

YMCA of Greater Montgomery Membership Policies and Procedures

Revised September 2019

Our Mission:

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

Spirit

A healthy spirit is the foundation for a strong, positive quality of life. The YMCA of Greater Montgomery helps its members, program participants, and friends develop healthy spirits both individually and collectively. Healthy spirits are found in the joy of achieving a milestone in wellness goals, in the excitement of team sports, in the peace of a yoga class, and the support of friends found with the YMCA of Greater Montgomery's family. Relationships are formed with a caring staff and volunteers who know you and your family and understand the needs of our members. Over the years, the YMCA of Greater Montgomery's members have volunteered in our community building healthy spirits by serving as coaches, tutoring after school and organizing the Annual Campaign, always finding ways to involve more children and families in our cause.

Mind

A healthy body alone is not enough to meet the demands of today's stressful and busy lifestyles. The YMCA of Greater Montgomery is an anchor in the community where you work and live. Relationships are formed with caring staff and volunteers who know you and your family. Parents experience peace of mind when placing their children with caring adults in child watch while exercising. After school programs support classroom learning with homework assistance and special enrichment programs. Youth development programs such as Youth in Government help young people adopt values and behaviors that will help them advance in academic pursuits, leadership service and career interests.

Body

The YMCA of Greater Montgomery encourages healthy lifestyle choices and promotes physical well-being through a variety of programs. Opportunities are offered through both individual and group activities that improve the quality of life for participants and contribute to the overall good health of the community. The YMCA of Greater Montgomery understands how difficult it is to get started on a healthy path and has thoughtfully developed beginning classes to help members meet their goals and learn the basics.

Our Values:

Caring, Honesty, Respect and Responsibility

What we stand for:

Youth Development

Nurturing the potential of every child and teen.

Healthy Living

Improving the nation's health and well-being.

Social Responsibility

Giving back and providing support to our neighbors.

All About Your Membership:

Welcome to the YMCA of Greater Montgomery! As a member, we appreciate you joining the area's finest family friendly facility in the area. This handbook is designed to help you better understand the YMCA facility and its rules and guidelines. Anytime you are using the facility and have a question, please feel free to ask one of our friendly staff.

We have tried to be as comprehensive as possible when creating this guide; however, we understand that some details may have been overlooked and some guidelines may be facility specific. In these and other cases, the YMCA of Greater Montgomery reserves the right to adjust, update, and change all policies and procedures as deemed appropriate for the success of the organization.

Membership Benefits

Wellness is a journey. During your journey, you will discover that health is the greatest wealth and that the health of your family is just as important as your own. The YMCA of Greater Montgomery provides you and your family with several opportunities for this journey at an incredible value. Refuel and restore the mind, body and spirit using one of our many fitness and wellness centers; form healthy habits that will help you to be at your best each day. Each YMCA has a unique feel and offers a diverse set of programs that enhance the lives of all age groups. Whatever it is you are looking for; you will surely find a home at the YMCA of Greater Montgomery. Bring your family and enjoy the many activities and programs we offer.

The benefits are virtually unlimited when you consider we have eleven membership locations throughout central Alabama:

- Group exercise (land, water and cycle) is included in all memberships
- An offering of hundreds of group exercise classes each week
- Priority sign up for youth sports programs, swim lessons, and summer camp programs
- Member discounts for sports, swim lessons, and summer camp programs
- Only members can be part of our competitive swim team
- Access to tremendous wellness centers
- Access to 11 air-conditioned gymnasiums
- Access to 9 pools (two indoor year-round pools)
- Child watch for your dependent children ages 6 months to 11 years of age, including enrichment activities for children ages 7 to 11

Membership Categories (Please see our Website: www.ymcamontgomery.org for current pricing information and categories)

Membership Fees

1. The YMCA collects a one-time joining fee for all new memberships. The joining fee is good for 30 days once the membership has lapsed. Should you wish to join again after 30 days, a new joining fee will be assessed.
2. Bank Draft---Membership dues are drafted from your bank account each month if you are a member of the YMCA; no fuss, no hassle. To cancel a membership, please notify the YMCA in writing, 30 days in advance. To change bank accounts, please complete a new bank draft authorization card and provide a new copy of a voided check. We ask that members check their bank statements closely each month. The YMCA will gladly remedy any discrepancies less than 90 days old. Please note: All returned drafts incur a \$15 fee.
3. Credit Cards--The YMCA accepts Visa, MasterCard, American Express, and Discover.

