



FOR YOUTH DEVELOPMENT  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

# BETTER TOGETHER

Getting Started at the Y - New Member Guide  
YMCA OF THE BLUE WATER AREA



# WELCOME TO THE Y!

## YOU'RE PART OF SOMETHING MORE...

The Y is a nonprofit organization dedicated to strengthening the community. With a focus on developing the potential of kids, improving individual health and well-being, and giving back and supporting our neighbors, your participation will bring about meaningful change not just within yourself, but in your community, too!

Your new Y membership provides so much more than just access to our state-of-the-art facilities and programs. At the Y you will see individuals challenge themselves, families become closer, children grow and blossom, seniors discover new energy, and those with disabilities find new abilities and new hope.

Your membership is the first step on a journey that will change your life...for the better. Best of all, we will be here for you every step of the way!

We're happy you have joined us. Welcome!!!

## ABOUT US

### OUR VALUES

Our core values unite us with a common cause. They are the shared beliefs and essential principles that guide our behavior, interactions with each other and decision-making. The four values of the Y:

**Caring** - Show a sincere concern for others

**Honesty** - Be truthful in what you say and do

**Respect** - Follow the golden rule

**Responsibility** - Be accountable for your promises and actions

### OUR MISSION

To put Christian principles into practice through programs that build healthy spirit, mind and body for all.

### OUR PROMISE

The YMCA is a powerful association of men, women, and children of all ages and from all walks of life joined together by a shared passion: to strengthen the foundations of community.

### YMCA OF THE BLUE WATER AREA

1525 3<sup>rd</sup> Street, Port Huron MI 48060

(810) 987-6400

Fax: (810) 987-7251

[www.bluewaterymca.com](http://www.bluewaterymca.com)

Facebook: [YMCABlueWater](#)

Twitter: [@YMCABlueWater](#)



## OUR AREAS OF FOCUS

### For Youth Development - Nurturing the potential of every child and teen

**Child Care and Camp** programs provide a safe, nurturing environment for children to learn, grow and develop social skills.

- Infant/Toddler Care
- Warm World
- School Age After School - Prime Time
- Holiday and Snow Camp
- Camp Wanacombak
- ChildWatch and KidZone
- SPARKS Camps

**Enrichment and Leadership** programs emphasize knowledge, character development, guidance and encouragement to help youth develop and realize their potential.

- National Honor Society Service Opportunities

**Swim, Sports & Play** programs offer kids positive, fun activities that build athletic, social and interpersonal skills.

- CATCH Kids Clubs
- Youth Swim Lessons
- Youth Sports: basketball, volleyball, soccer, walking/running
- Youth Fitness Classes
- 4th Grade Water Safety Program
- Fun Fitness
- Walk for Summer Reading

### For Healthy Living - Improving the Blue Water Area's health and well-being

**Family Time and Group Interest** programs bring families or groups together to have fun and grow.

- Parent/Child Swim Lessons
- Monthly Family Pool Parties
- Healthy Kids Day and Family New Year's Eve Party
- Family Group Exercise Classes
- Active Lifestyles Activities

**Health, Well-Being and Fitness** programs provide guidance and resources to maintain or improve physical activity, health and wellness.

- Group Classes including Zumba, Yoga, Pilates, Aerobics, Spinning, Arthritis Aquatics, and TRX
- Personal Training & Nutrition Coaching
- Adult Swim Lessons
- Enhance Fitness and Other Programming for Active Older Adults

**Sports and Recreation** programs bring people together with shared athletic and recreational interests for healthy activities.

- Adult Team Sports including Volleyball, Futsal, Basketball, and Pickleball
- Recreation Groups including the Couch to 5K and Half Marathon Training Groups

### For Social Responsibility - Giving back and providing support to our neighbors

**Social Services** provide training and support to help our neighbors make change, bridge gaps or overcome obstacles.

- Partnerships with Community Mental Health, Woodlands Developmental Center and other agencies
- Open Arms Financial Assistance Program

**Volunteerism and Giving** initiatives fund, support and lead the Y's critical work in the Community.

- Annual Open Arms Campaign
- Program Volunteers (sports, events, and camp)
- Policy Volunteers (board of directors, committee members)

# CODE OF CONDUCT

At the Y we expect staff, members and guests to behave in accordance with our mission and values, respecting the rights and dignity of others.

