

YMCA



**LICKING
COUNTY
FAMILY YMCA
POLICIES &
PROCEDURES
MEMBER
HANDBOOK**

www.lcfymca.org

LICKING COUNTY FAMILY YMCA

Policies and Procedures

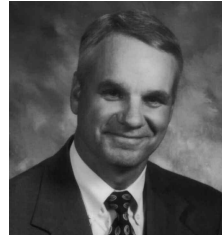
470 West Church Street • Newark OH 43055 • 740-349-9622 • www.lcfymca.org

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Dear New Member,

On behalf of the YMCA Board of Directors and YMCA staff, thank you and welcome to the Licking County Family YMCA. Over the last 134 years your YMCA has been dedicated/devoted to the YMCA mission: "To put Christian principles into practice through programs that build healthy spirit, mind and body for all."



The Licking County Family YMCA:

- Provides health and fitness programs for children and adults as part of the YMCA's charitable mission.
- Is about more than helping people improve their health; the YMCA helps people develop as whole and complete human beings.
- Uses the values of caring, honesty, respect, and responsibility in everything they do—how they operate, how programs are developed, and how they are delivered.
- Programs and activities are dedicated to building strong spirit and mind—as well as body.
- Is tax-exempt because what we do benefits the entire community, as the IRS requires.
- Was created by the community—to serve the community.
- Is volunteer founded, volunteer based, and volunteer led.
- Income remains in the YMCA—there are no shareholders or private owners who reap any profits. The assets of the YMCA belong to the community.
- Is open to everyone—all ages, races, abilities, incomes, and faiths.
- Policy is that no one is turned away because of inability to pay.
- Offers membership and program assistance for those in need.
- Is committed to providing quality service.
- We are ready to serve your needs for a healthy lifestyle.

Please take a moment to review the enclosed membership handbook and the brochure. You will receive a new brochure prior to each new program session. Both will assist you in learning more about your YMCA, its policies and guidelines and the programs that are offered. Should you have any questions about our policies, guidelines or programs, please feel free to contact us at 740-345-9622. Our staff will be ready to help you, or will direct you to the staff who can best meet your needs.

If you have any feedback, comments, or compliments, I would love to hear from you. You may call me directly at 349-9688 or you may reach me by e-mail at edward.bobren@lcfymca.org.

Again, thank you and welcome.

Sincerely,

A handwritten signature in black ink, appearing to read "Edward Bobren". The signature is fluid and cursive, with a large, sweeping flourish at the end.

Edward Bobren
CEO
Licking County Family YMCA

LICKING COUNTY FAMILY YMCA

Policies and Procedures

Our Mission

Our mission is to put Christian principles into practice through programs that build healthy spirit, mind, and body for all.

The YMCA movement is unique. We fill a void in the community by giving witness to Christian principles. We welcome and support individuals and families. We help develop and instill values of caring, honesty, respect and responsibility. The YMCA is a place for people of ALL AGES, RACES, RELIGIONS, INCOME AND ABILITIES. We truly believe that we build STRONG KIDS, STRONG FAMILIES AND STRONG COMMUNITIES.

Vision Statement

The Licking County Family YMCA will be a member service organization committed to providing programs and services that meet the needs of the community. We are committed to providing quality programs and service with the highest level of professionalism. We will endeavor to provide clean and safe facilities with the most efficient equipment available. We will always seek to exceed the members' expectations at every opportunity.

No one will be turned away due to the inability to pay.

About the Licking County Family YMCA

The YMCA is Licking County's premier volunteer organization. The Licking County Family YMCA members come from all walks of life with different ethnic and religious backgrounds to do one thing: to enhance community living. They help one another strive to develop self-image, confidence, fair play, and to value others, often through group participation. YMCA activities and programs enhance family relationships (and those of our extended family, the Licking County community) and improve physical and mental fitness. In some areas, Y participation expands intercultural and intergroup understanding, strengthens religious values and ethics, and works toward better international relations and world peace.

