

YMCA of Virginia's Blue Ridge Member Handbook

Our Member Handbook was designed to ensure all members, program participants, staff and guests feel safe and welcome at the Y. All parties agree to follow the rules, code of conduct and age requirements outlined below while visiting any YMCA of Virginia's Blue Ridge branch facility or program site. By adhering to these guidelines, together, we are able to maintain an environment reflective of the Y's core values of caring, honesty, respect and responsibility.

LET'S GET STARTED

Welcome to the YMCA of Virginia's Blue Ridge (the "Y"). You are now part of a community of individuals joined together by a shared commitment to nurture the potential of youth, promote healthy living and foster a sense of social responsibility.

This Handbook is a great tool to help you get acquainted with our facilities and understand our policies and guidelines. Amenities will vary depending on which facility you are visiting. We encourage you to take some time on your first visit to speak with any one of our helpful staff members to better understand each branch's amenities and any other policies outside of this Handbook.

Commitment to All

The Y is made up of people from all backgrounds working together to strengthen their communities.

Together we work to ensure that everyone, regardless of ability, age, cultural background, disability, ethnicity, faith, gender, ideology, immigrant status, income, race, sex or sexual orientation has the opportunity to reach their full potential.

We share the Core Values of Caring, Honesty, Respect and Responsibility – they guide everything we do.

The Y is committed to providing programs and services that are inclusive and welcoming to all. We value an environment that fosters dignity, respect, fairness and appreciation for all aspects and dimensions of diversity. Discrimination of any kind is not tolerated and can result in suspension or termination.

DISABILITY ACCOMMODATIONS

At the Y, we believe our strength is in the diversity of our staff, volunteers, members and participants. We work proactively and collaboratively every day to build organizational and individual capacity towards providing the most inclusive and welcoming experience for every individual we employ, serve and engage. In that regard, the Y complies with all federal, state and local equal employment opportunity/non-discrimination laws.

Ensuring ADA compliance is the law and inclusion is critical to our strategy and impact. If you, or any of your family members who are participating in a program or an activity, have any type of special medical need (such as, a disability or a medical condition, including life threatening/severe allergies or other medical and/or dietary restrictions) that requires an accommodation, may impact the program experience, or requires additional staff training and/or staff supervision, please inform the Program Director or the Branch Executive prior to your participation in such activity.

In order for some reasonable accommodations to be provided, current documentation from a qualified individual knowledgeable about the disability or medical condition may need to be submitted. After receiving the request for the accommodation, a YMCA staff member will engage in an interactive dialogue with you or the relevant family member to explore potential reasonable accommodations.

MEMBER CODE OF CONDUCT

The Y is committed to providing a positive environment that is safe and inclusive to all. We have adopted a Code of Conduct to govern the actions and behaviors of all members, program participants, and guests while in our facilities and while participating in Y programs.

All individuals using any of our facilities are expected to conduct themselves in a manner consistent with the Y's Core Values of Caring, Honesty, Respect and Responsibility. Failure to do so may result in suspension or termination of membership privileges.

As a member, program participant or guest, you agree to follow our Code of Conduct, which is rooted in our Core Values. By adhering to this Code of Conduct, we will be able to maintain an environment that is reflective of the Y's Core Values.

The actions listed below are not an all-inclusive list of behaviors considered inappropriate in our facilities and programs. Other behaviors not listed below may, nevertheless, be considered unacceptable and may result in suspension or termination of membership privileges or of program participation.

- **Sign/check in and registration is required with every visit.** All members and guests will be required to sign the YMCA Assumption of Risk, Release and Waiver of Liability and

Indemnity Agreement and have their picture taken with their face visible on their first visit. Membership cards must be presented each time a member enters a facility. Members without a valid membership card may be denied entry. In addition, a government-issued photo ID is required for all Nationwide Members.

