

Y Member Handbook July 2018 (Subject to Revision)

WELCOME TO THE Y

Thank you for being a member of the Wenatchee Valley YMCA. This handbook is provided to acquaint you with the information you need to make the best possible use of your YMCA Membership. Information will be updated periodically and is available at www.wenymca.org. You may wish to sign up to receive the Y's Enewsletter and Facebook for program updates.

This is your Y. Please make your questions, comments and suggestions known by visiting with a staff member or completing a comment card in the lobby of the Y or EYAC. In addition, members will receive an email from Open-Line providing an opportunity to give a compliment, suggestion, idea, and present concerns. We want to hear your ideas and will do our best to respond in a timely manner.

OUR MISSION

The mission of the Wenatchee Valley YMCA is to strengthen youth, families, and communities by promoting Christian principles and putting them into practice through leadership and programs that build healthy spirit, mind and body for all.

OUR CAUSE

At the Y, strengthening community is our cause. We believe that lasting personal and social change can only come about when we all work together to invest in our kids, our health and our neighbors. That's why we focus our work in three areas:

- Youth Development – Nurturing the potential of children and teens
- Healthy Living – Improving community health and well-being
- Social Responsibility – Giving back and supporting to our neighbors

EVERYONE BELONGS AT THE YMCA

All people are welcome to participate in Y programs and use Y facilities as members regardless of race, ability, religion, gender, national origin, sexual orientation or income. Whether for one day or for a lifetime, the Y wants to engage as many people as possible in youth development, healthy living and social responsibility. As a membership organization, the Y offers different avenues for member involvement. Y members have full access to Y facilities and programs appropriate to their age. If a program has a fee associated with it, Y members can often take advantage of a reduced fee. Community members join the Y to participate in a particular program or activity. Community member fees include the fee for the program and a limited membership fee good only for the times and location of the program. Sustaining members make financial contributions to support the work of the Y, but do not receive access to Y programs or facilities in exchange for their contributions.

WENATCHEE VALLEY YMCA FACILITIES

Wenatchee Facility

The full-service facility on the corner of Chelan and Orondo Avenue offers cardiovascular, circuit weights, functional training and free weight fitness areas, a swimming pool, locker rooms, a gym, group exercise studio, climbing wall, and three racquetball courts. The facility also has a dedicated babysitting area and a Youth & Teen Center with a game room and STEAM activity center.

Eastmont YMCA Aquatic Center

The Eastmont YMCA Aquatic Center (EYAC) is a public facility owned by Eastmont Metropolitan Parks District (EMPD), operated by the Wenatchee Valley YMCA and available to the general public. All Eastmont YMCA Aquatic Center programs are available to the entire community through a Y membership, a class fee or an admission fee. EYAC is located at 980 3rd Street NE in East Wenatchee, 884-3113.

Lake Wenatchee YMCA Camp

The Camp was purchased in 1928 and sits on 26 acres on the north shore of Lake Wenatchee. Buildings include a lodge, outdoor education center, fifteen cabins and several program support facilities. LWY Camp is a destination spot for every child to have the best summer ever.

FINANCIAL ASSISTANCE

No child is ever denied YMCA participation because of inability to pay. Youth scholarships are available for both membership and program fees for youth through the age of 18. Application forms may be picked up at the Membership Services Desk or downloaded at www.wenymca.org.

Scholarship applications for youth programs are due three weeks prior to the program registration date. Assistance for summer camp programs is also available through the sale of Butter Toffee Peanuts. Financial assistance for adults is available through the Open Door Membership Program.

Financial assistance is possible because of the generosity of donors, a strong membership base, dedicated volunteers, and YMCA Endowments funded through outright and planned gifts. If you would like more information on YMCA financial assistance or ways to support the Y's Cause, please contact the Chief Executive Officer.

MEMBERSHIP AND ACCESS

Admittance Policy

Upon joining the Y, new members will be asked to provide a valid photo ID to be photocopied and kept on record with the Y. Members will be provided a membership card. We request that Members present their Wenatchee Valley YMCA membership

card every time they use the facility. Any guest, community member, or observer must sign-in and will be asked to present photo identification and complete a form at the Membership Desk to gain entrance to the facility. The Wenatchee Valley conducts regular sex offender screenings on all members, participants, and guests. If a sex offender match occurs, the Y reserves the right to cancel membership, end program participation, and remove visitation access. This policy provides security for everyone in the facility.