Hours of Operation

Monday – Friday	5:30 a.m. – 10:00 p.m.
Saturday	7:00 a.m. – 7:00 p.m.
Sunday	1:00 p.m. – 6:00 p.m.

Business Office Hours

Monday – Thursday	8:00 a.m. – 9:00 p.m.
Friday	8:00 a.m. – 6:00 p.m.
Saturday	8:00 a.m. – 3:00 p.m.
Sunday	1:00 p.m. – 5:00 p.m.

Closings

The YMCA is closed on the following holidays:

New Year's Day
Easter
Memorial Day
Independence Day
Labor Day
Thanksgiving Day
Christmas

The YMCA will close early on the following days:

December 24
December 31

The YMCA management reserves the right to change hours of operation due to severe weather or conditions beyond our control.

Volunteers

Volunteerism is the backbone of the YMCA. Without selfless volunteers, activities and services simply could not take place.

In addition to the many committees, task forces and Boards of Directors, volunteers work in program, clerical areas, and special needs operations.

The YMCA is a membership organization. Each member has a vested interest in the affairs of the Licking County Family YMCA. We need and encourage volunteer support and participation. Please contact a member of our professional staff for information on how you can become a YMCA volunteer!

Endowment Fund

Contributions to the YMCA Endowment Fund enables individuals to bequest a legacy that will live after them. In addition, tax benefits for such gifts can be very helpful to an individual and/or his/her heirs.

Contributions to the Endowment can be made through cash gifts, wills, insurance policies, memorials, stock, deferred gifts, and/or property. For more information, contact the Licking County Family YMCA Executive Director, your attorney, and/or your accountant.

Building the Future | Brick Program

By purchasing a YMCA brick, you will become a permanent part of the history of the Licking County Family YMCA. This is a unique opportunity to memorialize your family name, ancestors, service club, or organization. Or, consider a brick as a gift for a birthday, anniversary, or other holiday. With the purchase of a brick, you help build the future of the Licking County Family YMCA. The cost of each brick is just \$100.00. Over 90% of this will be a direct contribution to benefit YMCA capital projects.

Program Objectives

The YMCA seeks to help persons of all races and creeds:

1. Develop self-confidence, self-respect and an appreciation of their own worth as individuals.
2. Develop a faith based upon the teaching of Jesus Christ to help them achieve their highest potential.
3. Grow as responsible members of their families and citizens of the community.
4. Appreciate that health of mind and body is a sacred gift and that physical fitness and mental well-being are conditions to be achieved and maintained.
5. Recognize the worth of all persons and work for international and intergroup understanding.
6. Develop a sense of world-mindedness and work for worldwide understanding.
7. Develop a capacity for leadership and use it responsibly.
8. Appreciate the beauty, diversity and interdependence of all forms of life and all resources, which God has provided.

General Information | Procedures

1. The indoor pools shall close 1/2 hour prior to the closing of the building. All participants must be out of the locker rooms by the posted time.
2. Membership cards are to be scanned at the Courtesy Desk, East Entrance and the Outdoor Pool when using these facilities. Exception is during youth progressive gym and swim lessons when a child must show a class card.
3. Children of adult fitness class participants may not be left unsupervised in the building.
4. All personal apparel and belongings are to be placed in the day lockers in the appropriate locker room areas – not in exercise areas.
5. The Licking County Family YMCA is a smoke-free environment.
6. One parent must accompany children under the age of 10 in any physical area of the building during scheduled family activities. There are no exceptions.
7. Profanity or abusive language is prohibited.
8. Abuse to facility or equipment is prohibited.
9. The pool will close for 30 minutes after lightning/thunder is sighted in the area.

Registration and waiting list procedures

1. Advanced registration for all programs is required.
2. Because the YMCA is a private membership organization, members shall be given priority through an advanced registration period. At the conclusion of that time, non-members may register by paying a higher fee, which includes a limited participation membership. Participation shall be limited to the respective class or program.
3. Payment is required with registration.
4. After the class limit has been reached, a waiting list will be started. If a vacancy occurs, individuals will be contacted in the order they appear on the list. The YMCA will make every effort to accommodate all applicants if doing so does not reduce the quality or safety of the program. The balance of the program fee is due on the first day of the program.

