



# MEMBER HANDBOOK



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

**YMARYLAND.ORG**

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## **MISSION STATEMENT**

The Y of Central Maryland is a charitable organization dedicated to developing the full potential of every individual through programs that build a healthy spirit, mind and body for all.

## **CHARACTER DEVELOPMENT**

No matter where or how you encounter the Y — whether you or your child come to exercise your brain or your brawn, workout or hangout, make a new intellectual connection or meet a new friend — whether you encounter us at a Family Center Y or at any of our Y Journeys for Youth Development programs, you will encounter a Y team and charitable mission that is values-based and focused on character development. Our long-standing core values of honesty, caring, respect, and responsibility run through all we do. They are fundamental to what we expect of ourselves, what our staff are trained to model and teach, and what we hope our members and participants will reflect as well.

## **COMMUNITY ADVISORY BOARDS**

The Y is dedicated to facilitating deep community engagement to help build strong communities. One of the primary ways we accomplish this is through our Community Advisory Boards made up of volunteers from each community served. Community Advisory Board member involvement is fundamental to our ability to provide much needed financial aid and support for those in your own community who otherwise cannot afford Y services and programs. Community Advisory Board members plan various fundraising activities to support our Safe Place for Kids campaign and undertake a variety of volunteer activities which advance the Y mission. We invite your active participation. Those interested in serving on the Community Advisory Board for their community are encouraged to contact their Center Director.

## **SAFE PLACE FOR KIDS CAMPAIGN**

When kids are out of school and unsupervised during the summer or before or after school during the school year, they are at risk. The Y runs safe, well-organized out of school programs that help build confidence and character for life. We also raise funds to help support children whose families can otherwise not afford their participation. Throughout the year, you will be asked to consider contributing. Any amount helps and 100% of the funds raised go to direct service for the children. Thank you in advance for your consideration and support.

## FINANCIAL ASSISTANCE

Fundamental to our mission is the idea and practice of inclusion for all, regardless of economic circumstance. That's why we work hard to raise the funds needed to provide financial assistance for those who can't otherwise afford our programs and services. Please give if you can. Ask for help if you need it. Financial assistance applications are available at [ymaryland.org](http://ymaryland.org) and at the Member Service Desk. For more information, please contact Member Services.

## SUGGESTIONS AND COMMENTS

We are 100% dedicated to providing a superior membership experience for you and realize that starts with good listening. Please share your comments, ideas and concerns. Knowing them is the only way we can truly deliver the kind of experience you expect and deserve. Comment cards are available throughout the center for your use and we are always available to talk to as well. Please help us be the best we can be!

## HOLIDAYS

Holiday closings vary on an annual basis. Please go online at [ymaryland.org](http://ymaryland.org) to view the latest holiday closing schedule.

## INCLEMENT WEATHER

At the Y, service to members is priority. However, in the event of inclement weather where we cannot provide our services in a safe manner, class cancellations and closings may occur.

To check for inclement weather cancellations or center closings, call your family center Y. You can also tune into WBAL-TV 11 and WJZ -13, listen to WBAL radio in the morning, or go online at [ymaryland.org](http://ymaryland.org). ***The Y does not provide make-ups, credits, or refunds for missed classes for any reason including inclement weather related cancellations.***



## **ANNUAL MAINTENANCE WEEK**

All Family Center Y's set aside a period of time for annual preventive maintenance, cleaning, and revitalization. Please contact Member Services for the availability of program areas during the maintenance period.

## **SAFETY AT THE Y**

We have taken many precautions to provide for your safety while you participate in activities at the Y. Because many of the activities at the Y involve physical exercise, it is strongly recommended that all adults 18 and over consult their physician prior to beginning or continuing an exercise program or activity at the Y. Please follow proper hygiene and common sense safety habits while at the Y. Safety regulations have been posted in several locations throughout the center. Please adhere to these rules and notify the staff if you have a safety concern. Please report any incidents or injuries to Member Services.

## **GUEST POLICY**

Members are encouraged to share the Y experience with friends and family.

