



## Community Center Policies, Procedures & Guidelines

2300 McKelvey Road, Maryland Heights, MO 63043

**Monday-Friday: 5:30 a.m.-8:00 p.m.**

**Saturday-Sunday: 9:00 a.m.-5:00 p.m.**

**Pool closes 30 minutes prior to facility closing**

Hours are subject to change. The Community Center will be closed or have limited hours on some holidays. Annual maintenance may require closing of portions or the entire facility to members and the public.



City Of  
**Maryland  
Heights**  
Parks & Recreation

**Phone: (314) 738-2599 • Fax: (314) 738-2598**  
**[marylandheights.com/mhcc](http://marylandheights.com/mhcc)**

**Revised May 2022**

## About the Community Center

The Maryland Heights Parks and Recreation Department was established in 1986 and adopted the mission statement to be “an innovative leader in delivering quality parks and programs.” Over the last 30 plus years, the department has done just that.

In 2017, the City realized a long-time goal, completing construction of the Maryland Heights Community Center. Home of the Parks and Recreation Department, the 92,000 square foot facility has a fitness center, gymnasium, indoor aquatic center, play center, senior lounge and rooms available to rent for parties, meetings and more.

## Age Guidelines

Individuals 11 and younger must be supervised by an individual 16 or older while at the Community Center.

Individuals 11 and younger are not allowed in the fitness center, including the indoor track. Individuals 12-13 may use the fitness center with an individual 16 or older once they have completed an equipment orientation session. Individuals who are 14 may use the fitness center unaccompanied once they have completed an equipment orientation session.

## Assumption of Risk

Users assume all risk of injury while participating in recreational activities. It is the responsibility of the patron to read and obey all rules. Please note, the rules outlined in this guide are subject to change and may not cover all aspects of use of the Maryland Heights Community Center.

## Code of Conduct

Patrons participating in any program or utilizing any facility or service offered by the City of Maryland Heights are expected to conduct themselves in a respectful and appropriate manner. Any patron violating this expectation subjects themselves to membership suspension, membership termination, discontinuation of service/program or will be asked to leave the facility. Staff reserves the right to address any witnessed or reported concerns related to conduct or disruptive behavior. Prohibited general conduct includes:

- Conduct which is obscene or indecent.
- The use of abusive or profane language.
- Disrupting or obstructing a program or patrons utilizing the facilities or services.
- Harassing any patron or staff during a program, in our facilities or utilizing our services through unwanted conduct that causes reasonable fear or safety, such as stalking, or is sufficiently severe, pervasive and persistent that it interferes with the person's services or facilities.
- Threatening physical abuse, intimidation, coercion or conduct which threatens the health or safety of others is prohibited.

## Cell Phone Use

Please be considerate of your fellow Community Center users. Patrons talking on their cellphones may be asked to move to the lobby or common area until their conversation is over. See “Video & Photography” for more information.

## Video & Photography

Taking photos or videos is strictly prohibited in the restrooms and locker rooms. Any other filming or photography in the facility must be pre-approved by the Director of Parks and Recreation. Taking photos or videos is not allowed in the indoor aquatic center, on the indoor track or while exercising in the fitness studios. Staff reserves the right to take photos of patrons participating in recreational activities. These photos may be used in future marketing material. If you do not wish to have your photo published, please inform the photographer.

## Dress Code

Staff reserves the right to make the final decision on what clothing is appropriate. The policies, procedures, and guidelines listed below are in effect for the protection of the facility, equipment or patron.

- Clothing that expresses profane, discriminating or bigoted messages will not be allowed.
- Shirts or appropriate attire for the activity are required.
- With the exception of the aquatic center or dependent upon activity, shoes are required and must have a sole that grips and does not slip. It must cover the whole foot and not damage or mark the floor or equipment.
- Appropriate swim wear is required in the indoor aquatic center which include swimsuits with liners. No gym/basketball shorts, cutoffs, sports bras, thongs etc. will be allowed.
- Shorts must be long enough to entirely cover buttocks.
- Appropriate attire is required in the fitness center. Clothing, belts and shoes with exposed metal are prohibited.