At the Y we demonstrate Respect, Responsibility, Caring and Honesty by:

- Speaking in respectful tones and refraining from the use of vulgar or derogatory language or other inappropriate behavior
- Resolving conflicts in a respectful, honest and caring manner
- Respecting the property of others
- Creating a safe environment free of weapons, alcohol and/or drugs
- Reporting to a YMCA staff person any suspicious or inappropriate behavior

Adherence to the Code of Conduct is essential. Noncompliance may result in suspension or termination of membership privileges and/or use of the facility.

# MEMBER BENEFITS

At the YMCA of the Blue Water Area, you'll find caring staff members, new friends, and a warm and friendly environment that supports you and helps you reach your wellness goals. Y members enjoy great benefits including:

## ACCESS TO STATE-OF-THE-ART FACILITIES

### Kurzweil Aquatic Center

This stunning indoor aquatic center pool provides activity and family fun all year round!

- **Recreation Pool:** Make your way down the curly slide, have fun with the buckets and sprays or try the lazy river for a more relaxing experience. This warm-water pool is an excellent location for swim instruction, arthritis aquatics and people with special needs.
- **Competition Pool:** The 6/8 lane 25-yard pool is ideal for members who want a full-body workout and offers an excellent venue for competitive water sports. Venture down the plunge slide for some additional fun!

### Duffy Wellness Center

The 5,000 square foot Duffy Wellness Center features an equipment plan to ensure that the latest in treadmills, ellipticals, and other equipment are available for cardiac health and overall fitness. Our fully-equipped resistance training and free-weight stations provide the opportunity to build muscle tone and improve flexibility.

**There are lots of resources to help you achieve your goals!**

- **Sign up for your FREE Wellness Works program or get an orientation of the wellness center.** Get started on the right foot and learn how to use the cardio equipment and strength machines and know how to work out safely.
- If you would like a more personal program that is designed to help you reach your goals, then you should work with one of our **certified personal trainers**. They can design a great workout program to meet your individual needs. The cost is minimal for a significant lifestyle change.
- In addition, **MobileFit** (web-based interactive wellness technology system) can help you stay on track with your workout. Based on guidelines from the American College of Sports Medicine, MobileFit outlines wellness programs based on your goals and current level of fitness and it will process your feedback and adapt your workout as you progress toward your goals.
- **Body Composition Monday** - Stop by the Duffy Wellness Center office every Monday to receive a free 5 minute body composition evaluation. Your confidential printout containing key numbers will help keep you on track to achieving your fitness goals.

## Gym

Our multi-court gym is the perfect venue to join in a class, league or jump into a pick-up game. It's a great space to enjoy basketball, volleyball, badminton, pickleball, futsal and more.

## Aerobics Studio

The aerobics studio offers a healthy and inspiring setting for all kinds of classes and all levels of exercisers. The studio features a floating floor designed to minimize impact of aerobic activities on the joints.

## Child Care and Education Program

The Child Care and Education Program meets the needs of the community by providing professional child care and preschool services for children 6 weeks to 12 years old. Children are like sponges – they watch and absorb knowledge, skills and values from everything and everyone around them. At the Y, we believe the values and skills learned early on are vital building blocks for quality of life and future success.

That's why our child care, afterschool and community programs are staffed with people who understand the cognitive, physical and social development of kids, the need children have to feel connected and supported in trying new things, and the caring and reinforcement parents and families need to help each other.

The Y Child Care and Education Program is licensed by the State of Michigan, meeting and exceeding all qualifications. All programs meet in excellent facilities at the YMCA or in PHASD classrooms. Full and 1/2 day options are available. Household Y members receive a discount on child care programs.

## **OTHER BENEFITS**

**Tons of Classes** - On land or in the water, the Y offers a wide variety of group exercise and well-being classes that are included in the price of your membership, including family fun days, pool parties, demonstrations, Kids Night Out, and special interest programs.

**Lower Rates on Fee-Based Programs** - Members are offered discounted rates for programs that have additional fees attached. Household members receive discounts on the Y's nationally-recognized Child Care and Education services.

**Guest Passes** - The ability to bring family visiting from out-of-town, guests and prospective members with you to the Y.

**Services** - Child Watch, KidZone and towel services are available while you work out.

**Party Central!** Whether it's a birthday, graduation, company retreat, or just for the fun of it, the Y would love to host your next gathering. For more information, contact the Welcome Center.

