



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY



WELCOME TO OUR FAMILY!

Member Handbook
YMCA OF GREATER CLEVELAND

REV. NOVEMBER 21, 2019



WELCOME TO THE YMCA

As a new member of the YMCA of Greater Cleveland, you have joined something much larger than a gym or a program. You are now part of a powerful association of men, women and children committed to making our community a place where everyone has the opportunity to learn, grow and thrive.

For more than 165 years, the YMCA of Greater Cleveland has been guided by its mission and values to strengthen the foundations of our community and nurture the potential of the men, women and children who call our region home. As a leading nonprofit dedicated to meeting community needs, we engage people across five counties, giving more than 150,000 of our neighbors the chance to learn, grow and thrive.

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

Thank you for being a part of the Y!

Sincerely,

Timothy M. Hilk, President & CEO

THE YMCA AND YOU

The Y is committed to strengthening community because we are the community. Together with you, your family and your neighbors, our movement strengthens America through promoting three things: youth development, healthy living and social responsibility. Our presence helps people of all ages and backgrounds to grow and thrive. We became America's leading nonprofit by helping people everywhere develop the skills and relationships they need to be healthy, confident and connected to others. We nurture life lessons in kids, foster health and well-being among people of all ages, bring people together to pursue passions old and new, and provide mutual support for everyone in our communities.

The YMCA of Greater Cleveland is a membership organization. "Belonging" to the Y means sharing in the values and mission the Y has offered its members since it originated in 1854.

OUR MISSION

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

OUR VISION

To be the premier community-based, charitable organization that embraces collaborations to build strong kids, strong families and strong communities.

OUR VALUES

The character development core values of caring, honesty, respect, responsibility, and faith will guide all our interactions and decisions.



STATEMENT OF DIVERSITY AND INCLUSION

The YMCA of Greater Cleveland is an organization of people joined together by a shared commitment to ensure that everyone has the opportunity to learn, grow and thrive. By prioritizing diversity and inclusion, we seek to ensure that all segments of society have access to the YMCA and feel welcome and fully engaged as participants, members, staff and volunteers.

THE YMCA ANNUAL CAMPAIGN

Each year YMCA members and friends donate tax-deductible contributions to help fund programs for youth and provide scholarship assistance to those in the community who are in need.

The Y believes that no one should be turned away because of inability to pay. We count on you, our members and special friends of the Y, to help those who may otherwise not be able to participate in our programs. Donations to the Annual Campaign allow more kids to be involved in YMCA programs. Please give generously.

MEMBERSHIP

MEMBERSHIP BENEFITS

- Access to all YMCA of Greater Cleveland locations
- Free Orientation and use of our Wellness Center
- Free group exercise classes
- Free child watch while you are utilizing the facility with family membership
- Free Family Fun Nights (Locations vary)
- Free open swim for adults and families
- Free open gym time
- Free use of Virtual Reality and Game rooms (Locations vary)
- Member-only classes and reduced rates on programs
- Nationwide YMCA Reciprocity

ACCESS TO FACILITIES

Membership cards are nontransferable and remain the property of the Y. You will be expected to present your membership card to the Member Service Desk each time you enter the facility and when registering for programs. Lost cards may be replaced for a nominal fee.

Alternatively, you can use your YMCA of Greater Cleveland mobile app to sign in at any YMCA of Greater Cleveland location.

Scan the links below with your phone camera to download the YMCA of Greater Cleveland app.



MEMBERSHIP CATEGORIES

YOUTH /TEEN– A youth membership is available for children between 0-17 years. A youth/teen who turns 18 while still in high school can remain in the youth/teen membership until graduation.

FAMILY – A family is defined (solely for the purpose of classifying Y membership) as any two adults living in one household and any dependent children under the age of 24 residing at the same address.

ADULT – An adult membership is for an individual 28+ years of age.

YOUNG ADULT – For any individual member between the ages of 18-27.

SENIOR – For any individual member ages 65+.



MEMBERSHIP DUES

MONTHLY PAYMENT PLAN – Under the monthly payment plan you make a down payment to cover your first month of membership. Payments may be made by bank draft or credit card (Visa, MasterCard or Discover).

