



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

WELCOME TO OUR FAMILY

Member Handbook

YMCA OF GREATER CLEVELAND



www.ClevelandYMCA.org

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.

FINANCIAL ASSISTANCE/SCHOLARSHIP

Everyone is welcome at the YMCA. The YMCA of Greater Cleveland believes in providing membership and program services to all who desire to participate. The YMCA's scholarship program provides funds for those in need within our available resources. Our sliding fee scale makes it easy to determine your scholarship amount. All information is confidential. See your Membership Director for more information.

MISSION

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

VISION

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

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.

MEMBER BENEFITS

Financial Assistance is available for all membership types except Young Professional.

Membership includes access to all Ys in Ohio.

Full Facility Member

Access to unlimited swim and gym time, Wellness Center, group exercise classes, and Child Watch (family memberships). Available for adult, family, senior, youth/teen, and college. Discounts on program registrations and access to all Ys in Ohio. Full-facility members may also bring a guest up to 3 times per year.

Member Plus+ (Available for Adult, Family, Senior, and Resident Rates)

Pay an extra \$10 plus tax (adult and senior) or \$15 plus tax (family) on a Full Facility Membership and receive unlimited premium group exercise classes, plus discounts on youth leagues and swim lessons.

Program Member

For those who wish to take a fee-based class, but not participate as a full-facility member. Program Members are NOT able to utilize Child Watch, Wellness Center, open gym, or open swim time. Please Note: If you are currently not a member, you must purchase your membership before purchasing classes.

College Membership

College memberships must be paid for one year at sign-up. To qualify you must be a full-time student (registered for at least 12 credit hours) at an accredited college or university. You must bring a current course schedule at registration.

Resident

If you work or live in the city in which your YMCA is located (Avon, Warrensville Heights, and North Royalton only), you are eligible for a reduced rate. A utility bill or paystub is required upon your first visit.

Family

A family membership consists of two adults and their dependents under the age of 24 who live with them. Senior parents who live at the same address and are declared on the primary adults' income taxes may also be included on the membership.

Senior

Any single member 65 years of age or older.

Young Professionals (Resident Rate also available)

Special rate for individuals ages 18–29. Not eligible for financial assistance.

College Membership

College memberships must be paid for one year at sign-up. To qualify you must be a full-time student (registered for at least 12 credit hours) at an accredited college or university. You must bring a current course schedule at registration.

Military Membership

The Cleveland YMCA participates in the current Armed Services YMCA and Department of Defense Outreach Initiative. To verify eligibility, contact your neighborhood YMCA branch.

Youth/Teen Memberships

Youth/Teen memberships are available for children between 0–17 years old. A youth/teen who turns 18 while still in high school will remain in the youth/teen membership until graduation, with proof of a valid school ID.

Youth/Teen members are entitled to the following benefits:

- Up to 50% savings on youth and teen program prices, as compared to Program Member rates.
- Member open gym and open swim time.
- Members ages 9–17 have access to the fitness center at designated times (please see facility rules for complete explanation of use of the fitness center).
- **Youth/Teen members do not have guest privileges.**
- Special orientations offered to educate and familiarize teens with the fitness equipment.
- Youth/Teen Orientations are mandatory for all youth and teens wishing to use the fitness center.

MEMBER BENEFITS

AWAY Program

You may use your YMCA membership at other YMCAs across the state, country and world. Keep your valid card with you while traveling to verify your membership. A visiting AWAY member may be a guest at the YMCA of Greater Cleveland up to four times per month. Additional visits will cost one-half of the daily guest fee (\$2.50). Guest must present a valid YMCA membership card to receive AWAY benefits.

Ohio YMCA Reciprocity

- The Reciprocal Membership Program is valid for Ohio YMCA full facility members only.
- Program-only participants may upgrade to a full membership at any time to qualify.
- Silver Sneakers members may use other Silver Sneakers locations at any time.
- Visitors to other Ys must present a valid YMCA membership card and photo ID upon the first visit and complete a visiting member waiver or standard membership application form with liability waiver.
- YMCA full facility/full privilege members must use their home branch at least 50% of the time.
- Program discounts do not apply.
- Participating YMCAs reserve the right to restrict facility or program access.
- Other restrictions may apply.

