

Winona Family YMCA FREQUENTLY ASKED QUESTIONS

Detailed policies and the Member Handbook can be found here:
<https://winonaymca.org/policies>

FACILITY

Visitor Screening Protocol

Screening Protocol

To uphold our commitment to child abuse prevention and to create a safe environment for all, non-members of the YMCA visiting youth programs will be screened and issued a Program Pass, which must be shown at each visit. Please stop at the front desk to sign a liability waiver (or complete [online](#)), show a photo ID, and have your picture taken. Thank you for helping ensure the YMCA is a safe and welcoming space for all.

When did our Y open?

The original Winona Family YMCA was founded in 1886. Our current facility opened in January 2021.

What is the size of the pool?

- Length: 25 yards
- Temperature of pool: 84 degrees
- Depth: Zero-depth, all-abilities accessible ramp to shallow end; 3.5”-8.5” deep
- Temperature of whirlpool: 104 degrees, Sauna: 160-170 degrees, Steam Room: 110-120 degrees

How much is it to have a birthday party at the Y?

A party at the Y is so much fun! We have several rentable spaces and also offer after-hours rentals. Because of the a la carte options, pricing varies. Please take a look at our rental information at: <https://winonaymca.org/programs/community/rentals-parties> or click [here](#)

Is there someone who can show me how to use some of the equipment?

Yes! We have wonderful staff who are happy to help you learn how to use the different cardio and weight machines. You can sign up for a free equipment orientation [here](#) or visiting <https://winonaymca.org/programs/health-wellness/personal-training>

Can my child use the equipment in the Wellness Center?

Depending on the age of the child, yes. Children 12-15 must be under direct supervision by an adult when in the Wellness Center, unless they have passed the [Teen Weight Room Orientation](#). Under 12 years of age is not permitted in the Wellness Center, even with an adult. 16 & 17 year olds are allowed to use the Wellness Center without an adult and without the Teen Weight Room Orientation, but should they want one, they can get signed up [here](#) or by visiting <https://winonaymca.org/programs/health-wellness/personal-training>

Can I _____ in the Racquetball/handball courts?

Allowed Activities

- Racquetball & handball
- Stretching & mat work
- Soccer
- Volleyball
- Dodgeball
- Tennis
- Dance
- Pitching practice with rubber or foam ball
- Batting practice with wiffle ball bat and rubber or foam ball

Prohibited Activities

- Street shoes
- La Crosse
- Dumbbells & hand weights

GENERAL

I want to bring my grandchild to the Y, can I sign the Liability Waiver for my grandchild?

No, for legal reasons the Liability Waiver needs to be completed by the [legal parent/guardian](#) of the child.

Why is a photo ID required to use the Y for the day?

A photo ID is required for anyone 18+ to access the facility with a Day Pass or a Guest Pass, or at membership sign up. This is for safety reasons as well as unauthorized opening of accounts.

How do I know if a fitness class gets canceled or the pool closes unexpectedly?

Please consider signing up for specialized NewsBlasts to keep you updated on unplanned class cancellations and pool closures. You can sign up on our website under “About” and “About the Y” or by visiting <https://winonaymca.org/about-y> or by clicking [here](#).

I’m not a member, but I’d like to be updated on upcoming programs and events at the Y. How do I do that?

When a member provides us with an email address we automatically enroll them in our monthly digital newsletter. Non-members can sign themselves up for this newsletter as well. They can also sign up for specialized notifications called NewsBlasts that will update of unexpected cancellation and pool closures. You can sign up on our website under “About” and “About the Y” or by clicking [here](#).

How much are fitness classes for non-members?

For regular classes on the fitness or pool schedules there is not an additional charge for the class. Non-members are able to utilize the facility as a member with the purchase of a Day Pass or usage of another member’s Guest Pass. Specialty fitness classes such as Box Fit that require registration may carry additional fees.

Can my child use the equipment in the Wellness Center?

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MEMBERSHIP

How long is my membership contract?

Our memberships typically run monthly or annually, but there is no required length of membership, we just ask that cancellation requests are received by the 20th of the month prior to the month you wish to cancel. For example, if you would like to cancel your membership effective November 1, the YMCA will need your cancellation notice by October 20.

How can I cancel my membership?

Cancellations can be made through our website (Forms at very top menu) or by clicking [here](#). Cancellations can also be submitted at the Member Services desk. [We do not take cancellation requests via phone](#). Please note that cancellation requests must be received by the 20th of the month to cancel for the following month.

I’m a member and I’d like to add on towel service, 24/7 Access, coffee or Locker Rental, how do I do that?

Come visit the friendly staff at the Member Services front desk. They can provide you with a Change Form to add or remove specific services.

I’m being charged prorated dues, what are they?

