



# **Bluffton Family YMCA**

## **Member Handbook**

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# About Us

## **Welcome to the Bluffton Family YMCA!**

As a non-profit charitable organization, we strive to involve individuals and families of all backgrounds and abilities so that they can grow healthier in spirit, mind and body and develop a sense of responsibility to each other and their community.

Memberships and program services are open to all youth and adults who wish to enroll as members or program participants. We hope that your relationship with us is as meaningful to you and your family as it is to us.

## **Member Benefits**

As a member of the Bluffton Family YMCA your entire family will benefit from:

- A friendly, caring staff to help you at any time
- A family-friendly environment
- Three FREE guest passes per year for adult members (notated in computer)
- Making new friends with similar interests
- Open gym, pickleball, indoor soccer, volleyball, basketball and track
- Support achieving your wellness goals
- A variety of exercise equipment
- Basic locker rooms available
- Kids Room babysitting FREE for members (2 ½ hour limit)
- Special member pricing for youth programs and fitness classes
- Value added adult and family activities
- Early registration opportunities
- Being a part of a community
- Guest-privileges at many YMCA's nation-wide and much more!

## **Hours**

Monday – Thursday: 5:00 a.m. – 8:00 p.m.

Friday: 5:00 a.m.- 7:00 p.m.

Saturday: 8:00 a.m. – 3:00 p.m.

Sunday: Closed

## **Holiday Closings**

New Years Day

Easter

Memorial Day

Independence Day

Maintenance Shutdown prior to Labor Day

– Check Y for details.

Labor Day

Thanksgiving

Christmas Eve- Closed at 12 p.m.

Christmas

New Years Eve- Closed at 12 p.m.

# Code of Conduct

Using the YMCA core values of caring, honesty, respect and responsibility as a guide, we have developed our code of conduct to ensure that all that enter the YMCA enjoy a safe, welcoming and comfortable environment. We ask all members and guests to act in a manner that upholds these principles at the YMCA:

- We treat each other with courtesy and respect others' rights to participate in shared areas of the facility.
- We use appropriate language to avoid offending others and avoid wearing clothing imprinted with profanity or offensive language or pictures.
- We wear proper attire at all times. Shirts and shoes are worn at all times, in all areas of the building.
- We turn off cell phones to respect others using the Fitness Center and class locations. **Cell phone use in locker rooms is prohibited.**
- We use the appropriate locker rooms.
- We refrain from smoking or using any tobacco product while on YMCA property.
- We respect property belonging to the YMCA and all its members.
- We respect individuals with limited mobility by not parking in spaces that are designed with the handicapped logo.

The YMCA reserves the right to suspend or terminate any membership for behavior it deems inappropriate or in breach of our code of conduct. Individuals falsifying membership cards, allowing others to use their membership, admitting unauthorized guests or engaging in similar behavior will be subject to membership suspension or termination.

## Emergency Procedures

### **Class Cancellations:**

Programs may be cancelled and/or the YMCA may close facilities due to inclement weather. Cancellations and/or closing of the YMCA facilities will be posted on the YMCA Facebook Page and will be announced on local television and radio stations when possible.

### **Evacuations**

All emergency exits are clearly marked; please familiarize yourself with their locations. Should an evacuation of the facility be required for any reason, follow the directions of the YMCA staff to ensure a safe and orderly exit from the building.

### **Fire Alarm**

If the fire alarm sounds please:

- **STOP** all activity
- Locate the nearest exit and evacuate the building.

### **Incident Reports**

In the event that first aid or corrective action is provided to you or for you, the staff responding is required to ensure that proper documentation is provided for our records.

### **Member Responsibility**

Members are expected to assist us in an emergency by following the instructions from staff in order to resolve the situation as efficiently and safely as possible.

### **Staff on Duty**

Staff on Duty are designated to take a lead role in the daily operations of the facility and also in the event of an emergency. Please assist us in following their directions.

## **Membership Information**

### **Membership Types:**

#### **Basic Membership**

This membership option allows you to use the basic locker rooms, gym, running track, cardio room, Mercy Health Fitness Studio, and fitness center, and you receive members' rates for programs.