Members attempting to enter without a membership card may be required to present photo identification. If members are unable to present their cards, replacement cards may be purchased for a \$2.00 charge. Use of a membership card by anyone other than the person to whom it is issued may result in the loss of membership privileges.

Parents may be admitted free of charge for the sole purpose of observing their children during youth programming. This privilege may be revoked, if used for any purpose other than observation of a participating child.

Membership Change / Cancellation Policy

A member may cancel their YMCA membership by providing written notification by 30 days prior to the next payment date. A cancellation form may be obtained at the Membership Services Desk. If more convenient, a cancellation request can be mailed, emailed, or faxed to the Y attention to Director of Membership. Membership fees are not refundable or transferable to another person. There may be prorated fees associated with changing membership categories.

Guest Policy

Adult Members have Unlimited Guest Passes. Each guest you bring can visit us up to two times for free. After the second free visit, guests will be encouraged to join the Y. Returning guests will have the option to continue to visit for \$12 (each visit). In case of an emergency and for the security of our members, we ask all guests to provide a valid photo ID when visiting. Guests will be asked to complete a guest form the first time they visit our facility. Adult member supervision is needed for all youth guests. Guests must register at the Membership Desk each visit. Members must accompany their guest(s) and are responsible for their actions.

Short Term Memberships

- Youth (ages 0-12) Day Membership fee is \$3.00 / day.
- Young Adult (ages 13-24) Day Membership fee is \$6.00 / day.
- Adult Day Membership fee is \$12.00 / day. Up to three daily visits may be applied to a joining fee, if requested within thirty days of first daily membership.
- \$60.00 for thirty days (no limit on renewals)

Short term members must register at the Membership Services Desk each visit. Photo identification is required.

If facility usage warrants, community members who wish to use only locker rooms and showers may be admitted between 9:00 am – 3:00 pm for a \$3.00 fee.

Eastmont YMCA Aquatic Center (EYAC)

Community members may use the facility by paying an admission fee.

Youth (0-15 years) \$3.00

Adult EMPD Residents \$6.00 *

Adult (16 and older) \$7.00

*To receive EMPD discount, adults must show government issued ID demonstrating they are a resident of the Eastmont Metropolitan Parks District (generally within the boundaries of the Eastmont School District).

Nationwide Membership

Always welcome in every community. For those who qualify for Nationwide Membership, members will have access to and can use all the areas and programs of any participating Y they visit. Members will be checked in on a national portal and may be asked to provide photo ID. Members will be asked to sign a national waiver (one time only). Each Y operates independently so to maximize the member experience, contact YMCAs in advance to learn about their offerings and policies.

Guests From Other Ys

For Y Guests who are not a part of Nationwide Membership, your valid membership card or current photo ID must be presented upon entry. Each year, we allow two free visits; and thereafter, entry will be at 50% of our community member rate.

Parking Lot Usage

The YMCA Parking Lot is for the exclusive use of Y members for up to two hours while they are using the YMCA facility. Unauthorized or improperly parked vehicles may be towed at the owner's expense, 24 hours a day. Police and City lots are available for public parking after 5:00 pm and the Cashmere Valley Bank parking lot is available after 6:00 pm.

The EYAC Parking Lot is for the exclusive use of Y members for up to two hours while they are using EYAC. Please keep entrances and the fire lane clear.

Hours of Operation

Monday through Thursday 5:00 am – 10:00 pm

Friday 5:00 am – 9:00 pm

Saturday 7:00 am – 7:00 pm

Sunday (Labor Day – May 31) 1:00 pm – 5:30 pm

The Steam Room is closed for maintenance on Saturdays 7:00 am – 10:00 am.

Program Areas close 15 minutes prior to facility closure.

EYAC hours vary. They are noted on pool schedules which are available in the lobbies of EYAC and the Y and at www.wenymca.org.

