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GET STRONGER
AND POWER UP.**

Strength Train Together



**FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY**

HELPING YOU LIVE BETTER

ALLEGHANY HIGHLANDS YMCA Member Handbook



Revised 9/25/2018

WELCOME TO THE Y!

As a member of the Y, you become part of much more than a place to exercise. You become part of a powerful association of men, women and children committed to making our community a place where everyone has the opportunity to learn, grow and thrive.

We've compiled this handbook as a quick reference for you. Please refer to this information to learn about policies, programs and the purpose behind our organization. We want to do whatever we can to help you make the most of your YMCA membership.

Thank you for being a part of the Y!

ALLEGHANY HIGHLANDS YMCA
101 YMCA Way, Covington, VA 24426
Phone: (540) 962-9622 Fax: (540) 862-8675
alleganyhighlandsymca.org/

Find us on Facebook

<https://www.facebook.com/AHYMCA/> and <https://www.facebook.com/YKids/>

Twitter @ah_ymca and Instagram www.instagram.com/ahymca

YMCA General Information

	Hours of Operation	
Monday – Friday	Facility:	5:30 am – 9:00 pm
	Pool:	6:00 am – 2:00 pm 4:00 pm – 8:30 pm
Saturday:	Facility:	8:00 am – 6:00 pm
	Pool:	8:00 am – 5:30 pm
Sunday:	Facility:	1:00 pm – 6:00 pm
	Pool:	1:00 pm – 5:30 pm

(Stated operational hours may be changed as deemed appropriate By YMCA management)

Class and Open Pool Schedule available at Member Services Desk

Key Staff

Chief Executive Officer
Member Services/Program Director
Aquatic Director
Health and Wellness Director
Development Director
Member & Program Accounts
Accounting Specialist
Maintenance Supervisor
Child Development Administrator

Interim Child Development Co-Administrator/ Assistant
Child Development Administrator
West Child Care Center Coordinator
Interim Child Development Co-Administrator/ Education
Coordinator

Jennifer Unroe (540) 862-8677
Gayle Kitchen (540) 862-8683
Shari Peterson (540) 862-8679
Darlene Thomas (540) 862-8681
Susan Hutchison (540) 862-8685
Desree Mineiro (540) 862-8682
Rhonda Gray (540) 862-8678
Dale Heath (540) 862-8686
Vacant (540) 965-9622

Amanda Marshall (540) 862-0488
Heather Entsminger (540) 965-9622
Doreen Davis (540) 965-9622

ABOUT THE YMCA

The Alleghany Highlands YMCA was formed in 1992 and has provided a variety of youth and family programs since that time, expanding membership and services into all of the Alleghany Highlands communities.

The Y is a non-profit organization owned by the local community and supported solely by those who choose to join and take part in any of the many programs offered, as well as those who choose to make voluntary contributions.

The Y is committed to putting Christian principles into practice. Y programs, activities and relationships teach and model positive values in order to strengthen kids, families and communities. Caring, honesty, respect and responsibility are core values evident in all we do.

The Y is a charity, membership-based organization that serves the Alleghany Highlands community. We seek to broaden an individual's involvement, first from participant to member and later to volunteer, donor and advocate.

Y programs are developmental by nature, helping people grow in spirit, mind and body, while recognizing the benefits of recreational time and pursuits.

The Y seeks to be fairly priced, affordable to all, and perceived as a good value. Charitable and earned revenue together provide the necessary resources to

accomplish our mission. A generous and easily accessible scholarship program keeps our programs and facilities open to all.

YMCA MISSION STATEMENT

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

The Alleghany Highlands YMCA, in keeping with its mission to help all people realize their fullest potential, encourages and supports the participation of all children, youth and adults in YMCA programs. We serve all people regardless of gender, race, color, nationality, religion or ethnicity.

YMCA GUIDING VALUES

Caring: to demonstrate a sincere concern for others, for their needs and well-being. Related values: compassion, forgiveness, generosity, and kindness.

Honesty: to tell the truth, to demonstrate reliability and trustworthiness through actions that are in keeping with my stated positions and beliefs. Related values: integrity and fairness.

Respect: to treat others as I would want them to treat me, to value the worth of every person, including myself. Related values: acceptance, empathy, self-respect and tolerance.

Responsibility: to do what is right--what I ought to do, to be accountable for my choices of behavior and actions and my promises. Related values: commitment, courage, good health, service and citizenship.

WHAT WE STAND FOR

The Y is the nation’s leading nonprofit committed to strengthening community through the following areas of focus:

YOUTH DEVELOPMENT

Nurturing the potential of every child and teen

We believe that all kids deserve the opportunity to discover who they are and what they can achieve. Through the Y, thousands of youth cultivate the values, skills and relationships that lead to positive behaviors, better health and educational achievement.

