

# **RYE YMCA**

**Policy Manual**  
**Effective October 19, 2011**

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The Rye YMCA Policy Manual is intended to be a guide for actions that currently occur at our YMCA. It is not meant to cover every possible rule and, as a work in progress, this manual can be modified at any time by YMCA administration.

## **FACILITY**

### Cell Phone Use

- Cell phones may be used in all public areas of the YMCA, except bathrooms, locker rooms, the Fitness Center, Annex, Spinning Room, Aerobics studio and in program areas while in use.

### Community Information Posting

- Any organization or individual wishing to post information in our facility has to be approved by the Rye YMCA management.
- Non-profit, community information is always welcome

### Hours of Operation

- The Rye YMCA is open Monday through Friday, 5:30 am to 10:00 pm; Saturday, 7:00 am to 6:30 pm; and Sunday, 8 am to 6:30 pm.
- **All members must be out of the facility within 15 minutes of closing.**

### Lost and Found

- The YMCA is not responsible for lost or stolen items.
- Lost and Found is located on the 2<sup>nd</sup> floor by the vending machines.
- Lost and found items and those left in lockers or in kit lockers by any members will be donated to charity after 7 days.

### Strollers

- Strollers are prohibited inside the building due to Fire Codes.

### No Solicitation

- The Rye YMCA does not permit solicitation of members or staff from outside organizations or individuals, without authorization.

### Parking Lot

- The YMCA Parking Lot is for the use of the members who are using our facility.
- Vehicles must be parked in a designated parking space.
- Compact spaces are for compact cars only.
- Please be sure to park in between the lines of the space
- Parking lot is for members only, not for use by commuters
- Assisted parking greeters are to be used in the event there are no spaces available

- Please leave keys with the parking attendants.
- Please be patient and respectful when using the lot.

#### Playground

- The playground is designated for participants of the Rye YMCA afterschool and camp programs. Age-appropriate children, accompanied by parents/guardian, may use the playground only when there is no play scheduled for the afterschool or camp programs.

#### Room Rental

- The Rye YMCA does not routinely rent facility space to outside organizations or individuals.
- Non-profit community organizations wishing to utilize facility rooms or space need to obtain permission from the Rye YMCA management before scheduling event.

#### Tobacco Product-Free Environment

- Effective May 1, 2010, smoking will not be permitted on the Rye YMCA premises which include but are not limited to inside and outside the facility, the grounds, and the parking lots.

## **MEMBERSHIP**

#### Definitions of Membership

- YOUTH membership consists of any child between the ages 0 and 17.
- YOUNG ADULT membership consist of anyone between the ages 18 and 22.
- COLLEGE AWAY membership consists of college students who board and show proof of residency.
- ADULT membership applies to anyone 23 years of age or older.
- FAMILY membership consists of 2 adults with or without children (ages 0-17) living in the same household. Children enrolled in college may remain on the family membership until they are no longer in school or turn 23 years of age, whichever occurs first.
- SINGLE PARENT FAMILY membership applies to households with 1 adult living with children 17 and under. Children enrolled in college may remain on the single parent family membership until they are no longer in school or turn 23 years of age.
- SENIOR membership applies to anyone 62 years of age or older. (Must notify the YMCA when you turn 62 to receive the Senior Membership)
- SENIOR FAMILY membership consists of two seniors living in one household with or without children

- HOLD STATUS membership is available to any member that would like to place their membership on hold for an extended period of time. Members must contact the member services department to re-activate their membership when they wish to start using the facilities again.

#### Membership Code of Conduct

- The Rye YMCA is a membership organization that values caring, honesty, respect and responsibility. Membership is a privilege, not a right. We expect persons using the YMCA to behave in a mature and responsible way and to respect the rights and dignity of others. Members and guests are encouraged to notify staff if they are made to feel uncomfortable while using the YMCA. The YMCA has the right to suspend or cancel a membership if the member's behavior or language violates a generally accepted standard of conduct.
- Persons found on sexual offender registry list(s) or who have committed sexual offenses, will have membership privileges denied/suspended/terminated and will not be eligible for volunteer/employment opportunities at the Rye YMCA.
- Members are required to carry their ID card(s) and scan them every time they enter the building.
- Members are required to have their picture taken, which is linked to their membership account.
- For security reasons, if ID cards are not scanned or pictures are not taken, membership may be revoked.