Closure Dates

The Y and EYAC close in observance of the following holidays: New Year's Day, Easter, Memorial Day(including the Sunday of that weekend), Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. Both facilities also close during the Apple Blossom weekend.

Early closure on Christmas Eve and New Year's Eve.

Valuables and Lost and Found

Members are encouraged to leave valuables at home or secured in a locker. Keys and small items may be stored at Membership Services. The Wenatchee Valley YMCA is not able to assume responsibility for lost or stolen items. Lockers at the Y are available for a monthly rental fee or are free for day use. Locks are available for purchase at Membership Services. Items found or turned in are handled as follows: Clothing and equipment is stored at Membership Services and after a week moved to a storage room. Rings, wallets, watches, etc. are kept in the Admin Office. . Items are held for 30 days and then donated to a charitable organization or turned into the Police.

Equipment

Basketballs, racquetballs, and Wally Ball equipment are available to be checked out at the membership services desk at no charge, although a security deposit may be required. Towels, eyeguards, and racquets may be rented for a nominal fee.

Class Registration

Youth programs and a many adult programs require advanced registration. Registration dates and information are available online or at Membership Services. Late registration fees apply to some classes.

Getting Started

New experiences can be a little challenging, but the Y is here to help you along your way. Free Fitness Center Orientations, Coach Connection or a Personal Fitness Consultation. Consultations are available and group exercise classes are open to people of all abilities. New members are urged to take advantage of the Coach Connection before beginning an active exercise program. In addtiion, Y Members have access to MobileFit. It is a smartphone app designed to keep you connected with the Y and help you reach your wellness goals. MobileFit can be used to track workouts, enable you to interact with you coach, and look up branch hours and information including group exercise. All members are urged to have a regular health evaluation as appropriate for their age or medical condition.

PROGRAM INFORMATION

Current pool and group exercise information is available at Membership Services in Wenatchee and at the Eastmont YMCA Aquatic Center. Flyers for specific programs

are available at the Y Membership Services Desk and at EYAC and at www.wenymca.org and members who wish to receive special notifications may want to like us on Facebook. Additional Program Information can be obtained at Membership Services.

GENERAL POLICIES

To provide a safe and enjoyable experience for everyone who visits Y facilities, we ask participants to comply with the following guidelines:

- All members under age 15 must be in a structured activity, such as After School Program, Babysitting, Youth & Teen Center, Youth Sports, Youth Open Swim, Swim Lessons, or directly supervised at all times by an adult family member, age 18 or older.
- In the Y pool, an adult family member over the age 18 or older, must be in the pool with the children during Family Swim. For the safety of members, Y Pool capacity is 30 people. After the first 30 people arrive, members may wait their turn until space is available within pool capacity.
- Food and beverages are not allowed in the Y's program areas at any time. Water is permitted as long as it is in a sealed container.
- The Y is a drug and tobacco-free environment. Smoking, vaping, or chewing tobacco products are not allowed at any time in the Y. Alcoholic beverages and illegal drugs are also not permitted in Y facilities.
- Adult program participation is generally limited to members age 16 and older. For members age 11 - 15, adult program participation is permitted in the Fitness Center, Group Exercise, and Pool (swim test may be required) under the direct and constant supervision of an adult family member over the age of 18. Uplift graduates (Grades 6 - 9) may participate in adult programming without adult supervision.
- Adult members are asked to set a good example for younger members by using appropriate language and treating everyone with respect.
- Children four years and older must use the appropriate male or female locker rooms. A special needs locker room is available at the Y on the pool level in the hallway. A family bathroom is available at EYAC (see staff).
- Program areas for youth (0-15 years of age) are closed by 7:30 pm. Youth should not be in the facility after 8:00 pm, unless they are Uplift Graduates or under the direct and constant supervision of an adult family member over the age of 18.
- Members are advised to consult with their personal physician before beginning a change in their level of physical activity.
- For the privacy of Y members and guests, cell phones or any other device capable of taking pictures or recordings are not to be used in the locker rooms or restrooms. Please report any accidents, injuries or suspicious behavior to a Y staff member.

- The presence of blood requires an immediate stop of activity. Please contact a Y staff member for appropriate first-aid treatment and clean up.
- Contamination in the pool will require a minimum of 30 minutes of closure.