**Nationwide Membership** - You're a Y member at home and AWAY. That's right, your membership travels with you to most Y locations around the U.S. Please be sure to check with the YMCA where you are visiting for their current membership practices and procedures. Go to the YMCA of the USA website at [ymca.net](http://ymca.net) to locate a Y near where you will be traveling.



# GETTING STARTED

## YOUR MEMBERSHIP CARD

Member identification is very important. It allows for a connection to be made and a relationship to be built. Everyone likes to be called by name! Your membership card is an important part of our system to quickly verify your membership and maintain building security. Upon joining, your photo will be taken. This photo is linked to your membership record. A security chip has been added to your card to expedite entering the facility and use of the appropriate locker room. If you haven't received your card yet, please stop by the Welcome Center.

Every time you enter the YMCA, please scan your membership card. If you have a family membership, please have your children scan their cards too! If you forget your card, ask the Welcome Center staff to check you in by showing another form of photo ID, such as your driver's license, when entering.

Memberships are not transferable. Any membership card suspected as being a "loaned card" will be retained by the YMCA and appropriate follow-up will be completed. Members who lose their cards may purchase a replacement/duplicate card for \$10.00.

## LOCKERS AND LOCKER ROOMS

The YMCA has 5 locker rooms. Women's and men's locker rooms are for adults only (18 and older). Boys' and girls' locker rooms are for youth (17 and under) and accompanying parents/guardians of the same gender. Adults may also accompany children 11 and under by using the family locker room.

Lockers are available for day use by members and guests in the Duffy Wellness Center, outside the Aerobic Studio, Gym and in the locker rooms. Please bring your own lock for day-to-day use and remove it at the end of each visit. Items left overnight will be removed from the locker and placed in Lost and Found. We are not responsible for lost or stolen items.

When it comes to bringing personal belongings into the Y locker rooms, remember it's up to you to watch them and lock them. You are solely responsible for all personal belongings you bring, and you must provide your own secure lock for protection of your items.

## DECIDING WHAT TO DO

The best advice is to get involved right away. Take a fitness class. Make use of the Duffy Wellness Center. Go swimming. Shoot baskets. Sign up for a program. Volunteer.

## WHAT DO I NEED TO KNOW ABOUT STARTING AN EXERCISE PROGRAM?

1. Wear comfortable clothing and rubber-soled shoes.
2. Have a water bottle with you during exercise and drink often
3. Listen to your body. It is ok if you need to slow down and rest or modify an exercise.
4. Communicate to your instructor any questions or concerns about the class

## HEALTH ISSUES OR MEDICAL CONSIDERATIONS

Please get a medical exam prior to beginning any exercise program. This is a wise first step to engaging in any wellness-related activity. Some programs may require a written and signed physician's approval prior to participation.

Also, be sure to keep your contact information up-to-date on your YMCA records. It's essential that we have your current address, phone number and emergency contact information in case of an emergency.

## PROGRAM REGISTRATION

The YMCA offers programs for seniors, adults, teens, young children and families. Current program and session information is available on the website and at the Welcome Center. To register for a program, you can register in person at the Welcome Center, over the phone, or online for most programs. Payment is required at the time of registration if a fee is charged.



# GETTING THE MOST OUT OF YOUR MEMBERSHIP

## MOBILE APP

Get all the latest information about the YMCA when you want it, where you want it, even on the go. You can use the app to check in, find what group exercise classes are available today, register for a class or program and get facility status notifications—all from your phone. The mobile app is available through the Apple and Android app stores, just search for YMCA of the Blue Water Area, download and go.

## GUEST PASS PRIVILEGES

The YMCA provides free guest passes as a benefit to our members. Y members may have as many guest passes as they request. However, each individual guest is limited to 3 visits per year. All guests must present a valid ID and sign a facility waiver. An adult must accompany all underage guests into the facility and remain in the facility for the duration of their visit. Access to towels, ChildWatch and KidZone will be according to the membership that is providing the guest pass.

## MEMBERSHIP HOLDS

Y members can put their membership "on hold" once a year for a time period of 2-6 months. On hold status requires written notice to the Y by the 25<sup>th</sup> of the month prior to when the hold takes effect and a date to reactivate the full membership.

