



Troy Community Center

Guidelines & Policies

3179 Livernois Rd, Troy, MI 48083

Updated 3/15/2018

POLICY GUIDELINES

These policies have been established to provide consistent guidelines for use and operation of the Community Center. Each guest is responsible for knowledge of these policies and failure to observe them may be cause for suspension or termination of all usage privileges associated with this facility. The City of Troy reserves the right to change policies in the best interest of Community Center operations. These policies will be posted and available upon request.

HOURS OF OPERATION

Operating hours will vary throughout the building. General guidelines are listed below:

1. Recreation Areas (control desk, fitness rooms, gymnasium & locker rooms)
 - a. Monday–Thursday: 5 am–10:30 pm
 - b. Friday: 5 am–10 pm
 - c. Saturday: 7 am–8 pm
 - d. Sunday: 8 am–6 pm
 - e. Refer to quarterly schedules for specific drop in recreation opportunities in the pool and gym.
 - f. Facility use will be available beyond normal hours for special programs and rentals.
 - g. Game room will close a half hour prior to the control desk. You must be 18 or older, or accompanied by an adult, to use the game room.
2. Administration Desk
 - a. Monday–Friday: 8 am–8 pm
 - b. Saturday: 8:30 am–12:30 pm
3. Special Building Hours
 - a. The Community Center will be closed on Christmas Day.
 - b. Reduced recreation hours will also be scheduled for the following times: Easter, Memorial Day, Independence Day, Thanksgiving, Christmas Eve, New Years Eve, New Years Day and any other days which may be designated as city holidays for employees.
 - c. The recreation areas may be closed for maintenance in June each year with dates TBD due to the amount of work deemed necessary. There may be additional closures for certain areas (gym, pool) if the work being completed will take longer than one week.
 - d. The operating schedule may also change in the event of an emergency, or special event.

FACILITY USAGE

Use of rooms and recreation areas in the Community Center is available at various price levels to the following groups:

1. **City of Troy Residents** are defined as those persons living within city limits or owners of real property within city limits.
2. **Employees of Troy Businesses** are defined as those who currently earn income from a business which is physically located in Troy.
3. **Nonprofit Organizations** must have 501(c) 3 status and be represented by a resident.
4. **Non-Residents** are defined as those persons or groups who do not meet any of the criteria listed above.



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ADMITTANCE POLICY

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

1. Check-in as registered class/program participant
2. Check-in as part of a group rental
3. Check-in as a spectator/visitor (Programs only)
4. Purchase a Recreation Pass and present a Recreation key fob (See Recreation Access)
5. Children under the age of 10 must be accompanied and supervised by an individual aged 16 or older when in the facility.

RECREATION ACCESS

To gain access to the recreation areas (pool, fitness rooms, gymnasium, locker rooms) for “drop in” recreational use, each eligible member must check in at the Control Desk and display their Recreation key fob or purchase a daily pass. To obtain the Recreation key fob, the individual must pay the stated recreation fee and provide the following credentials:

1. **Troy Residents:** Photo ID (driver’s license or Michigan ID). Additional proof of Troy residency (Consumer’s Energy or Detroit Edison bill, tax statement, lease agreement, voter registration, car registration) is required if address has changed within the last 12 months. Individuals who own business property must prove ownership via property tax bill.
2. **Non-resident Employees:** Photo ID (driver’s license) and proof of employment (full or part time) with a business within the city limits. Proof of employment includes most recent paycheck stub, business card, or W-2 and a letter of employment verification on business letterhead. Business owners in Troy who do not own the property must supply a copy of the lease agreement. Spouses and children under 24 do qualify to purchase a pass. Employees do not qualify if the company’s home office is located in Troy but they work out of a facility located outside of Troy.
3. **Youth Family Members** are defined as dependent children who live in the same household under the age 18. Youth between 3 and 17 years of age must display one of the following: birth certificate with parent’s name, school ID or report card showing Troy address and date of birth, custodial papers, or passport with parent’s name and address. Children 2 years of age or under are admitted free and do not need to purchase a Recreation Pass. Children 3 years of age must purchase a membership/daily pass.
4. **Non-Residents** are defined as individuals who are not residents in Troy or are not working for a Troy based company. An individual’s driver’s license will be used to determine residency. If the address has changed within a 12 month period, additional proof of residency will be required.
5. **Babysitters/Caregivers** who do not meet residency status are required to purchase a non resident Recreation Pass when accompanying a child. Therapeutic Recreation Caregivers who are present only to provide assistance to a pass holder may apply for a complimentary pass. An Accommodation Form must be submitted for approval prior to use of facility.