4. Annual payment—The YMCA accepts payments for a minimum of 12 months in advance. Once the year has lapsed, the YMCA will send a bill for the next 12 months. Unused portions of unused paid annual memberships will be refunded upon request minus a \$30 administration fee.

Member Satisfaction Guarantee

If you are not completely satisfied with our membership within the first 30 days, we will gladly refund your membership dues. Joining fees are non-refundable.

Financial Assistance

Thanks to generous donors such as you, our annual support campaign raises more than \$1,300,000 to fund our Annual Campaign. Through this program we can make the YMCA accessible to individuals and families based on our income and expense verification process. Household incomes below \$55,000 may be eligible to take part in this program. Through this program we have designed a scale to fit a variety of financial situations. A pre-determined monthly rate has been established in a sliding scale format.

How to apply:

- You will need to present one of the following:
 - A copy of your most recent tax return, or
 - Social Security verification, or
 - Disability verification, or
 - Unemployment verification.
- Our Member Service Desk assistant will review your application based on the information that you provide and he or she will assist you to determine your income-based rate.
- You will then complete the simple membership application form and be on your way to becoming a member of the YMCA of Greater Montgomery.
- You will need to re-apply and submit current financial income verification every 24 months to continue to enjoy the financial assistance program. Please be aware that your rate may change as your financial situation changes.
- All financial assistance expires after 24 months. Membership drafts are considered continuous at the YMCA of Greater Montgomery. Bank draft memberships WILL convert to the regular rate (non-financial assistance rate) at the end of 24 months. It is your responsibility to cancel your membership if you do not choose to resubmit or reapply for the financial assistance program and do not wish to continue your membership at the regular rate.
- For Special Temporary Financial situations such as medical or losing your job, please inquire about our STEP-2 Financial Assistance Program.

Member Code of Conduct

The YMCA welcomes anyone in the community to join our association and reap the benefits of membership. With membership, however, comes the responsibility to act in accordance with the values that make the YMCA a place everyone can enjoy. The four-character values of the YMCA are caring, honesty, respect, and responsibility.

The Y is committed to providing an atmosphere that is free of offensive and unlawful conduct. Fighting, use of abusive language, disrespect for property rights of the Y or others, conduct or actions of a sexual nature, derogatory or unwelcome comments based on individuals' sex, race, ethnicity, age, religion, marital status, citizenship, disability, sexual orientation or any legally protected status are examples of the conduct that will not be tolerated.

As a private organization, the Y reserves the right to cancel the membership of any member who does not live up to the standards and commitments set forth in the Member Code of Conduct and Enforcement Policy. Inappropriate behavior (as defined by YMCA staff) will result in suspension or termination of your membership. Individuals who experience or observe this type of conduct are encouraged to promptly report their concerns to Y staff. Every effort will be made to ensure that reports are investigated and resolved promptly, confidentially and effectively. Membership will not be granted (and will be revoked) for any individual that is listed on a national, state or local sexual offender list.

Membership Cards and Photo IDs

Please present and scan your membership card at the center's Member Service Desk every time you enter the YMCA. Another form of photo identification such as a driver's license, may be used if a member forgets his/her official membership card. A photo ID is required to enter. Please note: photos for ID (displayed only in our membership software base) are required to be taken by all members and updated as deemed appropriate.

Membership cards are issued to members age 12 and older. A parent or legal guardian must present their membership card and accompany members under the age of 12. Upon entry to the Y, you may be asked to wait while your membership is verified. If your membership is not current, you may not enter the facility.

Cards are not transferable. Please do not allow another individual to use your card. These actions may put your membership status in jeopardy. Replacement cards are available for \$5.

Membership Newsletter

The YMCA sends out registration dates, schedules, and helpful hints to members every month electronically. Member news is also available on the website at www.ymcamontgomery.org. Please provide your e-mail to aid us in our efforts to communicate with you and your family.