HEALTHY LIVING

Improving the nation’s health and well-being

The Y brings families closer together, encourages good health and fosters connections through

fitness, sports, fun and shared interests. As a result, thousands of youth, adults and families in the Alleghany Highlands receive the support, guidance and resources needed to achieve greater health and well-being.

SOCIAL RESPONSIBILITY

Giving back and providing support to our neighbors

Thanks to community partners and volunteers who devote their time, talent and financial support, the Y is able to provide access to life-changing programs and give hundreds in our community the chance to learn, grow and thrive.



YMCA BOARD OF DIRECTORS

The Y is governed by a Board of Directors who sets policies. Through regular meetings, as well as an extensive committee structure, the Board monitors on-going operations, ensures the proper funding for the organization, and provides leadership to the long range planning process for the Y in the Alleghany Highlands area. A list of current board members is available upon request.

This “train your own” leadership development philosophy allows for maintaining high standards in program quality. Members and volunteers play a key role in providing program leadership and the input necessary for the Board of Directors to make sound policy and future planning decisions.

THE STAFF AND VOLUNTEER PARTNERSHIP

The community-based member oriented ownership of the Y provides a unique relationship between the staff hired to implement programs and those members participating. In many cases, the staff for a particular program has been involved as a member prior to their taking on a leadership position.

The Y has a number of opportunities for members to get involved and volunteer. A few opportunities are listed below:

Special events	Board of Directors
Leading Programs and Classes	Serving on Special Interest Committees
Teaching Skills	Office Work
Fundraising	Maintenance
Youth Sports Coaches and Referees	Tutors and Literacy Coaches

Become a vital part of the Y – your special talents will really make a difference! Volunteers make the difference at the Y, especially in our children and sports programs. Check with the Member Services desk to find out more about volunteer opportunities

Volunteers who work with youth will be required to participate in training and a background screening process.

PROGRAM OPPORTUNITIES

In becoming a Y member, you have joined with over 18 million other individuals in 90 countries throughout the world who are all striving to become better people as a result of their involvement together. You will receive information throughout the year on many programs including:

Swimming Instruction	Swim Team
Certification Courses	Adult and Youth Fitness Programs
After school Programs	Preschool Programs
Middle School Programs	Summer Camps
Family Outings	Sports Clinics and Specialty Camps
Adult/Teen Leadership and Volunteer Opportunities	Lock-ins
Special Events	

YMCA HOURS OF OPERATION AND HOLIDAY SCHEDULE

The Y Board of Director’s determines the hours of operation and holiday schedule based on the usage of the facility. The schedules are reviewed on an annual basis or as needed. The YMCA reserves the right to adjust hours and holiday schedule. The Y will provide members with at least 14 days notice of any changes.

Facility Hours of Operation

Monday –Friday 5:30 am to 9:00 pm
 Saturday: 8:00 am to 6:00 pm
 Sunday: 1:00 pm to 6:00 pm

Aquatic Center opens 30 minutes after opening of facility on weekdays. Pool closes 30 minutes prior to the YMCA closing every day. **Aquatic Center is closed between 2PM-4PM, Monday-Friday.**

Holiday and Modified Schedule

The Y holiday schedule is available at the Member Services Desk. This schedule is reviewed each year by the Y Board of Directors and is based on when the holiday falls on the calendar to determine the holiday schedule and usage. The Y will post a reminder to the general membership at least 14 days in advance.

INCLEMENT WEATHER/POWER OUTAGE CLOSING

The Y reserves the right to close the facility due to inclement weather/power outage that could pose a threat of safety to members and staff. Should it be determined that the Y close, a sign will be posted at the facility and/or on the website/Facebook Page and local radio will be informed. The Y will also push a notification out on their mobile app. No refunds or credits will be provided.

MEMBERSHIP

Simply put, the Y is for everyone. All people in our community are invited to join and enjoy our life-enhancing programs and services, regardless of age, faith, race, background, ability or socioeconomic circumstance.

With a YMCA membership, you have full access to our center, as well as priority registration and member-only rates for programs and services.

Definition of Membership

Every person who joins the Y and pays the monthly fee to access the facility amenities and programs.

Continuation of Membership

Members are encouraged to regard membership in the Y as a continuing relationship to be terminated only by resignation of the member or the action of the governing body. Continuation of membership is not affected by the type of payment option a member selects (For example: Signing up for quarterly payment does not mean you are only a member for 3 months. To terminate your membership you must provide a 30 day written notice.)

Membership Benefits

We welcome everyone in the community to become a member of the Alleghany Highlands YMCA and take advantage of our many life-enhancing programs and services.