FORGOTTEN ID POLICY

It is extremely important to display your Recreation key fob to the Control Desk in order to verify eligibility, prevent ineligible patrons from using our facility and to streamline the check in process. By allowing only valid pass holders into this facility, we can better maintain its features and keep fees low. Pass holders who forget to bring their Recreation key fob to the Community Center will be required to present another form of identification. Members who regularly forget their Recreation key fob may be denied entry until a new Recreation key fob is purchased.

REPLACEMENT RECREATION KEY FOB POLICY

If a pass is lost, stolen, or damaged, report it to the Administrative Desk so it can be invalidated. A new key fob will be issued for \$2 upon presentation of appropriate identification.

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PASS TYPES

Recreation Pass (Unlimited Access)

1. The Recreation Pass allows unlimited use of the recreation areas (pool, gymnasium, fitness room, locker rooms) during “open use” times. “Open use” times will be posted quarterly and available at the control desk.
2. The following payment plans are accepted:
 - a. **Electronic Fund Transfer (EFT)** service on a monthly basis via checking/savings or credit card (Master Card/Visa) allows the fee to be deducted from your checking, savings or credit card (Visa or Master Card) account. *A non-refundable four-month fee is due upon enrollment. The first withdrawal will take place on approximately the 15th of the month for the next month’s usage. Patrons utilizing the EFT payment option may cancel their membership at any time by completing the Pass Cancellation Form at least 30 days in advance of the EFT transaction date.*
 - b. **Annual Payment** – A non-refundable lump sum payment can be made upon enrollment for a one-year membership. Buy an annual pass and pay for 11 months get the 12th free. Upon expiration, pass holders will be given the option to renew.
 - c. **Payment Type** – Cash, check and credit cards (Mastercard/Visa) are accepted. A \$25 service fee will be charged for any payment that is returned by the bank as unpayable. This includes EFT transactions involving checking, savings, and credit card accounts.
 - d. *Past due recreation pass fees for the household must be paid in full in order to register for other Recreation Programs.*
3. Youth family members (3–17 years of age) will receive a discount.
4. The 5th, 6th and 7th family member (son/daughter or prove dependency on primary applicant) who qualifies for a complimentary pass must be 23 or younger unless proof of dependency can be proven via the most recent federal income tax form. Spouse and dependents with different last names must display marriage or birth certificates. Troy residents only. Complimentary passes will be applied to the youngest family members. The 5th and up family members of non-residents will receive half off the normal pass rates.
5. Discount pricing for adult fitness programs and childcare services is available for low income/disabled individuals, seniors, and active military personnel.
6. The Recreation key fob must be presented for admittance each visit. Pass holders who forget their key fob may be admitted according to the Forgotten ID Policy.
7. Recreation key fobs are non-transferable and may be confiscated or revoked due to improper use.
8. Lost or stolen cards may be replaced according to the ID Replacement Policy.
9. Patrons may freeze their membership for three to six months per 12 month period. Your membership will include 1 free pass freeze or 1 change to your membership type. For each additional freeze or change to your pass there will be a fee of \$25. (this is per calendar year, per household member, this does not include changing credit card info). The pass freeze request must be submitted in person at the Administration/ Control Desk or online and must be received 30 days in advance of the date of the freeze. Available online at: rec.troy.mi.gov/tcc

Recreation Passport

Passport entitles the patron to have all options available in the Recreation Pass (Unlimited) plus the opportunity to participate in a select number of fitness classes. Class lists are available quarterly. Matinee options for Recreation Passport are available as well.

Recreation Pass (Matinee)

The “matinee” Recreation Pass grants access to the same facilities as the unlimited Recreation Pass but use is limited to Monday–Friday from 8 am–3 pm. There are no additional family member discounts.

Corporate Recreation Pass

Businesses and non-profit associations physically located in Troy may purchase a transferable recreation pass (minimum of 10) that can be used by its employees only.