Visiting Other YMCAs Around the Country

NATIONWIDE or Reciprocal Membership:

Things to Know Before You Go:

As a Nationwide Member, you now have the added value of visiting Ys across the United States and Puerto Rico. There are a few guidelines to know and follow when you travel:

- Before you travel, contact the Y you intend to visit to make sure it is one of the more than 2,600 locations that participate in Nationwide Membership.
- You must have an active CITY-WIDE membership to be eligible for Nationwide Membership.
- On average, at least 50% of your monthly visits must be to your Home YMCA (the local association that enrolled you and collects your membership dues).
- If you have known periods of seasonal travel (when you will not be using your Home Y at least 50% of the time or will be a resident of another area for more than 28 days), you will need to cancel your Home Y membership and join the Y where you will be living for that time period.
- If you are a college student, you will need to join the YMCA where your usage is 50% or greater. Nationwide Membership is based on individual usage not the family unit. Most Ys have a young adult or college membership option, or you can ask about the financial assistance program.
- Most YMCAs require a photo ID for all visitors. Please bring a photo ID with you for a seamless customer experience.

- You will be asked to sign a waiver when visiting other YMCA locations. We offer Nationwide Membership because we want to help you reach your health and wellness goals wherever you live, work or travel. This is an essential part of our cause of strengthening communities. We look forward to your visit and hope you enjoy being part of more YMCA community.
- Program registration such as youth basketball are available to Nationwide or reciprocal members at the Non-Member rate.
- Other restrictions may apply.

Guests

The YMCA is a member organization and seeks to encourage membership through guest privileges. Local guests may visit (photo ID with address required) the YMCA up to two times per calendar year at no charge. Each guest must sign a YMCA of Greater Montgomery release form. Guest must be accompanied by a member and guest must be at least 18 years of age to be onsite without their guardian. Children must be accompanied by a guardian and are subject to the age guidelines as outlined in the member handbook and program guide. There is a limit of 2 adult guests per member.

Attention guests: To avoid overcrowding during peak hours or for our most popular classes the YMCA reserves the right to limit access to facility and/or a class by guests. All members should check prior to bringing a guest of any limitations that may currently exist.

Out of Town Guest: A member's out-of-town guest may visit the YMCA of Greater Montgomery for up to 5 visits per 12-month cycle at no charge. Guests under the age of 18 must be accompanied by a member during visit(s). All guests must provide photo identification and sign a guest release form to enter the facility. An adult (with photo ID) must be on the premises with a guest under the age of 14. Guests under the age of 18 must be signed in by a parent/guardian and provide emergency contact information. There is a limit of 2 adult out of town guests per member.

Day Membership: as an opportunity for a prospective member to "TRY the Y" for a day. We offer for \$10.00 a day membership. Participant must be at least 16 years of age or older and have guardian sign waiver. This opportunity is limited to once per calendar year and can be used in addition to the two-free local guest of a member mentioned above.

Short Term Membership: as an opportunity to provide service to out-of-town guests that would like to enjoy the YMCA of Greater Montgomery for their limited stay in our community we have available a short-term membership for \$65 per person, per month. Participant must be at least 18 years of age or older, show photo ID and sign a release form. This opportunity is limited to a minimum of 1 month and a maximum of 3 months within a 12-month period.

Short Term College Membership: as an opportunity to provide service to college students who attend college out of town and are in town for Christmas and Summer Break the YMCA of Greater Montgomery provides a Short-Term College Membership for \$60 per person per month. Participant must be between the ages of 18 and 25 years of age. All participants are required to show photo ID; proof of college enrollment, and sign release form, this opportunity is limited to a minimum of 1 month and a maximum of 3 months within a 12-month period.

Caregivers, Babysitters and Nannies

The YMCA encourages families to take advantage of their membership as much as possible by offering a "nanny pass" for families who have a caregiver, nanny or babysitting service

for their children or loved one. Families and nannies interested in utilizing this service must first complete and sign a "Caregiver/Nanny" form. Note: Pass is valid for 90 days and must be renewed in person by sponsoring member.

