

# **Edward M. Armfield, Sr. Civic and Recreation Center, Inc**

## **Policies and Procedures**

Welcome to the Edward M. Armfield, Sr. Civic and Recreation Center, Inc., a non-profit facility located in Pilot Mountain, North Carolina. This state of the art facility was designed to promote the health and wellness needs of the residents of Pilot Mountain, Surry County and the surrounding areas. The Edward M. Armfield, Sr. Civic and Recreation Center, Inc. is dedicated to providing our members with the cleanest, most professional environment in which to meet their fitness and recreational needs. The Armfield Center is a TOBACCO FREE FACILITY. If at any time, you have a suggestion, comment, or concern, please do not hesitate to contact the Board of Directors, our Director or our staff.

**ALL POLICIES AND PROCEDURES ARE SUBJECT TO CHANGE BY ACC BOARD OF DIRECTORS.**

### **I. SERVICES**

The Armfield Civic Center is a full-service wellness facility. Services include:

- **Indoor Swimming Complex**
  - Eight (8) Lane Jr. Olympic Pool (25 yard)
  - Warm Water Pool
  - Spa
- **Fitness Center**
  - Cardiovascular Equipment (ages 16+ - see restrictions – page 6)  
(Treadmills, Ellipticals, Stationary Bicycles, Treadwall, Weight Equipment)
  - Free Weight Room (ages 18+ - see restrictions – page 7)
  - Equipment Orientation
  - Personal Training (Extra Charge)
  - Broadcast Vision
- **Gymnasium**
  - Full court (84'x 50') basketball court with bleachers
  - Two (2) cross-court basketball courts with court divider
  - Two (2) Volleyball Courts
  - Indoor, Elevated Walking Track (Stair and Elevator Access)
- **Multi-Purpose Room**
  - Padded Flooring Available for Cheerleading
- **Aerobics Studio**
  - Offering a variety of exercise classes with certified instructors
- **Locker Rooms**
  - Men's, Women's & Family Locker Rooms
  - Day Use Lockers
  - Swim Suit Extractor (rings out wet bathing suits)
- **Supervised Play Area**
  - Drop-In Child Care
  - 90 minute limit while parents or designated family member uses facilities
- **Pilot Mountain Senior Center** – Open to the Public / No membership required
  - Congregate and Homebound Meals (Volunteers Needed)
  - Daily and Seasonal Activities for the senior population

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- **Activities and services included in membership:**
  - Member discounts on all fee-based classes and programs
  - Use of Pool, Spa, Warm Water Pool
  - Use of Fitness Center / Free Weights
  - Use of Gymnasium
  - Use of Walking Track
  - Use of Day Lockers
  - Supervised Play Area for infants and children 0 – 9 years of age
  - Fitness Classes (Aquatics and Land)
  - Orientation to Fitness Equipment (must be scheduled at Front Desk))
  - Assistance in developing an exercise program
  
- **Activities and services not included in membership:**
  - Personal Training
  - Massage Therapy
  - Swim Lessons
  - Youth Sports Programs (Basketball, Clinics, etc.)
  - School Age Care Programs (Before & After School, Summer Camp)
  - Specialty Fitness & Dance Classes with contracted instructor
  - Specialty Activities (Room Rental, Pool Rental, etc.)

<b>Membership Type</b>	<b>Joiners Fee*</b>	<b>Monthly Bank Draft</b>	<b>Yearly Fee – (Includes Discount)</b>
Family (Husband/Wife/Dependents)	\$100.00	\$71.00	\$785.00
Senior Couple (Both Seniors ages 55 - 61)	\$50.00	\$53.00	\$590.00
Super Senior Couple (Both Seniors age 62+)	\$45.00	\$50.00	\$555.00
Senior Walking Track Couple	N/A	\$40.00	N/A
Senior (age 55 - 61)	\$30.00	\$33.00	\$370.00
Super Senior (62+)	\$25.00	\$30.00	\$335.00
Senior Walking Track Individual (55+)	N/A	\$25.00	N/A
Adult (ages 19 - 54)	\$75.00	\$43.00	\$480.00
Service Organization Individual Membership Only <small>EMS, Rescue Squad, Fire, Law Enforcement, Military, Educators</small>	\$25.00	\$30.00/65.00	N/A
Corporate Membership	\$25.00	\$30.00/60.00	N/A
Summer College Membership	N/A	\$95.00	May, June, July
Teen (9th grade - College)	\$25.00	\$25.00	\$280.00
Youth (6th - 8th grade)	\$25.00	\$23.00	\$255.00
Child (K - 5th grade)	\$25.00	\$20.00	\$225.00