YMCA Referral Program

- Referee is a member referring a new member. Referral is the new member being referred by the Referee.
- Discount on monthly fees only (not on Joiner Fee or pro-rate) is applied to BOTH the Referee and Referral membership accounts.
- 20% is maximum discount applicable. Discount will be applied beginning with future drafts, as long as Referee AND Referral remain members.
- Members (Referees) are encouraged to find additional Referrals to guarantee that if one Referral member cancels membership, another will take its place allowing Referee to maintain discount.
- Should original Referee cancel membership and Referral has not referred a new member, then discount for the Referral will revert to full price on all future drafts until the Referral becomes a Referee.
- The referral discount will only be applied for referrals at the point of sale, not retroactively.

FACILITY USAGE

YMCA of Greater Cleveland Members and Guests

The YMCA of Greater Cleveland as an organization 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.

Grounds for Denying Access or Membership

The YMCA of Greater Cleveland reserves 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 sexual offender or sexual predator.
- Is intoxicated or exhibits signs of misusing narcotics or dangerous drugs.
- Is currently suspended or terminated per the 'Grounds for Suspension or Termination' listed below.

Grounds for Suspension or Termination

The YMCA of Greater Cleveland does not tolerate inappropriate, threatening or harassing behavior including but not limited to:

- Use of profanity.
- Destruction of property.
- Sharing membership card.
- Theft.
- Being in possession or under the influence of alcohol or drugs.
- Sexual misconduct.
- Disorderly conduct.
- Physical fights.
- Verbal or other forms of harassment.
- Nudity in the lounge area of the locker room.
- Selling or promoting products and services without YMCA of Greater Cleveland authorization.
- Any behavior that is determined to be unacceptable by the YMCA, and detrimental to those we serve.

Such conduct will be grounds for the immediate suspension or termination of membership. No refund will be issued. A \$30 fee will be charged for all returned checks. Members will be placed on financial suspension until their obligations are fulfilled.

FACILITY USAGE, CONT.

Wellness Center / Weight Room

We strongly recommend all members participate in an equipment orientation or First Free Workout program prior to using any fitness equipment.

Members and guests under the age of 13 are required to be under the direct supervision of an adult at all times. Certain areas of the YMCA are restricted by specific guidelines regarding age as indicated by the following policies:

Wellness Center Policies

- 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, magazines, mats and other equipment to their designated spaces.
- Report any malfunctioning or broken equipment to a staff member immediately.
- No food. Only beverages in spill-proof containers are permitted.
- No coats or bags in the Wellness Center. Please lock up all personal belongings in the locker room.
- Wear appropriate workout attire. No boots or sandals permitted.
- Cell phones permitted in the Wellness Center for use as music players only. No talking on phone, texting, Internet usage, e-mail, or camera use permitted.
- Youth under the age of 9 are not allowed to be in or use the Wellness Center or Free Weight equipment at any time.

Locker Rooms

- Children of the opposite gender, ages 3 and older, must use the family locker room with a parent/guardian.
- 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 USAGE, CONT.

Wellness Center Policies, Continued

- Youth ages 9-12 may only use cardio machines and circuit strength machines in the Wellness Center under direct parent/guardian supervision at restricted times and locations designated by the branch. Use of free weight equipment is prohibited. Youth must successfully complete a Youth/Teen Orientation and their parents must sign a waiver. Anyone appearing under age without proof of age and/or parent will be removed from the Wellness Center.
- Teens ages 13-17 do not need direct parental supervision if they have completed the Teen Fitness/Weight Room Orientation class 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.

Open Swim & 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 9 must be directly supervised by an adult while using the swimming areas. Children who cannot pass the deep water safety test and must wear a life jacket or be within arms reach of an adult at all times.