Once the "nanny pass" has been issued, the specified caretaker may visit the Y at any time **with** the ward/child/children in a supervisory role. The "nanny pass" does not constitute a membership and the nanny is not entitled to the benefits of full membership. Although a nanny often feels like part of the family, he/she cannot be added to your family membership. The nanny must always be with the children/ward. If a child is 8 or younger, the nanny must be at least 18 years of age. The YMCA encourages families to purchase a full membership for their Caregiver or Nannies.

Changing Your Membership

To change any of your membership information, please complete a simple change of membership form at our Member Service Desk.

Upgrading

Do you have a new addition in your family? Have you been recently married? We want your entire family to be able to enjoy your YMCA membership. Should your new addition put you in a new membership category, you will be responsible for any additional membership dues as well as the difference in joining fees. We ask that you pay the difference in the first month's dues and joining fee at the time when you submit your Change Form. If you pay annually, we ask that you also pay the difference in your dues for the balance of your invoice period.

Downgrading

Have your children grown and left the nest, making you eligible for an adult or couple membership? We will happily adjust your membership category as well as your membership dues.

All you need to do is complete a Change Form and return the membership cards of dropped family members. Please allow 30 days to adjust bank draft amount.

Temporary membership cards will be issued for dropped members for the balance of their membership period.

Moving

If you are moving out of the area and would like to have a YMCA membership in your new city, you will need to cancel your membership with the YMCA of Greater Montgomery and join the YMCA in your new hometown. We will be happy to provide a letter stating the cancellation date of your membership here and the amount of joining fees you paid at your request. Be sure to contact the Y where you will be living to find out their policies concerning joining fees, dues, etc.

Cancellations

Should you decide to part ways with the Y, we ask that you complete and sign the YMCA Cancellation Form available at the Member Service Desk. Unfortunately, verbal, fax, and phone notices cannot be accepted. Please include your membership cards with your written notice. Thirty days is required to stop your bank draft. Temporary cards will be issued to you and other family members included in your membership for the time remaining on your membership. The YMCA reserves the right to cancel a membership with appropriate notice.

Rejoining the YMCA

Should you cancel your membership with the Y and wish to rejoin, we will be happy to assist you in becoming a member again. Please note that once you cancel your membership and

you choose to rejoin, you will be responsible for paying the current membership dues as well as any outstanding fees you may owe. An additional joining fee will be assessed at the time of rejoining.

Holds

Membership in the Y is an ongoing commitment. Should members need to suspend their membership, they may cancel it by completing and signing a Cancellation Form and submitting it 30 days in advance. Exceptions to this guideline may be made due to medical circumstances at the discretion of the Membership Director at the appropriate center.

Membership Refunds

Should you decide to cancel your membership with the YMCA of Greater Montgomery we will happily stop the automatic withdrawal from your bank account upon request with a 30-day notice. Please note: at least one additional draft will occur, but your membership is active through your termination date. We are unable to refund membership fees due to lack of use or non-attendance. Joining fees are non-refundable. Please monitor your monthly bank statement for discrepancies. Should you discover an error on our part and report it within 90 days, we will correct our error and refund the appropriate amount up to 90 days. After 90 days, we will only be able to correct our error, **no refund will be available**.

Gift Certificates

The YMCA offers gift certificates for classes, memberships and other YMCA activities. Gift certificates are available at the Member Service Desk and are valid for one year from date of purchase.

Locker Rooms

You will be responsible for any personal belongings you bring into the locker rooms. Please bring and use a secure lock for your protection. Except for our Downtown location where we have locker rentals available, lockers are for use only during normal operating hours. Unauthorized locks left overnight may be removed at the discretion of YMCA staff and the locker's contents held for one week. After one week, the contents will be donated to charity.

We offer an "Assisted Changing Room" or family locker rooms for children and adults at many of our locations. Please check with the Member Service Desk to find out where they are at your location(s). Children up to 6 years old are welcome to accompany a parent in either the men's or women's family locker rooms.

Adult locker rooms are for members age 18 and older. Please note, the Downtown YMCA is an ADULT ONLY facility and only at this location we offer an optional locker (\$15 per month add laundry fee service for \$20 a month (fees subject to change).

When using ALL locker rooms, please respect that others may not be comfortable with public nudity. We ask that you wear a towel or clothing in all areas of the locker room, including the sauna and steam room.