5. Telephone registrations with VISA or MasterCard will also be accepted. Register online at www.lcfymca.org.
6. The YMCA reserves the right to cancel classes if enrollment minimums are not met.

Guest Pass Policy

With each new membership, a number of guest passes are credited to the membership account, for use at their own discretion. All members will receive additional guest passes on their join date anniversary. The member must accompany the guest when visiting the YMCA and the guest must sign a waiver. If the guest is under the age of 18, their parent or guardian must sign a waiver. Waivers can be downloaded off our website www.lcfymca.org, or picked up at our front desk.

Photo Policy

Participants in YMCA activities and classes give permission for the use of their name, photograph, and oral or written statements for the purpose of promotional materials. They give their consent voluntarily and without the expectation of any remuneration or reward.

Accident Policy

1. Please notify the staff person in charge immediately of any accident or injury.
2. If the staff person is unavailable, contact the courtesy desk.
3. A staff person will administer first aid and determine if the rescue squad should be called.
4. An accident report will be filled out and left with the appropriate program director.

Discipline Policy

The YMCA is based on Christian ideals, values and behavior. Disruptive behavior, vandalism, misuse of equipment or facilities will not be tolerated, and memberships can be revoked. Those that present a danger to others or the YMCA will be promptly removed from the building without warning. One's conduct is subject to review by the Professional Staff. Actions are reviewed on an individual basis.

Behavior that will not be tolerated includes (but is not limited to):

1. Fighting or instigating a fight
2. Bringing any type of weapons onto the YMCA grounds
3. Theft
4. Swearing
5. Threatening a YMCA staff member
6. Trading of membership cards
7. Vandalism
8. Drugs and/or alcohol possession

Attire

Athletic shoes and shirts must be worn during exercise in all workout areas of the facility. Street shoes are not permitted on any wood floors. Proper swimsuits must be worn when using the pools. We recommend the use of eye guards for racquetball.

Food and Beverages

Food and drink are not permitted in workout areas, except a water bottle. Food and drink are permitted in tiled lobby areas.

Payment Plans and Policies

Membership fees may be paid through any of the following plans:

1. Cash or Check – Payment in Full
2. VISA or MasterCard – Payment in Full
3. Bank Draft Plan – Your Checking, Savings Account or Credit Card is debited on the 25th of the month
4. Payroll Deduction Plan – Available At Many Area Employers

Joining Fees

There will be a one-time joining fee charged to new members and also to renewals that have allowed their membership to lapse for a period of 30 days or more. These funds are used to improve the building and grounds. This fee will not be charged again if the membership renewal terms are met.

Bank Draft and Payroll Deduction Payment Plans

Memberships on the Bank Draft Plan are perpetual and continue until a written 30-day advance notice is signed at our Member Service Desk and membership cards are returned.

Refund Policy

All program fees are to be paid at the time of registration. The program department will make refunds in the following manner:

1. Transfer credit to another program of the participant's choice.
2. Refund 100%, if student is dropped from first class or if class is cancelled.
3. Prorate refund based on remaining classes.
4. Some refunds are subject to a processing fee.

Membership Cards

To gain entrance, a valid membership card must be presented at the Courtesy Desk by anyone using the facility. Membership cards are nontransferable. Violation may result in a "No Refund" termination of membership. Lost cards may be replaced for a fee at our front desk.

Reserving Racquetball Courts/Batting Cages

There are no additional charges to use the racquetball courts or batting cages. Courts and cages can be reserved for one hour increments up to one week in advance. Registration is done through the front desk. For your convenience registrations can be done while at the YMCA or over the phone. Children under the age of 16 may not use the courts or cages unless accompanied by an adult.

Track Guidelines

1. Street shoes are not permitted.
2. Please follow directional sign.
3. Please remember that an adult must accompany any child under the age of 10.
4. Spectators are not permitted on the track.
5. We ask that slower traffic please stay to the inside of the track.

