



**The Jewish Community Center
of Greater Columbus**



**JCC
member
handbook**

Dear New Member,

Welcome to The Jewish Community Center of Greater Columbus. On behalf of the JCC Board of Trustees and staff, we are pleased you have chosen to join our JCC family. We know that you will enjoy the wide range of activities and programming that membership provides.

To help you better understand the JCC, inform you of our policies, procedures and opportunities, and help you feel at home, we have developed this member handbook. Our goal is your satisfaction through the delivery of consistent, high-quality member service.

Again, welcome and I sincerely hope that you enjoy the JCC.

With warm regards,

A handwritten signature in black ink that reads "Mike Klapper". The signature is fluid and cursive, with a long horizontal flourish extending to the right.

Mike Klapper
Chief Executive Officer
The Jewish Community Center of Greater Columbus

MISSION STATEMENT

The Jewish Community Center of Greater Columbus is a human service agency offering a varied program that is Jewish in nature. It is committed to enhancing the quality of individual and family life through the promotion of physical, intellectual and spiritual wellness. It provides educational and cultural programs that reflect the Jewish heritage, health related activities and many services to the community at large. Through its wide array of programs, the JCC pursues its mission of strengthening the individual, family and community.

- Revised by the Board of Trustees on April 16, 2012

VISION STATEMENT

The JCC nurtures a passion for Jewish learning and living. Through programs and services, the JCC provides comfortable and inviting environments in which the community can thrive.

- Revised by the Board of Trustees on April 16, 2012

MEMBERSHIP

Membership is available to all who wish to participate in the agency's programs, support the agency's growth and abide by its rules and regulations. Membership is offered regardless of race, color, religion, sexual orientation or gender.

- Annual memberships are a binding contract for 12 months from the enrollment date and automatically renew unless written notice is given to the Member Services office 30 days prior to the renewal date. Members may only be removed from their membership at their renewal date.
- Monthly memberships are our most flexible option and no annual contract is required. After the first month of membership the contract will be renewed for an additional one (1) month period and additional one (1) month periods thereafter. Membership rates will increase each July and the amount debited from the account will be adjusted accordingly. In order to cancel the membership, a 30-day written notice must be given to the Member Services office. The membership will be cancelled on the first of the month following the 30-day notice. Notices of cancellation must be received in writing or via e-mail. If you stop payment on your credit card or check draft, we will send a letter of financial obligation to you. A \$150 cancellation fee will be assessed. Legal action may be taken if necessary. We appreciate your understanding and cooperation.
- A \$50 non-refundable registration fee is due at the time of joining.
- A \$25 tax-deductible building fund fee is assessed annually on each JCC Member Household to assist in building repairs and improvements. Members may "opt out" of the \$25 assessment.

- Memberships are non-transferrable to another person. Each person in a family using the JCC must be a member.
- Family and Two Person members must reside in the same household on a full-time basis to be eligible to be included in a Family or Two Person membership.
 - o Family and Two Person memberships may include spouse, partner, significant other, children, step-children, foster children, parents, grandparents, and grandchildren who live in the same household. Proof of residency must be provided at the time of joining.
 - o Family and Two Person memberships do not include siblings, cousins, aunts, uncles, or other relatives or non-related individuals living in the household. They will have to establish their own membership.
- Prospective members must provide proof of identification at the time of registration.
- Members 65+ are eligible for discounted membership.
- Caregiver: Any member requiring the help of a caregiver in order to use the facility or services of the JCC can acquire a caregiver pass through the Member Services office at no additional charge. Caregivers do not have access to use the JCC facility on their own.
- Nanny: Nannies who live with the family cannot be added to the family membership. Nannies can acquire a caregiver pass to accompany children on the membership to their activities, but they do not have access to use the facility on their own. Families can purchase a Babysitter pass for the nanny if they need to accompany the child in the JCC pools.
- Babysitters: Families can purchase a Full Year or Summer Babysitter pass. The babysitter will be able to accompany the children on the membership to their activities and use the pool with the children.
- JCC Reciprocity: The JCC extends membership privileges to members of other JCCs who are visiting Columbus. Please present your JCC membership card in the Member Services office to receive up to a two week pass.
- The JCC operates a state licensed daycare and preschool at its three locations, therefore membership will be denied to any individual whom the JCC has reason to believe is a registered sex offender.
- The JCC regularly reviews sex offender registries and denies access and/or membership to any person the JCC believes to be a registered sex offender.

