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# Membership Policy Handbook

## **Mission Statement**

The Mission of the Katie & Irwin Kahn Jewish Community Center is to enhance quality of life by providing comprehensive programs based on Jewish values, traditions, heritage, and culture. The JCC aims to promote unity through these social, recreational, athletic, educational, and cultural programs. The JCC also strives to meet individual and communal needs in a way that promotes Jewish values and in turn nurtures, strengthens, enriches, and unites the Jewish community and our community as a whole.

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## **Playground**

The playground is a private area for JCC members and permitted guests only. Members are responsible for their guests' behavior. Please be courteous and respectful and keep the playground clean. The playground is open during daylight hours and is under surveillance by closed circuit cameras.

### Playground Rules

- Children must be supervised by an adult at all times
- Shoes must be worn at all times; NO BARE FEET
- Do not throw mulch or sand
- Do not climb the fence
- No rough play or disorderly conduct
- No pets
- No bicycles, scooter, or skateboards
- No smoking, littering or glass bottles

Use playground equipment in a safe manner:

- Swings: sit on the swings with hands on the chain; do not stand on the swings
- Slides: slide down one at a time in a sitting position with feet forward. Wait until the slide is clear before the next person slides down. Do not put water, sand, or mulch on the slides.
- Please report any broken equipment to our Welcome Desk.

The JCC and its equipment are used at your own risk.

We reserve the right to modify or change policies or procedures as determined from time to time by the Board of Directors of the Katie & Irwin Kahn Jewish Community Center or their designated representatives.

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## **Role of the Lifeguards**

- Lifeguards are in place to provide an enjoyable and safe aquatic experience to members and guests. One of the larger challenges is accommodating patrons by maximizing their fun while minimizing the risk of injury. Trained lifeguards have a professional manner and possess essential and specialized skills and qualities. Each lifeguard is alert, knowledgeable, friendly, approachable, and communicates well.
- Effective communication is important to be able to teach patrons about water safety and stop unsafe behavior.
- Expecting the unexpected is the reason lifeguards always scan and assess the pool for patrons with a potential risk.
- Parents should be in the water at all times with children under the age of eight.
- Lifeguards have the right to regulate the use of the lap lane(s), equipment, pool toys, the number of people in the pool, and the behavior of these people.

## **Swimming Etiquette**

- Proper swimming etiquette helps ease frustration you may feel in your swimming workout when you have to share the pool with other swimmers, but fitness swimmers rarely get a lane to themselves.
- To share a lane, be aware of your ability and position relative to the other swimmers and willing to cooperate, your workout will be more satisfying in a lane where other swimmers are doing a similar type of workout at a speed similar to yours. Swimmers may vary in speed within a lane.
- Always keep to the right of the center line marked on the pool floor, so oncoming swimmers can pass without concern. A faster swimmer overtaking a slower one taps the lead swimmer's foot to signal the wish to pass. The lead swimmer should briefly stop at the wall to let the faster swimmer pass.
- During lightning and thunderstorms, swimmers will be asked to leave the water for twenty minutes. If storm activity ceases, swimming will resume. This is a required safety precaution.
- During water aerobics, please do not disrupt class with loud conversation or activity. Be respectful to instructors and fellow members who are participating in the classes.
- Children are not permitted in the pool without a swim instructor while water aerobics classes are taking place.

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## **Shalom!**

Welcome to the Katie & Irwin Kahn Jewish Community Center, the "living room" of the Columbia Jewish Community. We know that you will enjoy the wide range of activities offered by the JCC. All family, individual, or business members find their own comfort level and engage in a variety of educational, recreational, physical, and cultural programming. We are building a community that cares and endeavors to improve your quality of life. You can choose to make a difference on our volunteer committees that design your experiences. Your JCC is for EVERYBODY! You will have fun and meet great people who share similar interests!

This handbook is intended to present you with important information about the JCC. We look forward to providing you with a variety of programs; cultural, educational, fitness, health, and much more.

We are here to help you gain the most from your membership! Please feel free to speak with one of our Welcome Desk Associates and give us the opportunity to help you.

Thank you for joining the JCC!

Sincerely,

*The Staff of the Katie & Irwin Kahn  
Jewish Community Center*



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## Facility Usage

### Building Hours

Monday – Thursday	5:00am – 9:00pm
Friday	5:00am – 6:00pm
Saturday & Sunday	8:00am – 6:00pm

### Holiday Hours

The JCC closes at 4pm on Rosh Hashanah Eve and on Yom Kippur Eve. The JCC is CLOSED the first day of Rosh Hashanah, the day of Yom Kippur, and Thanksgiving Day. The JCC has adjusted building hours of 8am to 4pm on New Year's Eve, New Year's Day, Memorial Day, July Fourth, Labor Day, Christmas Eve, and Christmas Day. We will post notices in advance to notify you of any adjusted hours of operation or additional closures.