- **Safety.** All members, program participants, and guests are required to follow all posted rules and staff directives.
- **Appropriate attire must be worn at all times.** Shirts/tops and shoes are to be worn at all times, with the exception of in locker rooms, aquatic areas and yoga studios. However, athletic shoes or closed-toe shoes are required in all wellness areas. Shirts/tops and shoes are not required where bathing suits are permitted. No clothing with vulgar language, obscene gestures, racial slurs, or anything that contributes to a hostile environment.
- **Cameras and video equipment are prohibited; mobile phone use is limited.** Camera and/or video equipment use is not allowed inside of the facility without express approval from a Y staff member. As a courtesy to all members and guests please limit your phone use. If you need to make or take a phone call, please speak quietly and be respectful of other members.
- **Media and entertainment should be family-friendly and should not disrupt other members.** Music devices should be used with headphones and set at a volume that does not disturb other members or create a safety hazard.
- **Threatening physical contact or language is prohibited.** Physical contact with another person in any hostile or threatening manner is not permitted. Hostile or vulgar language, including swearing, name-calling or shouting is also prohibited. Use of social networking websites in a manner that's detrimental to the community, or is in violation of the law also is not permitted.
- **Tobacco, smoking, vaping, drug and alcohol use is not permitted.** While on Y property or participating in a Y program, using, possessing or being under the influence of alcohol or illegal drugs is prohibited at all times. Similarly, smoking or vaping any substance (whether or not legal under Virginia law) on YMCA property is prohibited at all times. Smoking is defined as the "act of lighting, smoking or carrying a lighted or smoldering cigar, cigarette or pipe of any kind." Vaping refers to the use of electronic nicotine delivery systems or electronic smoking devices, such as e-cigarettes, e-pipes, e-hookahs and e- cigars.
- **Any demonstration of sexual activity, contact or conduct is prohibited.**
- **Theft and destruction of property are prohibited.** Theft or behavior that results in the destruction of property is prohibited. These acts will be subject to cancellation.
- **Loitering is not permitted inside or outside of Y facilities or programs. The Y limits solicitations, surveys, petitions, distributions and conducting non-Y business on its premises.** Individuals who are not employed or authorized by the Y may not solicit or distribute literature on Y property at any time for any purpose nor may they use the Y's facilities or premises to conduct their own personal business.
- **Weapons are prohibited.** Bringing dangerous or unauthorized materials, such as explosives, firearms, knives, weapons, guns, hazardous materials or other similar items, into a Y facility or onto Y property is strictly prohibited. This includes items that appear to be real, such as toy guns.
- **Certain criminal convictions may result in immediate termination of Y membership.** The protection of our members, program participants and guests participating in our programs and/or using our facilities is of paramount importance to the Y. The Y conducts nightly sex

offender screening on all of its members, program participants, and guests. If a sex offender match occurs, the Y will cancel membership, end program participation, and remove visitation access.

If a member, program participant or guest feels uncomfortable due to behavior displayed by an individual that is in violation of the Code of Conduct, please report the behavior to a Y Director or Coordinator. A member can also fill out a comment card at the Welcome Desk.

The Y is committed to creating and maintaining a space that embodies our Core Values.

Suspension or termination of membership may result from a violation of this Code of Conduct by you or your family members and/or invited guest(s). While an incident is being investigated, the membership of the person(s) accused of violating the Member Code of Conduct may be temporarily suspended pending a final decision. The Y reserves the right to make situational decisions based on the nature and severity of the incident and/or consistent with its mission and values.

MEMBERSHIP

Membership Categories and Definitions

- **Household**– One to two adults (age twenty (20) and older) and unlimited youth (nineteen (19) and younger) who are under the legal guardianship of the adults in the same household. Additional adults may be added at an additional cost. All members on a family membership must reside at the same address; proof of residency may be requested.
- **Household Senior** – One to two adults (age seventy (70) or older)
- **Individual** – One adult, age twenty (20) and older.
- **Individual Senior** – One adult (age seventy (70) or older)
- **Teen** - One teen, between the ages of thirteen (13) and nineteen (19).

