

# MEMBER GUIDE

## Marietta Family YMCA Membership Benefits, Guidelines and Services



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

Updated May 31, 2013

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## About Us

### **Welcome to the Marietta Family YMCA.**

As a non-profit charitable organization, we strive to involve individuals and families of all backgrounds and abilities so that they can grow healthier in spirit, mind and body and develop a sense of responsibility to each other and their community.

Membership and program services are open to all youth and adults who wish to enroll as members or program participants. We hope that your relationship with us is as meaningful to you and your family as it is to us.

### **Member Benefits**

As a member of the YMCA you and your family will benefit from

- A friendly, caring staff to help out at any time
- A family-friendly environment
- Five FREE Guest passes per year per membership
- Making new friends with similar interests
- FREE group exercise classes for all ages and fitness levels
- Open swim
- Open gym
- Support achieving your wellness goals
- A variety of exercise equipment
- Use of Locker Rooms
- Child Watch available while you work out
- Special member pricing on all programs
- Free Family Activities
- Being part of a wellness oriented community
- Guest privileges at many YMCAs nation-wide
- Much, much more!

### **Contact Information**

Marietta Family YMCA  
300 7<sup>th</sup> Street  
Marietta, Ohio 45750  
740-373-2250

[www.mariettaymca.org](http://www.mariettaymca.org)

or “Like” us on Facebook!

# Code of Conduct

Using the principles of Caring, Honesty, Respect and Responsibility as a guide, we have implemented the following Code of Conduct to ensure that all who participate in the YMCA enjoy a safe, welcoming and comfortable environment. We ask individuals to behave in a manner that upholds these principles at all times when they are in our facilities or participating in our programs. Specifically, actions that do not adhere to these guidelines and are not permitted include:

- Wearing inappropriate attire, including swimsuits and workout attire. Clothing with vulgar/profane language is not allowed.
- Using angry or vulgar language including swearing, name-calling or shouting
- Making physical contact with a person in any angry or threatening manner
- Engaging in sexual activity or contact with another person
- Harassing or intimidating by words, gestures, body language, or other menacing behavior
- Stealing or destruction of property
- Carrying or concealing any weapons, devices or objects which may be used as a weapon
- Any use of Tobacco is prohibited
- Refusing to adhere to staff requests is grounds for removal from facility and/or programs
- Any other conduct of an inappropriate, threatening or offensive nature

Members and guests are encouraged to be responsible for their own personal comfort and safety and to ask any person whose behavior threatens their comfort to refrain from doing so. If you feel uncomfortable confronting the person directly, please report the behavior to a YMCA staff person immediately.

The appropriate YMCA staff member will investigate all reported incidents. Suspension or termination of membership privileges may result from a violation of the Code of Conduct.

## Membership Information

### Membership Categories

- Youth (up to age 18)
- College (full time student)
- Adult (age 19 to 59)
- Married Couple
- Family (dependents claimed on your Federal Income Tax forms)
- Single Parent Family (single, divorced, or widowed parent and children)
- Senior (age 60+)

- Senior Couple (both 60+)

### **Always Welcome at YMCA's (AWAY)**

The Marietta Family YMCA is a member of the AWAY program and you are welcome to visit YMCAs across the country and around the world. Policies and processes vary according to the individual YMCA. When inquiring about facilities and visitation, please have your current membership card with you. Members of other YMCA's may use our facility 3 times a month.

### **Financial Assistance**

The YMCA does not turn anyone away due to the inability to pay. Financial aid is available to those who require assistance for programs and membership. Financial Assistance recipients must reapply every 6 months or the award and membership will be terminated. Applications are available at the Member Service Desk.

## **Membership Guidelines**

### **Comment Cards and Membership Survey**

Thank you for including us as a part of your healthy lifestyle. Your experience and satisfaction are important to us. We invite you to speak to our staff, or complete a comment card to express satisfaction, concerns, or questions. Please feel free to contact any Director directly or fill out our membership survey. The link to the survey is always available at [www.mariettaymca.org](http://www.mariettaymca.org) We will do our best to exceed your expectations with each visit.

### **Etiquette Statement**

The YMCA is a shared experience for everyone to enjoy. Each of us can make it better for all by being considerate of others. YMCA members, volunteers and staff pledge to treat one another with Caring, Honesty, Respect and Responsibility.

### **Guest Passes**

Each membership unit receives five guest passes each year. The active member must accompany the guest at the time of their visit.

### **Guest Access**

Guests who accompany members to the Marietta Family YMCA may use a member guest pass or pay the daily guest fee. All guests must register at the Member Service Desk each time they visit. Guests must comply with the philosophy of the YMCA during their visit.

### **Member Changes and Cancellations**

Effective September 1<sup>st</sup>, 2012, all membership changes and cancellations MUST be made 30 days prior to the expiration date or next bill/draft date. To cancel a membership, members may do so by filling out a cancellation form at the Member Service Desk.

Membership cancellations must be made in writing unless other arrangements are made with the Membership Director.

