

# MEMBERSHIP GUIDE

Edgar May Health and Recreation Center  
Member Benefits, Guidelines, and Services

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# About Us

## Welcome to the Edgar May Health and Recreation Center!

Our mission is to provide area residents of all ages with the opportunities and resources necessary to live an active and healthy lifestyle in a safe, clean, and supportive environment.

Memberships and programs at the EdgarMay are open to all youth and adults who wish to enroll. We hope that your relationship with us is as meaningful to you and your family as it is to us.

## Diversity, Equity, and Inclusion

The Edgar May Health and Recreation Center is committed to improving health and wellness for ALL.

We are dedicated to providing an inclusive environment with safe services, programs, and facilities that are welcoming to all individuals regardless of race, ethnicity, religion, spirituality, gender, gender identity/expression, age, sexual orientation, ability, socioeconomic status, or national origin.

We are committed to providing financial support and free and fee reduced services so that everyone can have access to healthy activities. You can learn more through our Access for All Program.

We will make every effort to be accessible to all abilities. If you need special accommodations for facilities, activities, and/or programs, please contact us at [info@edgarmay.org](mailto:info@edgarmay.org) or call **802-885-2568**.





# Code of Conduct

The mission of the EdgarMay is to provide area residents of all ages with the opportunities and resources to live an active and healthy lifestyle in a safe, clean, and supportive environment. To ensure ALL of our members and guests have a positive experience we have the following Code of Conduct:

## We promote the following:

- Engaging in Healthy Lifestyles
- Respecting Differences and Celebrating Diversity
- Modeling Empathy
- Learning New Skills
- Meeting Other People
- Supporting Relationships
- Volunteering
- Being a Role Model
- Behaving in a Safe Way

## The following are not permitted at the Edgar May Health and Recreation Center or its programs and events:

- Inappropriate sexual, physical, or verbal contact
- Posturing, bullying, or intimidation
- Using or possessing alcohol (unless express permission is granted for special events) or illegal chemicals
- Smoking, Vaping, or Chewing—the EdgarMay and its properties are a tobacco-free environment
- Carrying or concealing a weapon or any device or object that may be used as a weapon
- Harassment or intimidation by words, gestures, body language, or any type of menacing behavior either at the EdgarMay or through social media
- Physical contact with another person in an angry, aggressive, inappropriate, or threatening way
- Verbally abusive behavior, including angry or vulgar language, swearing, name-calling, or shouting
- Discriminatory speech or actions
- Sexually explicit conversation or behavior; any sexual contact with another person
- Theft or behavior that results in the destruction or loss of property
- Attire that is deemed offensive or not appropriate for a family setting; attire or behavior that is not aligned with the EdgarMay's Diversity and Inclusion statement
- Any other behavior deemed in conflict with the EdgarMay mission by the Executive Director



# Code of Conduct

If members are in violation of the EdgarMay's policies and procedures, or for any other improper and/or inappropriate conduct, they may be disciplined. Disciplinary action taken is at the sole discretion of the EdgarMay and it reserves the right to take whatever action is appropriate based on the nature of the violation. Discipline may result in a verbal, written, or final warning, suspension, or immediate termination of membership if deemed appropriate.

In addition, the EdgarMay reserves the right to deny access or membership to any person who has been accused or convicted of any crime involving sexual abuse, is or has been a registered sex offender, has a history of violent offenses, has ever been convicted of any offense relating to the use, sale, possession, or transportation of narcotics or habit forming and/or dangerous drugs, or is presently or habitually under the influence of dangerous drugs or chemicals, narcotics, or intoxicating beverages. (NOTE: The EdgarMay conducts periodic sexual offender scans on the National Sex Offender Registry Database)

**Members and guests are encouraged to take responsibility for their personal comfort and safety by asking any person whose behavior threatens their comfort to refrain from such behavior, and/or should immediately report the behavior to a staff person or the Building Supervisor on duty. Members and guests should not hesitate to notify a staff member if aid is needed.**



# Membership

## Membership Categories

### Youth (ages 3–13)

Includes the Pools and the Climbing Tower (seasonal). Youth under the age of 10 must be accompanied by an adult on the pool deck and are not permitted to use the Fitness Center.