Spa and Sauna Policies

- The spa and sauna may be used by members 18 and older only.
- Pregnant women, elderly persons, and persons suffering from heart disease, diabetes or high or low blood pressure should not enter the spa without medical consultation and permission from their doctor.
- While using the sauna or steam room, please sit on a towel or wear shorts. Proper attire is required.
- Observe reasonable time limits (that is, 10 to 15 minutes), then leave the area and cool down before returning for another brief stay if you wish.
- After using the sauna, shower before returning to the pool or hot tub.
- Shaving is not permitted in the sauna or steam room.
- No rubber suits allowed in the sauna or steam room.

PROGRAM INFORMATION

Pool Policies

- YMCA may test the swimming competency of any swimmer.
- Non-swimmers of any age are not permitted in the deep end of the pool.
- No diving. Enter the water feet first facing forward.
- All children ages 12 and under must participate in a swimming skills assessment.
- Breath holding activities are not permitted in YMCA Pools.
- The lifeguard has full authority over the pool and their word is FINAL!
- 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.
- Children ages 12 and under, who want to swim in the deep end of the pool must pass a swimming skills assessment. They will be provided a green (swimmer) or red (non-swimmer) wristband for that day.
- Non-swimmers, ages 12 and under who do not take or pass the swim assessment, must be accompanied in the swimming pool by an adult 18 years or older, within arm's reach.
- Non-swimmers that 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 one-on-one with their child on swimming skills in a designated area of the shallow end without the use of a life vest as long as the child remains within arm's reach.
- One adult can be responsible for no more than three non-swimmers.
- No running or horseplay.
- No jumping or diving off the starting blocks unless in a supervised Y program.
- No outside floatation devices are permitted in the pool.
- Swimmers who are currently experiencing the following; open sores, infections or diarrhea are not permitted in the water.
- All swimmers must shower before entering the pool.
- Only appropriate swim attire is permitted in the pool.
- No food, beverages, or gum in the pool area. Only water.

POLICIES

Open Gym

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.

Open Gym Policies

- NO guests allowed for adult open gym.
- NO DUNKING or hanging from basketball rims and/or nets.
- NO food, beverages or gum in the gym.
- Athletic shoes with non-marking soles only on the court.
- 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.
- All unescorted school-aged children are required to leave the building by 9 p.m. on school nights.

Program Registration

Members may register for youth and adult programs two weeks prior to the start of any particular session. All registrations are taken at the Member Services Desk. Members participating in free, drop-in classes are not required to register. You may reserve a place in some classes that have limited capacity. Ask at your branch if there are classes that offer this opportunity.

Program Fees

Program fees represent the cost of providing program activities or services not included in membership dues. Program fees must be paid in full at the time of registration in order to guarantee your spot in the program.

Credits/Refunds

Refunds will not be issued once a program session begins, unless warranted by a doctor's note stating a valid medical reason. There are no refunds or credits due to inclement weather, loss of utilities or other incidents out of the YMCA's control.

Personal Training

Personal Training packages expire three months from date of purchase and are non-transferrable. Refunds are given with a doctor's note stating a valid medical reason.

POLICIES, CONT.

Make-up Class Policy

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

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 class, a credit or refund will be issued.

Group Fitness

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

Water Aerobics

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

Membership Card

New members will be issued a YMCA ID membership card. Members must present their membership card at the Member Services Desk each time they enter the facility. Lost cards may be replaced at the branch for a fee of \$15. The YMCA of Greater Cleveland has the right to suspend or cancel a membership if a member shares his/her membership card, if the member's behavior or language is judged to be in conflict with the welfare of members or staff, or is in conflict with the YMCA's mission and values.

Clothing & Attire

Shirts and shoes must be worn at all times. Appropriate shirt, 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 shoes and sandals are not permitted. Swim suits 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.

POLICIES, CONT.

Tobacco Policy

YMCA of Greater Cleveland facilities are tobacco-free environments. This includes parking lots and playing fields. We ask that if you need to use tobacco products you leave the YMCA premises before doing so.