- Members must be at least 16 years old to bring in a guest.
- If the member is age 16 or 17, their guest must be age 16 or older.
- Members are allowed to enter the center with guests three times per year, maximum of two guests each time.
- Guests must pay a nominal fee per visit:  
\$10 for adult guests (age 18 or older),  
\$5 for youth guests (age 17 or younger).
- All guests age 14 and older must present a valid photo ID (student ID, driver's license, etc.).
- Youth guests age 15 and younger must be signed in by an adult age 18 or older.
- All guests must be with a member and abide by all center policies.
- Members are responsible for the conduct of their guests.

## **A.W.A.Y. POLICY**

The Y of Central Maryland participates in the Y of the USA's A.W.A.Y. Program (Always Welcome at YMCA's). If you are traveling, you can use your membership at over 600 Ys at little or no charge (based on individual Y location policies).

## **VISITORS OUTSIDE A 50-MILE RADIUS**

Visitors traveling from 50 miles away or more may use the Y at no charge for **14 visits in a calendar year**. After 14 visits, visitors will be charged half the guest fee to use the center.

## **VISITORS INSIDE A 50-MILE RADIUS**

Visitors from within a 50-mile radius will be charged half of the guest fee to use the center.

## **ACTIVITY SCHEDULES**

Activity and program schedules are posted throughout the center. Occasionally, the schedule will change to accommodate special events and activities designed to serve the changing desires and needs of the membership.

## **PROGRAM REGISTRATION**

The Y of Central Maryland offers a variety of programs throughout the year. Some programs are included in the membership fees and other programs are an additional charge.

Program schedules are issued on a seasonal basis and contain information regarding classes and special seasonal events for all ages. Copies are available online at [ymaryland.org](http://ymaryland.org) and in the lobby of your Family Center Y. A registration form is included with the program schedules. For an outline of the registration process and dates, please refer to the registration form or go online at [ymaryland.org](http://ymaryland.org).

Members have priority registration for a period of one week. Thereafter, registration will be open to the public. Membership does not guarantee a space in a class or program. Registration is on a first-come, first-served basis. Registration is available online at [ymaryland.org](http://ymaryland.org) and in person at your Family Center Y. Payment is due in full at the time of registration.

Credit card payment is required for online registrations; otherwise, payments can be made by cash, check, charge or money order. Please make checks payable to the Y of Central Maryland. A charge of \$25.00 will be assessed for any check not honored by a member's bank due to insufficient funds or closed accounts.

## **PROGRAM AREA GUIDELINES**

Guidelines and rules are posted in program areas to assist members in enjoying activities in a safe environment. Members are required to follow the instruction of the staff member in all areas.

## **MEMBERSHIP**

Y of Central Maryland membership is available to all individuals and families regardless of race, religion, gender, age, or economic circumstance.

## **MEMBERSHIP DEFINITIONS**

**ADULT:** any person 25 – 64 years old

**SENIOR ADULT:** any person 65 years and over

**TWO-ADULT HOUSEHOLD:** two adult household and dependent children age 24 and under

**ONE-ADULT HOUSEHOLD:** one adult household and dependent children age 24 and under

**SENIOR FAMILY:** two adult household, one adult over age 65, and dependent children age 24 and under

**YOUTH:** any child age 17 and under

**YOUNG ADULT:** ages 18-24

*We reserve the right to request proof of dependent children by way of 1040 tax forms or other means when signing up for membership or adding new family members to your membership.*

## **MEMBERSHIP POLICIES**

Y of Central Maryland joining fees and membership fees are established by the Association Board of Directors based on a 51-week period (one week is devoted to major maintenance and repairs).

Association-wide memberships gives access to all Y of Central Maryland Family Centers. Some centers offer center-specific memberships which are valid only at that one center. A one-time joining fee is due at the time of sign-up for new members (excludes youth and young adult memberships). New is defined as not having a Y membership in the last 60 days. All joining fees and membership fees are non-refundable and non-transferable.

Membership is continuous. Membership fees are paid by either a 12-month advance payment or automatic monthly draft by paying the stated fee via your bank checking or savings account or credit card, if applicable. Rates are subject to change. A 30-day notice will always be sent by mail notifying you of any rate changes.

A charge of \$25.00 will be assessed for any electronic draft or check not honored by a member's bank due to insufficient funds or closed accounts. If an electronic withdraw is not honored, the member will be required to pay the past month's dues and a \$25.00 service charge in cash, charge or certified check.