### **Membership Cards/Identification**

YMCA members are required to scan their current membership card each time they use a YMCA. If a member does not have their membership card with them, the membership staff is able to look you up in the computer system. Membership cards and privileges are not transferable to other individuals. If you have lost your membership card you may order a replacement card from the Member Service desk for a fee of \$5.

### **Membership Holds**

Holds will be granted ONLY for medical reasons, family emergency, or extended travel (two month minimum.) Holds must be requested prior to the absence and 30 days in advance in order to stop the automatic withdrawal for the given month. Membership holds must be made in writing unless other arrangements are made with the Membership Director.

### **Membership Annual Renewals**

All memberships, regardless of payment type, are continuous until a 30 day written notice of cancellation is received. Note that memberships that are being paid for by monthly bank draft will not require a renewal notice.

### **Returned Payments**

Checks or automatic drafts returned for any reason may be resubmitted two more times and assessed a processing fee of \$25. You are responsible for all other recovery costs, including all attorney's fees, court costs and taxes. Please ensure that all your personal information is current in our system, this includes current bank draft information.

### **Security**

The YMCA cannot guarantee the security of personal belongings. Therefore, we ask that you leave valuables at home. The YMCA will not be held responsible for any lost or stolen items that are left, including the parking lot and those locked in lockers.

### **Telephones**

Please show respect and keep cell phone usage to a minimum while engaged in any activities within the YMCA. Telephones with cameras are not to be used in public restrooms.

## **Emergency Procedures**

### **Evacuations**

All emergency exits are clearly marked. Should an evacuation of the facility be required for any reason, follow the direction of YMCA staff to ensure a safe and orderly exit from the building.

### **Fire Alarm**

If the fire alarm sounds please:

1. STOP all activity
2. EXIT the building

### **Incident Reports**

In the event that first aid or corrective action is provided to you, or for you, the staff responding is required to ensure that proper documentation is provided for our records.

### **Member Responsibility**

Members are expected to assist us in an emergency by following the instructions from staff in order to resolve the situation as efficiently and safely as possible.

### **Building Monitors**

Building Monitors are staff members 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.

## **Aquatics**

### **Etiquette**

Please shower prior to entering the pool area

### **Food**

No food, beverages or gum allowed in the pool area. Bottled water, however, is permitted.

### **Pool Rules**

- The lifeguard has complete authority over the pool area
- Please WALK on the deck and in locker rooms at all times
- Diving is not permitted
- People with infectious medical conditions should refrain from swimming
- Inform the YMCA staff of anything that may be a safety issue
- Please respect the requests of YMCA staff on safety related issues

### **Programs**

- Infant, youth and private swim lessons for all ages
- Water exercise classes
- Marlins Swim Team

### **Proper Attire**

- Bathing suits required are, swim trunks for men and boys, one or two-piece suits for women and girls
- Requests for alternative wear due to religious and/or cultural reasons may be addressed directly with the Aquatics Coordinator
- T-shirts may be worn over suits
- 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

### **Staff Certifications**

All YMCA lifeguards are certified in CPR for the Professional Rescuer, Standard First Aid and life guarding.

### **Toys/Equipment**

The lifeguard on duty must approve all toys and other equipment brought to the facility. All YMCA pool toys/equipment must remain at the pool. Kick boards and pull buoys are provided only to lap swimmers. Inflatable flotation devices are not permitted in the pool.

## **Child Watch**

### **Child Watch**

This service is FREE to all members. Child Watch provides child care for up to two hours per day for children ages 6 months and up. The responsible party must remain on the YMCA premises at all times. Child Watch hours are: Monday-Thursday 9am to 11:30am and 4pm to 8pm and Friday 9am to 11:30am ONLY

### **Diapers**

Diapers will be changed for children age 3 and younger as needed during each child's stay in Child Watch. We ask that you adhere to the below requests:

- Please bring your child in a clean diaper
- Bring diapers and wipes for changing
- Parents will be called to change diapers for children 3+

### **Crying Children**

Children will be cared for in a compassionate and responsible manner by staff. In the event that a child cries for fifteen consecutive minutes, parents will be asked to pick-up their child. Although this may interfere with your workout, this procedure will be followed for the comfort and well-being of your child and other children in the Child Watch area. We encourage you to continue to bring your child to Child Watch so that they may become accustomed to the environment. We will be happy to try to accommodate unhappy and or uncomfortable children during our less active childcare times. Please check with staff for these time periods.

### **Discipline in all Programs**

Discipline in Child Watch is based on an understanding of the individual child's needs and stage of development. Our goal is to develop self-discipline, responsibility for self, and respect for others. It is based on the use of positive reinforcement, reasonable expectations, logical consequences, distraction and diversion, and if necessary, supervised removal from the group for short periods of time. Physical punishment is never administered.



## **Footwear**

- Infants are required to wear socks and/or shoes at all times
- All mobile children must wear shoes at all times
- Closed-toe shoes are recommended for safety

## **Sign-In and Sign-Out**

All participants must be signed in and signed out of Child Watch

- Only parents, grandparents or legal guardians may sign their child in/out
- Must have proper identification for both responsible adult and child
- Staff will verify membership and identity upon sign in and sign out

## **Snacks**

No food snacks are permitted in the Child Watch area due to high utilization of Child Watch by children with food allergies. Please help us to provide a safe and healthy environment for all participants.