### Teen (ages 14–18)

Includes access to the Pools, Fitness Center, and Climbing Tower (seasonal). It is recommended that teens participate in a Youth Fitness Orientation.

### Young Adult (ages 19–24)

Includes access to the Pools, Fitness Center, and Climbing Tower (seasonal).

### Adult (ages 25–61)

Includes access to the Pools, Fitness Center, and Climbing Tower (seasonal).

### Senior (ages 62+)

Includes access to the Pools, Fitness Center, and Climbing Tower (seasonal).

### Senior Couple (both 62+)

Includes access to the Pools, Fitness Center, and Climbing Tower (seasonal).

### Studio Momentum Membership

For those who want to take Group Fitness Classes at Studio Momentum. This membership does not include access to the Fitness Center or Pools.



### Family 1-Adult

A one-adult family consists of one parent and any dependents under the age of 22\*. Includes access to the Pools, Fitness Center, and Climbing Tower (seasonal). Youth under the age of 10 must be accompanied by an adult in the pools. Youth between the ages of 10 to 13 must be directly supervised by a parent/guardian in the Fitness Center and complete the Youth Fitness Orientation (see page 14).

### Family 2-Adult

A couple or two parents and any dependents under the age of 22\*. Includes access to the Pools, Fitness Center, and Climbing Tower (seasonal). Youth under the age of 10 must be accompanied by an adult in the pools. Youth between the ages of 10 to 13 must be directly supervised by a parent/guardian in the Fitness Center and complete the Youth Fitness Orientation (see page 14).

***\*Individuals over the age of 21 who are disabled may be included in the family membership at no additional cost.***



# Membership

## Member Benefits

As a member of the Edgar May Health and Recreation Center, you will benefit from:

- A friendly, caring staff to help you at any time,
- A reduced rate on classes and programs,
- A FREE personal training session every quarter and a one-time FREE wellness consultation with our Director of Health and Wellness,
- Full-service locker rooms, including steam rooms (must be 19+)
- A community of wellness minded people,
- A family-friendly environment,
- 50% off guest day passes for friends and family,
- Free Open Climb on the 40-foot rock climbing tower (seasonal),
- Early access to program registration, and
- Access to the EdgarMay mobile app to sign up for classes or programs, join fitness challenges, track workouts, and more!

## Hours of Operation

**Monday through Thursday:** 5:30AM–9:00PM

**Friday:** 5:30AM–8:00PM

**Saturday:** 7:00AM–4:00PM

**Sunday:** 8:00AM–4:00PM

*\*Hours may change seasonally*

The Pools and Fitness Center close 15 minutes before the building closes. Entry doors are locked 15 minutes before the building closes. Please refer to our website for updated hours of operation.

The Edgar May Health and Recreation Center is closed on Thanksgiving and Christmas. Other holidays may have reduced hours. Occasionally, the EdgarMay will close early for special events. Every effort will be made to give members prior notice regarding any closures. In inclement weather, the EdgarMay will announce closures or delayed openings through our social media accounts, member emails, and on the Edgar May Health and Recreation Center app (available on Google Play and the Apple apps stores).

## Safety Concerns

The EdgarMay uses the Physical Activity Readiness Questionnaire (PAR-Q) to ensure safe and appropriate exercise. You may need written consent from your physician to use our facilities. Skateboards, rollerblades, and bicycles are not allowed in the entrance or walkways.

All injuries, no matter how slight, must be reported to the EdgarMay staff. See more information in Emergency Procedures (see page 10).



# Membership

## Financial Assistance

The Edgar May Health and Recreation Center is committed to promoting the health and wellbeing of all area residents regardless of income. We offer financial assistance through our **Access for All** program to individuals and families who qualify. This program can be utilized to pay for memberships, group fitness classes, swimming lessons, camps, swim team, and more. Applications are available at the Front Desk or at [www.edgarmay.org/financial-aid](http://www.edgarmay.org/financial-aid).



## Membership Cards

Members are responsible for showing their cards at the Front Desk upon arrival. Upon activating their memberships, members will receive their individual membership cards. The same card can be used when an expired membership is reactivated.