### Severe Weather

In the case of extreme weather, the JCC will notify members of closures or building hour modifications through an email alert. We will also post the information on our website, Facebook page, and Instagram page.

### Contact Information

Please call our Welcome Desk at 803-787-2023 or visit our website for general information, membership information, and program registration. You may also find information in the Columbia Jewish News. If you are not already receiving your free subscription, please call and ask us to add your name to our mailing list.

### Membership Cards

Membership cards must be carried at all times and be presented when entering the building, registering for programs, and paying for services. Each member over eight years old will be issued an identification card.

Children under the age of eight are allowed to enter the JCC only when accompanied by an adult. This will be enforced to help ensure the safety of your children.

Your membership card allows for easy access to the fitness center through a bar code reader at our Welcome Desk. Membership cards are not transferable. Please contact a Welcome Desk Associate immediately if your card is lost, damaged, or stolen. A \$5 fee will be charged to cover the cost of replacing the card.

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### Aerobic Studio Etiquette

- Only non-marking closed toed shoes are to be worn
- Water is the only beverage permitted in the aerobic studio.
- Members are encouraged to make use of the water fountain located just outside the aerobic studio.

### Gymnasium

- Only non-marking closed toed shoes are to be worn
- Water is the only beverage permitted in gymnasium.

### Pool

- All patrons must shower before entering the pool.
- Children under the age of eight must have a parent/guardian in the water and within arm's reach at all times.
- Children under the age of eight must be accompanied by a parent/guardian while using the locker rooms.
- Children are not allowed in the pool during water aerobics, unless accompanied by a JCC Instructor.
- In consideration of the health and safety of all members, no person with a communicable disease or having open sores on his/her body is permitted to utilize the pool.
- Persons engaging in hazardous play will be asked to leave the pool area immediately.
- Food and beverages are not permitted on the pool deck. Water may be brought onto the pool deck. Glass containers are not permitted.
- Do not use oils or creams, or wear makeup in the pool.
- Please use no perfumes as some members are allergic to fragrances.
- Long hair must be restrained.
- Appropriate swimming attire must be worn. Street clothes are not permitted in the pool, nor are cutoffs or thongs.
- Diving is not permitted, unless instructed by a JCC Instructor.
- Diapers should not be changed and children should not be dressed on the pool deck. Aqua diapers are the only diapers permitted in the pool.
- Designated lanes are for lap swimming and aquatic therapy.
- Enter the pool facing forward only.
- Pool closes 15 minutes before the JCC.

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### **Track Etiquette**

- Please be considerate and aware of other users.
- If you are changing lanes, please check first to see if anyone is coming up behind you, so that you do not cut that person off.
- Do not walk/jog more than two abreast.
- Wear a shirt and running shoes at all times (no sandals or open-toed shoes).
- Please do not stand on the track. Always watch for walkers and runners before you cross the track.
- Courtesy received and given makes a walk or run all the more enjoyable.

### **Equipment Etiquette: All Areas**

- Equipment is available on a first-come, first-served basis.
- Read instructions for equipment before use; ask a staff member for guidance if you are unfamiliar with its operation.
- When using weight resistance equipment, raise and lower plates carefully.
- Report any problems with equipment to a staff member.
- When you have finished your workout, please wipe off controls, seats, and railings, using towels provided for that purpose.
- Wear a shirt and running shoes at all times (no sandals or open-toed shoes).
- Food or beverages are not allowed (only plastic water bottles with plastic caps are permitted).

### **Equipment Etiquette: Free Weights Areas**

- Please do not bring chalk, powder, or resin into this area.
- Do not drop weights, as this damages the equipment and puts you and others at risk of injury.
- Use spotters when necessary.
- Use collars when working with plate-loaded equipment.
- When finished, please replace dumbbells and plates on appropriate racks.
- Do not sit, lean, or stand on bars.
- Do not place weight plates, dumbbells, or bars on covered benches/seats.

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### **Lockers**

Lockers are available for daily use at no charge. Please bring your own lock. In case you forget your lock, a lock can be checked out at our Welcome Desk in exchange for car keys or membership card. When the lock is brought back to the Welcome Desk, the Welcome Desk Associate will give back the car keys or membership card.

### **Attire**

We require appropriate attire in all areas of the facility. Shirts and shoes are to be worn in all areas except the locker rooms and pool area. We reserve the right to determine what is appropriate clothing. For safety, closed toe footwear must be worn in all physical activity spaces.

Clothing or a towel wrapped around you is required when sitting in the lounge areas and steam rooms within the locker rooms. Wearing wet bathing suits is not permitted outside of the pool area, the locker room areas, or steam rooms.