## CHANGES TO YOUR MEMBERSHIP

Change is inevitable, even when it comes to your YMCA membership. Thankfully, we offer a simple form (available at the Welcome Center) for you to complete any time you need to alter something related to your membership. Whether adding or removing a family member or updating your bank account information, you can submit updates anytime with ease.

To cancel, change or suspend a membership and associated services, you need to provide written notice to the Y by the 25<sup>th</sup> of the month and where applicable, return your membership cards.

## PROGRAM REFUNDS

Classes are planned based on a minimum number of participants. If the set minimum is not met for any given class, the class may be cancelled. If the Y cancels a class due to low enrollment, weather, contamination or illness, participants will be issued a credit or refund in full.

If a participant is unable to attend or is not satisfied after the first class or league practice (prior to the first game), then a full credit or refund will be issued. Classes missed by participants due to personal reasons will not be credited or refunded except when accompanied by a doctor's note.

## CELL PHONE POLICY

The YMCA is a safe place for children, adults and families. We would like to keep it that way.

Cell phone technology makes it easy to take high quality photos. When used inappropriately, this can impact the privacy of other members and guests. Use of cameras, cell phone cameras, or any other visual recording devices are not allowed within the YMCA without the express of the President/CEO or Vice President—Healthy Living and Membership.

Cell phone use is encouraged in the lobby or other hallways and seating areas at the Y. In order to ensure the privacy of our members and guests, cell phones may not be used in locker rooms, bathrooms, changing areas, childcare rooms, pool or program areas. Please be courteous and keep your phone on vibrate or a very low ring. If a family member needs to reach you they may call the YMCA's main number at (810) 987-6400 and a member of the staff will make every effort to locate you.

Anyone who violates this policy may be asked to move to the lobby or other designated area. If a member or guest continues to violate this policy or post images, their privileges and or membership may be revoked.

# GETTING TO KNOW YOUR Y

## HOURS

Monday - Friday	5:00 am - 9:00 pm (Recreation Pool closes at 8:00 pm, Competition at 8:30 pm)
Saturday	7:00 am - 8:00 pm (Pools close @ 7:30 pm)
Sunday	10:00 am - 5:00 pm (Pools close @ 4:30 pm)

## HOLIDAYS AND SNOW DAYS

The YMCA of the Blue Water Area will not be open on the following holidays:

New Year's Day	Easter Sunday	Memorial Day	Independence Day
Labor Day	Thanksgiving Day	Christmas Day	

Snow day closing announcements will be made on 96.9 FM or 102.3 FM.

## ATTIRE

The Y is a family-oriented organization, and proper attire must always be worn throughout all areas of our facilities. Shoes and shirts must be worn in all areas of the facility except for the locker rooms and swimming pool. Street shoes are not permitted on any wood floors or the pool deck. Black sole shoes are not permitted on the courts. Do not use cameras or video recording devices in any Y locker room.

- Duffy: No jeans, cut-off shorts, sandals or just sports bras in the Duffy Wellness Center.
- Pool: Proper swimsuits must be worn when using the pool; undergarments and street clothes are not allowed in the pool. Swim diapers must be worn at all times by children in the pool area who are not potty trained.
- Steam rooms: Please wear a towel or bathing suit.

These practices will ensure all Y members' standards of privacy are respected and safety is prioritized.

## TALK TO US

This is your Y and your suggestions and comments are always welcome. Y staff are known for being friendly, responsive and caring people. Please feel free to contact any of our staff to ask questions or make suggestions using the boxes located near the Welcome Center and in the Child Care Center.

## NO ONE IS TURNED AWAY BECAUSE OF AN INABILITY TO PAY

We are proud of our mission to build healthy spirit, mind and body for all. Financial assistance is offered based on household income and size and is available to all who qualify. This is made possible through the support of donors to the Open Arms Financial Assistance Fund. Applications for program and membership assistance are available at the Welcome Center and on the website.

## LOST AND FOUND

If you lose something on site, promptly check with the Welcome Center for lost and found articles. We hold items found within the facility in Lost and Found for a limited time.

We do everything we can to ensure your security and safety while on any Y premises. That's why we place so much emphasis on the use of membership IDs for check-ins. However, we cannot be responsible for any theft or damage to your personal property, either in our buildings or parking lots. Please remember, you are responsible for securing any items you bring on site.