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Single Month Pass

The single month pass offers the same privileges as the unlimited Recreation Pass but is only valid for one month from the date of purchase. This pass is ideal for a patron who only wants a membership for a few months during the year. Pass can be transferred to an ongoing pass.

College Summer Pass

This pass is valid from May 1–September 11 for use of fitness area, gym, locker rooms and pool. Similar pass available in December. Fitness Passport option also available.

Daily Pass

1. Daily passes are required for anyone 3 years of age or older. Participants ages 3-9 are required to have an adult supervising at all times. Individuals 10 years of age or older may acquire a daily pass.
2. A daily pass can be reused at a later time during the same day by displaying a receipt upon check in.
3. Discount rates for groups of 20 or more.
4. The childcare service (Kids Korner) is available to daily pass holders for a fee.

Daily Pass Punch Cards

The Daily Pass Punch Card is transferable within the household and allows the card holder 10 separate visits for a discounted rate.

PASS DISCOUNTS (Available to Troy Residents Only)

1. Seniors (60 and older)
2. Disability
 - a. Disability must be permanent
 - b. Applicant must also complete the Disability Application Form
3. Low Income
 - a. Applicant must also complete Low Income Application Form
 - b. Most recent W-2 statement and Federal Income Tax form 1040 required
 - c. Three levels of discounts exist
4. Active Military Personnel – Troy Residents in the U.S. Armed Forces or National Guard that meet all of the following criteria are eligible for a complimentary Community Center recreation pass for 30 days or choose to pay \$11/month for a longer term:
 - a. Armed Forces Identification Card show active status
 - b. Proof of Leave
 - c. Proof of Residency

PASS REFUND/CANCELLATION/FREEZE POLICY

1. The following refund policy is in effect for passes:
 - a. There shall be no refunds, transfers or prorations for Recreation Passes. A Recreation Pass can be upgraded to a Fitness Passport.
 - b. Recreation Passes purchased via the EFT service can be cancelled at any time (the first four months are non refundable). Patrons must complete a Pass Cancellation Form at least 30 days prior to the EFT transaction date. There are no refunds on the recreation pass made via a lump sum payment.
 - c. Patrons may freeze their membership for three to six months per 12 month period. Your membership will include 1 free pass freeze or 1 change to your membership type. For each additional freeze or change to your pass, there will be a fee of \$25 (this is per calendar year, per household member, this does not include changing credit card info). The pass freeze request must be submitted in person at the Administration/ Control Desk or online and must be received 30 days in advance of the date of the freeze. Form available online at: rec.troy.mi.gov/tcc.

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	Resident		Non-Resident Employee		Non-Resident	
	Monthly Rate	Lump Sum	Monthly Rate	Lump Sum	Monthly Rate	Lump Sum
Unlimited Recreation Pass						
• Adult	\$22	\$242	\$22	\$286	\$32	\$352
• Youth (3–17)	\$11.50	\$126.50	\$13.50	\$148.50	\$16.50	\$181.50
• 5th, 6th, 7th Family Member	FREE	FREE	\$6.75	\$74.25	\$8.25	\$90.75
• Corporate Member (10 Pass Min)			\$24/pass	\$288/pass		
Unlimited Recreation Pass Senior/Disability-Adult	\$20	\$220	\$26	\$286	\$32	\$352
Matinee Recreation Pass (Mon–Fri, 8 am–3 pm)	\$17.75	\$195.25	\$20.50	\$225.50	\$25	\$275
Fitness Passport						
• Adult	\$29	\$319	\$33	\$363	\$39	\$429
• Senior (60+)	\$27	\$297	\$33	\$363	\$39	\$429
• Matinee (M–F, 8 am–3 pm)	\$21.75	\$239.25	\$24.50	\$269.50	\$29	\$319
• Drop-in Fitness Class	\$8				\$11	
Single Month Pass						
• Ages 3–59		\$33		\$44		\$50
• Senior (60+)		\$30		\$44		\$50
• Fitness Passport		\$37		\$51		\$57
Daily Pass						
• Child (0–2)		Free		Free		Free
• Youth (3–12)		\$6		\$7		\$9
• Adult		\$8		\$9		\$11
• Group (20 or more)		\$6		\$6		\$6
Daily Pass Punch Cards (10)						
• Youth		\$40		\$60		\$70
• Adult		\$60		\$80		\$90

DROP OFF/PICK UP POLICY

Children under 10 years of age must be supervised at all times. Community Center staff that finds children without proper supervision will follow the procedures listed below:

1. Immediately try to locate the parent.
2. Find a designated area where the child can be watched and attempt to phone the parents. The childcare room may be used for this purpose.
3. Parents will be charged the appropriate childcare fee for the time the child is being supervised by Community Center staff.
4. The City of Troy Police will be called for children left in the facility after the close of business.

