



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

# **Ashland Family YMCA Member Handbook**



540 YMCA Way Ashland, OR • (541) 482-9622 • [www.ashlandymca.org](http://www.ashlandymca.org)

## **Welcome to the Ashland Family YMCA**

Our YMCA is a private not-for-profit organization. It is the policy of the Association to make membership available to all persons regardless of race, color, religion, sex, age, marital status, sexual orientation, national origin, disability, status as a disabled veteran, or financial circumstances: without discrimination. We provide programs, services and opportunities for fellowship with others that broaden people's life experiences and help individuals reach their fullest potential. Our YMCA programs encourage physical fitness, social development, intellectual growth, and spiritual strength.

### **Hours of Operation**

The YMCA is open seven days a week.

Monday – Friday	5:00 a.m. – 10:00 p.m.
Saturday	7:00 a.m. – 7:00 p.m.
Sunday	8:00 a.m. – 7:00 p.m.

(Hours may be subject to change)

### **Facility Closures**

New Year's Day	(early closure New Year's Eve)
Easter Sunday	Memorial Day
Independence Day	Labor Day
Thanksgiving Day	
Christmas Day	(early closure Christmas Eve)

Other closures may occur during the year for building maintenance or improvement. We will typically close the pool for one/two weeks for maintenance, cleaning and general repair. Membership dues are not pro-rated, closures are taken into account when calculating dues.

### **Values and Mission**

The mission of the Ashland Family YMCA is to work toward the fulfillment of human potential and the enrichment of the quality of life for those we serve. The four core values are caring, honesty, respect and responsibility. We expect our members to embrace and model our organization's values.

### **Financial Assistance**

The Ashland Family YMCA is proud to provide financial assistance to low-income people so they may participate in membership and programs. These funds are raised locally by volunteers, and awarded on a sliding-fee scale based on individual need and the availability of funds. An application may be picked-up at the Member Services Counter or downloaded from our website; proof of financial need is required. To contribute to our scholarship fund, please  
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inquire at the Member Services Counter. One-hundred percent of your donation goes directly to Ashland community members in need.

### **Traveling/AWAY Program**

The Ashland Family Y membership is honored by most Y's across the nation and around the world allowing you to visit other facilities for free or at a reduced cost. Remember to take your membership card with you when you travel. The "AWAY" on your membership card stands for "Always Welcome At a Y". Since all Y's are independent, AWAY policies may vary.

### **Standards of Conduct**

The Ashland Family YMCA is dedicated to providing a positive family oriented environment for all who utilize our programs and facilities. Members and visitors are expected to be safe and appropriate in their behavior and to treat others with dignity and respect. Any person who supports the purpose of our YMCA may become a member of this corporation in accordance with such provisions as may be established by the Board of Directors, and shall so continue to be a member unless the Board or its authorized agent concludes, in its sole discretion, that a member has failed to live up to the standards and commitments of being a member of this YMCA. To ensure that all who use or visit the YMCA have a safe and enjoyable experience, members must at all times adhere to the standards as listed on the membership application. Any member who violates any of the YMCA's standards, values and mission or otherwise is disruptive or endangers the safety of others may be suspended immediately from the premises and may be sanctioned up to and including membership termination without further notice and without reimbursement for any fees previously paid.

### **Accessibility**

The Ashland Family YMCA is fully compliant with the Americans with Disabilities Act. Our facility is equipped with handicapped parking spots, ramps, automatic doors, an elevator, handicapped accessible bathrooms, changing rooms and showers, and lifts into the pool and spa.

### **Caregivers/Personal Assistants**

Any member needing individual personal attention or assistance to use the facility must provide their own helper. A helper wishing to use the facility for their own purposes must purchase a membership.

### **Discrimination and Harassment**

It is the policy of the Association to make membership available to all persons regardless of race, color, religion, sex, age, marital status, sexual orientation, national origin, disability, status as a disabled veteran , or financial circumstances: without discrimination.

### **Leaving Children Unattended**

Children under the age of 13 must be accompanied by an adult or enrolled in a supervised program while at the YMCA. Non-swimming children must be accompanied by an adult member while in the pool.

### **Camera Phones, Audio, Video, & Photography**

No photos, audio or video of any type are to be made in locker rooms, pools, or anywhere on the YMCA premises without the consent of YMCA management staff.

### **Swearing, Abusive or Foul Language**

Respect for the rights and sensitivities of others is an important element of maintaining a positive atmosphere at the YMCA. Swearing, abusive or foul language is never appropriate and is not tolerated and can result in termination of membership.