- Your membership will automatically continue on a month-to-month basis until cancelled in writing.
- If at any time there is to be a change, deletion or cancellation of your membership, it is to be submitted in writing on the appropriate form. The primary member needs to submit the form, along with membership card(s) at least 10 days prior to the bank draft date.
- A voided check is required for all bank draft applications and a copy of the credit card is required if drafting by credit card. All personal information will remain private.
- The YMCA reserves the right to cancel membership due to unpaid returned payments.
- Members, both current and past, who cancel a membership with an outstanding balance will be unable to register for programs or renew their memberships until the account is in good standing.
- Should the account be terminated as a result of past due balances, the entire amount of remaining months will be owed in full.
- Sales tax is added at time of transaction.
- Membership dues are not refundable.
- Membership dues and similar payments are not deductible as charitable contributions.
- Membership rates are subject to increase; notice of an increase in membership rates will be mailed out 30 days in advance.
- All drafts returned due to non-sufficient funds (NSF) will be drafted as soon as funds are available. A fee of \$30.00 will be collected by a third party agency for the "NSF" re-draft. If the second draft attempt is returned "NSF" the membership will be terminated.

- A \$25.00 late fee will be assessed to your account if returned payments are not resolved within the time period stated on your invoice.
- For each return, the YMCA of Greater Cleveland will collect a separate \$10.00 fee to cover bank and administrative costs.
- Monthly membership dues and other fees (joiner fees, program costs, etc.) are each separate transactions and therefore may be drafted separately.

ANNUAL PAYMENT – An annual payment plan is available for purchase as well.

FINANCIAL ASSISTANCE

Every day, the YMCA of Greater Cleveland offers quality, affordable programs and services designed to benefit people of all incomes and backgrounds. The Y uses contributed funds to ensure that those unable to pay the stated amount are able to participate.

Those unable to pay the full fee may receive financial assistance based on their demonstrated ability to pay and the Y's ability to fund the subsidy. Check with your branch if you need financial assistance.

All records are kept confidential.

FACILITY USAGE

The YMCA of Greater Cleveland is committed to the principles of caring, respect for others, personal responsibility, integrity and honesty. All members and guests are expected to reflect these values in their personal conduct toward staff and other members and guests.

The YMCA of Greater Cleveland retains the right to deny access or suspend or cancel a membership when a member's conduct is determined to endanger the safety of others or interfere with another member's enjoyment and reasonable use of YMCA facilities.

In order to carry out the policies outlined in this handbook, we require that members and guests identify themselves when asked. Suspension or termination of membership may result due to a violation of the Code of Conduct.

YMCA CODE OF CONDUCT

The YMCA of Greater Cleveland is committed to providing a safe and welcoming environment for all members and guests. To promote safety and comfort for all, we ask individuals to act appropriately at all times when they are in our facility or participating in our programs. Our Code of Conduct does not permit any language or action that can hurt or frighten another person or that falls below a generally accepted standard of conduct.

Specifically, this includes

- Inappropriate attire – Suitable family attire must be worn at all times.
- Angry or vulgar language, including swearing, name-calling or shouting.
- Physical conduct with another person in an angry or threatening way.
- Any demonstration of sexual activity/contact with another person.
- Harassment or intimidation by words, gestures, body language, or any other menacing behavior.
- Theft or behavior that results in the destruction of property.
- Carrying or concealing any weapons, devices, or objects which may be used as weapons.



GROUND FOR DENYING ACCESS OR MEMBERSHIP

The YMCA reserve the right to deny access or membership to any person who

- Has been convicted of any crime involving sexual abuse or other sexual offense.
- Is a registered sex offender or sexual predator.
- Is intoxicated or exhibits signs of misusing narcotics or dangerous drugs.
- Is currently suspended or terminated per the Code of Conduct.

WELLNESS CENTER POLICIES

We strongly recommend that all members participate in an orientation prior to using any fitness equipment.

Youth ages 9-12 may only use cardio machines and circuit strength machines in the Wellness Center under direct parent/guardian supervision. Youth must successfully complete a Youth/Teen Orientation and their parents must sign a waiver.

Teens 13-17 do not need direct parental supervision if they have completed the Teen Fitness/Weight Room Orientation and submitted a waiver signed by a parent. Please see the branch Wellness Center staff for policies dealing with teens and free weight equipment.

The YMCA is a family place, so please refrain from the use of inappropriate or profane language.

- Wipe down equipment after use. Disinfectant and paper towels are provided for your convenience.
- Be considerate. Limit use of cardiovascular equipment to a maximum of 30 minutes when others are waiting.
- When using the strength equipment please be courteous to other members and do not sit on the machine between sets. Be considerate and allow members to "work-in."
- Please return weights, mats and other equipment to their designated spaces.
- Report any malfunctioning or broken equipment to a staff member immediately.
- No food is permitted in the wellness center or group exercise rooms. Only beverages in spill-proof containers are permitted.
- No coats or bags are allowed in the Wellness Center. Please lock up all personal belongings in the locker room.
- Wear appropriate workout attire. No boots or sandals are permitted.
- Cell phones are permitted in the Wellness Center for use as music players only. No talking on phone, texting, internet usage, e-mail, or camera use are permitted.
- Youth under the age of 9 are not allowed to be in the Wellness Center or use Free Weight equipment at any time.