**All members are required to show or scan a valid membership card or photo ID when entering the center.**

## **MEMBERSHIP ON-HOLD**

Memberships may be put on-hold in cases of medical leave and/or extended illness or temporary relocation. Memberships can be placed on-hold for a minimum of three (3) months and a maximum of six (6) months in a one-year period. Accounts will be charged \$10 per month in lieu of the regular monthly membership fee. The length of an annual membership may be extended for medical reasons and/or extended illness where the member was unable to use the center and notified member services **in advance** or promptly after occurrence. Membership on-hold requests can take up to 30 days to process.

## **TERMINATION OF MEMBERSHIP**

Members who choose to pay their membership fees via monthly bank draft are on a continuous membership plan. This membership will remain in effect until you initiate its termination by filling out a Y of Central Maryland membership cancellation form in person. Cancellations must be done 30 days in advance of the date you wish to cancel. Failure to do so will result in that month's dues being drafted. After the first 30 days of your membership, you may cancel at any time.

Memberships paid via annual payments expire after the end of the one-year contract with the option to renew at that time.

Joining fees and membership fees are non-refundable and non-transferrable.

**The Y of Central Maryland reserves the right to terminate or revoke membership in cases of misconduct or policy violations.**

## **REINSTATEMENT OF MEMBERSHIP**

Expired memberships may be reinstated within 60 days of expiration without repaying the joining fee. Those individuals who wish to reinstate their membership after the 60-day grace period will be required to repay the joining fee.

## **MEMBERSHIP CARDS**

To ensure a prompt and convenient entry into Family Center Y's, each member is given a card to swipe upon arrival in the lobby. All members must present a valid card upon entry of the facility. There is a \$5.00 replacement fee for lost or stolen cards.

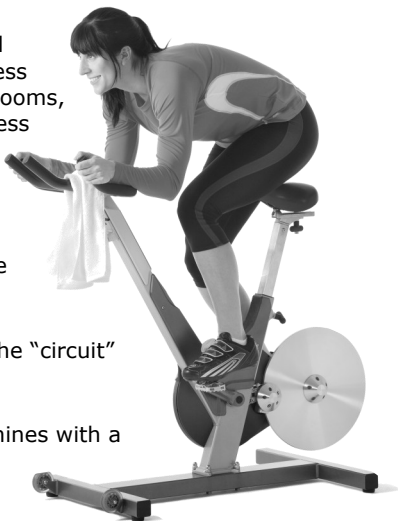
Program area and activity schedules are available online at [ymaryland.org](http://ymaryland.org) and at Family Center Ys. Program area and activity schedules must be adhered to by all members and guests. Occasionally, the schedule will change to accommodate special events and activities designed to serve the changing desires and needs of the membership. Any schedule changes will be posted throughout the facility. All program areas close 15 minutes prior to facility closing.

## **PLAYGROUND**

- Children ages 11 and younger must be accompanied and supervised by an adult at all times.
- Y programs have priority for playground use.
- Playground may be closed at any time for Y sponsored activities and programs (i.e. summer camp).
- Members are required to follow posted playground rules.

## **WELLNESS CENTER**

- The Wellness Center is open to all members and guests age 11 years and older.
- Youth age 11-15 may use the cardio and strength training machines upon completion of the strength training and conditioning program.
- Teens age 16-17 are permitted to use the Wellness Center without restriction during periods where the Y has no expectation that they should be in school. This includes use of free weight equipment.
- Gym bags, coats, and other large personal belongings are not permitted in the Wellness Center. Please store belongings in locker rooms, token lockers or lockers outside the Wellness Center.
- Appropriate clothing including shoes and shirts must be worn (see Dress policy on page 17).
- Food and beverages, other than water, are not permitted in the Wellness Center.
- Extend courtesy to others who are using the "circuit" style of weight training by not resting on equipment between sets.
- Members are expected to wipe down machines with a towel after use.



## **STAY AND PLAY**

Stay and play is a complimentary service provided for children age six weeks to 10 years who are part of a family membership.

Stay and play is available for family members only while parents are participating in activities within the center. Parents are permitted to leave their child(ren) with Stay and Play staff for a maximum period of 1 1/2 hours.