### **Inappropriate Behavior or Communication**

Although emotions can become heated during athletic contests and other YMCA activities, fighting, taunting and other confrontational behavior are unacceptable. Any behavior or communication that is disrespectful, rude, disruptive, threatening or intimidating is inappropriate and can result in termination of membership.

### **Cell Phone Use**

Please use cell phones in a manner courteous to others.

### **Weapons or Other Dangerous Objects**

Members are not permitted to bring onto the premises, or have in their possession while engaging in any YMCA activity, any firearm, stun gun, knife, or any other dangerous object or substance that may be used to harm the member or another person.

### **Illegal Substances or Conduct**

Members are not permitted to possess, accept, distribute, engage in or be under the influence of alcohol or any illegal substance while on the premises of YMCA or while participating in any YMCA-sponsored activity. Likewise, members are not permitted to engage in illegal conduct (including but not limited to theft) while on or off YMCA premises or while participating in YMCA-sponsored activities.

## **Safety; Misuse of Facilities and Equipment**

Members are expected to treat facilities and equipment with respect. Misuse of equipment or facilities or facility policies is prohibited. Members are required to engage in safe conduct.

## **Rules of Use and Staff Instructions**

Members are required to comply with established standards of use and behavior for YMCA premises and YMCA-sponsored activities. Facility use for Y-members is on an individual basis only. Non-YMCA employed trainers, instructors, or therapists are prohibited. Members are also required to comply with requests or instructions of YMCA staff while members are on YMCA-premises or participating in YMCA-sponsored activities.

## **Right of Refusal**

Our membership policy provides for denial of membership to an applicant or termination of a member whose conduct is inconsistent with the YMCA's Standards of Conduct, values and mission.

## **Cancellations & Refunds**

### *Membership Cancellation:*

Requires written notification and will take effect the month following notification. Memberships are non-refundable and non-transferable. A member is considered as such and is liable for dues until the written cancellation request is received.

### *Program Cancellation:*

Program enrollment is based on staff/participant ratios to assure a safe, quality program for your enjoyment. The balance of the program fee will gladly be transferred or refunded if notice is received 15 days prior to the start of the program. No transfers or refunds of fees will be granted within 14 days of the start of the program. Cancellation due to illness of sufficient seriousness to require withdrawal with the advice of a physician will result in a credit good for one year from the program date. Participants who violate stated YMCA policies will be dismissed with no refund or credit of program fees. If, for any reason, you are unable to attend the scheduled session, please notify the YMCA Member Services Staff immediately. We appreciate your commitment to the program(s) for which you have registered.

## **Holds**

Memberships can be placed on hold for a minimum of two months and a maximum of six months. Starting and ending on the 1<sup>st</sup> of the month only. Membership dues will automatically be withdrawn from your account on the 20<sup>th</sup> of the month that your membership becomes reactivated. You are responsible for two months of member dues if you return and activate your membership prior to the two month minimum requirement.

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## **Towels**

Towel service is available for an additional fee. Towel service allows for one towel, per member, per visit, per fee and is non-transferrable. Please stop by the Member Services Counter for more information.

## **Communications**

YMCA program brochures are published three times per year. Newsletters, program schedules or other announcements may be mailed or emailed to you as the need arises. Please keep us apprised of your correct mailing address, telephone number, and email address if you'd like, so that you don't miss out on what's happening at your YMCA.

## **Telephone**

There is a phone for member's convenience and use in the foyer. Use of this phone is restricted to local calls of short duration. Please do not abuse this privilege. Office phones may be used for emergencies only.

## **Guests**

The YMCA encourages members to bring guests to the YMCA to introduce them to our facility. Six guest passes are issued to each adult member and are tracked at the Member Services Counter for use in the calendar year. Members are required to check their guests in at the Member Services Counter and must accompany them while in the facility. Guests are required to bring a state or government issued ID and sign a waiver. Members are responsible for their guests while in the facility. We reserve the right to revoke members' guest pass privileges should their guest violate our code of conduct. Guest passes may not be sold. An out-of-town (AWAY) YMCA member may use the Ashland Family YMCA at no charge, ten times in a calendar year.

## **Dress**

Regular gym attire (including shirts and closed toe shoes) is to be worn in all activity areas except the pool. Denim jeans are not allowed in the Fitness Center. T-shirts are not allowed in the pool without permission from the lifeguard. Shorts may be worn in the pool provided they are clean and hemmed (no denim).