LOCKER ROOM POLICIES

Do not bring valuable personal items into the facility. A lock does not guarantee the safety of your belongings.

The YMCA is not responsible or liable for items damaged, lost or stolen.



FACILITY POLICIES

OPEN GYM POLICIES

YMCA members may use the gymnasium during scheduled open gym times. Due to facility and program needs, open gym times may be changed without notice. Branches may have specific times for youth and teens to use the gym.

- No dunking or hanging from basketball rims and/or nets.
- No food, beverages or gum are permitted in the gym. Water is permissible.
- Athletic shoes with non-marking soles are the only footwear allowed on the gym floor.
- Return all YMCA equipment to the Member Services Desk.
- Youth under the age of 13 must be under the direct supervision of an adult at all times.

CLOTHING & ATTIRE

Shirts and shoes must be worn at all times. Appropriate shirts, athletic shoes and shorts or pants are required for the fitness facilities. The YMCA staff reserves the right to deem what is appropriate. Street clothes, non-athletic shoes and open-toed or heel-less shoes and sandals are not permitted. Swimsuits are required for all aquatic programs. Cut-offs are not permitted in the pool. The YMCA is a family place. Inappropriate or offensive dress will not be tolerated.

MAKE-UP CLASS POLICY

Due to the limited student-instructor ratio, there are no make-up lessons/classes for missed classes or classes canceled due to inclement weather. A credit will be issued to those who miss class due to a medical necessity.

GROUP FITNESS

Value-added land exercise classes and water aerobics are available to members at no cost. Additional fees may apply to specialty classes. Members ages 13 and above may participate in adult classes. Youth ages 12 and under may not participate in adult-level classes unless designated.

PHONES, PHOTOS & VIDEOS

The use of audio, camera and video recording devices, including cell phones, are prohibited in all YMCA facilities owned or leased unless there is implied authorization. The use of the devices are strictly prohibited in the Child Watch area, Wellness Center, free weight room, gymnasium, locker rooms and pool area. Implied authorization is when a person is taking a picture, using an audio device or taking video of a member of their family, family friends or others from whom prior permission has been obtained.

YMCA staff reserve the right to ask members or guests, who they are taking pictures of or recording during programs or activities to determine if there is implied authorization.

YMCA staff or authorized designees of the YMCA when given authorization shall be allowed to use cameras or video recording devices to create promotional, educational or advertising content. To communicate with members and the general public, signage may be posted when this occurs and written authorizations will be required in special cases when a person is going to be the focus of a marketing piece.

CANCELLATION OF CLASSES

To ensure a quality experience for all participants, the YMCA may choose to combine or cancel classes due to low enrollment. If the YMCA cancels a program or class, a credit will be issued.

FACILITY POLICIES, CONT.

POOL POLICIES

YMCA members may use pools located at our YMCA locations during the scheduled hours. Due to facility and program needs, open swim times may be changed without notice. Schedules may vary by YMCA location.

- Parents are responsible for their children at all times.
- Children ages 12 and under must be actively supervised by an adult in the pool area.
- YMCA will test the swimming competency of any swimmer and children ages 12 and under who want to swim in the deep end of the pool.
- Non-swimmers are not permitted in the deep end of the pool.
- Non-swimmers ages 12 and under who do not meet the height requirement must wear a YMCA provided U.S. Coast Guard approved life vest and remain in the shallow end of the pool.
- Parents may work on-on-one with their child on swimming skills in the shallow end without the use of a life vest as long as the child remains within arms reach.
- One adult can be responsible for no more than 3 non-swimmers.
- Only U.S. Coast Guard approved flotation devices are permitted.
- No diving is allowed. Enter the water feet first facing forward.
- Breath-holding activities are not permitted.
- The lifeguards have full authority and their word is final.
- No running or horseplay is allowed.
- No glass products of any kind are permitted in the pool area.
- Jumping is only permitted in lap pools.
- Swimmers currently experiencing sores, infections or diarrhea are not permitted to enter the water.
- All swimmers must shower before entering the pool.
- Lap swimmers may be required to share lanes with other members and "circle swim" during busy times.

OPEN & FAMILY SWIM

YMCA members 18 years and older may use the pool during any scheduled Adult Open or Adult Lap Swim time. Lap Swim is for continual lap swim only. Due to facility needs, Open Swim times may change without notice. Youth under the age of 12 must be directly supervised by an adult while using the swimming areas. Children who cannot pass the deep water safety test must wear a life jacket or be within arms reach of an adult at all times.