## Emergency Procedures

Safety of the patrons and staff at the Community Center is a top priority. If a physical altercation occurs, do not intervene. Notify staff immediately and allow them and, if necessary, police to defuse the situation.

- **AEDs:** There are AEDs located throughout the Community Center and should only be used by a trained member of the staff in case of an emergency.
- **Earthquake:** Alarms will sound throughout the facility in the event of an earthquake. Remember; DROP, COVER AND HOLD ON. If you are not near a strong table or desk, drop to the floor against an interior wall and cover your head and neck with your arms. Avoid windows, hanging objects, mirrors, tall furniture, large appliances and cabinets filled with heavy objects. Do not try to run out of the structure during strong shaking.
- **Fire:** Alarms will sound throughout the facility in the event of a fire. Community Center personnel will provide patrons with evacuation instructions. Do not use the elevator in an emergency. Patrons needing assistance exiting the building should notify a staff member. Fire alarms and extinguishers are located conspicuously throughout the facility, however should not be used by patrons.
- **Tornado:** Alarms will sound throughout the facility in the event of a tornado. All guests and employees are required to stop activities and move to the locker rooms. Everyone must remain in the locker rooms until facility management provides the all clear after tornado sirens subside.
- **Active Shooter:** In the event of an active shooter, everyone should evacuate the facility in the opposite direction of the shooter by all means available. Find the nearest exit to you, either the main entrance, a fire exit or an emergency exit. Do not cross paths with the perpetrator and do not reenter the facility. Once out of the building, find shelter or common area police have established for patrons. If an exit is not available, find a secure place to hide and barricade yourself. Keep quiet and do not bring attention to your location. Keep calm and wait for police to escort you out of the facility.

## Food & Beverage

- **Lobby:** Food and beverages from the vending area or in plastic containers are permitted in the lobby. Any type of food for groups or parties is not allowed in the lobby, including cakes, cupcakes, cookies, snacks or other party favor foods.
- **Fitness Center:** Liquids in a reusable container with a secured lid or squirt spout are allowed on the fitness floor. Food, disposable plastic cups with or without lids, glass bottles and soda cans are prohibited.
- **Gymnasium and Indoor Aquatic Center:** No food, chewing gum or beverages (other than water with a secured lid or squirt spout), are allowed on the pool deck or in the gymnasium.

## Injuries

If an injury occurs, please contact a staff member immediately to assist with first aid and document the incident. All participants are financially responsible for all expenses related to injuries and emergency care, including medical and ambulance fees.

## Lost and Found

Maryland Heights Community Center is not responsible for lost or stolen articles. Facility users are encouraged to keep all valuables in a safe and secure location. Maryland Heights Parks and Recreation Staff is not permitted to hold equipment, valuables or bags for facility users. If an item is lost and then found, it can be turned in to the Welcome Desk. Lost and Found items will be stored for a minimum of two weeks. After this time period, items remaining unclaimed will be donated to charity. Any item of value (iPod, camera, jewelry, cash, etc.) that are lost will be submitted to the Maryland Heights Police Department.

## Music

Headphones must be used when listening to music except groups with reservations and approval to have music in the approved activity space or during group exercise classes where the music is played through an audio system.

## Pets and Animals

Service animals, defined by the Americans with Disabilities Act (ADA) as dogs that are specifically trained to do work or perform tasks for a person with a disability, are welcome at the Community Center. Dogs or other animals whose sole function is to provide comfort or emotional support do not qualify as service animals.

