



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

# **Membership Handbook**



**Effective: February 1<sup>st</sup>, 2018**

**241 W. Main St. Van Wert, OH 45891**

**(419)238-0443    [www.vwymca.org](http://www.vwymca.org)**

## **YMCA OF VAN WERT COUNTY MEMBER HANDBOOK**

Thank you for your decision to join the family of members at the YMCA.

*Our mission is to put Christian principles into practice through programs that build a healthy spirit, mind, and body for all people in our community.*

We have prepared the following information to make your orientation into the YMCA smoother. It is our desire to provide you with multiple opportunities to pursue a healthy lifestyle through exercise, health education, rehabilitation, complementary care and social activities.

The policies, procedures and guidelines in the handbook are strictly enforced in order to provide a safe and functional facility for our members.

We value your input, so please contact us if you have any questions, concerns or suggestions regarding your membership.



## **Member Policies & Procedures**

### *Section I: Hours of Staffed Operation*

#### A. September – March

Monday – Friday 5:15 a.m. – 9:00 p.m.

Saturday 8:00 a.m. – 4:00 p.m.

#### B. April – August

Monday – Friday 5:15 a.m. – 8:00 p.m.

Saturday 8:00 a.m. -1:00 p.m.

#### C. HOLIDAYS

Holiday hours will be posted at least one (1) week in advance

### *Section II: House Policies*

#### A. Membership Cards

Each member will receive a membership card. This card will be required to enter the facility. A fee of \$3.00 may be charged to replace lost membership cards. If the card is worn from use we will be happy to replace it at no charge.

#### B. CHECK IN

You enter the YMCA by presenting your membership card to the staff on duty at the Reception Desk. Your image will appear on the check-in screen when the computer scans your card. If you forget your card, you will be warned up to 3 times before you may be denied access to the facility if you do not purchase a new swipe card.

## C. LOCKER ROOMS

1. The men's and women's locker rooms are for members and guests eighteen (18) years and older. Members and guests ages three to seventeen (3-17) are to use the boy's and girl's locker rooms. Young children who need to be supervised by a parent are to use the family locker room and be supervised at all times.
- a. The only exception is small children and parents enrolled in parent-tot swimming lessons. Men's and women's Health Centers may be used immediately before and after class. Please be courteous of the other adults who are using the locker rooms.
2. The family locker room provides changing rooms for parents to assist with the children. Please do not change clothes in the common area, as this is co-ed. Use the individual changing rooms.
3. As a precaution, we encourage you to bring your own lock and not to bring valuables in the club. The YMCA will not be responsible for lost, damaged or stolen articles.
4. The YMCA will have a limited number of rental lockers available on a first-come, first-serve basis. A per month rental fee will be assessed. Cancellation of the rental locker may be done at the front desk by filling out a downgrade/upgrade form and the change will be made following the same cancellation rules.
5. The YMCA rents lockers for the standard fee of \$2 per month. An additional 1 time fee of \$100 may be assessed to the premium lockers in the

men's health center with a \$2 locker rental per month.

6. For your safety, please use caution when walking on all wet surfaces in locker, shower and pool areas.

#### D. TOWELS

1. Exercise Towels will be provided in the Wellness Center and the Weight room.
2. Equipment towels and disinfectant spray will be provided in the Wellness Center and Weight room.
3. Please limit your towel usage to 2 towels per visit.
4. Please return all towels to the designated drop areas.
- 5.

#### E. ATTIRE

All members will be expected to wear proper workout attire for their particular activities. Please wear shirts during workouts and workout areas. No street clothes, street shoes or boots will be allowed in the fitness area or basketball courts. Shirts and proper footwear are required in all workout areas; open toed shoes are prohibited. Swimmers must dry off and have shirt or "cover up" on when outside the pool area. Swimsuits or towel wraps are required while using the sauna. Attire must be clean and appropriate. A YMCA staff member may ask you to leave or change clothes if attire is not appropriate or may be offensive to other members.

#### F. LOST & FOUND AND VALUABLES

1. The YMCA will not be responsible for articles lost, stolen or damaged at the YMCA.
2. You are advised to leave valuables at home.
3. Lost & Found items will be kept at the Reception Desk for a maximum of two (2)

weeks and then they are placed in the laundry room for storage until the YMCA decides to donate to charity.

4. All lost items must be identified in person. No confirmations of found items will be given over the phone.

#### G. DAMAGES

Members are responsible for causing damage to the YMCA property and/or property of other members.