#### Guests

- Guests may visit the Y up to 6 times per year for a fee.
- Adults/Seniors \$20/visit; Youth (15 years and younger) \$5/visit
- The Rye YMCA reserves the right to limit the number of guests in the building at any given time.
- Guest fees can be applied towards a membership.
- A.W.A.Y. Guests from other YMCA's 75 miles or further away can visit up 6 times per calendar year at no charge. If home YMCA is closer than 75 miles. A \$10/visit fee applies.

#### Membership Disclaimer

- The Rye YMCA is a non-profit organization and reserves the right to deny membership on a non-discriminatory basis when deemed appropriate. (The Executive Director will make this determination).
- In the event of a lawsuit against the Rye YMCA by a member, the Executive Director may suspend membership pending resolution of the lawsuit.
- In the event a member chooses to suspend membership due to medical reasons, the YMCA reserves the right to have the

Executive Director require a medical care provider's note prior to re-instituting membership.

- An employee terminated for cause must obtain approval from the Executive Director for membership.

#### Refunds

- Memberships are non-transferable, and non-refundable.

#### Waivers of Liability

- All members will sign a waiver of liability upon establishing all memberships.

## **FINANCE**

### Bank Drafts (E-Pay) - Memberships

- Bank draft is a perpetual membership plan that will remain in effect until member submits in writing a request to terminate membership.
- The Rye YMCA must be given a 30-day written notice prior to withdrawal date for terminations. Without 30-day notice, there is no refund, and it is the member's responsibility to make sure that the termination has been received by the YMCA administration.
- Voided check (or copy) must be provided to the YMCA administration. If there is a change in bank accounts, a "voided" check from the new bank must be submitted with 30-days notice before the withdrawal date.
- The YMCA Board of Directors may, at their discretion, adjust the monthly rates of each membership category with at least four week's notice prior to such change.
- Should any membership draft not be honored by a bank for any reason, the member is responsible for payment, including service charges and bank fees which will be added to the unpaid membership draft.

### Payment Methods

- Memberships, programs, and services may be purchased by paying with cash, check, VISA, MasterCard, or Amex.
- Credit card information is not retained, with exception of payment plans via credit card.

### Donations of Rye Y programs/services to Community Groups

- We often receive requests from community organizations to support their fundraising or philanthropic efforts with donations of Y memberships, programs/services or use of the Y facilities. While we wholly support these initiatives, we are unfortunately unable to accommodate all requests due to prior commitments of our facility space and budgetary obligations. To help us coordinate this process, please submit your request for a Y donation to the Executive Director, for his consideration and written approval if granted.

### Privacy (Data) Protection

- Personal or financial information for members or employees may not be given out to any individuals or organization outside the Rye YMCA, except for legal purposes or requirements. However, this information on a 'need to know basis' may be accessed by designated Rye YMCA staff.
- Membership and employee lists are not sold or provided to outside businesses or organizations.

### Returned Check Policy

- Members whose check payments are returned for insufficient funds will receive a letter advising member of this situation from the Finance Department and will send a copy to program director. Applicable service charges or bank fees will be added to the insufficient payment amount.