### **Guest Policy**

Guest passes may be purchased at our Welcome Desk. A Welcome Desk Associate will be more than happy to discuss fees or to assist you with your purchase. Prospective members may buy a maximum of three guest passes per year prior to joining the JCC.

### **Local Guests**

- Each local guest is limited to three visits per year and must be accompanied by a JCC member.
- Guests age 16 and older are required to provide a proper photo ID to use the Fitness Center.
- Children under the age of eight must be accompanied by an adult at all times.
- Guests will not be permitted to return to the building if it is determined that they violated any JCC policies.

### **Out-of-Town Residents**

Out of town residents, with proper identification indicating proof of residency may purchase daily or weekly guest passes. Out of town residents are not limited to three visits per year.

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### **Reciprocity**

The JCC extends membership privileges to members of other Jewish Community Centers who are visiting the Columbia area. If you travel outside of Columbia, most of the Jewish Community Centers in North America will honor your Katie & Irwin Kahn Jewish Community Center membership for a period of time. Don't forget to carry your membership card with you when visiting other cities.

Members of JCC's within the U.S. who are in good standing are welcome at no additional charge for up to two weeks.

### **Loss of Membership or Program Privileges**

The JCC reserves the right to cancel membership and/or terminate program participation without refund for any reason, including, but not limited to, the following:

- Damage or destruction of Campus property
- Theft
- Failure to follow proper safety precautions and practices
- Inappropriate behavior
- Fighting
- Harassment of other participants, members, or staff
- Physical or verbal abuse, or use of profanity
- Failure to pay membership fees
- Failure to follow policies set by the JCC.

### **Changes in Fees, Programs, Schedules, Policies, Hours of Operation**

Fees, programs, schedules, policies, and hours of operation are subject to change without prior notice. Members will be given a 30-day notice in the event of a change in membership fees. We reserve the right to amend policies as deemed necessary.

### **Members' Privacy**

As a member of the JCC you should be aware that we value and respect the privacy of information that we retain about members. If you have any questions about our procedures, please call (803) 787-2023.

### **Smoking**

For everyone's comfort, the Katie & Irwin Kahn Jewish Community Center is designated as a smoke-free environment.

### **Messages**

We cannot take messages for members. The JCC does not have a paging system. In the event of an emergency, we will attempt to locate you.

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### **Weight/Exercise Area**

- Persons under the age of 16 are not permitted in the Fitness Center, with the following three exceptions:
  - Children between the ages of 13 and 16 may use the Fitness Center with a physician's note, after the completion of our Youth Fitness Orientation program with a JCC Certified Personal Trainer, and under the direct supervision of their parent or legal guardian.
  - Children between the ages of 13 and 16 may use the Fitness Center after the completion of our Youth Fitness Orientation program with a JCC Certified Personal Trainer and under the direct supervision of the same JCC Certified Personal Trainer.
  - Children between the ages of 13 and 16 may use the Fitness Center after the completion of our Youth Fitness Orientation program with a JCC Certified Personal Trainer and under the direct supervision of their parent or legal guardian.
- Water is the only beverage permitted into the Fitness Center.
- Report any injuries or facility/equipment deficiencies to a Fitness Associate.
- Proper training attire is required (shirts, shorts/sweat outfits, closed toe and non-skid shoes).
- Bathing suits are not appropriate training attire and are not allowed. Shoes you wear outdoors should not be the shoes you wear for your workout. Non-marking running shoes are required.
- Check track direction arrow before stepping onto the track. Direction is changed on a regular basis.
- The track is designed for walking and jogging; racing is not permitted.
- Children under the age of 8 must be accompanied by an adult when accessing and using the track.
- Children between the ages of 8 and 16 may access the track via entrance through the Fitness Center.

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# Facility Rules

## Use of Perfume/Cologne

Some members have allergic reactions to perfumes, colognes, and other scents. In consideration of these members, we ask that you not wear heavily scented perfume, cologne, or lotion when you come to exercise.

## Locker Rooms

- Lockers are for day use only and must be emptied before you leave.
- Please hang clothing inside a locker. Hang items outside a locker at your own risk.
- Children under the age of eight must be supervised by an adult at all times.
- Children under three may accompany parents of the opposite sex in the locker rooms. Children three and older must use the appropriate locker room or accompany a parent of the opposite sex in a Family Changing Room.
- The JCC is not responsible for lost or stolen belongings.
- Do not store valuables in the lockers or leave valuables unattended.
- Food and drink are not permitted in the locker rooms.

## Steam Rooms

- Please shower before entering.
- No person shall remain in the steam room longer than 10 minutes.
- Due to high temperatures and humidity, the steam room can be dangerous to the health of those with certain medical conditions. We recommend that you consult with your physician before you use the steam room. Those with medical conditions such as high blood pressure, heart disease, and respiratory problems, and those who are pregnant, should avoid exposure to high heat and humidity.
- Allow yourself at least 5 minutes after exercising to cool down before entering.
- No food or drink is allowed.
- Clothing or a towel wrapped around you is required.
- Shaving is not permitted in steam rooms.
- Children under the age of 16 are not allowed in the steam room.