\* IF MEMBERS ALLOW ACCOUNT TO BECOME INACTIVE. A RE-ACTIVATION FEE WILL BE CHARGED UPON RE-JOINING FACILITY.

## II. MEMBERSHIP PLANS AND METHOD OF PAYMENT

Payment occurs on a month to month continuous basis or members may choose to pay for a full year, pay for eleven months receive one month for free. Payment is accepted using the following methods:

**A. Bank Draft (EFT):** This is an automatic monthly payment from a checking or savings account. These dues are drafted within the first five working days of each month. If a new member enrolls the 1<sup>st</sup> thru 5<sup>th</sup> day of the month they will have to pay membership fees for the entire month. If a new member enrolls after the 5<sup>th</sup> day of the month, the first month's dues will be pro-rated. After the initial membership dues, payment will be drafted from the members account.

**B. Year In Advance:** A member may choose to pay membership dues for a full year. Yearly membership pays for eleven months and receive one month for free. Payment may be made by cash, check or credit card. **All payments made a year in advance are non-refundable and non-transferable.**

**C. Corporate Wellness Plan:** This is a monthly payment that is available through participating corporations. The specific company dictates whether the dues can be deducted once a month, twice a month or weekly. If a member leaves employment during the middle of a month the member is responsible for payment of the balance of dues.

## III. KEY TAGS / IDENTIFICATION CARDS

- **Adult Key Tags (18+) - \$10.00 Activation Fee**  
Lost Key Tags can be replaced for a \$15.00 Fee
- **White Swipe Card (ages 11 – 17) - \$5.00 Activation Fee**  
Replacement Card - \$5.00 each

## IV. SCHOLARSHIP

The Armfield Center provides a Financial Assistance Program for individuals who qualify based on annual household income. Verification of all household income is required for application. If you feel that you may be eligible or would like further information in regards to this program, please call or visit the Front Desk.

## V. CHANGES TO YOUR MEMBERSHIP

Forms may be obtained at the Front Desk if a member wishes to make changes to their membership information. Members are responsible for providing accurate information in reference to their memberships such as new address, telephone, bank accounts, etc.

**A. Upgrades/Downgrades:** A member who holds an individual membership may upgrade to a Youth, Teen, Senior, Senior Couple, Super Senior, Super Senior Couple or a Family membership by completing a new membership form. Changes must be submitted prior to months end to be in effect for the next month. Fees must be paid in full for the changes to go into effect. If the member requests an upgrade to be effective before the end of the month then the pro-rated difference in monthly dues must be paid at the time of change. Memberships that are downgrading from Senior Couple, Super Senior Couple or Family will go into effect at the first of the month. Written notice must be received prior to months end. No refunds are given in regards to downgrades.

**B. Membership Cancellations (Member Request):** If a member wishes to cancel his/her membership the request must be made in writing. If the member cancels after the 5<sup>th</sup> day of the month the account will be drafted one more time the following month. Members will have access to the facilities through the end of that month.

**C. Membership Cancellation (Armfield Civic Center):** The Armfield Civic Center reserves the right to cancel a membership if the member fails to follow the Policies and Procedure developed for the Center or if the member fails to make payment of membership dues and/or fails to cooperate in making restitution. In case of financial hardship, financial assistance may be available (see scholarship information).