Belonging to the Y means sharing in the values and mission the Y has offered its members since it originated in 1844. The Alleghany Highlands YMCA offers the following member benefits:

- Unlimited access to the facility
- Free orientation and use of our wellness center
- Child Watch Services for ages 6 months to 11 yrs
- Free open swim for adults and families
- Free open gym time
- Nationwide membership
- Special rates for programs
- Free group exercise classes

We offer an array of flexible membership categories to ensure you find a fit for your unique household. Choose the membership category that’s right for you from the list below:

FAMILY:	Two adults living in the same household with dependent children. Children must be 1) 18 years of age and younger; or 2) 22 years of age and younger if the dependent is a full time student as verified through class schedule.
SINGLE PARENT FAMILY:	Single parent with dependent children. Children must be: 1) 18 years of age and younger; or 2) 22 years of age and younger if the dependent is a full time student as verified through class schedule.
COUPLE:	Two individuals living at the same address as verified by photo ID.
ADULT:	Individual adult ages 19-59
YOUTH/ STUDENT:	Individual 12-18 years or full time student who is enrolled in 12 credit hours.
SENIOR ADULT:	Individual adult age 60 and older
SENIOR COUPLE:	Two individuals living at the same address (as verified by photo ID) where at least one individual is age 60 and older.

* Special exceptions may be approved by the CEO alone (i.e., parent caring for an adult child with special needs who is unable to care for themselves).

OUT OF TOWN GUESTS

Members may bring up to four out of town guests to the Y. The guest(s) may visit the Y a maximum of 2 times per month. Photo ID with out of town address (50+ miles) must be shown for every visit.

This does not apply to guests who are local residents. Local residents (within a 50 mile radius) are allowed one free visit. On the second visit, he or she must join as a member to utilize the facility.

NATIONWIDE MEMBERSHIP

ALLEGHANY HIGHLANDS Y MEMBERS are now NATIONWIDE MEMBERS!

As a Nationwide Member, you now have the added value of visiting Ys across the United States and Puerto Rico!

There are a few guidelines to know and follow when you travel: Visit ymca.net before you travel to make sure the Y you intend to visit participates in Nationwide Membership. More than 2,500 Y locations participate.

You must have an active membership to be eligible for Nationwide Membership. On average, at least 50% of your visits must be to your Home YMCA (the local association that enrolled you and collects your membership dues).

If you have known periods of seasonal travel (when you will not be using your Home Y at least 50% of the time or will be a resident of another area for more than 28 days), you will need to place your Home Y membership on hold or cancel it, and join the Y where you will be living for that time period. Please plan ahead, as it may take several weeks to place your account on hold.

If you are a college student, you will need to join the YMCA where your usage is 50% or greater.

Nationwide Membership is based on individual usage not the family unit. Most Ys have a young adult or college membership option or you can ask about the financial assistance program.

Most YMCAs require a photo ID for all visitors. Please bring a photo ID with you for a seamless customer experience. You will be asked to sign a waiver when visiting other YMCA locations.

We offer Nationwide Membership because we want to help you reach your health and wellness goals wherever you live, work or travel. This is an essential part of our cause of strengthening communities.

MILITARY

The YMCA Military One Source Initiative covers membership fees for family members of a deployed National Guard or Reserve member.

This is a partnership program with the Armed Services YMCA, the Department of Defense and the Alleghany Highlands YMCA.

This program began in 2008 to address the needs of families of eligible military personnel such as families of deployed National Guard and Reserves and those Active Duty personnel who live far from a military installation and require access to child development, family strengthening, health and well-being programming, and support services. Special conditions do apply to be eligible for this service.

Active military personnel are provided with a fully funded adult membership. Active military personnel may upgrade their membership to a couple, family or single parent family membership and will be responsible for paying the difference between an adult membership and one of the memberships listed above. A current military ID must be presented at the time of joining.

DAILY PASS

The Y allows the purchase of a daily pass for non-members. To ensure a safe and enjoyable experience for all, daily pass participants will be expected to adhere to the same Y rules and code of conduct as members.

MEMBERSHIP BELONGS TO YOU

Your membership is valid for you and only you. Membership may not be transferred to someone else.

Please present your membership card at the Member Services Desk each time you enter the Y. Another form of photo identification such as a driver's license may be used if you forget your official membership card. A replacement card will be issued at a charge of \$3 after a photo ID has been used 3 times.

If your membership is not current, you may not enter the facility.

Your membership is for your use only. Please do not share your membership card with others or attempt to transfer your membership to another person. These actions may put your membership status in jeopardy.

AGE AND GUEST POLICIES

We believe that everyone can benefit from being a member of the Y, but we also believe that growing bodies need special guidance!

Children 12 years and older are allowed to visit the Y without a parent/guardian and have access to designated areas.

Children under the age of 12 must be accompanied by a parent/guardian or sibling who is at least 16 years of age, at all times while visiting the Y unless attending an "organized activity".