FIRE AND OTHER EMERGENCY EVACUATION

In the event of fire, pull the fire alarm and exit the building through the nearest exit. Do not use the elevator. Follow instructions from the Community Center staff. Emergency evacuation plans and shelter areas are posted in each room.



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BAD WEATHER

1. During a tornado watch, the Community Center staff will maintain contact with the City of Troy Public Safety Department and all activities will continue as usual.
2. During a tornado warning, the Community Center staff will suspend or cancel all activities until an “all clear” is given. People will be instructed to go to the shelter locations in the facility. If patrons refuse to take shelter in the facility, they will be asked to leave.
3. During heavy snow, the Community Center may close. Although the recreation areas may remain open, fitness programs and classes in the Community Center that take place before noon will be cancelled if Troy Schools are closed. A decision on afternoon classes will be made at 10:30 and evening classes will be made at 2:30 pm. Call the hotline at 248.689.9756 for further information. Or, check the city website for weather updates at rec.troymi.gov/weather.

LOST AND FOUND

The City of Troy is not responsible for lost, stolen or damaged personal property of any kind. Lost and found items will be stored at the Control Desk/Recreation Department for up to 30 days and then turned over to charity or discarded. Items of high value will be turned over to the Troy Police Department immediately. Personal care items may be discarded immediately. Items left in lockers overnight will be considered “lost and found” property.

PHONE USE AND PAGING

The use of office phones and use of the paging system will be limited to emergencies only. Public pay phones are not available at the Community Center.

PROHIBITED ITEMS/ACTIONS

The following items/actions are prohibited:

1. Pets (except handicap assistance dogs or by special permission)
2. Use of open flames such as candles, sterno cans, etc
3. Solicitation of funds or signatures
4. Bicycles (all bicycles must be placed in supplied bike racks at main entrance)
5. In-line skating and skateboards inside building
6. Religious promotion
7. Use of the Community Center for monetary gain by outside agencies/companies
8. Loitering in the Community Center or adjacent to its entrances
9. Harassment of any type to staff or guests
10. Use of profanity and fighting
11. Removal of Community Center property from the building
12. Use of tape on any walls, floor, entrances or ceiling
13. Weapons (knife, firearm or dangerous object)
14. Conducting services, programs or events that are similar or in conflict with services, programs or events sponsored by the Recreation Department. This includes private swim lessons and personal training.

FOOD/BEVERAGE/TOBACCO POLICY

The following policies pertain to food, beverages and tobacco:

1. Food shall not be consumed in the activity areas (gym, fitness rooms, aerobic studios, pool, locker rooms) of the Community Center.
2. Beverages consumed in activity areas must be contained in spill-proof, unbreakable water bottles.
3. Report accidental food and beverage spills immediately.
4. The use of tobacco products within the Community Center is prohibited.

CONTROLLED SUBSTANCE, POSSESSION, UNDER INFLUENCE

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

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PARTICIPANT CONDUCT

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

1. Harassment, intimidation, or similar actions towards staff and/or guests
2. Vulgar, obscene, abusive, derogatory, taunting or demeaning comments or gestures
3. Dis-respectfulness, rudeness or "talking back" to other patrons and staff members
4. Sexual Harassment or inappropriate sexual behavior or actions
5. Fighting, rough play and/or physical contact with another patron or staff member
6. Destructive or dangerous behavior towards people, equipment or facilities
7. Violation of common law
8. Theft, attempted theft, taking control over or possessing another persons property without their permission

DISCIPLINE PROCEDURES

Any action that is defined above is subject to review by the Recreation Department to determine if any disciplinary action, including permanent revocation or suspension of Recreation Pass, is necessary. The Assistant Recreation Director and Recreation Director will review the situation and make a determination of proper discipline.