**D. Change in Address, Phone Number, or Billing Method:** Please complete a Change Request Form immediately if your address, phone number, and/or bank account information (draft accounts) changes. Up-to-date membership records are essential for proper business management.

## **VI. HOURS OF OPERATION**

### **General Facility:**

Monday – Friday:	5:00 AM – 9:00 PM	5:30 AM – 1:00 PM / 3:00 – 8:30 PM
Saturday:	7:00 AM – 6:00 PM	9:00 AM – 3:30 PM
Sunday	1:00 PM – 5:00 PM	1:30 – 4:30 PM

### **Pool Hours:**

Hours may be increased or decreased as demand warrants. Changes will be posted 14 days in advance.

**Supervised Play Area:** Hours may vary with season & use. Changes will be posted 14 days in advance. Parent must remain at Armfield Civic Center while child is in play area. 90 minute limit.

### **Drop In Child Care: 3 months – 5 years**

Morning Session

Monday – Saturday                      9:00 AM – 12:00 PM

Evening Session

Monday – Thursday                      4:30 PM – 8:30 PM

Drop-In child care services not available on Sunday

### **Holiday Hours:**

New Years Day:	Closed	Closed
Easter Sunday:	Closed	Closed
Memorial Day Monday	7:00 AM to 4:00 PM	9:00 AM – 3:30 PM
Independence Day	Closed	Closed
Labor Day Monday	7:00 AM to 4:00 PM	9:00 AM – 3:30 PM
Thanksgiving Day:	Closed	Closed
Friday after Thanksgiving	7:00 AM to 4:00 PM	9:00 AM – 3:30 PM
Christmas Eve:	Closed	Closed
Christmas Day:	Closed	Closed

### **Pool Holiday Hours:**

Changes will be posted 14 days in advance, if there are any deviations to this schedule.

**Snow or Ice Conditions:** We strive to keep Armfield Civic Center open regardless of weather conditions. However, for safety of our members and staff, there will times when it is practical to open late or close early due to poor weather conditions. Announcements will be made through the local TV stations (WXII, FOX, WFMY) in the event that poor road conditions require an adjustment to our operational hours. Decisions are usually made by 4 AM for a delayed opening.

## **VII. CHILDREN / YOUTH / TEEN MEMBERSHIPS**

We welcome the use of our facility by children, youth and teenagers. However, depending upon the age of the child/youth/teen certain facilities and services are not appropriate for them. To ensure the safety and enjoyment of all Center members the following policies apply in regards to children, youth and teenagers and their guests.

### **A. Supervised Play Area:**

- Parents or legal guardian must sign and abide by the Supervised Play Area Policies and Procedures
- Child care is available for infants and children up to 9 years of age.
- Child care is available for children of members who hold an Individual or Family Membership
- Only those children whose parents have a membership may utilize the Supervised Play Area with the exception of grandparents who may bring their grandchildren as a paid guest. A guest pass must be purchased in this instance. A signed statement from the parent indicating release of liability must be provided to our staff to be kept on file.
- Parents must sign in their children and the same parent must sign out the child.
- Parents **MUST** remain in building the entire time the child is in the supervised play area.
- The **TIME LIMIT** on a child's stay is 90 minutes maximum. This is to benefit the child and to assure that their stay is a pleasant one.
- Children with any visible signs of illness may not be brought to the play area. The Armfield Civic Center reserves the right to deny the use of the play area for any children who shows visible signs of illness. Should a child become sick during its stay in the play area, parents will be asked to pick-up their child.

### **B. Children (K-5<sup>th</sup> grades)**

- Children of members of the Center who have not entered kindergarten will be charged a member price for participation in Center sponsored programs (basketball, swim lessons, etc.)
- Parents or designated family member over the age of 18 (grandparent, aunt, uncle, sibling) who are members **MUST** supervise their children at all times while using the Center. This rule applies to children who are with their parents as guests.
- The following facilities may be utilized within the Center with the following restrictions, unless in a Center sponsored program (after school program, swim lessons, basketball, etc.)
  - Pool: During designated open swim time or if participating in swim lessons
  - Track: Must be under strict parental supervision without interfering with the enjoyment of others.