## **Privacy Policy**

The Ashland Family YMCA is concerned about the privacy of its members and employees and maintains their personal information in confidence. A copy of our Privacy Policy is available on our website.

## **Orientations/Fitness Center Use**

A fitness center orientation is advised for new members at no charge. Members age 12 -14 are required to have a fitness orientation. Members age 12 are allowed in the Fitness Center only if accompanied (side-by-side) by a parent or guardian once they have completed an orientation.

## **Parking**

The parking lot is available for members using the YMCA. The lot is designed for maximum safety of children using the building, so please avoid parking in the red fire zone immediately in front of the building and always drive slowly and cautiously. The 5 minute parking spots are reserved for those picking-up and dropping-off children or doing business at the Member Services Counter. There is ample parking in the side and lower lots near the soccer fields with lighted sidewalk access to the building. People with disabilities may park near the front entrance in the designated areas, which are reserved specifically for them. We ask that members limit the time parked in our lots to 3 hours. No overnight parking allowed. A bike rack is located by the front of the building and locks are recommended. We also encourage members to carpool or use alternate forms of transportation.

## **Smoking, Chewing Tobacco & Food**

The YMCA advocates good health and physical fitness. Smoking, drinking alcohol, and chewing tobacco or snuff are not permitted in the YMCA, in the parking area surrounding the YMCA or on the YMCA premises. Food and beverages may be enjoyed in our lobby area. Water is permitted in the Fitness Center. Please do not bring glass containers. Please dispose of your gum in the proper trash receptacles. Your observance of these practices will help your YMCA remain clean and pleasant for everyone. Thank you.

## **Programs**

At the Ashland Family YMCA, we are proud to offer quality programs for members of all ages. Through outstanding programs and services we believe the Y Does its part to foster social responsibility, healthy living and youth development. The following list includes some of the programs offered. Check our website, brochure or the Member Services Counter for complete information.

Swimming	Fitness Classes	Karate	Youth Strength
Basketball	Afterschool Care	Gymnastics	Volleyball
Soccer	Mind-Body Classes	Child Care	Fencing
Summer Day Camp	Aquatic Fitness	Swim Lessons	Birthday Parties
Flag Football	Childwatch	Dance	Personal Training

## **Kids are Special**

For their safety, children and their parents must follow these rules:

- Children under the age of 13 must be accompanied by an adult or enrolled in a supervised program while at the YMCA. Non-swimming children must be accompanied by an adult member while in the pool.
- Children should be accompanied by an adult when changing in the locker rooms. Children 4 years and younger may use the opposite sex's locker room for the convenience of the parent or guardian. Children 5 years of age and older are asked to use the appropriate locker room or the family changing rooms available on the pool deck.
- Children 12 years old are required to have a fitness orientation and are allowed in the fitness center only if a parent or guardian accompanies them. Youth between the ages of 13 and 14 must have a fitness orientation.
- No one under the age of 14 is allowed to use the sauna.
- No one under the age of 8 may use the therapy pool. An adult must accompany children 8 – 13.

## **Childwatch Information**

Our childwatch service is primarily for children 12 weeks through 6\* years of age. We work on a first-come, first-serve system. Visits are limited to no more than 2 hours. Please respect the health of all the children and do not bring in a sick child. We cannot accept sick children. This service is for parents who remain in the building. Information about pricing and times is available from the Member Services Counter. \*Check the schedule for availability of care for 7-12 year olds.

## **Safety First**

The YMCA does not carry accident insurance for members. Staff members are trained in cardiopulmonary resuscitation (CPR). YMCA procedures require that all injuries be reported to a staff person immediately so that proper measures can be initiated. In the event of an alarm (fire or emergency), leave by the nearest emergency exit immediately.

The YMCA has installed a safety camera system to protect our children, members, staff and facility.

## **Vandalism Costs You**

This is your YMCA. If you see anyone vandalizing the YMCA facility or equipment, report it to a YMCA staff person immediately. Money spent making repairs from acts of vandalism could and should be used to make facility improvements and equipment purchases instead. The acts of a few cost every member in lost opportunities for improvements. Help us keep your YMCA attractive. Also, if you suspect anyone of thievery in the locker rooms or elsewhere, report it to a staff person immediately. People caught vandalizing or stealing in the YMCA will be prosecuted to the fullest extent under the law. Again, this is your YMCA. Members and staff working together can keep our YMCA free from vandalism and theft.