SPECIAL NEEDS

The YMCA provides opportunities for people with physical and mental disabilities to participate in our programs. So that we may provide a positive experience, please contact the Y about any accommodations needed for participation.

ACCIDENTS OR INJURIES

Contact a Y staff person immediately if there is an accident, injury, or unusual incident. We are here to assist you. However, please be advised that you are participating in all activities at your own risk and are fully responsible for yourself, your children, and your guests.

ADDITIONAL INFORMATION

CORPORATE MEMBERSHIP

A healthy, happy and productive workforce is key to every successful business. Through Corporate Membership at the YMCA of Greater Cleveland, employees can get fit, stay fit and save money—all while helping your company improve its fiscal fitness.

Please contact the Membership Director at your Y if you are interested in corporate membership for your company.

VOLUNTEERS

Every year thousands of volunteers support the YMCA's overall purpose of helping people reach their God-given potential in spirit, mind, and body.

Become a vital part of the Y community — your special talents will really make a difference! Reach out to your branches Executive Director for more information on volunteering.

MEDICAL SITUATION

If a member is unable to temporarily participate at the YMCA due to medical/health reasons, the member may place their membership in a medical cancellation and resume their membership when they are cleared by a doctor to return. Members must present a doctor's note to cancel their membership for medical reasons; When the member brings a doctor's note clearing the member to return, we will reactive the membership. Members who return from a medical cancellation with the proper documentation will not be subject to paying another joiner fee.

SMOKING POLICY

Y facilities and grounds are smoke-free environments.

SUGGESTIONS

Your suggestions and comments are always welcome. Y staff are known for being friendly, responsive and caring people. Please feel free to contact any of our staff to ask questions as well as to make suggestions.

LOST AND FOUND

The YMCA is not responsible for lost or stolen property. However, we do keep lost and found items whenever possible. Please check at your Y for the location of the lost and found. Items will be kept as space allows, then given to charity.

SPECIAL SERVICES

Y facilities may be reserved for special occasions (birthday parties, meetings, etc.). Reservations should be made at your Y. Please review other available materials that explain the various facilities, activities, and program offerings at Y locations throughout our community.

GUEST POLICY

Members are always invited to bring friends and encourage them to join. Members 18 years of age and older and on an Adult or Family membership have the benefit to bring up to two guests per visit into the YMCA. Guests are permitted into the YMCA of Greater Cleveland if they are 18 years of age or older unless otherwise approved by branch leadership. Each guest may visit the Y up to three times in a 12-month period. All guests must bring a valid photo ID. Members are provided complimentary guest passes when they initially join. We reserve the right to limit guest usage.

Guest Privileges and times vary by Y location.

TEST MARK PROTECT



TEST

All children 12 years and younger must take a swim test to determine swimming ability. To pass swim test you must continuously swim (without stopping):

- Jump into the pool's deep end without assistance
- Tread water for at least 30 seconds
- Swim one lap of the pool, totaling two lengths.



MARK

- If you successfully complete each component you can swim in any area of the pool with a green wristband.
- If you stop at any time during the test you will be marked with a red wristband, designating you as a non-swimmer.