#### H. EMERGENCIES – 911

Emergency exits are clearly marked throughout the YMCA facility. In the event of an emergency, contact the nearest staff member or the Reception Desk and follow instructions. You can dial 911 from any YMCA phone to notify the local authorities in the case of an emergency. Always notify a staff member as soon as an accident or injury occurs.

#### I. SMOKING

Please refrain from smoking on campus. There are ash tray receptacles near the public sidewalks to accommodate smokers during YMCA events and to encourage compliance.

#### J. FOOD AND DRINKS

We request that all food items are contained to the game room where the vending machines are located. Drinks in plastic, spill proof containers may be carried into the pool and fitness areas.

#### K. CELL PHONE USAGE

Loud or prolonged cell phone usage can be disruptive to other members who are trying to enjoy their personal time and workouts. If you must use your cell phone please be courteous and

respectful of others. Cell phone use is not permitted in the locker rooms for security purposes.

#### L. GUEST POLICY

Each member is permitted to bring guests for a fee depending on their age. \$10/visit for 18 years old and older, \$7 for teen and college 13-17 years old and \$5 for Youth guest pass 12 years of age and under. A Family Guest Pass is available for \$15/day.

#### M. SPECIAL EVENTS

1. Announced special events will have precedence with facility usage. The YMCA may restrict usage for all or parts of the facility to accommodate special events.
2. Please refer to our website, facebook, and program schedule for a listing of special events and the areas they will occupy.

#### N. MAINTENANCE CLOSURES

Management reserves the right to close part or all of the facility for necessary repairs and maintenance.

### *Section III: Facility Entitlements and Policies*

#### A. AQUATICS

1. 64 lengths = 1 mile
2. Shower before entering the pool.
3. Swim suits are the only acceptable swim attire. Gym clothes, cut-offs, etc. are not permitted.
4. No pushing or throwing anyone into the pool.
5. Boisterous or rough play is prohibited.
6. No running on the deck.

7. No gum, food, drink in pool area.
8. No shoes in pool area.
9. No tapes or bandages may be worn into the pool area. No playing with dividing rope.
10. Only equipment approved by the lifeguard is allowed in pool.
11. No glass containers permitted in pool area.
12. Lifeguard is responsible to enforce all pool rules and to prohibit any potentially hazardous activity. Cooperation by all swimmers is required.
13. Wet swim suits and bare feet are permitted only in the swimming pool and wet area of locker rooms.
14. Encourage your swimmers to use restrooms before and after swimming.
15. Any swimmer may be given a swim test at the discretion of the guard to determine eligibility to swim in the deep end.
16. Please report any infractions to the lifeguard.
17. One bounce on board when diving or jumping.

#### B. SAUNA

1. A sauna is available in both the men's and women's locker rooms during all business hours.
2. The sauna is restricted to those eighteen and older.
3. Tampering with the temperature gauge or heater is prohibited
4. Please keep sauna door closed at all times.

#### C. BASKETBALL

1. Members are permitted to use courts 1-5 during regular hours permitting the gym is not rented or being used by a team.
2. You may get basketballs at the front desk free of charge. We require your membership



swipe card to be exchanged for a basketball. You will get your swipe card back when you return the basketball. Rentals must be returned the same day.

#### D. PARKING

1. There is parking along the street on both sides of the road around the building.
2. Handicap parking is along the side entrance of the YMCA, which is located along Shannon Street.
3. There are two parking lots behind the YMCA.
4. Please avoid parking in the VFW parking lot (first four rows) and Family Video. Both of these locations will tow vehicles at the expense of the vehicle owner.

#### E. GROUP FITNESS

1. All group exercise classes offered on the schedule are of no charge to members.
2. The schedule changes on a quarterly basis.
3. All classes are subject to cancellation and/or substitution.
4. A minimum of 7 people are required to continue the class.
5. When a class is in session the studio or gym are reserved for class participants only.
6. When a class is not in session, any member and guest 13 years or older may use the room to stretch out, jump rope or simply do freestyle exercises. Children under 13 are permitted in the room but must be accompanied by an adult.
7. All special equipment (i.e., barbells, spinning bikes) are filled on a first come first served basis. Reserving equipment is prohibited.
8. It is highly recommended that you bring water and a towel to each class.

