside our organization.
- A. Should a member need or wish to share their information with an outside agency, and wants to request the RJKCCC share their personal information, a ‘Release of Information’ form must be filled out completely and returned to the Membership Services Manager.
 - B. The request and Release Form will be reviewed and the Membership Services Manager will work to fulfill the request within 5 business days.
- Article II. Security Footage** - The Salvation Army has a policy not to share video surveillance footage with external entities. If footage is needed by law enforcement officials, a request should be made to the Operations Director or Senior Kroc Officer.

Section XLII. Policy Changes, Complaints & Grievances, and Questions & Comments

- Article I. Discretionary Policy Change(s)** – The Senior Kroc Officer and Operations Director for the RJKCCC reserve the right to implement immediate changes and/or new prices, policies and/or procedures for the safety of our patrons and/or the facility. In this instance, RJKCCC facility staff will take prudent steps to communicate changes to all members.
- 1) Any matter not covered by this manual shall be left to the discretion of the Senior Kroc Officer and/or Operations Director for the RJKCCC.
- Article II. Complaints & Grievances**
- 1) Members and or Users of the RJKCCC 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.
 - 2) The grievance or complaint shall be sent to the attention of the Senior Kroc Officer or Operations Director at the address listed below.
 - a. Kroc Center, The Salvation Army, 405 Vermont Street, Quincy, IL 62301
 - 3) The letter must clearly lay out the complaint, with specific details about the concern/issue.
 - 4) The letter shall also include the name of the complainant, their current address, and a phone number at which they can be reached.
 - 5) The Senior Kroc Officer and/or Operations Director will review the letter and contact the complainant within five (5) business days of receiving the letter to inform them of the action, if any, being taken to address the complainant’s concern.
 - 6) The decision made by the Senior Kroc Officer and Operations Director will be final. No other appeals will be considered following this decision.

Article III. Kroc Center Annual Membership Survey

- 1) The Salvation Army Kroc Center has and shall continue to provide an opportunity for member feedback on an annual basis through our Membership Survey.
- 2) The survey is administered through our Membership Department during the months of March and April each year, and is available to all current members to review, comment and submit.
- 3) The Survey is available via hard-copy. We will continue to evaluate the feasibility of providing electronic means – however the returns from this form have been limited in the past.
- 4) The Salvation Army Kroc Center generally allows for 3-4 weeks for survey responses to be gathered – the goal each year is to have a response rate of at least 10% of our billing members.
- 5) The information gathered from the survey is confidential – and is compiled via the number of the survey. We do not track who takes each survey to ensure privacy.
- 6) Survey results are tallied and compared to previous years to provide longitudinal data – allowing our staff to determine:
 - a. The validity of the responses provided,
 - b. Compare and contrast our ability to meet members' needs from previous years,
 - c. To determine trends and fads in our programs and services,
 - d. To ensure that efforts to improve in areas that have failed to meet standards in the past have been successful, thus, improved our members' overall experience
- 7) Members wishing to see the results of the annual survey or the compared longitudinal data should contact the Operations Director who can provide a copy of these results.

Article IV. Questions & Comments – RJKCCC welcomes feedback from our patrons. Please direct any and all questions, comments or concerns to a RJKCCC facility staff member, use our comment box, or contact the Operations Director at your convenience.

- 1) Comment Box – The Salvation Army Kroc Center provides a Comment Box at our Welcome Desk as a convenience to our patrons. Comment/Prayer Cards are provided as well as a pen.
 - a. The protocol for this service is as follows:
 - i. The contents are removed on a weekly basis by a Welcome Desk Supervisor
 - ii. The Welcome Desk Supervisor then types out the comments verbatim, and sends an email out to each full-time staff member who oversees the area that is being addressed in the comments provided. The Operations Director and Membership Services Manager are both copied on all Comment Box emails.
 - iii. Our staff has 48 hours (business days) from when the email was sent to them, to respond and follow up on each comment (if requested or needed).
 - iv. Members who do not receive a follow up call should contact the Operations Director at their earliest convenience.
- 2) Please call 217-222-KROC (5762) for more information about The Salvation Army Ray & Joan Kroc Corps Community Center.