PROTECT

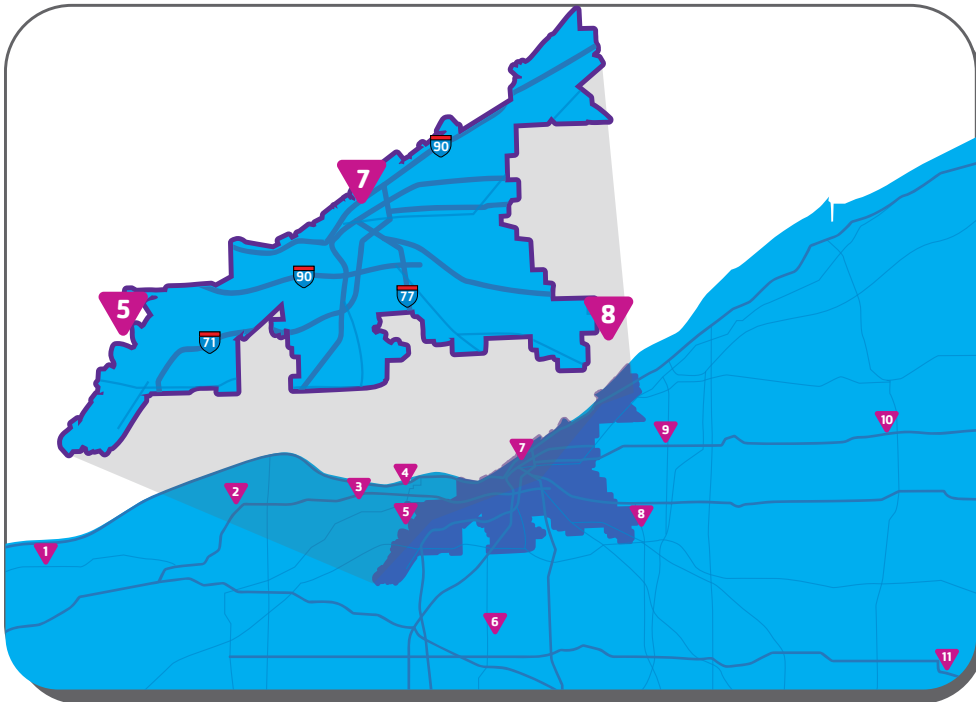
- If you do not pass or attempt the water test you will then be fitted with a Coast Guard approved life vest provided by the YMCA and be limited to only the shallow area of the pool.
- Children One-on-One with their parent or children that pass our height test are exempt from the life jacket rule.
- All non-swimmers must be accompanied by an adult within arms reach.
- One parent or guardian may be responsible for NO MORE THAN 3 non-swimmers.

YMCA STAFF RESERVE THE RIGHT TO TEST OR RE-TEST ANY SWIMMER AT ANY TIME.

FACILITIES

	French Creek Family YMCA 2010 Recreation Lane, Avon, OH 44011	Garrettsville Family YMCA 8233 Park Avenue, Garrettsville, OH 44231	Geauga Family YMCA 12460 Bass Lake Road, Chardon, OH 44024	Hillcrest Family YMCA 5000 Mayfield Rd., Lyndhurst, OH 44124	Lakewood Family YMCA 16915 Detroit Rd., Lakewood, OH 44107	North Royalton Family YMCA 11409 State Rd., N. Royalton, OH 44133	Parker Hannifin Downtown YMCA 1301 E. 9th St., Cleveland, OH 44114	Vermilion Family YMCA 1230 Beechview Drive, Vermilion, OH 44089	Warrensville Heights Family YMCA 4433 Northfield Rd. Warrensville Hts, OH 44128	West Park Family YMCA 15501 Lorain Avenue, Cleveland, OH 44111	West Shore Family YMCA 1575 Columbia Rd, Westlake, OH 44145
Adult Sports Leagues			X	X	X	X			X	X	X
Aquatics Center	X		X	X	X	X	X		X	X	X
Pathways/Childwatch	X		X	X	X	X	X		X	X	X
Day Camp	X	X	X	X	X	X	X	X	X	X	X
Family Programs	X	X	X	X	X	X		X	X	X	X
Gymnasium	X	X	X	X	X	X			X	X	X
Hot Tub/Sauna	X		X		X	X	X		X		
Indoor Track	X					X	X				X
SilverSneakers™/Active Older Adults	X	X	X	X	X	X	X	X	X	X	X
Strength/Cardio Equipment	X	X	X	X	X	X	X	X	X	X	X
Swim Team	X		X			X		X			
VR/Gaming Room	X										
Youth Sports	X	X	X	X	X	X	X	X	X	X	X

FIND US HERE



- Vermilion Family YMCA**
1230 Beechview Drive, Vermilion, OH 44089
440-967-4208
- French Creek Family YMCA**
2010 Recreation Lane, Avon, OH 44011
440-934-9622
- West Shore Family YMCA**
1575 Columbia Rd, Westlake, OH 44145
440-871-6885
- Lakewood Family YMCA**
16915 Detroit Rd., Lakewood, OH 44107
216-521-8400
- West Park Family YMCA**
15501 Lorain Avenue, Cleveland, OH 44111
216-941-5410
- North Royalton Family YMCA**
11409 State Rd., N. Royalton, OH 44133
440-230-9339
- Parker Hannifin Downtown YMCA**
1301 E. 9th St., Cleveland, OH 44114
216-344-7700
- Warrensville Heights Family YMCA**
4433 Northfield Rd. Warrensville Hts, OH 44128
216-518-9622
- Hillcrest Family YMCA**
5000 Mayfield Rd., Lyndhurst, OH 44124
216-382-4300
- Geauga Family YMCA**
12460 Bass Lake Road, Chardon, OH 44024
440-285-7543
- Garrettsville Family YMCA**
8233 Park Avenue, Garrettsville, OH 44231
330-469-2044