- TYPE:** Youth (to age 15)  
Young Adult (16-24)  
Adult (25-64)  
1 Adult Family  
2 Adult Family  
Senior (65 +)  
2 Adult Senior Family

# Membership Guidelines

## **Etiquette Statement**

The YMCA is a shared experience for everyone to enjoy. Each of us can make it better for all by being considerate of others. YMCA members, volunteers and staff pledge to treat one another with Caring, Honesty, Respect and Responsibility.

## **Guest Pass Policy**

As a privilege of membership, adult members are credited with three guest passes annually in our computer system. All guests must be in the company of a YMCA member age 18 or older. Individual guests are limited to 3 visits annually when with a member. Members are responsible for the conduct of their guests. A Photo ID is required. The YMCA reserves the right to change this policy at any time. Guests can enjoy the facility a maximum of three times without being an active member; after three visits the individual needs to purchase a membership. Guests under the age of 18 must be accompanied by an adult who will remain in the facility for the duration of their visit. Guests must comply with the philosophy of the YMCA during their visit.

We do sell day passes to visitors from out of town with a photo ID from more than 30 miles away. An out of town guest pass fee is \$6.

## **Membership Cancellations**

Members who pay their monthly dues through a monthly automatic withdrawal must give a 30 day notice to stop their monthly bank draft. To cancel membership, members need to come in to the Y and fill out a cancellation form and exit survey at the Members Service Desk. Membership cancellations must be made in writing unless other arrangements are made with the Membership Staff. There are no refunds for memberships.

## **Membership Cards/Identification**

YMCA members are required to show their current membership card each time they use the facility. If a member does not have their membership card with them, another form of picture identification must be shown to the membership staff. Membership cards and privileges are not transferable to other individuals. If you have lost your membership card there is a \$3 lost card replacement fee which is payable upon issue of a new membership card.

## **Membership Annual Renewals**

A renewal notice will be mailed to you approximately one month prior to your expiration date. Note that memberships that are being paid for by monthly bank draft will not require a renewal notice and are continuous until cancellation. There are no refunds for memberships.

## **Returned Payments**

Checks or automatic drafts returned because of non-sufficient funds will be assessed a processing fee of \$20. You are responsible for all other recovery costs, including all attorney's fees, court costs and taxes. Please ensure that all your personal information is current in our system, this includes current bank account information and charge card expiration dates if applicable on your membership.

## **Security**

The YMCA cannot guarantee the security of personal belongings. Therefore, we ask that you leave valuables at home. The YMCA will not be held responsible for any lost or stolen items anywhere on the premises, including the parking lot and those locked in lockers.

## **Telephones**

A courtesy phone for local calls is available. Please be respectful and limit your calls to three minutes.

# **Child & Youth Access**

Our expectations are that parents are responsible for their children at all times. We need your support in ensuring children and youth will:

- Accept directions from YMCA staff
- Show courtesy and respect for others while at the YMCA
- Not use offensive/hurtful language anywhere within the YMCA
- Take care of the facility and equipment
- Abide by the guidelines outlined in this handbook

## **Youth Under age 10**

Youth Members, ages 9 and under must be with a parent or responsible individual (age 18+) at all times while in the facility unless they are in a YMCA supervised program. Membership cards are issued at age 8.

## **Youth Ages 10-13**

Members, ages 10-13 may be in the facility without an adult and have use of the gymnasium, arena, and track depending on building availability.

## **Youth Ages 14-15**

Teens, ages 14-15 have many of the same privileges as our adult members. They may enroll in adult group fitness classes or lessons as long as a parent has signed the waiver associated with the class. They may be in the Cardio Room, Mercy Health Fitness Studio, and Weight Room if a parent or responsible adult (age 18+) if a parent or guardian has signed the appropriate waiver. A membership card is required to enter the building.

## **Youth Ages 16-18**

Teens, ages 16-18 have many of the same privileges as our adult members. They may use the Cardio Room/Weight Room/Mercy Health Fitness studio on their own as long as a parent or guardian has signed the appropriate waiver.