# **Fitness**

## **Age Guidelines**

- Members age 14 + may participate in all group exercise classes and use the fitness center
- Members age 7-13 may participate in classes only with instructor approval and if they are accompanied by an adult age 18+ who is participating in the class

## **Equipment**

Equipment should be returned to its proper storage place to ensure safety and cleanliness of the room. Weight-bearing exercises should not be performed against the mirrors for safety reasons.

## **Proper Attire**

T-shirts, shorts, sweat pants, tights, leotards, socks and closed-toe athletic shoes are required.

- Closed-toe athletic shoes must be worn at all times
- No sandals, swimsuits, or clothing that may be inappropriate in a family environment
- No street clothes, jeans, or work boots allowed

## **Cleaning of the Equipment**

The Fitness Center and Maintenance staff work hard to assure a clean facility with clean machines and equipment for all members. We do ask that you clean items as you are done working with them- machines, exercise balls, free weights, stretch bands, medicine balls, etc. Cleaning products are available in the fitness center, free weight room, and X-Press rooms.

## **Safety Guidelines**

Members must follow the class guidelines and instructor's directions

It is highly recommended that you see a physician before beginning an exercise program, especially if you have any pre-existing medical conditions.

### **Personal Trainers**

The YMCA offers Personal Training. Please see Fitness Center Staff for more information. Use of non-YMCA personal trainers is prohibited within our facilities and may result in loss of membership.

### **Rack Your Weights**

As a courtesy to all members, when using free weights please return equipment to its proper place at the end of your workout.

### **Food/Beverages**

- No food is allowed in the Fitness Center or Free Weight Room
- Closed water bottles are allowed

### **Collars & Spotters**

- For the safety of all members, collars are required on all free weight bars
- Spotters are recommended
- Do not drop the weights

## **Member Amenities**

### **Gymnasium Rules**

- No dunking
- No spitting
- Proper non-marking shoes and attire are required
- No vulgar and/or profane language
- No hanging on basketball rims

### **Lockers**

Complimentary lockers are available for members and guests daily. Please bring a lock with you to secure your belongings. Locks must be taken with you after each visit and locker must be emptied. Lockers are available for rent in both the men's and women's locker rooms. See Member Service Desk for locker assignment. We advise all members to place a lock on the locker they are using.

### **Towel Service**

Towel service is provided to all members. Towels can be borrowed and returned to the Member Service Desk. Any non-Health Club Member will be asked to leave an item as "collateral" to assure the towel is returned to the front desk to be laundered and reused.

### **Family Changing Room**

For the comfort of your child and fellow members, children age 5+ must use the appropriate gender locker room. A Family Changing room is available for parents and children.

### **Child & Youth Access**

Our expectations are that parents are responsible for their children at all times. We need your support in ensuring children and youth obey the following rules. Please see the Members Services Desk Concerning the Facility age policies.

### **Lost and Found**

The YMCA is not responsible for lost or stolen items. Check the Member Service Desk if you have lost an article. Items are kept for 4 weeks after which they are donated to an appropriate charity. Valuable items will be secured and arrangements must be made for pick up.

### **Programs**

The Marietta Family YMCA offers a variety of programs for all ages that are designed to continually be the "place to be" for health and wellness!

### **Gym Bags**

For your safety, store personal items including gym bags, extra clothing etc. in the locker rooms in a locked locker (purses, wallets, and keys may be stored safely at Member Service Desk.)

### **Food/Beverages**

- No food is allowed in the Fitness Center, Pool, Group Exercise Room, Weight Room, or Gymnasium
- Food is permitted in the Gymnasium during special events and rentals.
- Closed water bottles are allowed

### **Financial Assistance**

If you are unable to pay the full cost of YMCA membership or programs, you may apply for partial assistance based on your financial situation. Funds for financial assistance are raised by the volunteers of the YMCA Annual Strengthening Community Scholarship Campaign.

## **Support Your YMCA**

### **Annual Strengthening Community Scholarship Campaign**

The Marietta Family YMCA seeks to ensure that everyone has the opportunity to participate in programs and services that assist them in living fuller, healthier lives. Because of the positive impact of the Annual Strengthening Community Scholarship Campaign, more lower- income youth, teens, families, and seniors throughout our community are provided the opportunity to participate in YMCA programs and services than ever before.

Making a gift through the YMCA Annual Strengthening Community Scholarship Campaign not only supports the YMCA's commitment to serving all, but makes a direct and positive impact on the quality of life for local individuals and families. If you would like to contribute to the Annual Strengthening Community Scholarship Campaign, please see the Member Service Staff.

### **Volunteer Opportunities**

Some of the areas in which volunteers assist include:

- Coaching a variety of youth sports
- Class Instructors
- Fund Raising
- Annual Scholarship Campaign
- Special Events
- Program Committees
- Board of Directors