## **Lost & Found**

The YMCA is not responsible for lost or stolen items. It is highly recommended that you not bring valuables to the Y. Each member is responsible for his/her belongings. If you find a lost item or are looking for one, check at the Member Services Counter or the Aquatic office.

For your protection, do not take valuables into the locker room. All lockers are day use only - no overnight use permitted. We recommend you use a lock. For your convenience electronic lockers are also available in the fitness center, locker room hallway, and outside the wellness studio.

## **Gymnasium Use Policies**

*For your safety and convenience:*

- Food or drink, with the exception of water, is not allowed in the gym.
- Only ½ court play is allowed, except during specific scheduled times.
- Shoes that leave black marks are not allowed on the gym floor. Shoes need to be an athletic shoe designed for indoor court and gym programs.
- All baskets are to be raised and lowered by staff only. All baskets will be set at 10 feet unless program needs require different heights.
- A supply of basketballs will be kept in the gym.
- Basketballs are not to be kicked or thrown at the ceiling, walls, or people.
- Hanging on the rims or nets is not allowed.

## **Pool Use Policies**

*For your safety and convenience:*

- All swimmers entering the pool must take a cleansing shower per OAR 333.60.210 .3(C).
- Swimmers will not be allowed to wear cut-offs. T-shirts may be worn in certain cases with prior approval of the lifeguard.
- No person with sores, or other evidence of skin disease, or who is wearing a bandage of any kind, shall use the pool.
- No spitting in the pool, on the deck, or in the dressing rooms.
- No running, pushing, throwing, or dunking of fellow swimmers.
- Swimmers will not be allowed to "play act" in order to make the lifeguard think they are drowning.
- No swimmers will be allowed to run and jump from the side of the pool or jump in backwards.
- No excessive horseplay will be allowed. "Excessive" will and must be determined by the lifeguard on duty.

- Swimmers who disobey these rules will be asked to leave.
- Children who attend open swim must be able to swim the width of the pool across and back to the satisfaction of the lifeguard on duty to be allowed in the deep end.
- Children who are not able to swim across the pool or to touch the bottom of the shallow end of the pool must be accompanied by a responsible person 14 years of age or older who must remain within an arm's reach of the child at all times.
- Lifeguards are here for your safety.

### **Fitness Center Use Policies**

*For your safety and convenience:*

- No food or drink allowed with the exception of water in the Fitness Center.
- No glass containers are allowed.
- Athletic attire must be worn. No street clothes or clothing with exposed metal parts, i.e. zippers, buckles, rivets, etc. are permitted.
- Shoes and shirts required, (shoes must be closed toe, no sandals or flip flops).
- Youth under 12 years of age are not permitted in the Fitness Center unless participating in a YMCA program.
- Do not drop weights or abuse the equipment; return weights to their proper place.
- Please limit use of cross-trainers, treadmills, and exercise bikes to 30 minutes when people are waiting.
- No horseplay.
- The YMCA provides spray bottles and towels for wiping down equipment after use. Members are required to wipe down cardiovascular equipment after every use, and to keep all equipment free of perspiration.
- The YMCA provides hand sanitizer for all members. Please help to prevent the spread of germs by using the sanitizer or washing hands before and after equipment use.

### **Volunteer Opportunities**

The Ashland Family YMCA has volunteer positions available in many areas including programs and sports, classes, greeting, and fundraising. Please consider becoming a YMCA volunteer. Applications are available at the Member Services Counter.

### **More About the YMCA**

The Ashland Family YMCA is governed by a volunteer Board of Directors. The Board employs the Executive Director who hires the staff. The Board helps determine membership fees and approves operating policies.

The Ashland Family YMCA is affiliated with the National Council of YMCAs and the World Alliance of YMCAs. Today the Y engages more than 10,000 neighborhoods across the United States. There are YMCAs in 125 countries across the world supporting over 45 million members. The Ashland Family YMCA has been in existence for more than 100 years and is a non-profit 501 C3.

Being a member of the YMCA is much more than using the swimming pool, fitness center, gym, or participating in the programs. It's an attitude, an atmosphere produced by the life of all members, a fellowship of people who have accepted the purposed mission of the association and are united by the common cause of improving the quality of life.

The Y is committed to strengthening community through youth development, healthy living and social responsibility. Every day, we work side by side with our neighbors to make sure that everyone, regardless of age, income or background, is provided with opportunities to learn, to grow and to thrive. Our first priority is to see that you feel at home. Welcome to the Ashland Family YMCA, enjoy your Y!



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