## F. CARDIOVASCULAR & WEIGHT TRAINING EQUIPMENT

1. Use of the cardiovascular equipment is limited to members and guests 13 and older.
2. Children are not permitted to "watch" their parents work out.
3. An orientation session is required for members 13-18 years old prior to using the equipment. You may schedule these with a trainer in the wellness center.
4. Orientation or periodic instruction sessions for the cardiovascular equipment are available and highly encourages for all members. Appointments are required. Please see our staff with any questions regarding proper workout and equipment techniques.
5. We do not supply loaner headsets for health and sanitary reasons.
6. Please use provided spray bottles and towels to wipe down your equipment.
7. Report any equipment problems to the staff immediately.
8. Please return all equipment used to the proper area. (i.e. dumbbells and weights).
9. To avoid injury and damage to equipment, please do not drop or slam down weights.
10. Clean and dry shoes are required to use the facility.
11. Please help keep our facility clean by disposing of trash, bottles, and gum in the receptacles provided.

## G. PERSONAL TRAINING

Personal training is defined as a person who works one on one or with a group of clients to plan,

implement and lead an exercise or fitness regimen, with or without compensation.

- Under no circumstances can a YMCA member or guest solicit or conduct personal training for compensation.
- Personal training should be conducted by a YMCA certified and approved instructor.
- Non YMCA certified members involved in training of individuals or groups are doing so at their own risk of liability. The YMCA does not recognize non YMCA certified members as authorities in fitness.
- The YMCA does encourage a culture of members helping members with basic knowledge of equipment, physical fitness and wellness. If further assistance is needed these members should be referred to a member of the YMCA wellness team.
- Buddy or friend group workouts are both fun and motivating. The YMCA encourages this type of member interaction as it promotes a healthy lifestyle among friends.

The YMCA retains sole discretion in determining if a member or guest is engaged in personal training. Members involved in unauthorized personal training could have their membership privileges suspended or terminated.

#### H. SPORTS PERFORMANCE

1. Sports Performance Training is available to provide an athlete with an individualized training program to take their sport to the next level. One on one, group, or team rates are available. Contact the Fitness Department for more information.

#### I. MASSAGE THERAPY

1. Massage services are provided by licensed massage therapist, Paula Davies.

2. Massage services are available to members and non-members.
3. Members receive a discount on all services which include Swedish massage, Hot Stone Therapy, and facials.
4. Appointments are required. To schedule an appointment contact Paula Davies at (419) 303-0914.
5. Walk in appointments are available Wednesdays 9am to 1pm.
6. Gift cards are available at the YMCA Front Desk as well as from LMT, Paula Davies.

#### *Section IV: Membership Account Policies*

##### A. BILLING/DUES

1. Dues will be collected on an annual or monthly basis. Annual dues will be billed one month prior to the anniversary date. Monthly dues will be collected each month by EFT (electronic funds transfer) or credit card deduction. The funds transfer will occur on the 5<sup>th</sup> of every month. If the 5<sup>th</sup> falls on a weekend or holiday, the transfer will occur on the following business day. We require fifteen (15) days to process the monthly fees, therefore the 15<sup>th</sup> of the month is the cut-off date for changes in your electronic payments. Your monthly dues are not based upon attendance or failure to use the facility. Dues will be deducted on a month-to-month basis. Memberships may be terminated by filling out a cancellation form before the 15<sup>th</sup> of the month prior to the date of the draft. The joining fee is a non-refundable processing fee.

## B. DELINQUENCY

1. After electronic payments have been processed, any delinquent accounts will be notified via mail. If a member's EFT is not honored, the YMCA has the right to assess a \$20 service fee and collect all current and past due balances. If payment is not made, the membership will be terminated.

## C. INACTIVE MEMBERSHIP STATUS (ON-HOLD)

1. Memberships run continuously unless a temporary suspension is approved in writing by YMCA Membership Director, Kristin Lichtensteiger. Upon approval, any member in good standing may convert to on-hold status at no charge provided that he/she is temporarily relocated for a period of at least three (3) consecutive months or is ill/injured for at least thirty (30) days. No shorter time periods will be allowed. A physician's note or proof of relocation is required. Upon reactivation of the membership, normal monthly billing will proceed at the applicable rate.

## D. DUES ADJUSTMENT

1. Dues are subject to adjustment as determined by the management and YMCA Board of Directors. Thirty (30) days notice will be given to members of any upcoming adjustments. It is your responsibility to ensure the YMCA has your current mailing address for such notices.

## E. CONTACT AND BILLING INFORMATION

1. It is the responsibility of the member(s) to provide the YMCA with any changes in address, phone, e-mail, credit card expiration, or other billing information no later than ten (10) days prior to the next billing date.