## Smoking, Tobacco, Drugs, Alcohol & Firearms

Smoking, smoking devices, e-cigarettes, vape pens, tobacco and drugs are prohibited within 25 feet of all entrances. Smoking, vaping and drug use is not allowed on the patio outside of the Millenium Rooms. Alcohol is prohibited except when permitted by the Director of Parks and Recreation for special events and/or specific room rental events (i.e. wedding receptions, wine and beer pairing programs, etc.). Requests must be made at least 30 days prior to rental. Firearms are prohibited.

## Wheeled Transportation

Bicycles, hoverboards, skateboards, in-line skates and roller skates may not be used or allowed within the Community Center or on the premises, (other than as transportation to the building).



## Fitness Center

- Before beginning a new fitness routine, consult your physician. Medical clearance is strongly recommended for persons with cardiovascular, pulmonary or metabolic disease.
- General equipment orientations will be provided upon request.
- Please report broken equipment or equipment malfunctions to the Welcome Desk or fitness staff.
- Improper use of any equipment will not be tolerated.
- Slamming or dropping weight stacks, plates or dumbbells is prohibited.
- Users are responsible for wiping down/cleaning and returning all equipment to their proper storage racks after use.
- You must allow others waiting for the machine to work into your rotation. There is a 30 minute time limit on cardio equipment if someone is waiting.
- Use a spotter when excessive weight is lifted over the body.
- Collars are required on all barbells.
- Bags are not allowed on the fitness floor. Please stow your bag in the locker room or a cubby in the Group Exercise Studio.
- Weight belts are not allowed on equipment if the buckle makes contact with the upholstery.
- Chalk is prohibited.
- Personal training sessions are available at the Community Center. Canceling and rescheduling sessions require at least 24 hour notice. If proper notice is not provided and your session is not rescheduled, the cost of the session will not be refunded. A documented medical issue precludes the requirement for 24 hour notice of the need to cancel or reschedule.

## Fitness Studios

- Classes may be limited based on space and the availability of equipment.
- Participants leaving a class early are responsible for their own cool down.
- Stereo use and closet access is limited to current instructors.
- The instructor reserves the right to ask a participant to leave for refusal to follow policies.

## Indoor Track

- Use caution when entering the track.
- Track direction changes daily, a direction indicator is located at the track entrance.
- No stopping or standing on the track.
- The blue lane is for runners and passing. Remain in the lane appropriate to your speed.
- Strollers free of debris are permitted on the track.
- The use of wheelchairs and walkers are permitted. However, this equipment must be in good condition and these users should be mindful of others using the track. Wheelchairs and walkers shall not be permitted to use more than one lane.

## Personal Trainers, Coaches & Instructors

Only employees and/or those contracted by the City of Maryland Heights may provide personal training, sports instruction, fitness instruction or coaching in any of our Parks & Recreation facilities. Failure to observe this policy or attempts to circumvent it may result in loss of privilege to any recreation program, service or facility for both the person receiving instruction and the person giving instruction.

## Gymnasium

- The gymnasium has various sports and activities scheduled throughout the week. Refer to the schedule at [marylandheights.com/mindbody](http://marylandheights.com/mindbody) for availability.
- Patrons are not allowed to move any equipment.
- Belongings, including jackets and bags, are not allowed on the gym floor or equipment. Please stow belongings in the locker room or on the bleachers.
- If you are involved in a pick-up game, allow others to use the gym.
- Balls must be used for their intended purpose.
- Hanging or pulling on the equipment is prohibited.
- No strollers or wagons are allowed inside the gym.
- No full court pick-up games allowed.