If a member's card is lost or destroyed and needs to be replaced, it will cost \$5.00. As an alternative, the Edgar May Health and Recreation Center app can be used to sign in at the Front Desk.

## Past Due Balances

Members and community users with past due balances may not access the facilities, programs, or classes until the account is current or a repayment plan has been put in place. Members will have their accounts placed on HOLD status until dues are paid. After 60 days of non-payment, the membership will be terminated.

Community members with balances are not permitted to register for programs, renew memberships, pay for day passes, or take classes until the balance on their account is paid.

Those using third-party billing (i.e. workers compensation, corporate memberships, nonprofit agencies, and health insurance reimbursements) may be exempt from this policy with written permission from the third party intending to pay the fee.





# Membership

## Charging Items to Member Account

EdgarMay members who have a valid billing method, such as a credit or debit card or checking account, on file may charge items like bottled water, granola bars, towels, and day passes to their member account. All items will be charged to the electronic billing method on the day they are purchased. Without an active billing method on file, the Front Desk cannot allow members to charge items on their account.

## Infectious Medical Conditions

People with infectious medical conditions should refrain from using the Edgar May Health Recreation Center. Individuals showing evidence of skin disease, sore or inflamed eyes, cold, nasal or ear discharge, or any communicable disease may be refused admission.

## Program Cancellation Policy

The EdgarMay reserves the right to cancel any program for which there is insufficient enrollment. Please register early. If a program does not meet its minimum enrollment number prior to the start of the program, it will be canceled. Fees for any canceled program will be refunded in full.

## Holds and Transfers

Memberships may only be put on hold for documented medical reasons. Memberships may be transferred for reasons of relocation once in the lifetime of the membership with a \$50 transfer fee. All transfers and medical extensions must be approved by the Member Services Coordinator or the Executive Director.

## Towel Service

The EdgarMay strongly encourages members to bring their own towels. A limited number of rental towels are available for \$3.00. A monthly towel rental service is also available to members for \$17.00. The monthly rental allows for the use of no more than two towels per day.

## Photo & Video Permission

Unless otherwise stated, all members permit the use of their likeness, and that of their children, for publication and promotional purposes.



# Emergency Procedures

## Evacuations

All emergency exits are clearly marked. Please familiarize yourself with their locations. Should an evacuation of the facility be required for any reason, follow the directions of the EdgarMay staff to ensure a safe and orderly exit from the building. Upon evacuating from the building, all members will gather in the Edgar May Health and Recreation Center parking lot across Bridge Street.

## Fire Alarm

If the fire alarm sounds, please STOP all activity. Wait for instruction from the EdgarMay staff.

## Incident Reports

In the event that First Aid or corrective action is provided to you or for you, the staff members responding are required to ensure that proper documentation is provided for our records.

If you are present for an emergency situation where First Aid is provided, EdgarMay staff may ask for your testimony as a witness to the situation.

## Staff on Duty

Staff members on duty are designated to take a lead role in the daily operations of the facility and also in the event of an emergency. Please assist us in following their directions.





# Locker Rooms

## Locker Room Etiquette

- Please make sure your shoes or boots are clean prior to entering the locker rooms.
- Please try to avoid walking on the tile floors with muddy or dirty shoes.
- Use of cellphones and electronic devices is strictly prohibited in our locker rooms.

## Locker Use

The EdgarMay provides complimentary lockers for members to use during their workouts. We advise that all locker users bring a lock with them to secure their items. The EdgarMay is not responsible for lost or stolen items.

There are a small number of lockers available for rent for those who would like to leave their workout clothes and gear at the EdgarMay. A full locker is \$20.00/month and a half locker is \$15.00/month. See the Front Desk to rent a locker.

## Children in Locker Rooms

For the comfort of your child and fellow members, children ages 6 and older must use the appropriate gender locker room. A family bathroom is also available off the main lobby. The men's, women's, and family changing rooms all have changing tables. Please do not throw dirty diapers in the recycling bins in the locker rooms.

If you need to communicate with or check on a child who is in the opposite gender locker room from you, please see the Front Desk to assist you. The Front Desk staff will either check the locker room for you or ask another staff member to assist. Please do not open the locker room door or enter the locker room for the gender that you do not identify with.