This age group may enroll classes. A membership card is required to enter the building.

*Youth and teens are welcomed and encouraged to participate in YMCA programs and activities. Youth and teens not engaged in programs and/or meaningful activities while at the YMCA will be asked to leave the YMCA.*

# Kids Room

The Bluffton Family YMCA Kids Room is a babysitting service available for children ages 6 months to 7 years of age while their parents are using the facility (up to 2 ½ hours). Parents must remain on-site while their children are in our care. Our purpose is to provide our youngest members with an interactive and developmentally appropriate play environment. Your child will be cared for by loving, experienced staff in a nurturing environment.

Babysitting is free to members while they are working out. Fees apply to non-member program participants.

## **Hours**

Monday – Thursday	8 a.m. – 11 a.m.
Friday	8 a.m. – 11 a.m.
Saturday	CLOSED
Sunday	CLOSED

**\*Members planning to use the Kids Room must register their children 24 hours in advance. If no children are registered the Kids Room will not open.**

## **Kid Room Fees**

FREE for YMCA members in the building working out

Non-Member Fee:	One Child	\$2/hour
	Two Children	\$1.50/hour/child
	Three or more	\$1/hour/child

## **Crying Children**

Children will be cared for in a compassionate and responsible manner by staff. In the event that a child cries for ten consecutive minutes, parents will be asked to pick up their child. Although this may interfere with your work out, this procedure will be followed for the comfort and well-being of your child and other children in the area. We encourage you to continue to bring your child so that they may become accustomed to the environment.

## **Diapers**

- Diapers will NOT be changed for children or babies
- Parents will be called to change diapers
- Parents can use the changing table in the kids room and continue their workout after the diaper has been changed.

## **Discipline in all Programs**

Discipline in youth programs is based on an understanding of the individual child's needs and stage of development. Our goal is to develop self-discipline, responsibility for self and respect for others. It is based on the use of positive reinforcement, reasonable expectations, logical consequences, distraction and diversion, and if necessary, supervised removal from the group for short periods of time. Physical punishment is never administered.

## **Footwear**

- Infants are required to wear socks and/or shoes at all times
- All mobile children must wear shoes at all times
- Closed-toe shoes are recommended for safety



**Sign-In/Sign-Out**

- All participants must be signed-in and signed-out of Kids Room
- Only parents, grandparents or legal guardians may sign-in/out their child
- Must have proper identification for both responsible adult and child
- Staff will verify membership and identity upon sign-in and sign-out

**Staff Certification**

- Child Watch attendants are fully trained and competent individuals
- Each attendant is certified in CPR and AED

## **Group Exercise**

**Age Guidelines**

- Members ages 14+ may participate in all group exercise classes with signed appropriate waivers
- Members ages 8-13 may participate in classes only with instructor approval and if they are accompanied by an adult (age 18+) who is participating in the class

**Equipment**

Equipment should be returned to its proper storage place to ensure safety and cleanliness of the room. Weight-bearing exercises should not be performed against the mirrors for safety reasons.

**Proper Attire**

- T-shirts, shorts, sweat pants, tights, tank tops, socks and closed-toe athletic shoes are acceptable
- No street clothes – including jeans, sandals or swimsuits allowed

**Safety Guidelines**

- Members must follow the class guidelines and instructor's directions
- It is highly recommended that you see a physician before beginning an exercise program, especially if you have any pre-existing medical conditions

# Gymnasium

## **Open/Recreational Basketball**

### **Purpose:**

- Fun and fellowship
- Developing values for life
- Winning graciously
- Losing with dignity
- Conditioning and fitness
- Competition and skill development

### **Gymnasium Rules:**

- No dunking
- No spitting
- Proper non-marking shoes and attire are required
- No vulgar and/or profane language
- No hats, bandanas or head gear on courts
- The YMCA has the right to eliminate full court games due to the number of people in the gym