- Gym: Must be supervised by parent during open gym time. Please check gym schedule that denotes open gym and availability of gym for “shoot around” time.
- Locker Rooms: All children must use the same sex locker room. A special “Family” Locker Room is available for parents who have children of the opposite sex.

**C. Youth (6<sup>th</sup> – 8<sup>th</sup> grades)**

- During School Year:
  - Due to the increase number of safety and behavior issues during the after school hours of 3:00 – 6:00 PM, 6<sup>th</sup> & 7<sup>th</sup> grade members are allowed to attend the Center after school ONLY if they are enrolled in a Center sponsored program. This after school program has been designed to provide supervision by a paid staff person and will be tailored to meet their specific needs. A registration fee of \$10 will be required as well as weekly program fee of \$20. An after school snack will be provided along with homework assistance if needed.
  - 8<sup>th</sup> grade youth members will be allowed to use the Center after school. Parental supervision or designated family member over the age of 18 MUST be present for youth members to remain in the Center after 6:00 PM; otherwise the youth member must be picked up from the facility.
  - Due to the high volume of youth/teen members at the Center from 3:00 to 6:00 PM, no youth/teen guest passes will be sold
- The following facilities may be utilized within the Center with the following restrictions:
  - Pool: Upon passing a swim test, the parent or guardian does not have to be with a youth member in the pool area during open swim time.
  - Track, Water Aerobics, Fitness Classes, and Special Events: Must show enough maturity to be able to participate without interfering with the enjoyment of others. No standing, spectating or horseplay allowed on walking track.
  - Fitness Center: If youth is between the age of 14-15 years of age, youth members must take and pass the Hot Shots class to be allowed to use the Fitness Center without parental supervision, otherwise 14-15 year olds must be with their parent to use the Fitness Center.
  - Free Weight Room: Youth members are not allowed to use this area.
  - Gym: 8<sup>th</sup> grade youth may use facility unattended after school but parent or guardian over 18 must be present in the facility for youth to remain past 6:00 PM. All book bags must be placed in bleachers. The Center is not responsible for lost or stolen items and recommends that valuables be secured in a locked locker in the locker room. No gum, food or open drinks except water allowed in gym.
  - Locker Rooms: Youth members should secure belongings and/or valuables in a locked locker. Any clothing or items left lying on the benches or in the floor will be obtained by staff and taken to the lost and found located at the front desk area. Locks are not provided by the Center. Day locker use only except for Center sponsored use of lockers for the after school program and summer camp.

**D. Teen (9<sup>th</sup> grade – Surry Community College students)**

- During School Year:
  - Teen members will be allowed to use the Center unsupervised.
  - Due to the high volume of youth/teen members at the Center from 3:00 to 6:00 PM, no youth/teen guest passes will be sold
- The following facilities may be utilized within the Center with the following restrictions:
  - Pool: May use facility during open swim time.
  - Track, Water Aerobics, Fitness Classes, and Special Events: Must show enough maturity to be able to participate without interfering with the enjoyment of others. No standing, spectating or horseplay allowed on walking track.
  - Free Weight Room: If teen is between the ages of 16-17 years of age, teen members must take and pass the Pit Crew class to be allowed to use the Free Weight Room without parental supervision, otherwise 16-17 year olds must be with their parent to use the Free Weight Room.
  - Gym: Teen may use facility unattended. All book bags must be placed in bleachers. The Center is not responsible for lost or stolen items and recommends that valuables be secured in a locked locker in the locker room. No gum, food or open drinks except water allowed in gym.
  - Locker Rooms: Teen members should secure belongings and/or valuables in a locked locker. Any clothing or items left lying on the benches or in the floor will be obtained by staff and taken to the lost and found located at the front desk area. Locks are not provided by the Center. Day locker use only except for Center sponsored use of lockers for the after school program.