- Outside trainers, instructors, or coaches are not authorized to provide or promote services at the JCC facility, regardless of membership status.

CANCELLATION POLICY

ANNUAL PAY-IN-FULL MEMBERSHIP

- Members may *only* be released from their annual contract **without financial obligation** for the following reasons:

1. Medical cancellation. A doctor's letter must accompany this request stating that the member cannot physically use our facility due to a medical problem.

2. Members who have a permanent move outside the Central Ohio area must fulfill 6 months of their membership contract, give a 30-day written notice of cancellation and provide proof of the move and forwarding address.

Membership is a signed contract for a full year. It will not be canceled for any other reasons. Membership fees will not be refunded for any other reason.

Cancellations may always be done at the end of your membership year. You will receive a letter approximately two months before your renewal date. This letter is a reminder of your renewal date. If you do not want to continue, you must send in written notice of the cancellation or sign a cancellation form 30 days before your renewal date otherwise your membership will automatically be renewed. Your membership will be cancelled on the first of the month following the 30-day notice. If cancellation notice is received after the renewal date you will be responsible for any payment due for the months prior to the date of cancellation.

MONTH-TO-MONTH MEMBERSHIP

- In order to cancel the membership, a 30-day written notice must be given to the Member Services office. The membership will be cancelled on the first of the month following the 30-day notice. Notices of cancellation must be received in writing or via e-mail.
- A \$35 declined payment fee will be assessed on any credit card or bank draft that declines.
- If you stop payment on a credit card or check draft, the JCC will send a letter of financial obligation to you. A \$150 cancellation fee will be assessed. Legal action may be taken if necessary.

DUES/PAYMENTS

ANNUAL PAY-IN-FULL MEMBERSHIP

- Dues can be paid in full by cash, check, MasterCard, Visa, Discover, or American Express.
- Late membership payments are retroactive to your renewal date.
- After non-payment, a member's account is expired until payment is made. Expired members will receive a message upon check-in, directing them to the Member Services Department

- If cancellation notice is received after the renewal date you will be responsible for any payment due for the months prior to the date of cancellation.
- Membership fees are subject to change one time on an annual basis.

MONTH-TO-MONTH MEMBERSHIP

- A month-to-month payment plan is available through MasterCard, Visa, Discover, American Express, or EFT (Electronic Fund Transfer) which is set up through a checking or savings account; A \$1.50 monthly charge is required for this service.
- Membership fees are subject to change each July and that the amount debited from the account will be adjusted accordingly. If corrections in the debit amount are necessary, it may involve an automatic adjustment, credit OR debit, to the account. If a payment is returned or declined for any reason, an additional \$35 return fee for each incident. This is in addition to any fee your financial institution may charge you, for which the JCC is not responsible. The JCC is not responsible for any charges your bank assesses due to honored EFTs that may create an overdraft on my account. It is your responsibility to notify the JCC in writing should you change your financial institution, account, and/or card number at any time. If you stop payment on your card or draft, the JCC will send a letter of financial obligation to you. A \$150 cancellation fee will be assessed. Legal action may be taken if necessary.

Financial assistance for membership dues is available based on need. Contact the Member Services director at 614-559-6229 for more information.

For information on scholarship for camp and preschool, contact the Camp or Preschool offices.

The JCC facilities are available to every member on a daily basis; therefore, dues are not based on usage. There is no refund of extension for partial year usage.

MEMBERSHIP CARDS

- Membership cards are issued in the Member Services office to all members over the age of 5. Each member will be issued one card which must be scanned at the Main Front Entrance for validation each time the member enters the JCC.
- JCC Key tags are available to annual members age 16 and over.
- There is a \$5 replacement fee for lost or duplicate cards or keytag.
- Building Entry - All JCC members must enter the building through the front entrance to scan their JCC card or key tag.

MEMBERSHIP PRIVILEGES

- Members have use of facilities, programs, equipment and services in accordance with printed schedules and designated times and fees.
- General members have use of the Diamond Family Fitness Center, including the cardio and weight areas, racquetball and tennis courts, gymnasiums and walking/running track, indoor and outdoor pools,

obstacle course. free general group exercise classes including yoga and Mat Pilates, free water fitness classes, general and family locker rooms. Babysitting, personal training, and massages are available for a fee.