Organized activities includes all instructional classes and child watch. Use of the gym or swimming pool during open times is NOT considered an organized activity, nor can parents/guardians use the walking track while their child(ren) are in the gym.

Children between the ages of 5 to 11 years old can utilize the walking track with direct parent, grandparent or authorized 16+ year-old sibling supervision.

Youth 12 years and older can utilize the walking track without parent/guardian supervision.

Children under the age of 5 are not allowed on the walking track at any time unless carried in a front or back infant body carrier. Strollers are not permitted on the track.

Youth ages 12-15 are allowed to use the Wellness Center once they have attended the Wellness Center Orientation. Classes are held monthly and both the youth and parent are required to attend the certification class. Once the certification is completed, youth can utilize the wellness center when accompanied by the designated parent/guardian.

Youth ages 15 and under are not allowed to use the whirlpool at any time.

Please be aware of areas that have age restrictions.

These restrictions are intended to ensure the safety and wellbeing of all of our members. Staff at the member services desk will be happy to inform you of restricted areas.

Guests are always welcome at the YMCA facility. After all, we believe once you "try the Y" you won't want to go anywhere else! All guests are allowed one free visit to the YMCA.

CONTINUOUS MEMBERSHIP FEES & PAYMENT TYPES

The Alleghany Highlands YMCA offers perpetual memberships only.

Bank Draft, Debit or Credit Card: We will happily coordinate a bank draft through the bank or card of your choice. You will not have to worry about due dates or accidentally terminating your membership. We will deduct your monthly membership fees directly from your bank account.

The bank draft is continuous and, as such, will continue as long as you are a member. Should you decide that you no longer wish to be a member, or you need to change your bank account information, we will gladly make those changes for you.

A 30-day written notice is required for any of these changes to go into effect. Please visit the member services desk to complete and sign a Change or Cancellation Form.

Please check your bank statement regularly. In the event that an error has been made, please notify us within 90 days and we will happily refund any discrepancies that are the result of an error on the part of the YMCA. After 90 days, we will only be able to correct errors, but will not offer the refund.

Payroll Deduction: A Payroll deduction is available through qualifying employers.

Manual Payment: For those who prefer to pay manually, the YMCA allows payment either quarterly, semi-annually or annually.

If you select this option, payment must be made in full prior to the due date. You will receive an invoice 30 days prior to the payment due date. If your fee is not paid by the due date, your membership may be suspended until all fees are paid in full. Your membership will continue to be active and you will be responsible for any additional fees.

Should you decide that you no longer wish to be a member or wish to change your payment option; we will gladly make those changes for you.

A 30-day written notice is required for any of these changes to go into effect. Please visit the member services desk to complete and sign a Change or Cancellation Form

Program Fees: Certain YMCA programs require a fee in order to participate. The fee must be paid in full at the time of registration.

DEFINITION OF FEES

Joiner Fee is a one-time, non-refundable fee required at the time of joining. This fee is dedicated to building improvements and investments.

Monthly membership fee is dedicated to the daily costs associated with operations including staffing, utilities, insurance, and materials.

Program Fees represent the cost of providing program activities or services and are not included in your membership dues.

EVERYONE DESERVES A YMCA – SCHOLARSHIP PROGRAM

The Alleghany Highlands YMCA is dedicated to keeping our programs and services available to all. We offer assistance to those who are unable to pay the full cost of participation. This assistance is made available through generous contributions from friends of the YMCA. Through this program, fees are based on household income level. Once the level of assistance is determined, this percentage will apply to most programs offered by the YMCA (For example: personal training, special events, private swim lessons are not included).

If interested, please see a Member Services representative for an application. This application will assist the YMCA in determining your eligibility and amount of scholarship you may be granted. Documentation of household income is required in order to process the application.

If you are currently receiving assistance, you will be required to re-apply every year by your anniversary date. You will receive a reminder to bring updated income verification to the YMCA. This helps us continue to offer assistance to others who may be in need.

If you do not re-apply, your rate will automatically raise to the corresponding rate for the Membership group in which you fall.

Memberships through the Financial Assistance Program are guaranteed the same quality of service as full-pay members.

LOSS OF EMPLOYMENT

The YMCA will honor an existing membership for three (3) months if an individual has lost their job due to downsizing. This benefit is not provided for any other type of dismissal other than loss of job due to termination of position. An official notice of employment termination is required to access this benefit.

CHANGING MEMBERSHIP

You may need to change your membership for several different reasons: adding a child, removing a grown child, a change of address, change of bank account, etc. Should you need to change any of your membership information, please complete a simple Y Change Form available at the Member Services Desk. The Y encourages you to be pro-active to avoid any possibility of disruptive services

UPGRADING

Do you have a new addition to your family? Have you been recently married? We want your entire family to be able to enjoy your YMCA membership.