Security

The YMCA makes every effort to ensure that your visit to our facility is a safe and enjoyable one. However, we cannot be responsible for any theft or damage to your property. Should you experience theft or damage, please complete an incident report at the Member Service Desk. This enables us to track such incidents and take steps to prevent them from happening again. It also helps us to apprehend the perpetrators whenever possible. The YMCA will prosecute those engaging in criminal activity on its premises.

The best way to protect your property is to bring a lock and secure it in a locker. Valuables should be left at home. YMCA staff will NOT hold your valuables for you and we do not encourage leaving valuables in a locked car.

Please lock your vehicle and secure your belongings out of sight while you are visiting the YMCA. Busy parking lots in general attract smash and grab criminals and we do not want you to be a victim of this type of crime.

Weapons Policy

Other than "ON DUTY" law enforcement, regardless of any valid license to possess or carry, YMCA members are prohibited from carrying onto YMCA property any firearms, Tasers, large knives or other objects YMCA staff determine to be dangerous to the safety of their members.

Lost and Found

We have all forgotten something at one time or another. The YMCA will make every effort to hold any items found within the facility in a designated Lost and Found area within the building. Any items not claimed within one week will be donated to charity. The YMCA is NOT responsible financially for any items left or lost at the YMCA.

Proper Attire

Please keep in mind that the Y is a family-oriented facility and wear attire that is appropriate in all areas of the facility. Swimsuits are required in the pools -- no cut-offs or street clothes. Also, no see-through clothing, inappropriate logos, or wording are permitted at the YMCA. Proper athletic shoes, shirt (no exposed midriff) and workout attire must be worn in the wellness center, aerobic studio, basketball courts, and other program areas. Towels/wraps or appropriate clothing should be worn in locker rooms and saunas.

Children in the YMCA

Check out our Website for Child Watch Hours of Operation www.ymcamontgomery.org

Building strong kids lies at the heart of the Y's mission. Each day, thousands of children come to the Y to learn, play, dream and achieve in a safe, fun and nurturing environment.

All parents and guardians should be aware of the Y's policies regarding the supervision of children at Y facilities and programs. These policies are designed to make sure the Y continues to be a safe and caring place for all children. Please remember that the Y does not provide supervision for a child not involved in a scheduled program which is why we ask all members to follow the following restrictions:

- All children under the age of 12 must be directly supervised by their parent or guardian while they are on YMCA property or at a YMCA program location. The only exceptions to this policy are: if the child is over the age of 8 and has passed a swim test and is in the pool area with parent still on site, or, the child is participating in an organized YMCA program or activity, such as our child watch (nursery) services, sport programs, swim lessons, etc.
- Parents or guardians of children under the age of 12 must remain on YMCA property (or YMCA program space) while their child is at the Y (including all youth sport programs and child watch programs).
- Youth members under 16 years of age **CANNOT** use the Wellness Center other than during designated Family Cardio Hours (for children ages 12-15 only) unless they have undergone a wellness orientation. Family Cardio Hours vary center-to-center. Please check with the Member Service Desk to determine Family Cardio Hours for your center. Wellness Orientations can be scheduled at the Member Service Desk.

- During Family Cardio Hours, a parent must be on a machine next to child. Only cardio machines are to be utilized by youth during Family Cardio Hours. No selectorized or weight training equipment is to be used.
- Once turning 16, members must have an orientation by the Wellness Director. Members under 18 years of age cannot use the adult locker room or sauna. Running and ball bouncing are only permitted in the gymnasium.
- IMPORTANT: The Downtown Y location is an adult ONLY facility, youth under the age of 16 only have access to the Gymnasium, track and racquet ball courts and parent must be with youth at all times.

Sauna Rules and Regulations:

You must be 18 years or older.

- All persons must cover up to enter.
- NOTE: Pouring water on rocks and heating units will render unit inoperable.
- No food, drinks, gum, glass, or open containers.
- Shaving and the use of lotions or oils (including eucalyptus) are prohibited.
- Exercising in this space is not allowed.
- Persons with any chronic health condition should consult their physician prior to use.
- Cool down at least 5 minutes after exercise before entering.
- Do not use for more than 10 minutes without exiting and cooling down.
- The YMCA does not recommend the use of rubberized/plastic clothing.
- Interfering with the thermostat or operations of the room are prohibited.