## F. MEMBERSHIP CLASSIFICATION DEFINED

1. Adult Memberships are individuals 18 years and older.
2. Family Memberships include the married spouses and any dependent children, ages 0-24. Children over 18 must be full-time students, not married and not working full-time.
3. Single Parent Family Memberships are for one-parent households and any dependent children, ages 0-24. Children over 18 must be full-time students, not married and not working full-time.
4. Subsidized College Memberships are for 18-24 year olds who full-time college students (12+ credit hours), not married, and not working full-time. Proof of full-time enrollment is required upon enrollment and annual renewal.
5. Teen Memberships are for 13-18 year olds who are full-time high school students.
6. Youth Memberships are for 3-12 year olds.
7. Corporate Memberships apply to the employees of a company who joins the YMCA under the provisions of the Corporate Wellness Program.
8. Life Membership: To attain "life membership" status, a member must meet ALL the following criteria:
  1. Continuous, un-interrupted adult or family membership for 50 years (exception for military time served)
  2. Be at least 65 years of age

## G. CANCELLATION POLICY

1. Memberships may be terminated by filling out a cancellation form before the 15<sup>th</sup> of the month prior to the draft. If cancelling on or after the 15<sup>th</sup> of the current month, the draft will still be in effect the following month. It

will then be stopped the next consecutive month. Also, if a member chooses to rejoin the YMCA, they have a period of thirty (30) days in which to rejoin without paying the initial non-refundable joining fee.

#### H. FACILITY AGE RESTRICTIONS

1. Children thirteen (13) and under are restricted from the wellness center and weight room at all times.
2. Children ages six (6) and under are not allowed to be in the facility without direct parental or adult supervision.
3. Facility privileges will be revoked at the discretion of staff if recurring inappropriate behavior is not corrected.

#### *Section V: Senior, Handicap, After Hours Key Fob Entrance*

**PLEASE BE AWARE THAT THE ENTIRE SENIOR, HANDICAP, AFTER HOURS FACILITY IS UNDER SECURITY VIDEO SURVEILLANCE AT ALL TIMES**

#### A. MEMBERSHIP RULES & REGULATIONS

1. The YMCA wants to do everything to help you reach your fitness goals. We also want to make ourselves available to answer any questions you may have regarding our membership rules and regulations. Please note the following general policies and rules, regulations and standard practices regarding your YMCA Key Fob access. If you have additional questions regarding these policies, contact a YMCA administrator at 419-238-0443.

#### B. MEMBERSHIP POLICY

1. The YMCA of Van Wert County designed the

following Membership Policies & Rules to ensure a safer and more enjoyable environment in which to exercise. So, please be thoughtful and observe the Policies and Rules that you, and all members, agree to follow. The YMCA may, in its sole discretion, modify the Policies and Rules without notice at any time. It's your responsibility to know and follow the most current Policies and Rules in accordance with your YMCA membership contract.

2. The YMCA reserves the right to assess the joining fee to a new membership regardless of membership type if the potential member has had a membership in the last year.

### C. KEY FOBS

1. YMCA Senior, Handicap, After Hours Entrance will be accessible by all key fob holders during other than normal staffed business hours.

2. EVERY member will need a key card to get into the facility. Each card is numbered and coded for each individual member. Family memberships will include 1 free key fob. Adult memberships will include 1 free key fob. Additional key fobs will be available for \$2 each. Below we have listed several points of interest regarding the key fobs and entering the after-hours facility.

3. AT NO TIME can you give your key fob to someone else for use. If security reviews find unauthorized use, your key fob will be put on "freeze" status, and this may lead to membership termination. After-hours access is for full members ONLY – bringing in guests is



PROHIBITED and may lead to loss of after-hours privileges.

4. Only full members WITH SIGNED RELEASES who have a key fob are permitted to use Senior/Handicap/After-Hours area during unstaffed hours.

5. ALL full members utilizing the Senior/Handicap/After-Hours area MUST obtain a key fob and scan it at EVERY visit.

6. Those under age 18 using the Senior/Handicap/After-Hours area MUST be accompanied by an adult at all times to access the area.

7. Seniors and those with handicaps will have unlimited access key fobs, all other key fobs WILL NOT work during normal staffed business hours; you will need to use the front entrance.

8. If your card is lost or stolen you are responsible to immediately contact the YMCA. *Replacement cards are \$10.*

9. Your key fob will be on "freeze" status when membership is cancelled. All are encouraged to return their key fob upon membership cancellation.