Should your new addition place you in a new membership category, you will be responsible for any additional joiner's fee and membership dues. We ask that you pay the difference in the first month's dues at the time when you submit your Change Form. If you pay by quarter, semi-annually or annually, we ask that you also pay the difference in your dues for the balance of your invoice period.

DOWNGRADING

Have your children grown and left the nest, making you eligible for a couple or adult membership? We will happily adjust your membership category as well as your membership dues. All you need to do is complete a Change Form and return the membership cards of dropped family members. Please allow 30 days to adjust bank draft amount.

Refunds will be made for remaining dues paid on quarterly, semi-annual or annual invoice payments; however we cannot refund or credit the original joining fee.

MOVING

If you are moving out of the Allegheny Highlands area and would like to have a YMCA membership in your new city, you will need to cancel your membership with the Allegheny Highlands YMCA and join the

YMCA in your new hometown. YMCAs are separate and managed independently. Therefore, YMCAs have different policies and procedures. We will be happy to provide a letter stating the cancellation date of your membership here in Allegheny Highlands YMCA and the amount of joining fees you paid at your request. Be sure to contact the YMCA where you will be living to find out their policies concerning joining fees, dues etc.

CANCELLATIONS

Our goal is to serve you and your family to your satisfaction. We do understand that while we strive to serve all, the YMCA may not be for everyone. We desire to work with you to solve issues and encourage you to please inform us of any unsatisfactory circumstances, so we may address those issues. Should you decide to cancel your membership with the YMCA, we ask that you complete and sign the YMCA Cancellation Form available at the Member Services Desk. Unfortunately, verbal notices cannot be accepted. Cancellation must be in writing 30 days in advance. Please include your membership cards with your written notice 30 days in advance.

The YMCA reserves the right to cancel a membership with appropriate notice.

CREDIT POLICY

The YMCA reserves the right to cancel programs because of insufficient enrollment or conditions beyond our control. If a program in which a participant is enrolled is cancelled, a full credit will be issued.

The participant will be required to provide proof of payment when requesting a credit. No credit will be issued for classes missed by the participant.

If the participant is unable to attend or is not satisfied after the first class or league practice (prior to the first game) then a full credit will be issued.

NON-PAYMENT

Non-payment of fees may result in service fees added to your account and suspension of your membership until all fees are paid. This includes any participation in programs. To avoid these fees, please make sure that the YMCA has current bank draft information on file and sufficient funds are available.

If your account is turned over to collections for non-payment, there will be a 30% late fee added on to your account balance. Any payment returned for any reason may be subject to a service fee.

HOLDS

Membership in the YMCA is an ongoing commitment. Should you need to place your membership on "hold", you may do so (membership fees will be suspended during this period) by completing and signing a cancellation/change form and submitting it 30 days in advance. You may place your membership on hold for up to 90 days within a 12 month period. Exceptions to these guidelines due to medical circumstances may be made at the discretion of the CEO. A hold fee will be assessed during the 3-month hold period for all holds except medical holds. This fee will be set by the Y management and posted with the fee schedules.

FEE CHANGES

The Y Board of Directors, at their discretion, may adjust the monthly rate applicable to your category of membership. The Y will provide at least 4 weeks' notice prior to making any such change. An increase usually occurs in the beginning of the calendar year.

REJOINING THE YMCA

Should you cancel your membership with the Y and wish to rejoin, we will be happy to assist you in becoming a member again. Please note that once you cancel your membership and you choose to rejoin, you will be responsible for paying the current membership dues as well as any outstanding fees you may owe. An additional joining fee will be assessed at the time of rejoining if your time away exceeds 2 months.

SATISFACTION GUARANTEED – FIRST TIME MEMBER

If you are not completely satisfied with your membership within the first 30 days of joining, we will refund your monthly dues in full. We are unable to refund membership dues based upon lack of use or non-attendance. Joining fees are non-refundable.

MEMBERSHIP REFUNDS

Should you decide to cancel your membership with the Alleghany Highlands YMCA we will happily refund checking account upon request with 30-day written the unused portion of any membership dues paid by invoice or stop the automatic withdrawal from your notice. Joining fees are non-refundable.

SUGGESTIONS/COMMENTS

Your suggestions and concerns are always welcome. YMCA staff is known for being friendly, responsible and caring people. Please feel free to contact any of our staff to ask questions as well as to make suggestions in the suggestion box located at the Member Services Desk. If you have a specific concern which has not been resolved, please feel free to ask to speak to the CEO.

CODE OF CONDUCT AND REINFORCEMENT

The YMCA welcomes anyone in the community to join our organization and to reap the benefits of membership. With membership, however, comes the responsibility to act in accordance with the values that make the YMCA a place everyone can enjoy: Caring, Honesty, Respect and Responsibility.