A parent/guardian must accompany children 12 and under. A sibling age 16 or older may act as a guardian at the facility for their sibling as long as a parent/guardian over 18 years of age has signed the appropriate waivers. Youth 13 and older do not have to be accompanied by an adult.

(Ages 20-24 can remain on the membership for no additional charge if enrolled full-time at a college or university. A third or fourth adult can be added to the membership for an additional \$25 per month.)

Guests

Guest Policies and age requirements may vary from YMCA to YMCA. Please check with the YMCA prior to visiting to clarify policy.

Caregivers/Clinicians

We encourage individuals who require assistance while using our facility to bring their own caregiver. The caregiver will be required to sign a guest waiver on their first visit and may only enter with the member. Caregivers who wish to use the facility for their own personal use must have a valid membership.

Nationwide Membership

At the Y, we believe that positive, lasting, personal and social change can come about only when we all work together to invest in our kids, our health, and our neighbors. This strengthening of community—and the realization of a Y's full potential—has the most impact when all Ys are open to all Y members and provide safe and welcoming environments for everyone.

With Nationwide Membership, members can visit any **participating Y** in the United States and Puerto Rico through membership at their **home Y**, at no additional cost.

Nationwide Membership is an essential part of our cause to strengthen communities. It enables members to:

- reach their health and wellness goals wherever they live, work, or travel; and
- connect with the larger Y community in meaningful ways.

The goal of Nationwide Membership is to ensure that all nationwide members have access to, and can use, all the areas and programs of any Y they visit.

By making it possible for members to use the Y as often as they like, Nationwide Membership increases the value of Y membership. By promoting access for all, the initiative gives Y members the opportunity to be part of a single Movement and deepens the impact of the Y cause.

Nationwide members may visit other participating Ys as often as they like, as long as they use their home Ys, on average, at least fifty-one percent (51%) of the time. If nationwide members have a family membership or some other inclusive membership arrangement and regularly use two Ys with the same frequency, they need to belong to the Y that is used the most frequently by the family. If use is higher at a branch other than your home Y, you will be notified by a letter prior to your membership being transferred. Membership fee may increase/decrease depending on the new home branch membership rates. Members wishing to end their membership must do so at their home Y.

Please bring a government-issued photo ID and your YMCA membership card when visiting another Y.

Cancellation

The Y requires written notice (including e-mail) thirty (30) days before your next payment draft date to cancel a current Y membership. Members have ninety (90) days to rejoin after their last draft without being assessed a standard joining fee.

Membership Hold

Your Y membership may be placed on hold for one (1) to three (3) months in a calendar year due to travel or medical reasons. Upon expiration of the hold period, your membership and membership fees will be reinstated automatically.

Change of Information

Any changes to your current membership information, such as address, bank information, adding or deleting members, or changing your membership type, must be done before your next draft date. If you draft from a debit or credit card, please remember to visit the Welcome Desk to update your card information as needed.

Transferring your Membership to another Y

Please see the Welcome Desk at any Y location if you wish to transfer your membership from one branch to another within the YMCA of Virginia's Blue Ridge. If you are transferring to a Y outside of the YMCA of Virginia's Blue Ridge, we will be happy to provide you with a letter of transfer. This letter may allow your joining fee to be waived at many Ys across the nation. Please remember to cancel your membership with the YMCA of Virginia's Blue Ridge before transferring to a Y outside of the YMCA of Virginia's Blue Ridge.

Payment and Return

Members can draft their membership fees monthly from a checking account, savings account, debit or credit card. Should your draft be returned to us for any reason, you are responsible for that draft payment, plus a \$25 service charge, in addition to any fees your bank may charge. If fees are not collected, your membership will automatically be cancelled. Once you return to reinstate your membership or purchase a new membership, your outstanding balance will need to be paid before reinstatement can occur.