Cell Phone Policy

The use of cell phones is limited to designated areas within YMCA of Greater Cleveland buildings. Cell phone use is strictly prohibited in the Child Watch area, Wellness Center, free weight room, gymnasium, locker rooms and pool area. In order to protect the privacy of all members, the use of still and video cameras (including those on cell phones) is prohibited in all areas of the building.

Membership Cancellation

YMCA members may cancel their membership at any time. A written notice of cancellation, however, must be received by the membership office thirty (30) days prior to your next draft date to ensure no further debits to your account. Members who rejoin the YMCA more than 30 days after their membership was terminated are subject to paying another joiner fee.

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, and when the member brings a doctor's note clearing the member to return, we will reactive your membership. Members who return from a medical cancellation with the proper documentation will not be subject to paying another joiner fee.

Snow Bird Policy

Members have the option to temporarily place their membership "on hold" for a nominal fee. On hold status requires a 30-day notice. Members may place their membership on hold for time frame between two months and six months, during which time the member will be charged 1/3 of their normal monthly membership fees.

POLICIES, CONT.

Guests

Members 18 years of age and older and on an Adult and 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 per calendar year at no cost and \$10 for each subsequent visit. Guests are not permitted access to the gym, pool or child watch unless otherwise granted by branch leadership. All guests and vendors must register at the front desk with a valid state I.D. or driver's license and agree to Y policies and procedures. All guests are subject to branch tour and membership presentation. Please contact the branch prior to visiting for updated policies and procedures. The YMCA reserves the right to deny access per our member code of conduct.

The YMCA of Greater Cleveland provides safe, nurturing, high-quality child care services so you can have peace of mind while you work or go to school.

Photos and Video Recording

The use of audio, camera and video recording devices is prohibited in all YMCA facilities owned or leased unless there is implied authorization. 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 while participating in a YMCA activity or event such as swim meets, basketball games, family events, graduation ceremonies, classes and the like.

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 will 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

CHILD CARE

Early Childhood Programs: 2- 5 year olds

Our Early Childhood programs offer a safe community which fosters social, emotional and cognitive growth for your child. Friendly, dedicated staff with backgrounds in early childhood is what you will find at the YMCA.

Creative Curriculum is the curriculum choice for all of our early childhood programs. The most important goals of our curriculum are for children to get along well with others and become enthusiastic learners.

School Age Programs: Kindergarten-12 years of age

Our school age program not only offer a safe place for your child to go after school but also includes fun, hands on activities that promote cognitive and social development.

All YMCA SACC programs use a standard curriculum that aligns with Ohio Academic Benchmarks, 40 developmental Assets and the YMCA's core values to build a community within each site and encourage each child to build self esteem and make new friends.

Summer Day Camp Programs

Our licensed summer child care programs incorporate the YMCA core values into each child's everyday activities through developmentally appropriate curriculum that includes opportunities for physical, intellectual, emotional and social growth.

Child Watch

The YMCA of Greater Cleveland provides free supervision of children ages 6 weeks to 12 years for family and youth MEMBERS participating in YMCA classes or programs for a maximum of 2 hours a day. Parents must remain in the building during this time. All children under the age of 13 are REQUIRED to be placed in Child Watch if the child is not under DIRECT supervision of an adult.

The following guidelines and procedures apply:

- Check with Child Watch staff on sign-in/sign-out procedures. You will be required to present a valid driver's license.
- The person signing the child in must be the same person signing the child out.
- YMCA staff is not permitted to change diapers, but will locate the parent in the facility when a child needs a change. Please change your child's diaper or

take your child to the restroom before entering Child Watch.

- Sick children are not permitted in Child Watch. A sick child is defined as a child who has a fever within the last 24 hours, diarrhea, vomiting, rash or open sores, cough, cold symptoms, lice, etc.
- Child Watch staff will not administer medication to your child.
- Child Watch staff will locate parents if a child cries for a prolonged period of time. However, every effort will be made to soothe the child before locating the parent.
- Please do not allow your child to bring toys from home. This will avoid the loss of toys or toys being broken.
- There is at least one staff person on site trained in first aid, CPR and rescue breathing.
- No food or drink in Child Watch area.