## **GYMNASIUM**

### Open Gym/Family Gym Etiquette

- To ensure a comfortable atmosphere for everyone, be courteous and respectful of others.
- All members use the gym equipment and supplies. Be prepared to share all equipment and supplies.
- Whenever you use any gym equipment, return it in the condition you found it. If equipment is damaged, please notify a YMCA staff member.
- Do not enter the gym while class is in progress.
- Respect all members by honoring the times designated as class time.
- Return all equipment where you found it or to the instructor.
- Participants may only use the equipment that is out on the gym floor.
- Please refer to the gym schedules located in the lobby or online for dates and times of open gym.
- Food wrappers, water bottles, towels, or any other item should be removed from gym when you leave.
- No one under the age of 12 is allowed in the gym without a parent or guardian.
- Any problems in the gymnasium should be brought to the attention of a staff member.
- Hanging on the basketball or volleyball nets, in addition to any other equipment, is not permitted.
- Participant misconduct, violent actions, and foul language are not permitted.
- Wet clothing is not allowed in the gymnasium.
- Appropriate attire must be worn at all times (sneakers only).

- NO basketball playing on carpeted areas.
- The Rye YMCA may amend rules at any time.

## **Locker Rooms (Adult and Youth)**

### Usage

- The Men's/ Women's Locker Room is available for members 16 years and older.
- Always secure your belongings. We recommend that you do not bring valuables into the facility, if you must, you may secure them in a locker or at the Member Services Desk. The YMCA is not responsible for personal items.
- Shaving is only permitted over the sinks.
- Dispose of used razors properly.
- Secure all valuables in a locked locker.
- Kit lockers are emptied out 30 days after membership termination.
- You may lock your belongings in the locker while you are at the YMCA; however, you must remove the lock and contents when you leave. The lock will be cut off and the contents will be retained for one week if lock is not removed.
- You may bring your own lock and remove it at the end of each visit.
- Daily locks are available at the Member Service Desk in exchange for your Membership card. Please do not leave locks on overnight.
- Separate locker rentals are available for a yearly fee.
- Additional locker rooms are available for boys and girls. If your child is five or younger, you may use either youth locker room. If they are older than five, they must use the youth locker room for their gender. At no time are children under sixteen allowed in our adult locker rooms.
- Youth locker rooms may be used by adult members on weekdays only before 9 am and after 8:30 pm. Weekend usage is not allowed. Parent may accompany their same sex child at any time.
- Special needs locker rooms have been designed for our members with disabilities and for those special situations that require a mom to assist her son or father to assist his daughter (5 & younger). Moms and daughters are to use the Girls locker room. Dads with sons are to use the Boys locker room. Children ages 6 and older are to use youth locker rooms.
- No cell phones or cameras.

### Sauna

- Do not put water on the rocks, dry your clothing, or heat food in the sauna.
- Members with certain health conditions should consult with physician before using the sauna.

- Use a towel while sitting in the sauna or on furniture in lounge.
- For safety, limit yourself to a maximum of 10 minutes in the sauna.
- Wait at least five minutes after exercising to cool down before using one of these facilities.
- No food or drink is allowed in the sauna.
- It is strongly recommended that members not use the sauna without having another person present.

## **POOLS**

### General

- Users must read and follow all posted rules.
- YMCA lifeguards have the right to ask anyone not abiding by the pool rules and/or putting other members at risk to leave the area.
- For your safety, the Rye YMCA follows guidelines to close the pools during lightning and thunder storms.
- Shower before entering pools.
- Use the handrails in hallways when entering or exiting pool area.
- No shoes on deck. Flip flops and bare feet only.
- No parents or spectators on deck during lessons.
- No running.
- No diving in shallow ends.
- No throwing equipment or people in or around the pool.
- No flips, twists, or back diving into the pools.
- No chewing gum, food, cans or glass bottles allowed in the pool areas.
- No spitting, blowing nose or discharging bodily fluids in pools or gutters.
- The use of foul language and/or explicit behavior or excessive noise offensive to others will not be tolerated.
- Adult Lap is for all members 16 years of age or older with good swim skills.
- Bathing caps must be worn by everyone ages 3 and up(excluding SKI and PERCH classes). Bathing caps are sold at our member services desk.
- Appropriate swim attire is required. (i.e., no thong, cut-off shorts/pants, sees through bathing suits or any other revealing swimwear.
- Children will be escorted by their instructor when entering and exiting the pool area.
- Parent/guardians of children under the age of 12 are required to stay in the lobby/viewing area during swim lessons.