PARTICIPANT DRESS/HYGIENE

Appropriate dress is required while using the Community Center.

1. All clothing must exhibit good taste, contain no offensive words or pictures (as deemed by Community Center staff), and be clean.
2. Shirts must be worn at all times except in the pool.
3. Shoes must be clean of dirt. Athletic soft soled non-marking shoes are the only footwear allowed in the gym and aerobic studios. Open toed shoes, such as sandals, are not permitted in the fitness room or gym.
4. Swimming attire includes a lined bathing suit. Swim diaper and rubber pants are required if needed.
5. Wet clothing is not allowed outside the pool or locker rooms.

SPECTATORS (Programmed Events)

Spectators will be allowed for classes and special activities in the recreation areas without purchasing a daily pass if the following conditions are met:

1. The spectator is supervising, assisting, or chaperoning a person in a scheduled program.
2. The spectator does not use facility or its equipment.
3. Youth accompanying adults to class will not be permitted unless special arrangements have been approved. A supervised childcare service is available at selected times for program participants and pass holders.

SPECTATORS (Informal Recreation)

Anyone entering the facility must pay a daily pass fee.

TELEVISION, RADIOS, THERMOSTATS AND SOUND SYSTEM

Community Center staff will control all thermostats, televisions and sound systems and have final determination on the temperature channel and volume of television programs and music selected for use in the facility. Requests or problems should be directed to the Control Desk. Personal listening devices (ipods, phones) are permitted. Music used in meeting rooms must be kept to a volume that will not distract other activities.



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EXERCISE PRECAUTIONS

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

1. Participants are encouraged to consult a physician prior to engaging in an exercise program and limit activities taking into account physical condition and skill level.
2. Refer to the instruction placards or Community Center staff when using all exercise equipment.
3. The City of Troy is not responsible for injuries or damages which may occur on or about the premises of the Community Center.
4. Exercise at your own risk.
5. If you need assistance, please ask attendant.

ACCIDENTS AND INJURIES

Report accidents and injuries to the Control or Administrative Desk.

1. First aid supplies are available and shall be self-administered.
2. Recreation Aides and Lifeguards possess CPR and AED certifications and will apply lifesaving techniques when required.
3. There are 3 AEDs located in the Community Center (one at the control desk, one in the pool area and one by the front admin desk).
4. Community Center staff will not provide transportation.
5. An ambulance may be called upon request. If a person is unconscious or unable to respond, an ambulance may be called at the discretion of a staff member.
6. All accidents and injuries requiring assistance will be documented in an Accident Report.
7. The City of Troy is not responsible for accidents for injuries that are incidental to the activities and/or use of the facility or equipment at the Community Center.

LOCKER ROOM POLICIES

There are approximately 320 lockers in the men and women's locker rooms, and 90 in the family locker room.

1. Empty lockers are for daily use only. Locks remaining overnight will be cut off at owner's expense and the items confiscated will be placed in lost and found.
2. A small number of lockers in the men and women's locker room are available to rent for \$72/year.
3. Glass containers and food are not permitted in the locker rooms.
4. All patrons of all ages should use the gender appropriate locker room. Patrons with children of the opposite gender are required to use the family locker room.
5. The family locker room is available for visitors requiring special assistance or for patrons with opposite gender children. A parent or guardian must accompany children. Clothing must be worn in areas outside the private changing rooms.
6. The City of Troy is not responsible for lost or stolen items. Locks are highly recommended when storing personal items. Locks, towels and goggles are sold at the Control desk for \$6.
7. Small item lockers are available at the control desk. Lockers are for daily use only and are complimentary.