The YMCA is committed to providing a safe and welcoming environment for all members and guests. To promote safety and comfort for all, we ask individuals to act appropriately at all times when in our facility or participating in our programs.

- Parents/Guardians are responsible for the behavior of their children.
- All YMCA property and equipment should remain in the proper program area unless its removal is approved by YMCA Staff.
- Members and guests are expected to comply with all rules in writing or guidelines for programs or events.
- Members and guests are expected to comply with all facility usage policies, including area specific guidelines.

Members and/or participants will be held accountable for any abuse or intentional destruction of YMCA property or equipment. Abusers may be required to pay for any/all damages and subject to suspension/termination of membership or participation privileges.

In addition, the YMCA 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 or predator, 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.

Members and guests are encouraged to take responsibility for their personal conduct and safety by asking any person whose behavior threatens their comfort to refrain from such behavior.

Anyone who feels uncomfortable in confronting a person directly should report the behavior to a staff person or Director on Duty. YMCA Staff members will be happy to be of assistance. Members and guests should not hesitate to notify a staff member if assistance is needed.

The CEO (or designee) will investigate all reported incidents. Suspension or termination of YMCA membership privileges may result if the CEO determines a violation of the Code of Conduct has occurred. The YMCA works in cooperation with the local law enforcement regarding investigations regarding any illegal or suspected illegal activity.

As a private organization, the YMCA reserves the right to cancel/deny the membership of any member who does not live up to the standards and commitments set forth in the Member Code of Conduct and Enforcement Policy. Immoral Conduct (as defined by YMCA staff) or a documented history of such can result in denial or termination of membership.

SEX OFFENDER POLICY

The YMCA monitors the sexual offender registry on a regular basis. Persons found on the list will not be eligible for YMCA membership participation, volunteer or employment opportunities.

MEDICAL CHECK-UP

A pre-participation medical checkup and an annual medical evaluation by your physician are strongly recommended for participation in any YMCA physical fitness activity.

Please make sure that the YMCA has your current address, phone number and emergency contact information in case of an emergency.

PERSONAL TRAINING/COACHING GUIDELINES

For your safety, only staff members employed by the YMCA shall provide personal training within the YMCA facility. These staff members are trained and certified by the YMCA, familiar with the organization's history and philosophy, and committed to carrying out the YMCA's mission by providing high-quality programs.

Personal trainers who are not employed by the YMCA are strictly prohibited from training or conducting business in a YMCA facility. The YMCA employs this standard in order to provide safe, high-quality personal training at all times. Our definition of personal training is any behavior perceived as one-on-one coaching, fitness training, and/or counseling that involves payment or a "trade out" for services.

Hourly sessions with a Y trainer are available for purchase.

HEALTHY YOU! PROGRAM

The YMCA provides a special program for individuals wishing to improve their health. This free program includes a general fitness evaluation by a wellness coach, after which an individualized workout plan is developed. A second evaluation can be scheduled to evaluate progress.

Upon completion of the initial fitness evaluation, a medical clearance from the member's physician may be required before proceeding with a structured workout plan.

For members who prefer comprehensive one-on-one instruction, the YMCA also offers Personal Training sessions for an additional fee. Appointments can be scheduled with any of our Wellness Coaches.

SPECIAL SERVICES

The YMCA may be reserved for special occasions (birthday parties, meetings etc.). Availability is limited. The fee schedule and reservation information are available at the Member Services Desk.

ATTIRE

Please remember that the YMCA is a family-friendly facility, and as such, appropriate attire must be worn at all times and in all areas of the facility. Staff members and participants are asked to dress in a manner that will not cause offense to others.

- Swimsuits are required in the pool, steam room, and whirlpool (no cut-offs, street clothes, t-shirts nor athletic attire).
- Proper gym shoes and workout attire must be worn in the wellness center, aerobic studio, gym and other program areas.
- Only rubber-soled athletic shoes should be worn on the gym floor and walking track. The use of flip flops or other shoes with smooth tread is discouraged in locker rooms and on the pool deck due to the increased likelihood of slipping on wet surfaces.

- Towels/wraps or appropriate clothing should be worn in the locker rooms, sauna and whirl pool.
- Fully clothed including wearing of shoes in hallways and common areas.

LOCKER ROOMS

Members and guests are responsible for personal belongings. Please bring and use a secure lock (see the front desk for recommendations for the best lock to use) for your protection. Lockers are for use only during normal business hours. Locker rentals are available at a minimal cost for long-term use. Unauthorized locks left overnight may be removed and contents donated to charity at the discretion of YMCA staff. The YMCA is not responsible for lost, damaged or stolen items. Please visit the Member Services desk for details.