Steam Room Rules and Regulations (Downtown Y location only):

You must be 18 years or older.

- All persons must cover up to enter.
- No street shoes or clothes permitted.
- No food, drinks, gum, glass, or open containers.
- Shaving and the use of lotions or oils (including eucalyptus) are prohibited.
- Exercising in this space is not allowed.
- Persons with any chronic health condition should consult their physician prior to use.
- Cool down at least 5 minutes after exercise before entering.
- Do not use for more than 10 minutes without exiting and cooling down.
- The YMCA does not recommend the use of rubberized/plastic clothing.
- Interfering with the thermostat or operations of the room are prohibited.

Aquatic/Pool Area Rules and Regulations:

- Pool is not open without a lifeguard on duty.
- Children not potty trained must wear swim diapers.
- All swimmers are subject to a swim test.
- Non-swimmers ages 11 years and younger are required to wear a US Coast Guard approved personal floatation device during group swims.
- Youth swimmers ages 8 and younger require supervision by an adult in the pool area, age 11 and under require parent on site.
- Please shower before entering the pool.
- Appropriate swimming attire must be worn.
- Food, gum and candy are only permitted in designated areas.
- Glass, sharp objects or hazardous materials not allowed.
- No flips, rough play, or pushing, diving is permitted in authorized areas only.
- No breath-holding activities or prolonged underwater swimming.
- No running on the deck, in dressing areas, showers, or hallways.
- Swimmers with open wounds, diarrhea, or any communicable condition are not allowed.

- Lightning in area will close swimming pool, after all is safe pool will re-open.
- Please obey lifeguard instructions.

See Lifeguard for Emergency Phone and Emergency Kit Location.

Locker Room Rules and Regulations:

- Help us keep the locker room clean and neat.
- Be considerate of others; cover yourself.
- Cellphones, cameras or recording equipment are not to be used in the locker room at any time.
- Please leave important valuables at home. The YMCA is not responsible for lost or stolen items.
- The YMCA recommends that all personal items be kept locked in a locker.
- To keep the lockers available for all, please do not leave items in a locker overnight.
- Please shower before entering the pool area.
- For the safety of all, please dry off before leaving the shower area.
- Please report any inappropriate behavior to a YMCA staff member immediately.

Gymnasium Rules

- Dunking the ball is not permitted at any time. Violators will be asked to leave.
- Facilities MAY LIMIT GUEST access to Gymnasium(s) due to member use.
- Members (or guests) will be charged for the cost for any damage to the facility or equipment.
- Appropriate language only.
- No outside food or drinks permitted.
- Children under the age of 12 must be directly supervised while in the Y.
- Proper attire must be worn; which includes shirts, proper athletic shoes, and shorts/pants at waist level.
- Assisting non-authorized access to the YMCA will result in suspension of membership privileges.

Health, Well-Being and Fitness Guidelines:

The Y strives every day to provide a welcoming place where anyone from beginning exercisers to competitive athletes can come to improve their health and well-being. The following health and wellness policies are designed to help ensure the safety and positive experience of all member who use the Y.

Health Issues

Please get a medical exam prior to beginning any exercise program. This is a wise first step to engaging in any wellness-related activity. Some programs may require a written and signed physician's approval prior to participation.

Also, please be sure to keep your contact information up to date with the YMCA. It is essential that we have your current address, phone number and emergency contact information in the case of an emergency.

Personal Training Policy:

Only staff members employed with the Y can provide personal training within YMCA facilities and programs areas. Our staff members are trained and certified and they are committed to carrying out our mission by providing high-quality training.

Personal Trainers who are not employed by the YMCA are strictly prohibited from training or conducting business in a YMCA facility. The YMCA has this standard to provide safe, high-quality personal training to our members.

As a private organization, the YMCA reserves the right to cancel the membership of any member who does not follow this policy.