- Diapers are not permitted in the pool. Please use special swimming diapers only, which are available for purchase at our Member Services Desk. Diapers must fit snugly on legs and waist.
- Do not use the pool if you or your child has had diarrhea in the previous two weeks.
- Assist young children in making frequent visits to the bathroom to minimize accidents.
- Starting blocks are only for use in the swim lesson and competitive swim programs.
- Prolonged underwater swimming or breath holding is prohibited.
- Swim coaching/instruction is permitted only by Rye YMCA staff, no outside coaches/instructors allowed.
- Please refrain from changing children in the wet corridor or viewing areas.
- Pool water is not intended for rinsing. Do not rinse children in the pool before, after, during, or after diaper changes. Do not rinse hands in pool after trip to the bathroom or changing a diaper. Always wash hands correctly using soap and warm water.

#### Family Swim

- No balls or throwing of any objects.
- Family swim is for youth, adult and family members. Members are welcome to bring a guest. (guest rules apply)
- Children 9 and under must be accompanied in the water by an adult. For children 10-11, an adult may observe from the lobby. Children 12 and older may swim without an adult.
- A swim test is required for all children who want to swim without an adult.
- A parent/guardian must be in the water with non-swimming children of any age. A maximum ratio of 1 adult to 2 non-swimming children will be enforced. Children wearing bubbles are not allowed in the deep end unless accompanied by a swimming adult (ratio of 1 adult to 1 child).

## **FITNESS**

#### General Fitness Center Rules

- Please allow the YMCA values of Caring, Honesty, Respect, and Responsibility to govern conduct.
- For your safety and to ensure proper use of equipment, orientations are suggested before using the Fitness Center.
- No cell phones allowed.
- Proper athletic attire and footwear required; rubber soles and closed-toe shoes only- no clogs, flip flops, socks, bare feet, open-toed, or open-backed shoes.

- Please respect and help us to keep the facility clean and in good working order. Report any needed repairs to staff.
- Everyone must sign up at the Fitness Center Desk before using any of the cardiovascular equipment.
- Dress appropriately. Proper attire includes workout clothes & sneakers.
- The Fitness Center is a privilege for members 16 years of age and older. A Teen Intro to the Fitness Center class is available for ages 14-16. Teens ages 14-15 may earn a Teen Passport that will allow them to use the Fitness Center. Please contact the Fitness Dept. for more details.
- Be careful not to interfere with another's workout by "jumping" in front, or "loitering" on any one machine.
- Please wipe down equipment when finished. Paper towels and spray are available.
- Store coats, bags, etc. in the lockers and cubbies provided. Please secure your valuables.
- Return weights & bars to their proper racks.
- Please do not drop weights.
- All free weight lifters are required to use a spotter when needed, and collars.
- Personal Training is permitted only by Rye YMCA Staff; no outside trainers allowed.

#### Annex

- Annex is for members 8+. Members between the ages of 8 and 12 must be accompanied by an adult.
- Shoes must be worn at all times. No sandals or crocks are allowed.
- Please clean machines once you are finished.

#### Group Fitness Class Etiquette

- Proper footwear; no street shoes.
- Leave belongings outside the studio.
- No food or drink except water.
- Entering a class after it has started is unsafe and not permitted.
- Member should inform the instructor prior to the start of the class if planning to leave early.
- Turn cell phones off or on vibrate. Leave the studios to use cell phones.
- Wait until class is officially over to put equipment away.
- Equipment should be returned neatly to its properly designated storage location.
- Kindly respect the instructor when they ask that certain equipment be used for a particular class.

- Only class participants and the instructor are permitted in the studio during class times. Members not participating in the class will be asked to leave.
- Kindly respect the instructor and other participants by following the structure of the class. “Doing your own thing” can be disruptive and dangerous for all participants.
- Group exercise classes are limited in size to ensure the safety of participants. Kindly respect this if an instructor indicates that a class is filled.
- Classes are open to all Y members 16 and older.