## Steam Rooms

Steam rooms are available in both the men's and women's locker rooms.

- Steam rooms are only for adult members 19 years or older.
- A bathing suit or a towel is required in the steam room.
- A typical steam bath should last no longer than 10 minutes on a steam setting of 7.
- Shaving is not permitted in the steam rooms.
- People with infectious medical conditions should refrain from using the steam rooms.

## Swim Suit Spinner

For your convenience, swim suit spinners are available for use in both locker rooms. Be sure to read all directions prior to use. The EdgarMay is not responsible for damaged or lost suits.



# Aquatic Center

## Aquatic Center Etiquette

- Children under the age of 10 must be directly supervised by an adult (18 or older).
- Please shower prior to entering the pool area.
- For your safety and out of respect for other members, we ask that cellphones are not used in the Aquatic Center.
- No food, beverages, or gum are allowed. Glass containers are not allowed on the pool deck. Closed water bottles are permitted.
- All pools close 15 minutes prior to the building closing.

## Proper Attire

- Bathing suits are required (i.e. swim trunks for men and boys, one-piece or two-piece suits for women and girls).
- Clean t-shirts may be worn over bathing suits.
- Clothing that is not suitable for a family environment is not permitted. Please see Code of Conduct for more information.
- Shoes are not permitted on the pool deck.
- Cutoffs are not permitted.
- Children who are not yet toilet-trained must wear swim diapers. Cloth or disposable diapers cannot be worn in the pool.

## Pool Rules

For your safety and the safety of others, we ask that you follow the guidelines below:

- The lifeguard has complete authority over the pool area.
- Please walk on the pool deck and in the locker rooms at all times.
- Diving is not permitted.
- People with infectious medical conditions should refrain from swimming.
- No one should swim with open sores, contagious skin conditions such as molluscum contagiosum, pink eye, or diarrhea. A doctor's release note may be required with certain skin conditions when returning to the pool.
- Inform the EdgarMay staff of anything that may be a safety issue.





# Aquatic Center

## Therapy Pool Rules

The Therapy Pool is available with reservations only. Before using the therapy pool, please see the Front Desk to make a reservation.

- Therapy Pool reservations are available for up to 3 people for a 45-minute session. The reservation includes use of the therapy pool bathroom and entering/exiting the pool.
- Children ages 6 months to 9 years may use the therapy pool with parental support in the water.
- Children ages 10 to 15 years old are not permitted to using the therapy pool unless they have a doctor's note on file prescribing its use.
- The lifeguard on duty reserves the right to close the therapy pool at any time due to conditions on the pool deck.
- No lifeguard is on duty in the therapy pool area.
- Inform the EdgarMay staff of anything in the therapy pool room that may be a safety issue.

## Lap Lane Swimming

Swimmers should swim on the right side of their respective lane. Members are expected to share lanes if all the lanes are in use. The EdgarMay does not take reservations for lap lanes. Please refer to the monthly pool schedule regarding lap lane availability.

## Inflatable Flotation Devices & Lifejackets

Inflatable flotation devices are not permitted. Swimming lifejackets that are approved by the U.S. Coastguard are permitted. Youth using a swim lifejacket must be accompanied by an adult in the pool.

## Toys & Equipment

The lifeguard on duty must approve all toys and other equipment brought to the facility. Please ask the lifeguard before borrowing any of the EdgarMay equipment.

## Staff Certifications

All EdgarMay lifeguards are certified in CPR for the Professional Rescuer, standard First Aid, and Lifeguarding. Swim lesson instructors are certified in Water Safety Instruction.

## Aquatic Programs

The EdgarMay Health and Recreation Center offers a wide range of aquatic programs including swim lessons, aquatic classes, masters swim, swim team, and more. Please check [www.edgarmay.org](http://www.edgarmay.org) for more information on upcoming programs.



# Fitness Center

## Age Guidelines

Members ages 14 and older are permitted full use of the Fitness Center. Members ages 10 to 13 must participate in the Youth Fitness Orientation and be directly supervised by an adult (18+) to use the Fitness Center.