Wellness Equipment Policy:

We constantly strive to supply our members with a wide variety of well-maintained wellness equipment, and we oversee the safety of equipment used during our programs. We ask that you refrain from bringing personal fitness equipment for use within the YMCA – such as TRX equipment, dumbbells, and any other items Y staff determine do not comply with our safety standards. If you notice a piece of equipment that is in need of repair, please bring this to the attention of a staff member and we will strive to rectify the situation as soon as possible.

Wellness Floor Reminders:

- Please observe a time limit of 30 minutes on cardiovascular equipment when others are waiting.
- Members are expected to re-rack their weights when they are finished with them.
- Members are expected to control their weight and not drop weights to the floor.
- Food, gum, candy, or glass containers not permitted.
- Please no weight belts on padded equipment.
- Please allow other members to work in between multiple sets.
- The use of spotters and collars are highly recommended.
- No workout bags, strollers, or infant carriers in wellness facility.
- Members are expected to move from equipment to equipment in a timely manner and not monopolize a piece of equipment for an unreasonable amount of time. Also, to permit others to work into rotation when appropriate.
- Members are asked to wipe down equipment after its use with the sanitation materials provided at the facility.
- Cell phone conversations must be completed before entering wellness area.
- Members cannot take photos and/or videos in the YMCA without expressed written permission from YMCA management.
- Appropriate clothing and shoes are required on the Wellness floor. Shirts and shoes must be worn. Exposed midriffs, inappropriate logos, wording or symbols are not permitted. Shorts/pants must be worn at waist level. No open-toed shoes, sandals, or flip-flops permitted.
- Members or guests will be charged for the cost for any damage to the facility or equipment.
- Assisting non-authorized access to the YMCA will result in suspension of membership privileges.

Program Registration

Member and non-member registration for all YMCA programs can be made online or at the Member Service Desk. Payments **MUST** be presented at the time of registration to officially be in the class or program. Cash, Check, Visa, MasterCard, American Express, or Discover may be used. Program fees **MUST** be paid in full. Partial payment is **NOT** accepted.

Program participants are issued a receipt at registration. Please have this available to show the Member Service Desk or instructor upon request.

Please see Members early registration dates in our program guide. Some classes have enrollment requirements or limits. If the minimum is **NOT** met, the class may be cancelled and credit will be given to registrants.

Program Refund Policy

If participating in a YMCA program, refunds will only be issued prior to the start of a program session. After the program is started the parent/participant may request a system credit to be used for future program sign-ups minus a \$20 processing fee and the cost of the uniform (if applicable) if it has already been ordered.

Program Cancellation or Makeup Policy

You will be notified by your instructor/coach if a class, practice or game must be cancelled by the YMCA due to weather, staffing or mechanical problems. Due to facility usage and staffing considerations only one make-up date and time will be made available to you for this cancelled activity.

If a member and participant must miss a class due to a personal conflict or sickness the YMCA does not have the capacity to create a make up for the member or participant due to class ratio limitations.

Your Comments

Each YMCA has a comment board available for your comments and suggestions. All signed comment cards will be responded to in 24 hours. All cards are shared with YMCA staff. You may also visit www.ymcamontgomery.org and leave a comment for us.

Statement of Non-Discrimination

The YMCA of Greater Montgomery does not discriminate based on age, race, sex, color, national origin or disability in admission to, access to, or operations of its programs, services or activities. The YMCA does not discriminate in its hiring or employment practices.

Inquiries concerning non-discrimination policies other than ADA and Title VI compliance should be forwarded to:

YMCA of Greater Montgomery
PO Box 2336
Montgomery, AL 36102

Child Watch Policies and Procedures:

Child Watch is a YMCA of Greater Montgomery program which provides a supervised area and at specified times supervised activities within our facilities for children ages 6 weeks to 11 to enjoy while parents work out, enjoy classes or participate in activities at the YMCA.

While not all branches have the space, and staffing available for this program we have attempted to provide this program at most our facilities as shown above. We do hourly and daily attendance checks at each of our facilities and we use these statistics to determine how to adjust our offerings over time.

We ask that all parents remember that children under the age of 11 must be supervised while at the YMCA.

Parents or "new" parents may upgrade their membership at any time to include this valuable program to their membership.

Time Limit:

There is a two-hour time limit per day per child in the child watch program.