With your child's safety in mind, the following Stay and Play drop-off and pick-up policy must be adhered to:

- Photo ID will be required when using Stay and Play
- Parents must sign-in children when dropping them off
- All children will receive a name tag
- Parents must sign-out children when picking them up
- Photo ID will be returned once you've signed your child out

**THE PERSON WHO IS PICTURED ON THE PHOTO ID MUST BE THE ONE TO DROP-OFF AND PICK-UP.**

For safety precautions, children will not be released to other parents, members, siblings, friends, or family members. We will work hard to sign you in and out in a timely manner. If you use Stay and Play during peak hours, please plan your arrival time accordingly so you are not inconvenienced.

**GENERAL POOL POLICIES**

- The lifeguard is the final authority in the Pool Area
- Proper swim suits/shirts/rashguards are required for use of the pool.
- Bathers of any age will be asked to take a swim test in order to swim in the pool. Refer to swim test sheet at the end of packet.
- No Running or Excessive Horseplay
- Diving is allowed in designated areas only.
- Bathers not toilet trained must wear a swim diaper and or rubber pants with a swim diaper.
- No food or glass containers allowed on deck.
- Kickboards, barbells, float packs and pool buoys are to be used only for lap swim, adult exercise and instructional swim.
- Only Coast Guard approved flotation devices are allowed in the pool area.
- Children ages 10 and under are not permitted in the pool area without parental supervision on deck. Children 7 and under must have a parent actively engaged with them in the pool.
- Those under the influence of drugs or alcohol are not permitted in the Y.
- Inappropriate behavior or foul language may result in dismissal from the pool area and/or the Y.

**ALL POLICIES ARE AT THE DISCRETION OF THE LIFEGUARD/AQUATIC DIRECTOR.**

## LAP SWIMMING

- Lap swimming is available for ALL members regardless of age provided the member engages in continuous lap swimming.
- A maximum number of 5 swimmers are permitted in each lane during lap swimming.
- Always circle swim when 3 or more swimmers are in a lane. Swim in the appropriate lane, according to the posted speed.
- Allow a faster swimmer to pass. Passing always occurs to the left of the swimmer at the end walls.
- Do not stand at the ends of the pool for extended periods of time.
- Always let swimmers in your lane know when you are entering the water.
- Swimmers are encouraged to contribute to an atmosphere of cooperation and courtesy.
- Use of a snorkel and mask requires written medical certification and must be approved by the Aquatic Director.

## PROGRAM POLICIES

- Parents are encouraged to observe classes from designated areas and are required to be onsite during the entire time.
- No one may observe classes on the edge of the pool.
- Other than the parent/child classes' parents is not allowed in the pool during their child's class (unless approved by the aquatics director).
- If children are under the age of 10 the parents must remain on site.
- Participants may be removed for discipline or safety reasons
- In order to add a smooth transition from program to program all participants must exit the pool when their program has concluded.
- All instructors must be Y staff or Y approved volunteer.
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***All participants enrolled in lessons must be registered and approved by the Y prior to the 1<sup>st</sup> appointment.***

## SWIM TESTING POLICY

### **Pass:**

- The water is at or below arm pit level and
- The individual can stand with both feet flat on the bottom of the pool and
- The individual can right themselves after they have leaned backwards lifting both feet off the bottom of the pool and coming back to a standing position with flat on the bottom of the pool.

### **Fail:**

*Any of the following results in not passing the Shallow Water Test*

- The water is above arm pit level
- The individual can't stand with both feet flat
- The individual can't right themselves returning both feet to the bottom of the pool after leaning backwards

**If one fails they can still get in the water if:**

- They wear a coast guard approved life vest
- Have a parent within arm's reach

**DEEP WATER TEST**

*This test needs to be completed on any one under the age of 17 wishing to swim in water above their arm pit level\**

**Directions:**

- Swim one length any stroke(25 yards) without stopping and without swimming entirely under the surface
- Tread water for 1 minute without touching any surface (walls, stairs, lane lines, etc)
- Jump in the water with both feet and allow water to go above their head
- Perform back float

**Pass:**

- Swim 25 yards without stopping at any point and
- Can tread water for 1 minute without touching any surfaces and
- Water was above their head as they jumped in the deep end and
- Able to perform a back float