**VIII. GUEST POLICY**

- Guests must be accompanied by a member who is 18 years old or older
- Guests under the age of 12 years must be with an adult member 18+
- Due to the high volume of youth/teen members at the Center from 3:00 to 6:00 PM, no youth/teen guest passes will be sold
- Anyone 19+ who is not a member of the Center may pay a \$10 daily use fee to use the Armfield Center facilities. A liability waiver must be signed before using the facilities.

**Member / Guest Fees**

Seniors:       \$2.00 per guest  
 K-12:         \$4.00 per guest  
 Adults:        \$6.00 per guest

**Non-Member Guest Fee**

Adults (19+) \$10.00 per visit  
 Must sign liability waiver at Front Desk  
 Supervised Play Area not available

**IX. POOL RULES AND POLICIES**

- No Running on Deck
- NO rough play, shoving, general horseplay or profanity allowed
- NO glass containers allowed in pool area. Only water in plastic bottles permitted.
- NO food, drink or chewing gum in the pool area
- NO smoking or tobacco products in the aquatics area
- NO DIVING in shallow end of pool. Deep end diving is allowed from side of pool. Diving off starting blocks is allowed during swim teams practice or supervised swim lessons.
- NO persons(s) will be permitted to swim having open sores or any discharges.

- Band-aids must be removed.
- A parent must accompany children 10 years old and under at all times. Children ages 10-14 may use the pool without adult supervision if they are able to pass a swim test. However, the parent must be in the center. (Please see policies for children.)
- Swimmers are not to hang or play on the lane ropes. Do not swim through lap swimming lanes.
- Infants must wear rubber pants over diapers or wear swim diapers.
- The lifeguard is in complete authority and must be obeyed at all times.
- Pool equipment is for use by the swim team, lap swimmers, and during regular classes. Pool toys can be used if the bather load is not extreme.
- When thunder or lightning is present, the pool will be cleared for 30 minutes.
- Please shower before entering the pool area.
- No outside shoes on deck
- Each person must wear proper swim attire.
- The main pool and the warm water pool have been built to accommodate individual and group exercise. “Free play” time will only be available when class, organized programs, or lap swimming is not in use.
- Please refrain from playing or swinging from the handrails and ladders.

#### **XI. LAP SWIMMING ETIQUETTE**

- Lap lanes are for lap swimmers and organized programs. The Armfield Center policy is to share the lanes. When sharing a lane, prior to entering the pool please communicate your wish to the present lane occupant. Occupants of a single lane need to communicate and decide whether to stay on a side or swim in a circle.
- Observe speed of swimmers in all lanes. Select a lane to match your speed.
- When 3 or more are in a lane, please swim and/or kick in a counter clockwise pattern in the lane.
- If you are the faster swimmer, wait for an appropriate time to pass so as not to hinder other swimmers pace.
- If you must rest at the end of the lane, stand out of the way.
- When lanes are full and swimmers are waiting, please limit your swim to 30 minutes.
- Equipment may be used for its intended purposes. Please put away equipment when you are finished.

#### **XIII. WARM WATER POOL**

- No children under the age of 14 are allowed in the warm water pool unless in a Center sponsored class.
- Classes that are held in the warm water pool will be posted.
- **No lifeguard is on duty in the Warm Water Pool.**

#### **XV. SPA**

- Pregnant women, elderly persons and persons suffering from heart disease, diabetes or high or low blood pressure should not enter the Spa without prior medical consultation and permission from their doctor.
- Be sure to cool down after exercising before utilizing the Spa.
- Do not use the Spa while under the influence of alcohol, tranquilizers or other drugs that cause drowsiness or that raise or lower blood pressure.
- **Fifteen (15) minute time limit in spa.**

- Long exposure may result in nausea, dizziness or fainting.
- **Youth/Teen members must be 14 years or older to use the spa.**
- **No lifeguard is on duty in the Spa.**