#### Spinning Room

- No food or drink other than water.
- Wipe down bike after use with spray on a paper towel.
- Remove all resistance before dismounting bike.
- Do not move the bikes.
- Windows are to remain closed.
- Cell phone calls are to be taken outside of Spinning Studio.
- No static stretching on the bike.
- Cover saddle with towel if using saddle in a stretch.
- Mount and dismount bike from floor or center bar.
- Do no mount/dismount bike with feet in pedals.
- No backward pedaling.
- No personal Ipods or tape/CD players.
- No entry after class has completed the warm-up.
- No foul or abusive language.
- Be courteous and follow Instructors’ directions about policy/procedures.
- Only riders allowed in class; no children may sit in the room during class.
- No entry in to the room unless Instructor or Trainer is present.
- Doors are to remain locked until Instructor or Trainer is present.
- Wear proper athletic attire and footwear.
- Bring a water bottle and towel to class.
- Come early to set up bike to be ready when class starts.

#### Fitness Safety

- For your own safety, we recommend that you consult with a physician prior to enrolling in an exercise class if one of the following applies to you:
  - Females over 45 years old
  - Males over 34 years old
  - Smoker over the age of 30
  - Personal and family history of heart disease
  - High blood pressure, diabetes or other chronic illness
  - Have had recent surgery, or limited by any musculoskeletal problem

- Provide emergency contact and medical concern information to the Rye YMCA.
- It is recommended that all members new to the Fitness Center make at least one appointment with the fitness staff for proper orientation.

## **PROGRAMS**

### Program Changes and Cancellations

- The YMCA reserves the right to cancel any program that fails to meet enrollment requirements.
- All schedules are subject to change.

### Refund Policy

- We reserve the right to cancel any program that fails to meet minimum enrollment requirements and a full refund will automatically be issued.
- Should the participant cancel prior to the first day of the class/program, a full refund will be provided, less a \$15 processing fee.
- Should the participant cancel after the first day of the class/program, whether or not they attended, a prorated program credit will be issued, less a \$15 processing fee.
- Should the participant cancel after the first day of the class/program, whether or not they attended, **AND** wish to sign up for another class/program, the participant may wait for their prorated program credit, less a \$15 processing fee to be applied to their account and then use it to register for the new class. Otherwise, in order to secure new class opening, the member may sign up and pay for new class and then use program credit for a future transaction.
- Should a participant cancel after the second class, whether or not they attended, **NO** credit shall be given.
- Should the participant cancel **due to a medical reason**, a prorated refund/credit will be provided upon written verification by a physician.
- There are some **exceptions** to the above policy which are written in the handbooks/fliers of certain class/programs and supersede the above.
- Please allow 2-4 weeks for refunds issued via check.
- **Any class/program refunds or credits are at the Director's discretion.**
- **All class/program refunds or credits must be submitted prior to the last day of the class/program.**
- No make-up classes will be provided if the child cannot make the required dates and times of the program.

### Registration Process

- Registration for YMCA programs is regularly scheduled for spring, summer, fall, and winter sessions. There are unique registration periods for camp and selected aquatic teams, sports leagues, and social family programs throughout the year.
- All program registrations are available at the front desk and most programs are available on line, except those with logistical limitations for online registration (i.e., programs that need appointments, testing, or are run by lottery).
- All program fees are due in full at time of registration, unless pre-approved for special payments, discounts, or financial aid.
- There are class limits for a variety of classes due to safety, regulations, class effectiveness, or instructor/participant ratios.
- Online registrations begin at 6 AM on the day of registration. Online registration requires a current membership at the Rye YMCA. Visit our website [www.ryeymca.org](http://www.ryeymca.org) and click on the icon that reads “Register Online for Classes”. Sign up as a member and follow instructions.
- Aquatics, ASA/KT, and other select programs are not eligible for online registration.
- Registration is mail in/drops off or online for all classes. Form and instructions can be found in the back of our Program Guide found at the Rye YMCA Member Services Desk.
- Mail in/drop off registrations are processed through a lottery system beginning on the first day of registration at 9 am.