### **Rules:**

- All players are expected to conduct themselves in a mature and sportsman-like manner, both on and off the courts. The YMCA will not tolerate any gambling or language abuse. Failure to comply will result in expulsion from the facility.
- Dunking or hanging on the nets or rim is not permitted! Anyone seen doing so will be asked to leave the YMCA immediately! The YMCA will retain his/her membership until after the offender meets with a professional staff member.
- No hats, bandanas or head gear on the courts. Exceptions are as follows: a headband no wider than 2 inches and made of non-abrasive material. Elastic, fiber, soft leather or rubber may be worn. Rubber/cloth (elastic) bands may be used to control hair.
- Only tennis shoes with non-marking soles are permitted on the courts.
- YMCA staff has the right to eliminate any full court games due to the number of people in each gymnasium.
- Please allow 15 minutes after scheduled program for cleaning and preparation of gyms.
- Gymnasium schedule is subject to change.

# Arena

## **Arena Rules**

- No food or drink on the turf
- No spitting
- No cleats. Turf shoes or tennis shoes must be worn at all times.
- No vulgar or profane language.
- Do not disconnect the nets from the goal frames to walk through them.
- Enter and exit through the doors near team benches.

## **Rules:**

- All players are expected to conduct themselves in a mature and sportsman-like manner, both on and off the field. The YMCA will not tolerate any gambling or language abuse. Failure to comply will result in expulsion from the facility.
- Hanging on the nets or goals is not permitted! Anyone seen doing so will be asked to leave the YMCA immediately! The YMCA will retain his/her membership until after the offender meets with a professional staff member.
- No hats, bandanas or head gear on the courts. Exceptions are as follows: a headband no wider than 2 inches and made of non-abrasive material. Elastic, fiber, soft leather or rubber may be worn. Rubber/cloth (elastic) bands may be used to control hair.
- Only tennis shoes, indoor soccer shoes, or turf shoes may be worn on the turf.
- YMCA staff has the right to eliminate any full field games due to the number of people in the arena.
- Please allow 15 minutes after scheduled program for cleaning and preparation of arena.
- Arena schedule is subject to change.

# Locker Rooms

## **Day Use Only**

- We advise all members to place a lock on the locker they are using
- Locks left on overnight will be cut off and the locker's contents will be stored for two weeks before being donated to an appropriate charity
- The YMCA is not responsible for the replacement of cut locks

## **Children in Locker Rooms**

- For the comfort of your child and fellow members, children age 3+ must use the appropriate gender locker room

# Lost and Found

- The YMCA is not responsible for lost or stolen items
- Check the Member Services Desk if you have a lost item
- Items are kept for two weeks after which they are donated to an appropriate charity
- Valuable items will be secured and arrangements must be made for pick up

# Running/Walking Track

## **Age Guidelines**

- All members ages are permitted free use of the track
- Members ages 7 and under must be accompanied side by side by an adult member age 18+

## **Proper Attire**

- Proper work out attire and closed toe athletic shoes are required
- No sandals, swimsuits or clothing that may be inappropriate in a family environment

## **Food**

- Closed water bottles are allowed
- No food or gum allowed

## **Track Etiquette**

- Follow the daily directional signs
- Always run or walk single file except to pass
- All walkers and slow runners keep to the inside rail
- No spitting on the track

## **Track Safety**

For the safety of all members, the use of dumbbells, balls and open stereos is prohibited along with spectators on the track.

## **Gym Bags**

- For your safety, store personal items including gym bags, purses, extra clothing, etc. in the locker rooms or designated areas
- The YMCA is not responsible for lost or stolen items

# Fitness Center

## **Age Guidelines**

- Members ages 14+ are permitted full use of the Fitness Center with an orientation and a waiver signed by a parent or guardian.
- No one under age 14 is permitted in the Fitness Center unless in a YMCA structured program

## **Wellness Staff**

YMCA staff is available throughout the day to answer your questions or help develop your wellness program for the weight room, cardio-vascular equipment.

## **Cell Phones**

For your safety and out of respect for other members we ask that you do not talk on your cell phone in the cardio room or fitness Center. Step outside the area if you need to make a call.