FITNESS ROOM POLICIES

1. Please ask for assistance if you do not know how to use a machine.
2. Beverages must be contained in a plastic no-spill water bottle.
3. The use of chalk is not permitted on any machines or free weights.
4. No loud, foul and slanderous language while lifting.
5. Report any equipment problems to the recreation attendant.
6. Proper athletic clothing required. Open toed shoes are not permitted.
7. Equipment must be wiped down after use.
8. Television/music channel selection/volume and thermostat are controlled by the attendant.
9. Please leave magazines in the fitness room.
10. All personal belongings should be secured in the locker room. No bags/purses allowed in fitness room.
11. Age Restrictions: Youth under the age of 13 are not permitted in the fitness room.
12. Cardiovascular equipment use is limited to 30 minutes when others are waiting.
13. Weight Machine/Free Weight Use
 - a. The equipment is meant to be shared among users. Ask to "work in" and allow others to work in. Do not sit on equipment between sets. Be patient when waiting for equipment, and be efficient when using equipment when others are waiting.
 - b. Observe instruction placards for proper use of machines.
 - c. Additional weight cannot be added to machines.
 - d. Do not bang or drop weights.
 - e. Dumbbells must be used on the rubber mat area.
 - f. Collars on weight bars are mandatory at all times.
 - g. Always use a spotter when lifting maximum weight.
 - h. Return weights and accessories to their proper locations.

GYMNASIUM POLICIES

1. Soft soled, non-marking athletic shoes are required.
2. Hanging from the rims and nets is prohibited.
3. Beverages must be contained in a plastic, no-spill water bottle. Food is prohibited.
4. All personal belongings should be secured in the locker room.
5. All games will terminate when posted end time of session has been reached regardless of the status of the game.
6. Contact the recreation attendant for assistance with the set up of badminton or volleyball equipment.
7. A Recreation Card is required to checkout recreation equipment (basketball, volleyballs, badminton).
8. Users displaying unsportsmanlike conduct will be asked to leave and/or be suspended from the facility.
9. Scheduled programs and activities will have priority over drop in use.
10. Football, lacrosse and baseball are prohibited.
11. Jewelry and headwear is not recommended during participation.
12. Open Gym Policy (Subject to change by Building Supervisor)

Basketball

1. All games will be a maximum of 15 minutes, or the first team to score 11 points.
2. A team can play a maximum of 2 games before rotating out, even if they win the second game.
3. There will be a maximum of a 2-minute break between games.
4. If a game is tied after 15-minutes, next basket wins.
5. All waiting participants must be rotated in.

Badminton

1. Please restrict warm-up time to no more than 2-minutes.
2. No more than one game in a row if participants are waiting to play.
3. Please wait to play by one of the 4 courts (as a foursome).
4. No Singles play unless no participants are waiting.



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Volleyball

1. Please restrict warm-up time to no more than 2-minutes. If time allows and hitting practice is desired, please inform those on the opposite side prior to hitting.
2. Games are scored utilizing the rally scoring system to 15-points and a team must win by 2 points.
3. A team can play a maximum of 2 games before rotating out, even if they win the second game.
4. There will be a maximum of a 2-minute break between games.
5. Participants waiting for the next game have priority. Members of the exiting team may not join the next team unless there are not enough players waiting to form a team.
6. There are no referees so please be considerate and honest in line calls, net violations, ball handling and line violations.
7. Consecutive double hit is permitted on first ball (off arm or chest).

Pickleball

1. Equipment is provided for use and only appropriate paddles should be used for playing pickleball. NO RACQUETS WITH STRINGS ALLOWED.
2. Winners on a court can split up and stay on for one consecutive match. No players should be on the court more than two games in a row if people are waiting to play. If no one is waiting to play this rule does not apply.
3. Do not cross behind a court while a point is in play.
4. Every attempt should be made to include newer players into the games. Please give newer players a brief explanation of the game.

AEROBIC/DANCE STUDIO POLICIES

1. Soft soled and non-marking shoes are required.
2. Spectators are to remain in the viewing room or corridor.
3. Use of aerobic room and equipment is only allowed during regularly scheduled classes.
4. Beverages must be contained in a plastic, no-spill water bottle. Food is prohibited.

INDOOR AQUATIC CENTER POLICIES

The indoor aquatic center consists of a therapy pool, zero depth entry water park area, and a four lane, 20-yard lap swimming section.

1. General Pool Policies

- a. Appropriate and approved swim attire is required which includes a lined bathing suit (shorts are not permitted)
- b. Children 6 years and under must be directly supervised in the water by an individual 16 or older and must be within an arms-length from the child at all times.
- c. Children between 6-10 years old must have an adult in pool area at all times.
- d. Appropriate and approved swim wear is required. No outside apparel.
- e. Showers are required prior to entry.
- f. Children who are not toilet trained must wear tight-fitting plastic pants over an approved swim diaper.
- g. Coast Guard approved life jackets are allowed.
- h. Bring pool footwear—no shoes allowed on deck.
- i. Water in plastic bottles is allowed; all other food and drink must be kept out of the pool area.
- j. Jumping or diving into the pool is not allowed.
- k. Foul language, disruptive behavior, spitting, pollution of the water, and running on the deck are not permitted.
- l. Hanging on pool dividers/lap lanes is not allowed.
- m. Lifts must be used appropriately.
- n. Patrons are responsible for recognizing their own limitations and acting in the best interest of their own safety.