**Fail:**

*Any of the following results in not passing the Deep Water Test:*

- Unable to swim 25 yards, stopped and started again, or touched the wall
- Unable to tread water for 1 minute, touched the wall, steps, lane lines, etc while testing
- Unable to jump in the water with both feet and go under the surface of the water
- Unable to perform a back float



**GYMNASIUM RULES**

- Please consult a current gymnasium schedule for programs, open and defined times. Open basketball is open basketball only. Open gym has the potential to be various open plays. Adult open times are for members ages 18 and over only. Use is a first come first serve basis. We ask members to be sensitive to others when using open gym times and try to accommodate everyone.
- Only non-marking athletic shoes are permitted in the Gym.
- Food and beverages are not permitted in the Gym.
- Only Y staff is permitted to adjust the basket height.
- Gym bags, coats and other large personal belongings are not permitted in the Gym. Please lock them in a locker in the locker room.
- Rough play, throwing balls at windows, and offensive language will not be tolerated.

- Members are expected to self monitor their behavior at all times in the gymnasium. Y staff and managers on duty will help in the regulation of behavior during all open times while class instructors will monitor the behavior of their class participants. Any unruly behavior or profanity is grounds for immediate removal from the building as well as reason to close the gymnasium. We humbly ask your assistance in monitoring your own behavior as well as your guests.
- There is NO OPEN PLAY when classes are taking place in the gym. Although a hoop may appear to be unoccupied, the side of the gymnasium where the class is taking place is closed.
- During open gym, no full court basketball games are permitted unless otherwise specified.

## **FACILITY GUIDELINES FOR YOUTH**

Care and safety of children using the Y is a priority. Accordingly, several guidelines have been established to provide children with a safe and nurturing environment.

- Children ages 7 and over must use gender-specific locker rooms.
- Children age 10 and under must be accompanied by an adult at all times.
- Youth ages 11-15 are allowed to participate in the following areas:
  - open swim (swim test required)
  - game/activity room
  - open gym
  - instructional programs

However, a parent/guardian must remain in the center at all times except when the child is in a structured program.

- Youth ages 11-15 may also use the cardio and strength training machines in the Wellness Center upon completion of the strength training and conditioning program.
- Teens age 16-17 are permitted to use the center without restriction during periods where they Y has no expectation that they should be in school. This includes the use of free weight equipment.
- Please see Pool Guidelines on page 14 for youth policies within the pool area.



## **BEHAVIOR POLICY**

*The Y of Central Maryland is committed to providing a safe and welcoming environment for all members and guests.*

*To promote safety and comfort for all, we ask individuals to act appropriately at all times when they are in our facility or participating in our programs.*

***We expect persons using Y services to behave in a mature and responsible way, and to respect the rights and dignity of others. Our Code of Conduct outlines prohibited ac-***

**tions. The list of prohibited actions below is not totally inclusive of all inappropriate behaviors:**

- Inappropriate attire - Appropriate attire must be worn at all times.
- Angry or vulgar language, including swearing, name-calling or shouting.
- Physical contact with another person in any angry or threatening way.
- Any demonstration of sexual activity or sexual contact with another person.
- Harassment or intimidation by words, gestures, body language or any menacing behavior.
- Theft or behavior that results in the destruction of property.
- Carrying or concealing any weapons or devices or objects that may be used as weapons.
- Using or possessing illegal chemicals or alcohol on Y property, in Y vehicles, or at Y sponsored programs.
- Any other conduct of an inappropriate, threatening or offensive nature.
- Lying or misrepresentation in order to gain access to Y programs/services/facilities.
- Loitering is not permitted in or outside the Y.
- Smoking is not permitted in or outside the Y. The YMCA and its property is a smoke-free environment.

In addition, The Y reserves the right to deny access or membership to any person who has been accused or convicted of any crime involving sexual abuse; is a registered sex offender; habitually or excessively uses narcotics or dangerous drugs; has ever been convicted of any offense relating to the use, sale, possession, or transportation of narcotics or habit forming and/or dangerous drugs; or continuously or excessively use intoxicating beverages.