When using locker rooms, please respect that others may not be comfortable with public nudity. We ask that members and guests wear a towel or clothing at all times in all areas of the locker room, including sauna and whirl pool.

Family and Special Needs locker rooms are available for parents accompanied by children of either gender or for members with special needs.

SECURITY

The YMCA makes every effort to ensure that your visit to our facility is a safe and enjoyable one. However we cannot be responsible for any theft or damage to your property. Should you experience theft or damage, please complete an incident report at the Member Services Desk. This enables us to track such incidents and take steps to prevent them from happening again.

The best way to protect your property is to bring a lock and secure it in a locker. Valuables should be left at home. YMCA staff will NOT hold your valuables for you. Please do not leave valuables in a locked car or where visible. Do not leave your valuables unattended at any time.

For safety reasons, the YMCA monitors participants using video cameras in program areas and hallways.

Please only use the front entrance to enter and exit the building. All other doors have alarms which will sound when opened. These doors are to be used only by staff, and under emergency situations.

LOST AND FOUND

The YMCA is not responsible for lost or stolen property. However, we do keep lost and found items whenever possible. Please check with the Member Services Desk for lost items. Unclaimed items are donated to a local charity at the end of each month.

FACILITY/PROGRAM AREA CLOSURES

At times, the YMCA will close off specific areas of the facility for special YMCA programs, routine maintenance and repairs, and annual deep cleaning projects. Notification will be posted at least 2 weeks in advance for scheduled closures. Please refer to the gym and pool schedules for open times for lap swim, recreation swim and pickup games in the gym.

FOOD AND DRINKS

To ensure the facility remains clean and in excellent condition, all food and drinks must be consumed in the lobby area. No food or drinks are allowed in the basketball gym and pool areas. Members may bring water in a plastic bottle for use while exercising on the track, in the wellness work out area and aerobics studio.

STAY AND PLAY (CHILD WATCH)

We provide quality child care in our Child Watch and Fit Kidz area (as space permits) while you are working out or participating in other Y activities for up to two hours per session. Morning and evening hours may be utilized each day. This service is available free of charge for members with a family or single parent family membership, and to others for a fee of \$5 per day, per child.

Specific hours for Stay and Play are posted at the Y.

Child Watch is available for children 6 months to 11 years of age. Generally, children ages 5 or 6 to age 11 will join the Fit Kidz activities under Y staff supervision in the gym and/or activity room. Check in for Fit Kidz is in the Child Watch area.

Sign in and out procedures for Child Watch/Fit Kidz requires the parent or legal guardian to provide contact information for each child and sign in/out procedures are to be followed. Only the parent or legal guardian who signs a child/children in can pick them up.

FIT KIDZ

The YMCA provides additional care through the Fit Kids Club for children ages 5 to 11 while parents are on the premises using the facility. This supervised program includes activities in the gym or Activity

room. Be aware that you may be called to the Fit Kidz area if there is an issue with your child. A parent or legal guardian who leaves a child in the Fit Kidz Club program must sign their child in and out using the security system in place. Additional rules and restrictions apply. For more information and hours, please visit the member services desk or the child watch room.

PHOTOS

All member photos are taken and stored for retrieval to validate membership. Membership information is handled with the utmost care and confidentiality. Photo images and other membership data are not given or sold to other parties. As a member of the YMCA, you automatically give permission for your photo and/or video to be used by the YMCA for marketing purposes.

FACILITY USE GUIDELINES

- For your safety, glass containers are not permitted in locker rooms, pool areas or hallways.
- Children under the age of 12 are not permitted in the Wellness Center at any time. In order to use the Wellness Center, children ages 12 to 15 must complete the Teen Wellness Certification program and be accompanied by a parent/guardian.
- There is a 30 minute time limit on cardiovascular equipment when members are waiting.
- There is a 12 point game limit for basketball in the gym when members are waiting.
- Use sanitized wipes to wipe off perspiration from equipment when finished. Please bring your own hand towel or cloth for personal use. Sanitized wipes may give skin irritations and are not recommended for personal use.
- Return weights to racks and avoid dropping weights.
- For health and safety, no person having skin lesions, sores, inflamed eyes or mouth, nose or ear discharge, or who is known to the local health department as a carrier of microorganisms for any communicable disease shall participate in group contact activities.

AQUATICS CENTER

The YMCA is a national leader in water safety. We offer activities for every level of swimmer. The YMCA provides group and private swim lessons for ages 6 months to adult.

Revised September 20, 2018

To ensure the safety and well-being of all members, the following age requirements and rules have been established.

Aquatics Swim Test Policy

All youth under the age of 16 interested in swimming in the deep end must be tested. Once a member has passed the swim test, a notation will be made in our data base maintained by the Aquatics Department. Aquatic Department reserves the right for a lifeguard to stop anyone that is deemed to be unable to safely swim in the deep end.