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## Telephones

Telephones are available for member use in the lounge area of each locker room and the coffee bar. Please limit the length of your calls to a maximum of three minutes as other members may be waiting to use the phone.

## No Solicitation

No solicitation for the purpose of selling goods or services is permitted within the Katie & Irwin Kahn JCC.

## Lost and Found

Our Lost and Found area is located at our Welcome Desk. Items will be held until the end of the month; at which time they will be donated to an appropriate agency. The JCC is not responsible for lost, damaged, or stolen goods. Please do not leave any valuables unattended or store valuables in the lockers.

## Kashrut Policy

Because of Jewish dietary laws, we request that you do not bring pork (including ham) or shellfish into the JCC. We also ask that you do not mix meat and dairy products while in the JCC. All catering menus must be approved by the management. This policy including kosher meat and poultry apply to all events held at or sponsored by the Katie & Irwin Kahn JCC regardless of where they are held.

## Childcare

- The childcare hours are subject to change. Childcare is available for children ages seven and under. Childcare is a privilege for our members. Members may not bring children who are not theirs.
- Parents must call to make reservations prior to arrival. Reservations can be made a week in advance. There is a two-hour time limit. The child's full name, age, contact information and location of the parent must be provided in order to make the reservation.
- For security reasons, the parent who signs a child in must also be the one to sign the child out. Parents must remain within the JCC for the entire time their child is in childcare.
- The JCC will not provide diapers, wipes, drinks or snacks for children in childcare.
- Any bottles, cups or snacks should be clearly labeled with the child's name.
- Children with a fever, vomiting, or diarrhea may not utilize childcare services.
- Parents may be asked to remove children from childcare if they are unable to behave appropriately for their age.
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## Membership Information

- Family - Two adults with children under the age of 18 or under the age of 25 and enrolled in school full time.
- Single Parent - One adult with children under the age of 18 or under the age of 25 and enrolled in school full time.
- Adult Couple - Applies to two adults 18-69
- Single Adult - Applies to one adult 18-69
- Senior Adult - Applies to one adult 70+
- Senior Couple - Applies to two adults 70+
- Chai Society – This membership entitles the donor to a Family Membership in addition admittance to Chai Society Breakfasts and discounts to special events. All Chai Society Members receive ten free Guest Passes.

### Service Charge

A service charge will be assessed in the event of insufficient funds, closed accounts, unavailable credit line, or similar circumstances.

### Change in Personal Information

Please contact a Welcome Desk Associate if you have a new address, phone number, email, have changed your name, would like to change your method of payment, add individuals to your membership, or change your own membership category.

### Membership Renewal

All membership agreements are for one-year and membership will automatically renew unless a Membership Cancellation Form is completed and turned into the Membership Services Coordinator 30 days prior to requested cancellation date. **The JCC has a 30-day Cancellation Policy** where if a billing period falls within the 30 days, members are responsible for payment and will be able to use the facility until the end of the following month.

### Membership and Program Financial Assistance

The JCC Strives to make membership and programs accessible to all. Financial assistance may be provided based upon individual need and the availability of funds. A confidential interview may be arranged once the financial assistance forms have been completed. To receive forms, call 803-787-2023.

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### Membership Freezes

A membership may be frozen due to illness, injury, military deployment, or job relocation/job related travel only. You may be asked to provide supporting documentation. Memberships cannot be frozen for less than two (2) months. Freezes requests are valid in full calendar month time frames. All membership freezes are subject to management approval; the JCC reserves the right to deny any freeze or to modify this program. The JCC cannot freeze your membership for any other reasons such as leisure travel, lifestyle changes, lack of use, etc. If you have any questions, please contact the Members Services Coordinator at (803) 787-2023.

### Program Registration

Programming is available for members and non-members of the JCC. All policies of the Katie & Irwin Kahn Jewish Community Center are in effect for all programs, including those held away from the JCC. The JCC requires a minimum number of participants to enroll in each class. The JCC may also set a maximum number and end registration when that number has been reached. The participant must complete a registration form and all other necessary forms at the time of registration. Full payment must be made when registering for a class unless otherwise noted.

### Program Refund Policy

The JCC reserves the right to cancel or postpone a class if a minimum enrollment is not reached. Cancelled classes will be rescheduled or refunded. Refunds will not be issued for missed classes.

### Customer Comments

We always welcome your feedback. Please ask a Welcome Desk Associate for the appropriate form to express your compliments, concerns, or suggestions. Your comments may be placed in the Suggestion Box located on the Reception Desk. We encourage you to leave your name so we can respond to you personally.