## **Weight lifting Etiquette**

- Members using the fitness center should be considerate of all other members using the fitness center.
- Circuit users utilize each machine for a set of 8-12 repetitions
- If you intend to perform more than one set of repetitions on a machine, please allow others to work through on the equipment as you rest between sets

## **Collars & Spotters**

- For the safety of all members, collars are required on all free weight bars
- Spotters are recommended
- Do not drop weights

## **Food**

- Closed water bottles are allowed
- No food or gum allowed

## **Gym Bags**

- For your safety, store personal items including gym bags, purses, extra clothing, etc. in the locker rooms or designated areas
- The YMCA is not responsible for lost or stolen items

## **Personal Trainers**

- The YMCA offers Personal Training for our facility members
- Use of non-YMCA personal trainers is **prohibited within our facilities and may result in loss of membership for both individuals**

## **Proper Attire**

- Proper work out attire is required
- Closed toe athletic shoes must be worn at all times

- No sandals, swimsuits or clothing that may be inappropriate in a family environment
- No pants with rivets will be allowed in weight room or wellness center

### **Rack Your Weights**

As a courtesy to all members, when using free weights please return equipment to its proper place at the end of your work out.

### **Cleaning**

Cleaning spray and paper towels will be provided to wipe down each machine after use. It is highly recommended that you bring a work-out towel.

### **Wellness Orientations**

- It is highly recommended that all members participate in a wellness orientation
- This is a FREE benefit of your membership
- Orientations may include instruction on how to use equipment safely and effectively
- Schedule an appointment with one of our staff today!

# Support Your YMCA!

## **Financial Assistance**

If you are unable to pay the full cost of YMCA membership or programs, you may apply for partial assistance based on your financial situation. Funds for financial assistance are raised by the volunteers of the YMCA Annual Campaign and come from generous YMCA members, individuals and businesses in our community.

## **Annual Campaign**

The Bluffton Family YMCA seeks to ensure that everyone has the opportunity to participate in programs and services that assist them in living fuller, healthier lives. Because of the positive impact of the Annual Campaign, lower income youth, teens and families throughout our community are provided the opportunity to participate in YMCA programs and services.

Making a gift through the YMCA's Annual Campaign not only supports the YMCA's commitment to serving all, but makes a direct and positive impact on the quality of life for local individuals and families. If you would like to contribute to the campaign please go to the Member Services Desk.

## **Volunteer Information**

Volunteers are the strength of our organization. They make it possible to offer the wide range of quality services and programs that we do. Their contribution impacts all aspects of the Bluffton Family YMCA. If you are interested in volunteering please pick up a volunteer application at the front desk. We value our volunteers!

## **Volunteer Opportunities**

Some of the areas in which volunteers assist include:

- Admissions
- Fundraising
- Service Learning Project
- Youth Program Coach
- Special Events
- Wellness Ambassador
- Youth Sports Coach
- Member Services

## **Programs**

The Bluffton Family YMCA offers a variety of programs for all ages that are designed to build a healthy spirit, mind and body. They include:

- Family Programs
- Group Fitness Classes
- Senior Fitness/ SilverSneakers®
- Indoor Soccer League
- Sand Volleyball
- Youth Volleyball
- Summer Camp
- Before and Afterschool Kids Club
- Adult Pick Up Basketball
- Drop In Pickleball
- Youth Track and Field Club
- Youth Sports
- Pre School Camps
- Youth Gymnastics
- Homeschool Recreation
- Sports Summer Camps
- Day Camp

Program Refund Policy: 90% refund if individuals cancel prior to the first class, 50% refund if cancellation occurs after the first class. No refunds are issued after 2 classes have occurred. Contact a YMCA program director to receive program refunds.

## **YMCA Mission Statement**

To Put Christian Principles into practice through programs that build healthy spirit, mind and body **for all**.

## **Address**

Bluffton Family YMCA  
215 Snider Road  
Bluffton, OH 45817  
Blufftonymca.net

Phone: 419-358-4150  
Fax: 419-223-0771