## Fitness Center Rules

- Refrain from yelling, using profanity, banging weights, and making loud sounds.
- Do not sit on machines or equipment if you are not actively using them.
- Re-rack weights and return all other equipment and accessories to their proper locations.
- Wipe down all equipment after use.
- Do not exceed 30 minutes on a specific piece of equipment if others are waiting.
- Ask staff to show you how to operate equipment properly so you can prevent injury, also so others are not waiting as you figure it out.
- Headphones must be worn if you intend to listen to audio while in the fitness facility.
- Ask if you may "work in" and always allow others the same courtesy. Afterward, return the seat and weight to the last user's setup.
- The Fitness Center closes 15 minutes prior to the building closing.
- Out of respect for others, we ask that cellphones are not used in the Fitness Center.
- Food and gum are not allowed. Closed water bottles are permitted.
- People with infectious medical conditions should refrain from using the Fitness Center.

## Proper Fitness Attire

- Proper workout attire is required.
- Closed-toe athletic shoes must be worn at all times.
- No sandals, swimsuits, or clothing that may be inappropriate for a family environment is allowed.
- No outdoor shoes allowed in the Fitness Center. Please bring a second pair of shoes to change into when you arrive.





# Fitness Center

## Fitness Orientations

It is highly recommended that all members participate in a fitness consultation. This is a free benefit to your membership and allows you to learn how to use equipment safely and effectively. To schedule a Fitness Orientation or a Youth Fitness Orientation, please see the Front Desk.

## Personal Trainers

As a membership benefit, members may receive free quarterly training sessions with one of our personal trainers. Additional personal training is available at our facility for a fee. All personal trainers are certified through nationally recognized organizations. For more information about quarterly sessions or personal training, please see the Front Desk.

## Collars & Spotters

For the safety of all members, collars are required on all free weight bars. Spotters are also recommended. Please do not drop the weights.

## Towels & Cleaning

Cleaning wipes are provided throughout the Fitness Center to wipe down equipment before and after use. It is highly recommended that you bring a workout towel with you.

## Fitness Programs

The Edgar May Health and Recreation Center offers a wide range of fitness classes offsite at Studio Momentum. This is an add-on to your membership. For a current list of classes, go to [www.edgarmay.org/schedule](http://www.edgarmay.org/schedule) or see the Front Desk.

Other fitness programs include Small Group Trainings, Fall Prevention classes, and more. For more information about upcoming programs and events, go to [www.edgarmay.org](http://www.edgarmay.org).

## The EdgarMay App

Track your workouts, join fitness challenges, and sign up for classes or programs through the Edgar May Health and Recreation Center app. This is a great way to keep track of your goals and progress. You can even sync the app with your wearable fitness trackers! Download the app for free in the Apple and Google Play stores.



# Climbing Tower

## Age Requirements

Use of the Climbing Tower is included in all EdgarMay memberships. Climbing Tower day passes are available for guests and the community. Children ages 5 to 13 must be accompanied by an adult. Anyone 14 and older may use the Climbing Tower when it is open.

## Climbing Tower Rules

- All climbers are required to sign the Climbing Acknowledgement and Release Form at the Front Desk prior to using the Climbing Tower.
- Climbers must read and obey current climbing rules revised and posted at the Climbing Tower.
- Climbers must wear all safety equipment including harness, helmet, and closed-toe shoes.
- Climbers and belayers will use belay commands and safety checks.
- Instruction is to be done by the EdgarMay staff only.
- No loose chalk.

The EdgarMay reserves the right to deny access to its facilities to any individual permanently or for a specified period for breach of contract of the safety policies, or for any conduct that is viewed as unsafe or inappropriate.

## Inclement Weather

The Edgar May Health and Recreation Center staff reserve the right to close the Climbing Tower due to unsafe conditions including damaged equipment, inclement weather, or other safety reasons. If the tower is closed due to inclement weather, guests can either reschedule their time or request a refund. In the case of inclement weather:

- We will reopen 30 minutes after it rains or when the holds have dried sufficiently.
- We will reopen 30 minutes after the most recent lightning sighting or thunder sounding.
- If we close due to weather less than 2 hours from our closing time, we will remain closed for the remainder of the day.