#### D. USE OF THE YMCA FACILITIES

1. Availability of Facilities: Currently the YMCA Senior, Handicap, After Hours access includes the Wellness Area, Weight Room, Gym 5 and the two ADA bathrooms. The facilities are provided for the private use of full Y members only and are not open to the public.

2. There will be two interior unlocked FIRE /EMERGENCY EXIT ONLY doors marked. They will trigger a silent alarm; however, if you do use these FIRE/EMERGENCY doors, the YMCA requires that you contact 911 immediately. Anyone using these doors for non- emergencies will have membership terminated and may face criminal charges.

#### E. PROHIBITED ITEMS & ACTIVITIES

1. No Alcohol, Drugs or Smoking: You cannot use the facilities or engage in any activity at the YMCA while under the influence of drugs, alcohol, or medication. Also, the YMCA does not permit smoking, alcohol or illegal drugs (including steroids) in its facilities.

2. No Weapons: No weapons of any kind are permitted in the YMCA facilities.

3. No Photographic or Video Equipment: No photography, videotaping, filming or audio recording is permitted on these premises without written permission of the Management of the YMCA.

4. Food and Beverages: The YMCA reserves the right to limit the consumption of food or beverages in workout areas.

5. Personal Training: Under no circumstance is any member to train another member for compensation. If it is determined that paid personal training has been conducted on the premises, the trainer and trainee will each lose

their membership. Personal training is available during normal business hours.

6. Outside Equipment: The YMCA reserves the right, in its sole discretion, to limit or restrict the use of outside equipment in the facility.

#### F. DRESS & TOWEL POLICY

1. The YMCA requires you to wear appropriate clothing and footwear while in the facilities. Here are general guidelines: gym shorts, T-shirts, jogging, aerobic and sweat outfits are all right for exercising or aerobics, but street clothes/shoes are not. No street or black-soled shoes permitted.

2. You must have a cloth towel with you during workouts to protect and clean the machines you use. The YMCA will provide sani-wipes as long as they are not abused.

#### G. YMCA CONDUCT

1. While you are in the facilities, the YMCA does not permit and will not tolerate any inappropriate conduct. Such conduct includes, without limitation, using loud, abusive, offensive, insulting, demeaning language, profanity, lewd conduct or any conduct that harasses or is bothersome to members or YMCA employees.

#### H. VIOLATION OF RULES

1. If any member violates any of the Policies or Rules, the YMCA will ask that person to stop or leave. If a violation is captured on video surveillance the member's key fob will be frozen until a meeting with management is possible. A violation may also cause the YMCA to terminate the

violator's membership according to the terms of their Membership Agreement.

#### I. STEROID WARNING

1. Use of steroids to increase strength or growth can cause serious health problems. Steroids can keep teenagers from growing to their full height; they can also cause heart disease and stroke and can damage liver function. Men and women using steroids may develop fertility problems, personality changes and acne. Men can also experience premature balding and development of breast tissue. There are also civil and criminal penalties for the unauthorized sale, use or exchange of anabolic steroids.

#### J. ALWAYS BE SAFE

1. To help your workouts remain the positive experiences they should be, please be aware of your surroundings and take some simple precautions. Leave valuables at home, work, or locked in the trunk of your car, and always out of plain view. If it's dark, park your car in a well-lit spot and try to leave and return with others. Always be aware of loiterers or people acting suspiciously, and report any such activity to YMCA staff immediately.

2. There is an outside line for emergency calls within the facility. This phone is for emergency use only.

We appreciate you choosing the Van Wert YMCA for your health and fitness needs.

**For questions or concerns contact:**

YMCA Reception Desk	(419) 238-0443
Hugh Kocab, Executive Director	<a href="mailto:hugh@vwymca.org">hugh@vwymca.org</a>
Heather Tribolet, Finance Manager	<a href="mailto:heather@vwymca.org">heather@vwymca.org</a>
Kristin Lichtensteiger, Membership/Marketing Director	<a href="mailto:kristin@vwymca.org">kristin@vwymca.org</a>
Mitch Price, Programs Director	<a href="mailto:mitch@vwymca.org">mitch@vwymca.org</a>
Martha Martin, Aquatics Director	<a href="mailto:martha@vwymca.org">martha@vwymca.org</a>
Julie Schaufelberger, Wellness Director	<a href="mailto:julie@vwymca.org">julie@vwymca.org</a>
Clint Myers, Camp Clay Facilitator	<a href="mailto:clint@vwymca.org">clint@vwymca.org</a>

Check out our website at [www.vwymca.org](http://www.vwymca.org)!