We recommend that you leave valuables at home, and protect the property you do choose to bring by securing it in a locker in a locker room (you must provide your own lock). YMCA staff are not permitted to hold or watch your valuables for you. Also note that we do not recommend leaving valuables in a locked car.

If you do have one of your possessions stolen or damaged, please complete an incident report at the Welcome Center. Be assured that we do track such incidents and take any steps we can to prevent them from happening again. We seek to apprehend perpetrators whenever possible. The Y will prosecute those engaging in criminal activity on its premises.

## WEAPONS POLICY

In short, our policy is this: no weapons of any kind at any time on YMCA property. Regardless of any valid license to possess, YMCA members are prohibited from carrying onto YMCA property any firearms, Tasers, large knives or other objects YMCA staff determine to be dangerous to the safety of members.

## CHILDREN IN THE YMCA

At the Y, we're committed to giving children and teens the opportunity to learn, grow and thrive. Each day, thousands of kids come to the Y to learn, play, dream and achieve in a safe, fun and welcoming environment.

Kids' experiences at the Y are made even better when parents and guardians are aware of the policies regarding the supervision of children at our facilities and programs. These important policies are designed to ensure the Y is a secure, caring place for all children.

- Children 11 and under must be supervised by an adult in all areas of the facility, or they must be enrolled in a supervised program activity. Parents will need to deliver their children to programs.
- Children 12 years and older may be in the building unsupervised and are eligible for a Youth (12 – 18) membership.

### POOL:

- For children under 8, the child-adult ratio in the pool cannot be greater than 3 children per adult.
- Children under 12 years of age must have supervision by someone 16 or older at all times in the pool area unless they are in a program.
- TEST-MARK-PROTECT: Swimmers and non-swimmers 15 and under will be required to complete a swim test and wear the appropriate color of wristband. See page 11 for detailed pool rules.

### DUFFY:

- For their safety, children 11 and under are not permitted in the Duffy Wellness Center. Equipment and services are not designed for that age group.
- Use of the Duffy Wellness Center is intended for people 12 years and older. Youth between the ages of 12-14 must complete an orientation before using equipment on their own.



# USING THE Y

## General Usage

For the comfort and convenience of everyone that uses the Y, there are a few key guidelines:

- To ensure a comfortable atmosphere for everyone, please be courteous and respectful of others in language and action.
- Children under the age of 12 must be under the supervision of a parent or guardian, or registered and participating in a Y a program.
- For your safety, non-breakable containers should be used for water or energy drinks when in the facility.
- The Y is a smoke-free, drug-free, marijuana-free and alcohol-free environment.

## Accidents

Contact a Y staff member immediately if there is an accident, injury or unusual incident. We are here to assist you. However, please be advised that you are participating in all activities at your own risk and are fully responsible for yourself, your children and your guests.

## Duffy Wellness Center

- Use of the Duffy Wellness Center is intended for people 12 years and older. Youth between the ages of 12-14 must complete an orientation before using equipment on their own. Please visit with the staff or see the program guide for youth options.
- Proper attire (no "cutoff shorts," jeans, sandals, boots or street shoes) is necessary for your safety and to prevent damage to equipment.
- Food and beverages (except water & energy drinks) should be consumed in the lobby area.
- To ensure that everyone has an opportunity to complete their workout, please limit your time on the aerobic equipment (i.e. treadmill, elliptical) to 30 minutes during peak hours or while others are waiting.
- Wipe down equipment after you use it so it is clean for the next user and be sure to pick up your towels, water bottles, newspapers, or magazines.
- Please pick up your towels, water bottles, newspapers, or magazines.
- Re-stack your weights when you are finished with them and put benches back where they belong so that they are available for the next member.
- If you need assistance, please contact the Y staff person on duty.

## Gymnasium

The Gymnasium is used for many programs. Gym schedules are posted in the lobby, on the website and copies are available at the Welcome Center.