Free Weight Rules

- Only Y staff members are allowed to provide personal fitness instruction.
- Members ages 9-11 can use cardio equipment within arm's length of guardian and *after* completing a Youth Cardio Orientation.
- Members ages 12-13 can use all strength equipment after completing a Teen Strength orientation.
- Members ages 14 and older can use all equipment without an orientation.
- Wipe off equipment after use with Y-supplied cleaning products.
- Ask a staff member for assistance when using unfamiliar equipment or beginning a new exercise program.
- Use collars to secure weights from sliding off of bars.
- Set weights down gently.
- As a courtesy to others, return all equipment to its proper storage area.
- Wear appropriate athletic attire, shirt/top and closed toe shoes at all times.
- Allow others to take turns (work in) while using strength equipment.
- For the safety of all members, please keep your bag in a designated area or locked

locker.

- Keep your valuables in a locked locker.
- Stay hydrated with a beverage in a spill-proof, unbreakable container.

Group Exercise Classes

Group Exercise Class Rules

- Please keep talking to a minimum and refrain from using head phones while participating in a class.
- Please arrive early or on time for all group exercise classes. Participation is first come first serve.
- We ask that you refrain from using your cell phone, including texting during class.
- Wear appropriate athletic attire (including shirts/top) and closed toe shoes at all times.
- For the safety of all members, please keep your bag in a designated area or locked locker.
- If leaving class early, please exit the class in a manner that does not disturb the rest of the class.
- All classes are subject to change. Please see the Welcome Desk for the most current class schedule.
- Some classes may require participants to sign up in advance. Please check the schedule to identify which classes require a reservation.
- YMCA members and guests are prohibited from organizing, arranging, leading or supporting any type of group exercise class or training, including, but not limited to, small group training classes. All Group Exercise classes must be organized, sponsored and taught by a YMCA employee at a YMCA- approved work site during the employee's regularly scheduled work hours.

Group Exercise Class Minimum Age Requirements

- While most classes accommodate participants as young as 10 years of age, there may be age requirements for certain equipment used in classes. Please contact your Y for class minimum age requirements.

Personal Training

- Personal training by individuals not employed by the Y is prohibited.
- All Personal Training sessions must be paid for at the Welcome Desk, through a Membership Associate. No exceptions. Advance payment is required for all sessions and packages.
- Services exchanged in lieu of monetary payment and/or direct payment to the Personal Trainer is not permitted and may result in termination of membership privileges.
- Personal Training sessions are non-refundable/non-transferable and must be used within six (6) months of the purchase date.

- Session cancellations must be made directly with, and confirmed by, the Trainer, and done so at least twenty-four (24) hours in advance of the session start time. Members will be charged for sessions for cancellations with less than twenty-four (24) hours' notice.

Aquatics

Pool Rules

- As a courtesy to the Y's family friendly environment, swimmers must wear appropriate swimwear at all times. Gym shorts, cutoffs, and ripped suits are not considered appropriate swimwear.
- Walk at all times on the pool deck. Running is not permitted.
- Do not enter the pool if you suspect that have a communicable disease or open wound, cut or blister.
- Only U.S. Coast Guard approved life jackets may be used. Unless provided by the Y, no inflatable flotation devices will be allowed. This includes water wings, tubes, rafts, etc.
- Do not rest on lap lanes and lifelines; only use them if you need temporary support.
- Breath holding and prolonged underwater swimming is prohibited.
- Anyone requiring a diaper should wear a swim diaper and rubberized pants/swimsuit in and around the water at all times.
- Chewing gum, eating and drinking in the pool are prohibited. Glass containers are not allowed in the pool area. Water in a spill-proof, non-breakable container is allowed.
- Pushing, dunking, excessive splashing, and all other rough play are prohibited.
- Playing on, climbing on, or swimming through the railing or stairs is prohibited.
- If the Lifeguard blows her or his whistle, stop, look and listen for instruction.
- All members are to rinse off before entering the pool.
- Lap lanes are for lap swimming; walking in lap lanes is only permitted if there are no swimmers.
- For the safety of all patrons, follow all Lifeguard instruction. Lifeguards have the right to remove any person from the pool area if the individual is acting in an unsafe manner or creating an unsafe or a dangerous situation for themselves or others.
- Swimming instruction by individuals not employed by the Y is prohibited.
- Please contact your Y for additional rules/age requirements.