DELUXE HEALTH CENTERS

The Deluxe Men and Women's Health Centers are available to members age 18 and older for an additional fee to the general membership dues. The Deluxe Health Centers include a deluxe lounge and locker room, sauna, whirlpool, and steam room. Amenities including coffee and tea are available daily. Bagels are served on Friday and Sunday mornings. Discounts are given on personal training and massage rates. The babysitting service is free to Health Center members. Children may not be brought into the Deluxe Health Centers at any time.

CHILDREN'S POLICY

- Teen members age 13-15 must participate in a Teen Test or attend the Teen Strength Training class in order to use the equipment in the Diamond Family Fitness Center including the cardio and weight area. The Teen Test can be scheduled by calling Jason Goggins, Fitness Director, at 614-559-6237 or jgoggins@columbusjcc.org; or by enrolling in the Teen Strength Training class.
- Children aged 10 and under must be accompanied by an adult at all times.

JCC ONBOARDING PROGRAM

- All members are encouraged to sign up for a free Fitness Assessment and Equipment Orientation with one of the JCC personal trainers, who will also help you with your fitness goals. Please contact Jason Goggins at 614-559-6237 or jgoggins@columbusjcc.org to schedule an appointment.

GUEST POLICY

- Guests are welcome at the JCC when accompanied by a current JCC member.
- Members may purchase guest passes in person Sunday through Friday in the Member Services office.
- No guest passes are sold on Saturdays. Members must buy guest passes in advance for Saturday usage.
- Guests must show a photo ID and register in the Member Services office to gain admittance to the JCC building.
- Local guests are limited to 3 visits per 12-month period at the JCC.
- Out-of-Town guests (with address verification) are not subject to the 3-time visit limit and may purchase a guest pass up to two weeks.
- Guests must be 16+ to use the cardio and weight areas in the Diamond Family Fitness Center.
- Guests ages 11-15 may use the gymnasiums, pools, racquetball courts, tennis courts, and walking/running track.
- Children 10 and under must be directly supervised by an adult.

CONDUCT (for everyone's safety and enjoyment)

Members are asked to follow the rules and guidelines listed below.

Membership can be suspended or revoked for inappropriate behavior and membership fees are not refundable.

Members are subject to the authority of the JCC staff.

Members are expected to show consideration and respect towards other members and JCC staff and their property. To that end, members will not engage in any disruptive actions including, but not limited to:

- Harassment or intimidation by words, gestures, body language or any menacing behavior;
- Physical contact with another person in any angry or threatening way;
- Any unwanted sexual activity or sexual contact with another person;
- Fighting and disrespect;
- Swearing and using foul language;
- Using, possessing, or being under the influence of illegal substances is not permitted on JCC property, in JCC vehicles, in vehicles on JCC property or at JCC sponsored programs;
- Using of tobacco products, including but not limited to vaping, smoking tobacco, and chewing tobacco, on JCC property is strictly prohibited. The JCC is a tobacco-free environment and tobacco use is not permitted in or outside the JCC;
- Using alcohol; except that using alcohol on JCC property is only permitted during authorized JCC events for persons of legal age;
- Being under the undue influence of alcohol;
- Being a minor under the influence of alcohol;
- Carrying firearms;
- Failing to follow agency and department rules;
- Failing to show respect for property, facilities and equipment. Any damage or theft will be paid by the member or their parent/guardian.
- Any other conduct of an inappropriate, threatening or offensive nature.

The JCC reserves the right to suspend the Membership privileges of any member without refund, or to remove from the premises any member, who aids or abets in the unauthorized entrance of a non-member.

Members and guests are encouraged to be responsible for their personal comfort and safety and to ask any person whose behavior threatens their comfort to refrain from that behavior. If members or guests feel uncomfortable in confronting the person directly, they should report the behavior to a staff person.

The Chief Executive Officer has the final authority involving policy interpretation, behavior concerns, and disputes.