Members and guests are encouraged to be responsible for their personal comfort and safety, and to ask any person whose behavior threatens their comfort to refrain. If a member or guest feels uncomfortable in confronting the person directly, they should report the behavior to a staff person or the Building Supervisor on duty.

Y staff members are eager to be of assistance. Members and guests should not hesitate to notify a staff member if assistance is needed.

In order to be able to carry out these policies, we ask that members and guests identify themselves to staff when asked. The Y management team will investigate all reported incidents. Suspension or termination of Y membership or participation privileges may result from a determination by Y management at their discretion if a violation of the Y Member Code of Conduct has occurred.

## **DRESS POLICY**

Appropriate attire must be worn at all times. Individuals using program areas are required to wear appropriate exercise clothing including non-marking athletic shoes in all areas (shoes not required in swimming areas). Your midriff must be covered and your pants or shorts must be at or above your waist. Inappropriately revealing exercise attire will not be permitted. Please contact a program staff person if you have questions about proper and safe exercise attire.

## **DRUG & ALCOHOL POLICY**

The Y of Central Maryland is a drug, alcohol, and tobacco free zone. The use of these substances is strictly prohibited in or around all Y locations and programs.

## **PERSONAL BELONGINGS**

- The Y of Central Maryland is not responsible for lost or stolen property. It is recommended that you do not bring valuables with you to the Y. Lockers are provided for your daily use, but you must provide your own lock.
- For courtesy and safety, locks are not to be left on lockers overnight. If a lock is found on a locker at closing time, it will be cut off and the contents of the locker will be placed in the lost and found. The Y is not responsible for locks left on lockers or items found in lockers at closing time.
- Lost and found items will be held at the Y. If these items are not claimed they will be donated to a local charity. The Y of Central Maryland is not responsible for lost and found items.
- Gym bags and other large personal belongings are not permitted in the program areas as space may be limited.
- Members must provide their own towels.



## **CREDIT AND REFUND POLICY**

1. If the Y cancels a class due to lack of enrollment or scheduling conflict, the participant will be issued a credit or refund in full.
2. If the participant cancels in writing more than 24 hours before the first class meeting, a 100% credit/refund may be given less a \$10 service charge.
3. Credit/refunds (less a \$10 service charge) will be given for the following:
  - a. If the participant notifies the Y in writing more than 24 hours before the second class meeting, a 75% credit/refund will be issued.
  - b. If the participant notifies the Y in writing less than 24 hours before the second class meeting, a 50% credit/refund will be issued.

***No credit/refund will be issued after the second week of classes.***

4. In cases of misconduct, credit/refunds will be given on a case-by-case basis.
5. Credit/refunds are not applicable to deposits or registration fees for programs such as child care, camp, etc. Credits can not be applied to monthly membership drafts.
6. Membership fees are non-refundable and non-transferable. The Center Director may extend the length of an annual membership for medical reasons and/or extended illness where the member was unable to use the facility and notified Member Services promptly.
7. All refunds will be processed through the Association Office within a 30-day period.
8. Credits are good for one year.
9. The Y does not provide make-ups, credits or refunds for missed classes for any reason including inclement weather related cancellations.

*This credit/refund policy does not apply to child care or camp programs. Please see the departmental director for information regarding child care and camp.*

## **MORE OPPORTUNITIES TO GET INVOLVED**

There are countless ways for children, youth, families and individuals to get connected with the Y, each other, and their community!

- Register your child for Y Journeys for Youth Development programs:

Camping Fun  
Early Childhood Development  
Enrichment Before & After School

- Have fun at our free Family Fun Nights
- Enjoy our annual free Healthy Kids Day
- Run or walk in our annual Turkey Trot 5K Races and other 5K Events
- Volunteer to be a mentor
- Enroll your child in Youth and Government
- Support our Safe Place for Kids Campaign
- Join group exercise classes
- Join swim teams, youth or adult sports leagues and clinics
- Volunteer for our Community Advisory Board
- Get one-on-one help from a personal trainer

To learn about these and other opportunities to get active, healthy, and more connected to your community, stop by the Member Service Desk or go to [ymaryland.org](http://ymaryland.org).

**Thank you!**



**It's deeper here.®**  
[ymaryland.org](http://ymaryland.org)