Our memberships run from the first day of the month to the last day of the month. When a member joins after the 1st, they are not charged the full monthly rate, they are charged a partial amount from the day they join to the end of the month. These are called prorated dues. The full amount will then draft on the 1st day of the next month.

24/7 Access

Why isn't my 24/7 Access working?

- 24/7 Access can take up to 72 hours to activate once added onto a membership.
- If your 24/7 Access is not working, there may be an issue with your account, for example, an incomplete or illegible waiver, payment issues, policy violation, etc. Please contact Member Services if there is an issue with your access.

I’m a member at a different YMCA but come here with Nationwide Access, can I have 24/7 Access?

- 24/7 Access is available to Winona Family YMCA members.

Can I use my Guest Passes to bring in friends during closed hours?

- Guests are not allowed after hours; Guest Passes may not be utilized outside regular business hours.

Aquatics

What is the size of the pool?

- Length: 25 yards
- Temperature of pool: 84 degrees
- Depth: Zero-depth, all-abilities accessible ramp to shallow end; 3.5”-8.5” deep
- Temperature of whirlpool: 104 degrees, Sauna: 160-170 degrees, Steam Room: 110-120 degrees

Can I /my child use _____ in the pool?

- No Mermaid Tails
- All life jackets and floatation devices must be U.S. Coast Guard approved.
 - noodles, water floaties or water wings are not recognized as proper floatation devices
- Please visit <https://winonaymca.org/policies> for more detailed pool Rules & Policies
- Inflatable pool toys or such as rings, loungers are not allowed.
- Diving toys are allowed in the pool

Pool Rules & Guidelines

- Pool Usage Descriptions**
To ensure a safe and positive environment for all pool users, pool usage descriptions have been updated to clarify usage.
- Lap Swim**
 - Children ages 8–13 must have passed the swim test and be able to swim basic strokes continuously
 - Ages 13+ must swim continuous strokes
- Open Swim**
 - Adults must be in the water and within arm’s reach of children 7 and under, and children 8 or older who have not passed the swim test
- Aqua Fit & Aqua Zumba**
 - Age 10 and older with an adult or at instructor’s discretion
- Water Volleyball**
 - Age 13 and older unless accompanied by an adult on the pool deck
- Programming Swim Lessons, Swim Team or other pool related programming**
 - During Pool Programming there may be temporary lane availability (look for sign on pool deck)
 - Please share lanes if busy
 - Lanes may be used for Private Swim Lessons any time
 - After School Care shares Open Swim lanes from 3–4pm on Thursdays
 - Sauna, steam room and whirlpool close when the pool closes
 - If you are wanting to use the pool after using the sauna, steam room or hot tub please shower off BEFORE entering the pool. Also please only use the Open Swim lanes to cool off. If Programming or Aqua Fit is happening please refrain from using the pool to cool off
- Pool Rules**
 - Do not enter the pool area unless there is a lifeguard on duty
 - Wear appropriate swimwear • Forward facing jumps only. No flips, twists or entering the pool sideways or backwards
 - Diving in water less than 9 feet is strictly prohibited
 - Horseplay, dunking, throwing of children, etc. are strictly prohibited
 - All life jackets must be Coast Guard approved (noodles or water wings are not recognized as proper flotation devices)
 - Shower with soap and water before entering the pool
 - No food, chewing gum, or drink in the pool area (excluding plastic water bottles)
 - Diaper changing on the pool deck is not allowed, and all diapered children must wear a swim diaper
 - The practice of hyperventilation and breath holding activities in the aquatic facility are strictly prohibited. You may have 20 seconds underwater or one half length of the pool underwater followed by a period of rest above the water
 - Walk on the pool deck, do not run
 - No breakable containers allowed in the pool area
 - The diving board may only be used when no one is within 20 feet of the deep end
 - Be aware of your language and actions, this is a family friendly facility
 - No Mermaid Tails

Swim Requirements

One adult can be responsible for no more than 2 non-swimmers

- Ages 7 & Younger**
 - Passed swim test – must have an adult in the pool within arm’s reach. Yellow wristband
 - Did not pass swim test – must have an adult in the pool within arm’s reach and wear a life jacket* if in the deep end. No wristband
- Ages 8–11**
 - Passed swim test – may swim independently with a supervising adult on the pool deck. Yellow wristband
 - Did not pass swim test – must have an adult in the pool within arm’s reach and wear a life jacket* if in the deep end. No wristband
- Ages 12–14**
 - Passed swim test – may swim without an adult present. Green wristband
 - Did not pass swim test – must have a supervising adult in the water with them. No wristband
- *Life jackets must be Coast Guard approved

Gymnasium

- What is the distance around the gym?

18.5 laps= 1 mile


- May I set up the volleyball/pickleball net during Open Gym?

Pickleball and Volleyball nets are not allowed to be set up during Open Gym time. Pickleball and volleyball nets may be set up during scheduled Pickleball & Volleyball times, or after hours during 24/7 access.