Aquatics Age Requirements

Hot Tub Rules

- As a courtesy to the Y's family friendly environment, members must wear appropriate swimwear at all times. Gym shorts, cutoffs, and ripped suits are not considered appropriate swimwear.
- Do not enter the pool if you suspect that have a communicable disease or open wound, cut or blister.
- Individuals with weakened immune systems and those suffering from heart disease,

diabetes, or high or low blood pressure should consult with their physician before using the spa.

- The use of the spa while under the influence of alcohol, marijuana, anticoagulants, antihistamines, vasoconstrictors, stimulants, hypnotics, narcotics or tranquilizers should be avoided.
- For the safety and enjoyment of all, the use of health and beauty products (oils, gels, lotions, masks, hair dyes, etc.) is not allowed.
- Pregnant women should not use the spa pool without first consulting their physician.
- Individuals may spend no more than fifteen (15) minutes in the spa during any one (1) session per day. Long term exposure may result in nausea, dizziness or fainting.
- The spa is for ages fourteen (14) and older. Youth under the age of fourteen (14) are not permitted.
- All members must rinse off before entering the spa.

Sauna and Steam Room Rules

- Individuals with a history of health problems must consult with a physician before using the sauna or steam room.
- We ask that all members shower with soap before entering the sauna or steam and after using the sauna or steam and before entering the pool.
- For the safety and enjoyment of all, the use of health and beauty products (oils, gels, lotions, masks, hair dyes, etc.) is not allowed.
- No newspapers, magazines, books or other paper products are permitted in the sauna or steam room.
- A towel or swim suit should be worn at all times when using the sauna and steam area.
- Shoes and non-swim wear, including neoprene or plastic “sweat suits”, are not permitted.
- Allow a five (5) minute cool down period after exercise prior to entering the sauna or steam room.
- Individuals should spend no more than ten (10) minutes in the sauna and steam room during any one (1) session per day.
- Individuals eighteen (18) and older are allowed to use the sauna and steam room.
- Avoid dehydration and drink plenty of water before entering and after exiting the sauna or steam room.

Gymnasium

- There may be age restrictions in this area of facility. Please check with your Welcome Desk if you have any questions.
- Wear appropriate athletic attire and closed toe/non-marking athletic shoes at all times. Shirts/tops must be worn at all times.
- Chewing gum, food and drink are prohibited. Water in a spill-proof, non- breakable container is allowed.

- Y basketballs may be available for check-out at the Welcome Desk. Please return borrowed equipment when finished playing.
- Basketballs should not be kicked or thrown at others or walls.
- Please be courteous to others.
- Rough play, fighting and/or profanity is prohibited and may lead to a loss of membership privileges.
- No dunking or hanging on rims or nets.
- Full court pick-up games may only take place during designated times or if two (2) or more courts are available for play. The Y has the right to discontinue a pick-up game at any time.

Stay and Play

One of the most valuable services the Y provides is FREE child care. Stay and Play areas are generally for children ages (6) six weeks to ten (10) years old. Ages may vary, please contact the branch you would like to visit for specific age requirements and other details. Stay and Play is limited to two (2) hours per day. **Parents are required to remain in the facility at all times when they have a child in the Child Activity Center.**