CHILD SAFETY

The safety of children is a primary concern for the Wenatchee Valley YMCA. The Y Board of Directors has adopted the following policies to help provide an environment that will enhance the personal growth and development of children in Y programs.

1. In order to protect Y staff, volunteers and program participants, one Y employee or volunteer will never be alone with a single child unobserved by another adult.
2. Employees and volunteers may not be alone with children they meet in Y programs outside of their official Y interaction. Any exceptions require a written explanation in advance and are subject to administrative approval.
3. Reference and criminal background checks are conducted on all employees and on all volunteers who work with children at the time of employment and annually thereafter. Employees and volunteers who work with children receive pre-employment training and annual follow up training on the recognition and prevention of child abuse.
4. Children under the age of 13 are allowed in Y facilities only when in a supervised Y program or under the direct and constant supervision of a parent or adult family member over the age of 21.
5. Y employees and volunteers providing direct care for children will be identified by photo identification or uniform that is familiar to the children with whom they work. Photographs of all Y employees will be kept on file.
6. Y employees and volunteers will not discipline children by use of physical punishment or by failing to provide the necessities of care, such as food and shelter. Y employees and volunteers will not verbally or emotionally abuse children. Physical restraint will only be administered when necessary to protect the child or other children from harm.
7. Y administrative staff will make unannounced visits to program sites. Parents of program participants may make visits to program sites, accompanied by a Y employee. Non-participants are encouraged to make an appointment for a tour and must be accompanied by staff.

8. Y employees and volunteers will be alert to the physical and emotional state of all children in their programs and will report any signs of injury or suspected child abuse.

9. All employees and volunteers working with children sign a Code of Conduct agreeing to abide by Y Child Abuse Prevention Guidelines. Any suspicion of a violation of these policies should be immediately reported, including anonymous tips, to the CEO or the Y's Director of Human Resources (662-2109).

10. The Y will investigate all reports of suspected child abuse and will follow legally mandated reporting requirements.

PROGRAM AREA GUIDELINES

Age Restrictions

The Y strives to create a family friendly environment. Family time in the Youth & Teen Center, family Zumba, family swims, family gym time, and family camp are designed to provide quality time together. Babysitting and other youth programs provide opportunities for different age-appropriate activities for all members of a family.

- Adult programs are for Y members 16 and older, except as noted below. Just as adults may not participate in youth programs, children are not allowed in program areas during adult activities. 11 to 15 year olds may participate in adult programs (open gym, group exercise, racquetball, climbing/sportwall, fitness center, and aquatics) under the direct and constant supervision of an adult family member over the age of 18. Uplift graduates may participate in Adult programs without adult supervision.
- Adult Basketball (11:30 am - 1:30 pm, M-F) is only for adults age 18 and older.
- Children under the age of 15 are allowed in Y facilities only when in a supervised Y program or under the direct and constant supervision of an adult family member over the age of 18.
- Children four years and older must use the appropriate male or female locker rooms. A special needs locker room is available on the pool level at the Y. A family bathroom is available at EYAC (see staff).
- Y program areas for youth (0-15 years of age) are closed by 7:30 pm. Youth should not be in the facility after 8:00 pm, unless they are graduates of the Uplift program or under the direct and constant supervision of an adult family member over the age of 18.

Pools

- Pool use is permitted only under the supervision of a Y lifeguard. The lifeguard has full authority for interpreting and enforcing pool rules.