# Climbing Tower

## Open Climb

The Climbing Tower is available to members and the community during Open Climb hours. Climbers should register in advance and check in at the Front Desk before participating. During Open Climb, staff will be available to belay and supervise the tower. We encourage parents and friends to get belay certified to enhance the climbing experience. Climbing Tower schedules are available at the Front Desk. To register online, go to [www.edgarmay.org/schedule](http://www.edgarmay.org/schedule).

## Belay Certification

The EdgarMay offers 90-minute Belay Certification classes that teach knot tying, the belay process, and risk management procedures. This course is required if you intend to belay others during Open Climb. Anyone 14 or older may take this class.

## Equipment

The EdgarMay provides all climbers with harnesses, helmets, and other necessary climbing equipment. Our equipment comes in various sizes to accommodate youth and adults.

## Birthday Parties & Group Rentals

Host your next birthday party or corporate outing at the Climbing Tower. Engage in team-building and problem-solving challenges at the Climbing Tower. For more information of our group options, call 802-885-2568 or email [info@edgarmay.org](mailto:info@edgarmay.org).

## Climbing Programs

The Edgar May Health and Recreation Center offers a variety of climbing programs for youth and adults. These programs include belay certifications, climbing clinics, family nights, women's climb, and youth summer camps. For more information about upcoming programs and events, go to [www.edgarmay.org](http://www.edgarmay.org).





# Studio Momentum

Studio Momentum is located at 71 Main Street in downtown Springfield. It sits between the Dance Factory and the Congregational Church. Parking is available behind the building.

## Group Fitness Classes

Group fitness classes such as TRX, Spinning, Yoga, and Pilates are taught at Studio Momentum. Classes are available to anyone ages 13 or older. Space is limited. Register for classes on the EdgarMay app, online at [www.edgarmay.org/schedule](http://www.edgarmay.org/schedule), or call 802-885-2568.

To see the current class offerings, pick up a monthly Class Schedule at the Front Desk or go to [www.edgarmay.org](http://www.edgarmay.org).

## Class Payment Options

There are options for members and community members to participate in group fitness classes. Payments should be made to the EdgarMay Front Desk. Instructors are not able to take payment for class registration.

- Class add-on: Members can purchase a class add-on on top of their membership that gives the access to unlimited classes. (*Member exclusive option*)
- 10-class punch cards
- One-time class drop-in: Should be paid at the Front Desk prior to attending the class.
- Studio Momentum membership: a monthly or annual membership for exclusively group fitness classes.

For more information, see the Front Desk or call 802-885-2568.

## The EdgarMay App

Sign up for classes or programs through the Edgar May Health and Recreation Center app. You will also receive notifications regarding closures, cancellations, and more. Download the app in the Apple and Google Play stores.





# Support The EdgarMay

## Refer a Friend

Exercising with a friend will not only make you more successful, it will bring new people and energy into our organization. Encourage a friend to join!

## Give a Testimonial

Did you participate in a program that helped you reach your goals? Did a swim instructor or personal trainer help you achieve new skills? Show us your support by writing a Letter to the Editor of a local newspaper or to the EdgarMay directly. With your permission, we'll share your success with the community. Don't forget to tag us on Facebook or Instagram @theedgarmay.

## Annual Campaign

The Edgar May Health and Recreation Center seeks to ensure that everyone has the opportunity to participate in programs and services that help them lead an active and healthy lifestyle. Making a gift to the EdgarMay's Annual Campaign and/or Kids to Camp Campaign not only supports our commitment to serving all, but it makes a direct and positive impact on the quality of life for local individuals and families.

## Capital Campaign

The EdgarMay Foundry Building expansion project will allow us to significantly expand our services and respond to community needs in the next building. The redevelopment of the Foundry will include an infant/toddler preschool daycare facility, an indoor turf field, pickleball court, indoor rock climbing gym, additional studio and fitness space, an indoor walking track, and more! With your help, we can expand our services to meet the needs of our community today and in the future.

For more information on how you can support the EdgarMay, go to [www.edgarmay.org/giving](http://www.edgarmay.org/giving), call 802-885-2568, or email [info@edgarmay.org](mailto:info@edgarmay.org).