Sign in/Sign out:

- Parents must accompany their child into the Child Watch area to check them in each time they visit, and parents must check out their child at the end of each visit.
- Each visit; please inform staff of any specific needs your child(ren) may have.
- Please sign in your child and note the time, your name, and where you will be in the facility. You must stay on the premises if you have your child in child watch.
- Upon check in, you and your child will be provided matching tags. You must have this tag to sign out your child. If a caregiver or spouse will be picking up the child, we must have written permission from you, and the caregiver must have a picture ID and the tag to sign the child out.
- No one under the age of 18 can check a child in or out of the YMCA child watch program.
- If your child cries inconsolably or seems distressed for more than 10 minutes we will notify you so you may come and comfort your child.

Snacks:

For Children 9 months of age and under; ONLY prepared bottles and spill-proof sippy cups are permitted in the child watch program due to allergies or other food restrictions that other children may have. We are unable to spoon feed your baby: as a drop-in facility, staff are not equipped to provide this type of service. Please make sure your child is fed before leaving him/her in the child watch program.

Diaper Changing:

- Children should have on a clean diaper or pull up when they arrive at child watch. We will routinely check diapers/pull ups and if appropriate contact you the parent to come change the diaper/pull up of your child.
- Due to the drop-in nature of our child watch program and the design of our facilities, we do not have proper sanitation stations in the immediate area, therefore for the safety of our staff, we will not be able to change diapers. The YMCA does not provide diapers or wipes.
- Even with older children accidents do occur, please be prepared and have a change of clothes for your child whenever you utilize the child watch program.

Belongings:

Please have your name on diaper bags, sippy cups, pacifiers, and jackets. For safety reasons, personal belongings such as toys or any type of electronics are not permitted. Please do not leave your personal belongings with your child, the YMCA will not be responsible for these items.

Illness or Contagious Conditions:

Any child who appears to have any illness or contagious conditions, including, but not limited to: cold or cough, diarrhea, vomiting, nasal or ear discharge, fever, or head lice will not be accepted in the child watch program.

Behavior:

Children who have problems behaving or getting along with other children may have their privileges suspended. Actions that will result in suspended privileges are: Biting, hitting, pushing, kicking, pinching, or excessive rough play. Time out is the only form of discipline used in our program. We will ask the child to stop once, give a warning and inform them of the consequences of their actions (as age appropriate). If child continues to be uncooperative then "time out" (up to a maximum of one minute "times" age of child) method will be employed. Parent will be notified of negative behavior at check-out time. If negative behavior is excessive, parent will be notified immediately and child will be suspended based on severity of behavior issue (at the discretion of the child watch supervisor). Parents of children who have encountered a situation in which they were on the receiving end of negative behavior will be informed of the incident either at the time of check-out or immediately as deemed necessary. All steps will be made to protect all children in the program.

Staffing:

All YMCA of Greater Montgomery staff are carefully interviewed, screened and background checks are conducted to ensure that we are providing the best staff possible to care for your child.

Members have priority: in instances that ratios are close to being full in the child watch area guests or members that do not have family memberships may be turned away to make room for family member children.

Please note: there may also be times that we must turn away members due to overcrowding of the child watch area due to space and staffing. It is our goal to minimize this occurrence whenever possible.

We attempt to observe the following ratios:

- Ages 6 weeks to age 3 Ratio: 1 staff to 6 children
- Ages 4 to 11 Ratio: 1 staff to 10 children

Adventure Room at Bell Road and Grandview:

The Bell Road and Grandview branches have available for members Adventure Rooms that have a climbing area and slides. These areas are available during specific times during the day and must be supervised by YMCA staff for child safety. Parents are not permitted to stay with their child in the Adventure Room or child watch area. Please remember to bring socks for your child when they come to use these fun and exciting play areas of the YMCA.

MANDATORY REPORTING:

The YMCA of Greater Montgomery staff and volunteers are required by law to be mandatory reporters in any suspected cases of child abuse. In a suspected case of child abuse the proper authorities will be notified and the governing agency will handle all investigations in accordance to the laws of our state.

I have read, understand and agree to the Child Watch Room policies.

PRINT NAME _____

SIGNATURE: _____ **DATE:** ____/____/____