- Open gym time is available on a first come, first serve basis.
- Due to safety issues, food or drinks are not allowed in the gymnasium.
- Sport-approved and appropriate clothing and shoes must be worn at all times.
- Please put your towels in the towel bin as you leave.
- No climbing, hanging, or leaning on wall supports, nets/rims.
- Gym doors are equipped with alarms. They are to be opened only in building emergencies or by Y staff.
- Disagreements, disputes and arguments will be settled in a polite, timely and nonviolent manner.
- Players will conduct themselves in a sportsmanlike manner. Profanity, spitting, unsportsmanlike conduct, provocative language and/or actions are prohibited.
- Players are responsible for any damages resulting from misconduct or misuse of equipment and facilities.
- THE Y IS NOT RESPONSIBLE FOR LOST OR STOLEN ARTICLES. Please leave your items at home or lock them in one of the day use lockers provided outside of the gym.
- If you need assistance, please contact the Y staff person on duty.

## Steam Rooms

- For safety reasons, never enter this high-heat area directly after strenuous exercise. Wait 10 minutes to cool down. Exercising in high-heat areas is not permitted.
- Use of steam rooms **does not** promote weight loss.
- Persons with high blood pressure, heart disease, or who are pregnant should not use the steam rooms.

# SWIM SAFELY

At the Y, safety is our top priority. It's especially important in our aquatics center. Our beautiful pools and splash park provide an ideal venue for classes, lessons, swim team practices and hours of fun. Safe pools have rules to ensure the safety and comfort of our members and guests. Please familiarize yourself with these general rules before you make a splash at the Y!

- All swimmers swim at their own risk.
- **The Lifeguard is in charge of the pool at ALL times and has final say in all rule interpretations.**
- State law requires that all patrons take a shower before entering the pool.
- Swimmers must wear proper swim attire (bathing suits).
- Children who are not completely potty trained must wear a swim diaper.
- Children under 12 years of age must have supervision by someone 16 or older at all times in the pool area unless they are in a program.
- **TEST-MARK-PROTECT:** Swimmers and non-swimmers 15 and under will be required to complete a swim test and wear the appropriate color of wristband:
  - ◇ **GREEN** - full access to recreation and competition pools and/or use slides. Swimmer must be able to swim 25 yards unassisted without a break, able to tread water for 15 seconds, and able to jump feet first off of diving block and come back to the surface unassisted.
  - ◇ **YELLOW** - access to recreation pool. Swimmer must be able to have his/her head completely above the water. He/she should be able to go underwater, lift feet off the bottom of pool, and regain footing without assistance.
  - ◇ **RED** - non-swimmer. Non-swimmers are required to wear a U.S. Coast Guard approved life jacket provided by the Y, unless working with parent or guardian one-on-one learning to swim. They must have an adult (16 or older) in the water and within arm's reach at all times. An adult cannot supervise more than 3 non-swimmers at a time.
- Only U.S. Coast Guard approved personal flotation devices provided by the Y are permitted in the pool.
- Masks, fins, snorkels are only allowed in the competition pool as part of a fitness regimen or instructional program.
- The lifeguard may restrict the use of pool toys, instructional equipment or other recreational equipment at any time. Inflatable devices are not allowed in the pool.
- Spitting, spouting or nose-blowing in the pool are strictly prohibited.
- No running, rough play, or climbing/hanging on walls or structures is permitted on the deck or in the pool.
- The Y is a family facility. The use of profane or vulgar language or disrespect of staff, members or guests will not be tolerated.
- Breath holding activities are not allowed in the pool.
- No diving from the deck for any reason, except as part of a Y program. Starting blocks are to be used only when an instructor or coach is present.
- No food or drink is allowed on the deck, except for water in plastic containers.
- Do not enter the pool if you have open blisters, cuts, an infection, or have had diarrhea in the past two weeks.
- Do not use the pool after the consumption of alcohol or drugs. Alcoholic beverages are prohibited in the pool enclosure.
- No animals, except for trained service animals, are allowed in the pool enclosure.

## Slide Rules

- Riders must be 48" tall to ride the slide.
- One person at a time on the slide. Riders must remain on their back at all times.
- No goggles, swim shoes or jewelry of any kind is allowed on the slide.
- Lifejackets or other equipment are not allowed.
- Swim wear with exposed zippers, buckles, rivets or metal ornamentation is not permitted on the slides.
- Any one with a heart condition, who are pregnant, or have other health problems is discouraged from riding the slides.

## Vortex/Lazy River Rules

- Participants must be able to enter and exit the area on their own.
- Holding onto the walls or moving in the opposite direction of the current is not allowed except in an authorized class.
- Participants must keep their heads above water at all times.
- Please enter and exit the Vortex and Lazy River from the open sides not over the wall or from the pool edges.



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