- A full soap shower is requested before entering the pool. Persons with open sores, communicable diseases or infections are not permitted in the pool.
- Swim trunks or suits are appropriate pool attire. Unhemmed shorts are not permitted. Swim goggles are permitted.
- Swim snorkels, masks, and fins may be used during adult lap swims at EYAC.
- Pool noodles and dive toys are permitted and provided by the Y during open swim times. Please do not bring toys from home.
- Coast Guard approved PFDs are permitted during open swim times. Water wings are not permitted.
- Food, gum, or beverages are not permitted in the pool area.
- Running, dunking, diving, or horseplay is not permitted. Swimmers are required to use feet first forward or ladder entries.
- In an effort to maintain the safest possible environment for children, adults are not permitted in the pool during youth open swims. However, an adult family member over the age of 18 may observe youth open swims without entering the water.
- During family swims, an adult family member over the age of 18 must participate in the water with the child(ren) and children must participate in the water with an adult family member over the age of 18..
- The Y is committed to the safety of our participants. All youth participants wishing to swim outside of the designated shallow end of the pool, must take a swim test. Those passing the swim test will be have a message put under them in our system for future reference. Once the test is passed, upon entering EYAC or the Y pool, staff on duty will verify that the participant did previously pass the swim test. Once confirmed, the youth participant will be given a green bracelet. Participants are requested to return their bracelets when they are done swimming. Those who do not pass the test or do not wish to take the test, must stay in the designated shallow area and will be given a red bracelet to wear while in the pool.
- During Family Swim, a parent may take one of their non-swimmer children out of the designated shallow area provided that continuous physical contact is maintained.
- The Y reserves the right to deny participation, even in the designated shallow area, to unaccompanied youth participants who have not passed a swim test or do not meet pool specific minimum height requirements.
- There are three avenues for youth under 16 years of age to participate in adult lap swim and other adult aquatic programs:
 - Youth age 11-15 may participate in adult programs if they are under the direct and constant supervision of an adult family member over the age of 18. Prior to participating in adult lap swim or adult water aerobics, a swim test may be required.
 - Youth who satisfactorily complete the UPLIFT Program may participate in adult programs without adult supervision. A swim test may be required.

- Youth who satisfactorily complete a session of Swim Club and demonstrate the ability to swim at an appropriate pace may be approved to participate in adult lap swim.

Gym

- Appropriate attire including clean, non-marking gym shoes are required of all participants.
- Food, gum, or beverages other than water in sealed containers are not permitted.
- For the safety of children and adults, children are not permitted the gym or multi-purpose room during adult activities. Infants, who are not yet crawling, may be with their parent during group exercise classes while in a car seat once a waiver has been reviewed and signed by both parent and the Group Exercise Manager.
- 11-15 year olds may participate in Adult Open Gym under the direct and constant supervision of an adult family member. Uplift graduates may participate in Adult Open Gym without adult supervision.
- Adult basketball (11:30 - 1:30 pm, M-F) is only for adults age 18 and older.
- During Winter Spring and Summer School Vacations, Young Adult and Youth members age 11-15 may participate in Adult Basketball after 1:00 pm if they are under the direct and constant supervision of an adult family member. Uplift graduates may participate in Adult Basketball after 1:00 pm.
- An updated schedule of gym activities is posted just outside the gymnasium. If the gym is not being used for its scheduled purpose, others may use the gym, but must leave if others arrive to use the gym for its scheduled purpose.
- Family gym times are for children 12 years of age and younger accompanied by an adult family member age 18 or older.
- In consideration of others who may wish to use the gym, music is not allowed during open gym times.
- Foul or abusive language, fighting, or any kind of physical violence will not be tolerated and may result in immediate termination of privileges.
- Pick-up basketball procedures are posted in the gymnasium.
- If the gym is not scheduled and there is demand for multiple activities, majority usually rules. However, members may choose to modify their activities to occupy less than the full gym and accommodate the desires of others. The values of caring, honesty, respect and responsibility should be reflected in all interactions.
- For a copy of the current group exercise schedule please visit Membership Services or www.wenymca.org. Please note that the schedule includes 10-15 minutes of transition time before and after classes for set-up and take-down of equipment as well as to provide an opportunity for instructors to talk with participants. The gym is closed to other activities during these transition times.

Steam Room

WARNING: Steam Room usage will increase body temperature. Usage should be limited to ten (10) minutes for healthy adults, who have not had a strenuous

workout. All other individuals should use the Steam Room only with a physician's approval. Pregnant women and individuals with blood pressure abnormalities should not use the Steam Room.

- Steam Room usage is limited to Y members and their guests, who are 16 or older.
- Participants should shower before and after using the Steam Room. **The Steam Room is co-ed and swimsuits are required.**
- Food and beverages, other than water in a plastic container, are not permitted in the Steam Room.
- For the protection and out of respect for all participants, shaving and the use of scented/essential oils are not permitted.