6. Please no spitting.
7. We request that the windows remain closed for air temperature balance.
8. Strollers or wheelchairs are not permitted on the track.
9. Please remember single file use during peak hours.
10. 18 laps equal a mile.

The YMCA management reserves the right to manage the track in a safe and comfortable manner for all members.

Gymnasium Guidelines

1. Street shoes or black-soled shoes that leave marks are not permitted.
2. Food or drink is not permitted in the gymnasium.
3. Please do not hang on the rims.
4. Abusive or foul language is not permitted.
5. Please remember to share space.
6. We ask that you return all equipment to its proper location.
7. Emergency exit door must remain closed for the safety of all.

Pool Information

Pool Specifications

Evans pool (lap pool) – 25 meters (32 laps equal 1 mile)

Barker pool (warm water pool) – 20 yards

Outdoor pool (lap lanes) – 25 meters (32 laps equal 1 mile)

Indoor Swimming Pool Regulations

For everyone's safety, each person, young and old, must obey the rules of the pool. Failure to do so may result in dismissal from the pool.

1. Please shower before entering pool.
2. Proper suit required.
3. Lifeguard must approve water toys & floatation devices (no inflatable tubes or water wings).
4. Noodles are for swim classes only.
5. Diving in shallow water is not permitted.
6. Food, glass or gum is not permitted in the pool area.

7. Children under 10 must be supervised by someone 18 years of age or older.
8. Children requiring diapers need to wear a swim diaper in the pool.
9. Unsafe or unsportsmanlike-like conduct will not be tolerated.
10. Running on the pool deck is not permitted.
11. Horseplay in or out of the water is not permitted.
12. Smoking is not permitted inside the YMCA building or on the YMCA property.
13. Abusive or foul language is not permitted.
14. No one will be permitted to use the pool that is ill or has open cuts or sores.
15. The indoor pool will close for 30 minutes due to any sight of lightning.
16. The YMCA does not provide towels for pool use.

Outdoor Pool Regulations

Additional rules for the outdoor pool:

1. In the event of severe weather or severe weather warnings, the pool will be closed and cleared. Patrons will be allowed back in the pool 30 minutes after the last severe weather occurrence (i.e. thunder, passage of storm, etc.).
2. On days of inclement weather (cold, rain, etc.) pool may not open or may close early. Please call ahead to confirm opening.
3. Water guns are not permitted.
4. Only U.S. Coast Guard approved floatation devices are permitted.
5. We request parking in the lot only, please do not park on the grass.
6. Pool will close for 1/2 hour due to any sight of lightning.
7. Children requiring diapers must wear a swim diaper in pool.

Child Supervision

Children under the age of 10 must be under direct supervision of an adult (at least 18 years of age) in all areas of the facility or enrolled in a supervised YMCA program activity. Youth 15 years and older are permitted in the strength-training center after attending training session. Youth at least 10 years old may use the Women & Youth Fitness Center. Children must use the youth locker room areas. For their safety, children are not permitted in some areas of the fitness facility; please check with the membership desk for details.

Babysitting

Parents exercise worry-free! This babysitting service for children 2 months and older is available Monday through Saturday mornings, and Monday through Thursday evenings. Parents must be in the building while his/her child is in babysitting. Registration is required in advance for this service. This is a free service for all full members.

Lockers

Lockers are available for day use by members and guests. You must bring your own lock and remove it at the end of each visit. Items left overnight will be removed from the locker room and placed in lost and found. Invest in a strong lock and always secure your belongings. We recommend that you not bring valuables into the facility; the YMCA is not responsible for lost or stolen items. For safety and security reasons, we have two locker rooms for both sexes. We have a men and women's locker room for those 18 years or older and out of high school. We also have boy/family, girl/family locker rooms; these locker rooms are for those 18 and under, and still in school, and for adults with small children needing to use a locker room. A diaper-changing table is provided in the family locker rooms.