2. Lap Lane Rules (See Rec Schedule for hours)

- a. Children are permitted to swim in lap lanes if they are at a lap swimmer level, can swim well and continuously, and follow lap lane etiquette.
- b. Managers may limit the number of users in lanes if safety becomes a concern.
- c. Lap lane etiquette will be observed (see below).
- d. Goggles and masks are allowed for lap swimmers. Fins will be permitted when lanes have limited users.

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- e. Swimmers who need to rest should sit on side of pool to avoid congestion.
- f. Please return boards after use.
- g. Hanging on lane markers is not permitted.
- h. One lap lane will be available during open swim times. Two may be available at times if one is not being used for programming (private lessons, LG class, etc...)

3. Lap Lane Etiquette

- a. Observe lane speeds. If continually passed or passing, move into next appropriate lane.
- b. Circle pattern is used. Swimmers swim on right side of lane in counter clockwise direction.
- c. When passing go to middle of lane, after carefully tapping foot of front swimmer.

4. Therapy Pool Rules (See Rec Schedule for hours)

- a. Youth under 18 are not permitted unless pool is being used for a program or patron has a doctor's note requesting use for therapeutic reasons.

5. Slide Rules (See Rec Schedule for hours)

- a. Riders must be at least 42" and able to reach stairs without assistance to slide alone.
- b. Masks, goggles, eyeglasses, and metal objects are not allowed on the slide.
- c. Slide feet first only, on back or in a seated position.
- d. Human chains and rapid succession of sliding is not permitted.
- e. Keep hands inside the slide and refrain from turning and stopping.
- f. Exit the plunge pool immediately.

CHILD CARE POLICY (Kids Korner) (See Rec Schedule for hours)

1. Michigan law requires that the parent or legal guardian remain in the building or the outdoor eating area at all times when your child is in childcare.
2. Children must be at least 2 months of age, and not older than 9 years.
3. Childcare fees must be paid in advance at the Administration or Control Desks. Punch card, annual Kids Korner pass or drop in service is available. Each child must have an information card listing medical problems on file.
4. A parent in the Kids Korner Room, upon arrival, must sign in all children. Name tags will be used to identify the children. Children will only be released to those designated on the sign-in form and upon presentation of a picture ID.
5. There is a two-hour maximum per stay per child. The attendant to children ratio will be 1:6.
6. Food and/or drink will be admitted in the childcare room. All items must be labeled with the child's name and be contained in unbreakable, spill-proof containers.
7. Children may bring a favorite toy provided it is labeled. We are not responsible for lost or broken items.
8. Children with an illness (vomiting, diarrhea, unexplained rash, pink eye, etc.) or fever are not to be brought to childcare. Children should be symptom free for 24 hours before returning to the childcare service. The staff has the right to refuse any child from entering due to suspected illness. If a child develops a contagious illness after visiting the Kids Korner, please report it immediately.
9. Parents must supply all diaper changing supplies.
10. Childcare staff will not administer medications.
11. There is no reservation system for childcare. First come, first serve.
12. Parents will be responsible for storing their valuables in the locker room.
13. A crying child will be comforted for a maximum of 15 minutes and then the parent will be paged to pick up their child.
14. Parents will be called to the childcare room to attend to disruptive behavior (i.e. hitting, biting, etc.). The City of Troy reserves the right to suspend childcare services for this type of behavior.
15. In the event of a Tornado Warning, all children will be taken to the Family Locker Room. In the event of a fire or emergency evacuation, all children will be taken to the sidewalk by the south entrance to the Community Center.

CLASSES, PROGRAMS, ACTIVITIES

Although high priority will be given to drop-in use of the Community Center, specific recreation areas will also be scheduled for classes, programs and special activities. Patrons should check the availability of activity areas before purchasing a pass or visiting the Community Center.