Stay and Play Rules

- Babies should arrive fed and with a clean diaper.
- Label each of your child's items with the child's full name.
- Communicate with staff regarding your child's individual needs.
- Assist in protecting your child by following your branch's sign-in/out policies.
- Adhere to the two (2) hour time limit per day for Stay and Play services.
- For the safety of youth in our care, please do not enter the Stay and Play area without permission from Y staff members.
- No outside toys, food or electronics (Kindle, iPad, phones, etc.) are allowed in the Stay and Play area.
- Drinks in a spill proof cup are allowed. (Certain exceptions may apply.)
- Our Stay and Play staff members only change diapers on children under 2 years of age with written permission from the parent/guardian. If a diaper for a child 2+ is required, a parent will be located to assist.
- If a child who is attending the Stay and Play becomes upset, staff will try holding, soothing and entertaining the upset child. If the staff members are unable to soothe an upset child after ten (10) minutes, a staff member will contact the parent to sign the child out of the Stay and Play area for the day.
- Children should have no visible signs of illness to attend Stay and Play. They must be fever free and not on medication that will mask any symptoms.

Locker Room and Restrooms

Many of our facilities have locker rooms for changing, showering and storing your items while you are at the Y. You can rent a locker at the Welcome Desk. It is recommended that a strong lock be used at all times to secure personal items.

The YMCA of Virginia's Blue Ridge values all members of the communities we serve, and we are committed to ensuring everyone experiences a sense of belonging when engaging with us. As laws and community dynamics continue to change, one thing remains the same: the YMCA is a place where individuals and families from all walks of life are welcome and where we can learn, grow, and thrive—together.

To maintain a sense of belonging and welcoming environment for all members of our community, the guidelines below describe our policy on locker room and restroom usage.

- All guests/members must use the shared restroom/locker room that aligns with their current anatomy. Individuals who have fully transitioned may use the locker room that corresponds with their new gender.
- We want to reaffirm that everyone is welcome to dress and change in a private area such as a stall or curtained area, the all-access locker rooms or single-use restrooms.
- Should an issue or concern arise, please contact a Senior Program Director or Executive Director of the branch.

Locker Room Rules

- Please contact your local Y for locker room amenities and age requirements.
- Youth and families are encouraged to use the all access locker rooms, where available.
- Youth must follow the locker room usage and age requirements.
- In all access locker rooms, we ask members to be as modest and discreet as possible. Nudity is not allowed.
- Lockers are available to rent overnight at the Welcome Desk. Your lock and personal items will be removed if you are no longer paying for overnight use of your locker. Please lock your locker at all times.
- For the safety and enjoyment of all, the use of hair dyes or hair color is not allowed in locker rooms.
- Please do your part in keeping our locker rooms clean and tidy.

Personal Valuables

Unfortunately, not everyone lives up to the Y's Core Values of Caring, Honesty, Respect, and Responsibility. Do not leave valuables visible in your car! Most branches provide security lockers. The Y provides free day use lockers and we recommend the use of a sturdy lock to secure your personal belongings. The Y is not responsible for lost, damaged or stolen property.

Service Animals

With the exception of service animals, animals are not permitted on Y property or in Y facilities or programs and may not be left unattended on Y property.

Financial Aid Scholarship

Participants with a financial need are encouraged to apply for financial assistance for a portion of the membership/program fee. The Y evaluates each applicant on an individual basis. Let us know your need, and we will work to help you.

Corporate Memberships

The Y partners with many businesses to develop a partnership that may include a corporate membership rate, please see the Association Membership Director for additional information.

Military Memberships

We thank you for your service and are happy to help meet the critical needs facing families of our military service members. Please speak to a Member Services staff member to find out what assistance we provide.

Member Referrals

When the person you refer becomes a Member of the YMCA of VBR through the Better Together Member Referral program, you and the new member get rewarded with a 20% discount off your monthly membership. It's advised to stack your referral bench and continue referring new members to ensure that if your family or friend terminates their membership, you will still receive your 20% discount. Please note that some exclusions apply.

Volunteers

There are many ways to volunteer your time at the Y. No matter what your special talents or interests are, you can make a difference in someone else's life and get involved with your community by volunteering at the Y. Please see the Welcome Desk for more information on how to volunteer.