Any child not passing the swim test will be required to:

- 1) Stay in water that is no deeper than chest deep (not including the stairs), or
- 2) A parent must be in the water with them. The child must either:
 - wear a lifejacket, or
 - stay within arm's reach of the parent

All children 5 years and under **MUST** have a parent in the water with them within arm's reach.

This policy is a requirement of our insurance company.

Children 5 years and under: Must be accompanied by a parent/guardian in the water and must stay within arm's reach of children to assist and supervise them.

Children age 6-11 years: Must pass the swim test in order to be in the water without a parent/guardian in the water with them. Children must be accompanied by a parent/guardian in the pool area (not in the sauna or whirlpool) to visibly supervise them. If they do not pass the swim test, the parent/guardian must be in the water and stay within arm's reach of children to assist and supervise them. Older children who have not passed the swim test may swim in chest-deep or more shallow water without the parent in the water with them (this does NOT include the stairs).

Children under the age of 16: Are not allowed in the whirlpool or steam room at any time.

Children Wearing Diapers

Swim diapers are required for use by children using diapers and all children under the age of three. The YMCA is committed to reducing the number of fecal accidents, and this policy will be heavily enforced.

County regulations require closure of a pool when a fecal contamination occurs, and the process of returning pool water to acceptable levels could take as many as 24 hours. Parents should talk to their non-diapered children about the importance of taking frequent bathroom breaks at the pool. The YMCA reserves the right to require any child to wear a swim diaper should they determine the necessity.

Pool Rules

- No swimming without a lifeguard on duty.
- Diving is only allowed from the edge of the pool deck at the "Deep End Area". Back dives, back jumps, spins, and flips are prohibited. Diving blocks are off limits.
- No running, rough play or dunking.
- Spitting and nose blowing in the water is prohibited.
- **Showering is required before entering the pool or whirlpool.**
- No food or gum. Water in a closed plastic bottle is the only beverage permitted in the pool area.
- Persons with open wounds are not allowed in the pool.
- Proper swimming suit is required: no cut-offs, athletic attire, or disposable diapers.
- **Inflatable floatation devices are not permitted.** (Water Wings, etc.)
- Lifejackets are available and individuals wearing them must remain in the shallow end of the pool.
- Equipment is to be used for classes only - not as toys or floatation devices.
- Lifeguards may request a swim test to be completed.

Storm Policy

At the first sight or sound of thunder and lightning, the lifeguards are to clear the pool immediately for 30 minutes. Only when the lifeguards do not hear or see anything storm-related for a period of 30 consecutive minutes, will swimmers be allowed to return to the pool.

The primary responsibility of YMCA Aquatics Staff is the safety of everyone in the pool area and our goal is to educate everyone about aquatic safety. When dealing with misconduct, individual developmental abilities and disabilities, as well as the individual's previous type and amount of aquatic experience will be taken into consideration.

Our commitment is to handle our responsibility for safety honestly, with a respectful and caring attitude.

The YMCA will use the following guidelines to address misconduct in the pool area for most situations.

- Individual will receive 1 correction for misconduct. Lifeguard will explain the policy(s) and warning of a time-out upon a 2nd correction.

- Upon a 2nd correction, individual will serve a 3-5 minute time-out and must explain the policy(s) to the lifeguard before returning to the water.
- 3rd correction for misconduct will result in the loss of an individual's privilege to use the pool for the rest of that day. An incident report will be filed with the Aquatics Director for follow up.

CHILDREN AT THE YMCA

The YMCA is the largest charitable organization of children and youth programs in the United States. Building strong kids is a top priority and we offer a number of programs to help your child grow stronger in spirit, mind and body. When your child is in the care of the YMCA, he/she will learn, grow and have fun in a safe and supervised environment.

For the safety of all children, parents/guardians of children age 11 and under: (1) must remain on YMCA property or program location at all times; and (2) must provide direct supervision of the child at all times unless the children is participating in an organized activity or program with a YMCA instructor.

Examples of "organized activities" include all instructional classes and child watch. Use of the gym or swimming pool during open times is NOT considered an organized activity.

Please be aware of facility areas that have age restrictions. These restrictions are intended to ensure the safety and wellbeing of all of our members. Staff at the Member Services Desk will be happy to clarify the areas of our facility that are restricted

COMMUNICATION

The YMCA will publish a Group Exercise Schedule monthly, and E-Newsletters are published periodically in an effort to provide information about programs and services available through the YMCA.

The Y Facebook page and website are used as means of communicating new program schedules and any closure notices for the Y.

In addition, the YMCA encourages members to look at digital signage, bulletin boards and visit the Member Services desk for additional information