Special Use Locker Rooms

Special Use Locker Rooms are located in the Evans Pool area. These family style locker rooms are equipped with shower, restroom and locker facilities. Parents who want to accompany opposite sex children into the locker room should use one of the Special Use Locker Rooms.

Health & Fitness Center

Our center offers a variety of programs, and a diverse selection of exercise equipment to meet those needs.

Monitoring

Health & Fitness Center staff supervises the Fitness Center throughout the day and is available to assist you with questions or concerns. Health & Fitness Center staff can spot you, discuss exercise topics or programs, and assist you with any equipment.

Orientation

Fitness center orientations provide instruction on proper use of equipment and exercise techniques. Orientations are also a great time to ask any exercise related questions. Orientations may be scheduled at the member service desk.

Fitness Center Guidelines

1. Please dress appropriately when exercising in the fitness center. Tennis shoes, shorts/sweatpants, and a t-shirt are preferred. Please refrain from wearing jeans in the fitness center.
2. Please bring a towel with you to use in the fitness center. Towels are provided to wipe sweat and dirt off equipment.
3. Closed liquid containers (screw on caps) or water bottles are permitted in the Health & Fitness Center. Cups, glasses, or restaurant cups are not permitted in the fitness center.
4. Participants must be at least 15 years old and have had an orientation by the Fitness Center staff, to use the Fitness Center.
5. Fitness assessments, orientations, and exercise prescriptions are available to members by appointment.

Cardiovascular Area:

Sign up for cardiovascular equipment is required. Please sign up for only two fifteen minute time slots per machine. Please limit time to 30 minutes on all cardiovascular equipment.

1. Please wipe off equipment after use with the towels and disinfectant provided.
2. Please perform an appropriate warm-up and cool-down when using the equipment.
3. Please report any injuries to facility staff.

Weight Equipment Area:

1. Help us to maintain a neat and clean environment by returning weights to appropriate weight rack when finished.
2. Please wipe off seats and benches after each use.
3. Be considerate of others. If you are performing more than one set on a machine, allow others to use the machine between sets.

Women & Youth Fitness Center

Our Women & Youth Fitness Center is designed for women of all ages, children between the ages of 10 and 14, and active older adults. This room will only be open during designated periods. Check with the member services desk for a schedule.

Adult Fitness Classes

Aerobic classes are held in our aerobic room on the second floor of the YMCA. The classes are free to all full members. Classes are open to those 14 years of age and older.

Swim Lessons

YMCAs have been teaching people to swim for more than a century. In the Licking County Family YMCA aquatic program, children learn to be safe around water and they feel a sense of accomplishment that comes with learning something new.

Licking County Family YMCA swim lessons are taught in a caring manner where swimmers can learn about water safety, water rescue skills, water activities as well as self-confidence and self-esteem. Class size is determined by the participant's age and safety factors to ensure that classes remain at a comfortable and fun level.

Swim Lesson Guidelines

For your comfort and safety and to get the maximum benefit out of the YMCA Swim Lessons Programs, please:

- Have your child attend class regularly.
- Please arrive with plenty of time to get dressed and use restroom before class starts.
- Please do not let your child into the water until his/her instructor signals the start of class.
- Monitor your child's health. If he or she is ill or running a fever or has open sores, please do not bring him/her to class.
- We ask that parents/guardians stay in the YMCA building during class.
- Classes may be observed through the windows in Evans Pool. This helps minimize any distractions from learning and allows the teacher to give your child his/her full attention.
- Expect crying or hesitation on the first day of class especially for first-timers. This is normal.
- Children should wear a swimsuit and bring a towel.
- Infants may wear swim diapers, but not regular diapers, which can swell and explode. A swimsuit with elastic around the legs works well. Parents in the Parent-Child program should wear a swimsuit and avoid wearing dangling jewelry.
- There are no make-up classes for missed classes. If the YMCA cancels a class, we will schedule a make-up.
- Be patient and remember each child is an individual who develops at different rates at different times. Most children repeat a level 2 to 5 times, so praise even the smallest accomplishments.



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