#### **XVI. LOCKER ROOM**

- Lockers are for day use only except for Center sponsored use for school age care program.
- Lock up your valuables. The Armfield Civic Center is not responsible for lost or stolen articles. Do not place articles in a locker without a lock.
- Locks left on lockers at the end of the day will be cut off. Locks will not be replaced by the Armfield Civic Center.
- You must provide your own lock for lockers.
- Please keep area clean.
- Respect others and centers' property.
- No horseplay or shouting
- Any misuse may lead to loss of privileges.
- Report any problems or inappropriate behavior to Armfield Center management.
- No recording devices including but not limited to video cell phones, digital or regular cameras. Any device that records sound or pictures is not allowed in the Armfield Center locker room, showers or any dressing area.

#### **XVII. GENERAL RULES FOR GYMNASIUM**

- Use of profanity is not acceptable. Individuals using profanity can be asked to leave our facility. Repeat offenders can lose their membership.
- No food, open drinks or chewing gum allowed in the gymnasium
- No basketball spectating from walking track. Spectators for games are only allowed in the gymnasium seating areas and lobby.
- Shoes, shirts and shorts or sweats required.
- Sneaker-type shoes at all times. Soles must be non-marking.
- All equipment must be returned to the proper area. Any borrowed equipment should be returned in good condition.
- Absolutely no sitting on stacked bleachers. When bleachers are in a stacked position, there is no underneath support for bleachers.
- No tobacco products are allowed including cigarettes, cigars or smokeless tobacco.

#### **XVIII. RULES FOR WEIGHT ROOM**

- Prior to your first workout, a new member should request an orientation session.
- Only wear weight belts when lifting on non-upholstered equipment
- Do not lean against equipment or walls
- Return dumbbells and weight plates to their designated area and in the proper order.
- Do not drop weight plates or dumbbells
- Do not perform squatting types of exercises outside the squat rack
- Show respect for equipment and facilities at all times; defacing the facility is not tolerated and will result in immediate expulsion
- Do not engage in horseplay or use loud or offensive language
- Respect that the staff offices and telephones are off limits to members unless permission is given. A courtesy phone is available to members in the front lobby.
- Wear proper training attire, particularly shirts and athletic shoes, at all times.

- Use spotter for structural exercises.
- Report any facility related injury, or facility or equipment irregularity to the supervisor on duty
- Do not bring tobacco, food, chewing gum, glass bottles, cans, alcohol, drugs or banned substances in the facility; plastic water bottles are acceptable.
- Guard personal belongings, as the supervisors are not responsible for them
- Do not wear jewelry such as loose necklaces, bracelets, hanging earrings or watches.
- Keep feet off the walls.
- Understand that on duty supervisors has authority over all weight room conduct and use of equipment.

#### **XIV. GENERAL RULES FOR FACILITY & PARK**

- No cleats or bicycle shoes are allowed to be worn in the Center
- Firearms and concealed weapons prohibited from Center and grounds
- For your own safety, running nor horseplay is allowed in the Center
- Disorderly conduct, profanity, disrespect of others will not be tolerated
- Pets must be leashed at all times and are not allowed in the Center. Please remove animal waste from the places our children play
- Do not remove, destroy or damage any property, equipment, facilities, animals, minerals or vegetation on the property of the Armfield Civic Center
- Intoxication and/or consumption of drugs or alcoholic beverages not permitted on the grounds or in the Center, unless at event held by Civic Center with NC ABC Permits
- Litter should be placed in designated trash receptacles
- Park in designated parking areas only. The front of the Armfield Civic Center is a fire zone and even temporary parking is not allowed
- Park speed limit is 10 mph
- Prior approval from Armfield Civic Center is required for solicitation or vendor activity
- All unauthorized use of motorized recreational vehicles prohibited
- No skateboards, bikes or scooters allowed on sidewalks in front of Center.
- No glass containers permitted on property.
- Please see additional posted rules throughout the park and the Center

**This is your park and Center. Thank you for helping us keep it clean and safe.**