Youth & Teen Center

- The Youth & Teen Center is for children who have at least entered kindergarten and are age 5 - 15.
- Youth & Teen Center usage is permitted only under the supervision of Y staff. Y staff have authority for interpreting Youth & Teen Center policies.
- All participants must be within the appropriate age range for the program area. In an effort to maintain the safest possible environment for children, adults are not permitted in the Youth & Teen Center except to pick up or drop off a child. Adult family members over the age of 18 may be admitted during designated family times and when dropping off or picking up their child.
- Participants are expected to treat each other and the facility with respect and take personal responsibility for their actions. Inappropriate behavior may result in parental notification and/or termination of privileges.
- Individual equipment policies are posted in the area.

Racquetball Courts

- Appropriate eye protection, gym clothes, and clean non-marking gym shoes are recommended. All racquets must have wrist straps and be worn over the wrist. Only string racquets are permitted.
- Youth age 15 and under may use the courts only under the direct and constant supervision of an adult family member over the age of 18. Uplift graduates may use the courts without adult supervision.
- Only Wenatchee Valley YMCA members who have successfully completed the Uplift Program or are age 16 or older may reserve court time.
- A one-hour reservation may be made during regular Y business hours for any available time on the next three days of business. If a member already has a reservation, they may not be listed for another reservation until the first reservation time has passed.
- Court time is limited to one hour unless a court would otherwise remain unoccupied. After the reservation time has expired, players should leave the court promptly so the next group of players may have their full hour of play.
- On occasion, the Y may reserve

Babysitting

- The Y Babysitting Area is open only under the direct supervision of Y staff. Current hours are listed on both the Babysitting Area and Y & T Center doors.
- The Babysitting Area is for healthy children crawling through the age of five while their parents are using the Y facility.
- On the first day, parents must read and sign our babysitting guideline sheet.
- When children are signed in, the parent will receive a bracelet with a number associated with their child. Upon checkout, the bracelet must be presented and returned to ensure appropriate pick up.
- Babysitting is FREE FOR FAMILY/HOUSEHOLD MEMBERSHIPS. For all others, the Babysitting Area should be paid for at the time of service at the front desk or with a prepaid punch card.
- Parents may stay a short period of time to help their child adjust to the Babysitting Area. Due to the unpredictable volume and a desire for program consistency, parents are asked not to remain in the area for an extended period of time.
- Staff will come and ask for parent assistance for children who are not potty trained. Diapers may be changed in both locker rooms or special needs dressing room.

Climbing Wall

- Climbing is only allowed when a Y-certified climbing wall staff is present and supervising the activity.
- All participants must have a signed waiver on file and attend a short orientation before using the climbing wall.
- Appropriate shoes must be worn at all times (climbing or tennis shoes only).

Fitness Center

- All persons using the Fitness Center are strongly encouraged to participate in an orientation prior to using the equipment. The Y offers complimentary Coach Connection and Personal Fitness Consultations to provide support to members and their wellness goals.
- Infants, who are not yet crawling, may be in the Fitness Center while in a car seat with their parent during specified hours with a waiver signed by both the parent and the Fitness Center Manager.
- Members age 11-15 year olds may use the Fitness Center under the direct and constant supervision of an adult family member over the age of 18. Uplift graduates may use the Fitness Center without adult supervision.
- For the comfort and protection of everyone, participants are encouraged to wear clean, dry workout attire (at least shirt, shorts, and closed toed shoes). There is a degree of modesty associated with several circuit machines and participants are asked to choose attire that will not be offensive to others.

- Participants are encouraged to wipe down machines and use hand sanitizer before and after use. Individuals with a potentially contagious illness are encouraged to discontinue exercise until healthy.
- In consideration of others, participants should not dominate or block access to machines. In particular, cardiovascular equipment usage should be limited to 30 minutes when others are waiting. Participants pursuing a circuit should not be impeded. For weight equipment usage should be limited to 2 minutes per machine. Protocol is to ask to “jump in”.
- Only listening devices with personal headphones are permitted. Television sound is broadcast on an FM frequency and the overhead speaker system provides background music.
- Water, in a sealed container, is allowed in the Fitness Center. Food and other beverages are not permitted.