GYM ETIQUETTE

- Limit your usage on cardio equipment to 30 minutes when other members are waiting.
- Please refrain from talking on cell phones while on equipment.
- Wipe down your equipment when finished.
- Re-rack the weight plates when finished.
- Return any equipment when finished to its proper place.
- Weight and Cardio equipment is for members who are 13 years and older.
 - Teen members age 13-15 must participate in a Teen Orientation or complete the Teen Strength Training class before using the equipment. Please see the fitness desk for more details.
- Please hang your coats on the coat rack or in the locker rooms.
- Children under 18 years old are not allowed in the Deluxe Men's and Deluxe Women's Health Centers. All ages are welcome in our family locker room and general locker rooms.
- Appropriate attire must be worn at all times (shirts and shoes are required).

GENERAL INFORMATION

- **Smoking Policy:** The JCC is a smoke free environment. Smoking is not permitted inside or on the grounds of the JCC.
- **Parking:** Free parking is available in either of the two lots adjacent to the building. To ensure the safety of pedestrians and our children, drive slowly and cautiously within our parking lots. The posted speed limit is 5mph. Designated handicapped spaces are available. The JCC is not responsible for lost or stolen items left in your vehicle.
- **Handicapped Entrance and Building:** A handicapped entrance is located at the front of the JCC building. Elevators are located in the building.
- **Kashrut Policy:** All the food prepared and served at the JCC is certified kosher. The JCC kitchen has a Mashgiach (a supervisor of Kashrut of the Vaad Hoir of Columbus) on staff who routinely oversees the proper preparation, storage, and presentation of food.
 - No outside food is allowed to be brought into the JCC Building unless under the supervision of the Mashgiach.

- **Customer Service:** We are committed to serving our members and want to know what is on your mind. If you have a question, comment, or concern, please stop by and talk to us in the Member Services office.
- **Building Tours:** The JCC welcomes all prospective members who take an escorted tour of our facility. Tours can be scheduled with the Member Services office. Drop-in tours are also provided during Member Services business hours.
- **Room Rentals:** The JCC has rooms available for rent for a variety of events: weddings, Bar and Bat Mitzvahs, birthday parties, business meetings, etc. For more information on rental rates, contact Matan Gutwaks at 614-559-6276.
- **Telephones:** Members may use the courtesy phone located at the Front Desk. Please ask the receptionist to use the phone. Limit calls to a maximum of 3 minutes. Local calls only.
- **Solicitations:** No solicitations are permitted within the JCC for the purpose of selling goods or services.
- **Lost and Found:** Lost and Found items are held at the Front Desk and Fitness Welcome Desk.
- **The JCC is not responsible for lost, damaged, or stolen items within the JCC or on the JCC grounds or parking lot.**

Gift Cards

Gift cards may be purchased at the Front Desk or at other Point of Sale locations around the JCC. Gift cards may be used as gifts for friends or family or for personal use. Gift cards are valid payment for any program offered by the JCC. Gift cards do not expire and are not subject to any fees.

WEBSITE

Want to find out what's going on at the JCC? Log on to the JCC's website at www.columbusjcc.org. There, you'll find holiday hours, fitness schedules, a calendar of JCC events, photographs from recent events, special announcements, and more. Check back often!

BUILDING HOURS

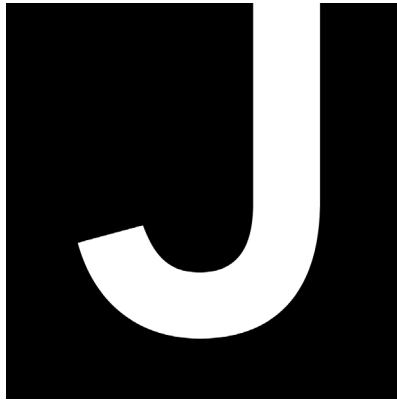
Monday - Thursday
5:30am - 10pm

Friday
5:30am - 6pm

Saturday
1:30pm - 6pm

Sunday
7am - 7pm

The Diamond Family Fitness Center's wet areas (showers, pool) close 30 minutes prior to building closing.



LOCATIONS

JCC College Avenue
1125 College Avenue
Columbus, Ohio 43209
614.231.2731

JCC New Albany
150 E. Dublin-Granville Road
New Albany, Ohio 43054
614.855.4885

JCC North
6121 Olentangy River Road
Worthington, Ohio 43085
614.764.2414

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