## Indoor Aquatic Center

- Showering is encouraged before entering the pool.
- Obey the lifeguards at all times. No one may enter the water until a certified lifeguard is on duty and on stand.
- All children who are not able to swim independently must remain within an arm's reach of a swimming adult.
- No running or horseplay in or around the pool.
- No admittance will be given to anyone under the influence of alcohol or other intoxicating substances. No one will be admitted into the pool with non-water casts, open wounds, rash or infectious or communicable diseases.
- No standing or sitting on islands or peninsulas.
- No prolonged breath holding or breath holding games.
- All diaper dependent guests must wear a swim diaper along with a swim suit.
- Rafts, inner tubes, water guns, frisbees and mermaid tails are not permitted in the pool. Small swim toys are allowed.
- Only US Coast Guard approved flotation devices may be used in the pool. Anyone using said devices must be within arm's reach of a swimming person ages 16 or older. However, no flotation devices may be worn on slides or climbing walls.
- No goggles, fins, glasses, metal watches, go pros or swimsuits with metal zippers, buckles, rivets, buttons or metal ornamentation are allowed on slides.
- Lap lanes are for fitness swimming only.
- Only children less than 48" are allowed on the yellow slide in the children's area.
- Guests must be at least 48" tall and pass a swim test to use the drop slide and climbing wall.
- Feature specific rules can be found on the pool deck near those features.



## Play Center

- Parents must remain in the Community Center while children are in the Play Center.
  - The Play Center is for children 6 months-9 years old.
  - Maximum time a child can stay in the Play Center is two hours per visit, per day.
  - A confidential information form must be on file before using the play center. A new form must be filled out every calendar year.
  - For the safety of the children, parents/guardians must sign their child in and out of the Play Center. No child will be able to leave the center with another person unless they are listed on the confidential information form.
  - The staff will not be responsible for changing diapers or assisting with bathroom needs other than snaps or buttons. Please have your child use the restroom or in a fresh diaper prior to drop off.
  - No food is allowed in the Play Center. Water is allowed in an unbreakable, spill proof container. Please label the drink with your child's name.
  - The Play Center has a wonderful selection of toys so please do not bring any from home.
  - The Play Center staff is not responsible for personal belongings brought or left in the Play Center. Please place any valuables in a locker.
  - To protect other children, it is the responsibility of the Play Center Staff not to accept ill children. Please refer to the Play Center policies and procedures handout.
- Parents will be called to the Play Center if:**
- Your child becomes ill. The parent will be asked to remove the child immediately.
  - Your child can not be quieted from crying in a reasonable amount of time (10 min).
  - Your child soils their diaper or needs assistance using the restroom.
  - Your child is being aggressive toward other children or staff by yelling, hitting, biting, pushing etc.

## Locker Rooms

Day-use lockers are available in the locker rooms. All items will be removed at the end of the day and remaining contents will be stored in lost and found for two weeks. Unclaimed contents will be disposed and/or donated to charity. Running, horseplay and excessive noise are prohibited in the locker rooms.

### Family Locker Room:

- Change clothes in restrooms or shower stalls. Be mindful of others in the Family Locker Room.
- Space is limited. Keep personal items in lockers when not in use.
- When in the general area, keep a walking path free for entrance and exit.
- If you and your child are the same gender, consider using a gendered locker room. The Men's and Women's Locker Rooms have more space to change and more lockers to use.
- Please report any suspicious or questionable activities to a staff member.

## Room Rentals

The Community Center has various rooms available to rent for birthday parties, wedding receptions, family reunions, business meetings and other occasions. For more information regarding rules and guidelines specific to room rentals, call (314) 738-2599.





# Community Center Map

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|---|--|--|
| 1. Lobby                                    | 7. Gymnasium                                 | 13. Infinity Room (Available for rent) |
| 2. Play Center                              | 8. Locker Rooms                              | 14. Mind and Body Studio               |
| 3. Preschool                                | 9. Indoor Aquatic Center                     | 15. Group Exercise Studio              |
| 4. Millennium Rooms<br>(Available for rent) | 10. Celebration Room<br>(Available for rent) | 16. Cycle Studio                       |
| 5. Activity Rooms                           | 11. Indoor Track                             | 17. Fitness Floor                      |
| 6. Meeting Room (Available for rent)        | 12. Senior Lounge                            |  |