### For Mail INS:

- Member’s best chance of securing a place in a class is to use online registration (when available) on the start date of registration at 6 am.
- On the morning of registration, classes and programs will be found under “Current Session.”
- Post cards will be mailed to confirm the availability of your class choice OR phone calls will be made to confirm.
- Forms may be dropped off or mailed in up to one month in advance of registration dates

## **RACQUETBALL COURTS**

### Racquetball Court Code of Ethics

- The Rye YMCA members may reserve courts by phone or in person.
- Reservations cannot be made more than 72 hours in advance.
- Each reservation is for ½ an hour - 1 hour max.

- Players must be signed up in the reservation book for a valid court time.
- Reservations will be lost and your court may be given away if you are more than 15 minutes late for your reserved court.
- Players must be 12 years old or older, unless accompanied by an adult.
- At least one participant must be 12 years old.
- Participants must leave the court in the same state they found it.
- Protective eye gear is strongly recommended for those over 16, and required for under 16.
- Courts are for the use of racquetball.
- Appropriate attire is required. No street shoes or black-soled shoes are allowed on the courts.
- The YMCA reserves the right to close the courts at any time.
- Respect all other players. The use of profanity and offensive language is strictly prohibited.
- The YMCA Membership Code of Conduct will be enforced when applicable.

## **SAFETY**

### Automated External Defibrillator (AED)

- **AED** is a portable electronic device that automatically diagnoses the potentially life-threatening cardiac arrhythmias of ventricular fibrillation and ventricular tachycardia in a patient, and is able to treat them through defibrillation, the application of electrical therapy which stops the arrhythmia, allowing the heart to reestablish an effective rhythm.
- AED equipment is located in the Fitness Center.
- Only certified staff should attempt to operate AED equipment. All aquatic and fitness staff are trained and certified in the use of this equipment

### Emergency Contacts

- All members and visitors are asked to supply emergency contact information when they sign up for regular or day memberships or guest passes.

### Employee Child Abuse Prevention Code of Conduct

- All Rye YMCA employees must sign an Employee Child Abuse Prevention Code of Conduct covering specific protective directives for staff relating with children for the purpose of shielding children as well as recommending defensive behavior for the employees.

- At no time during a YMCA program may a staff person be alone with a single child where they cannot be observed by others, unless supervised by parent or guardian.

#### No Child Left Alone

- Children under the age of 12 must be under the supervision of an adult at all times while at the YMCA.
- Youth involved in a program or sport at the YMCA are considered supervised.
- The YMCA reserves the right to contact a guardian if a child is left unattended more than 15 minutes before or after their programs.

#### Photography within the YMCA

- The Rye YMCA reserves the right to take pictures/video of participants for brochures and marketing purposes. If you prefer that you or your child not be photographed, let us know in writing.
- Members or visitors may not indiscriminately use a camera within the facility. The YMCA reserves the right to ask a photographer to leave the premises.
- All photographs used by the Rye YMCA will be kept in the Rye YMCA computers, cameras, files, or digital retention equipment.

#### Statement of Liability

- The Rye YMCA does not carry medical/accident insurance for members. Risks are assumed by the user.
- The YMCA bears no responsibility or liability for the state of health or fitness of its members and shall have no liability to members, guests, or visitors for damage or injury to persons or property while on YMCA premises, using YMCA equipment or facilities or participating in YMCA programs.

#### Surveillance Cameras

- The Rye YMCA is equipped with surveillance cameras in various public areas of the facility.

### **VOLUNTEERS**

- All volunteers are asked to fill out a volunteer application.
- Volunteers who have direct interaction with children will be subject to background checks and online child abuse risk management training.
- Volunteers will work under a specific job description, may be evaluated annually, and retained or terminated by the program director who supervises the program for which they volunteer.
- Volunteers are not eligible for discounted memberships, program discounts, or other YMCA benefits.

### **Child Watch**

The Rye YMCA Child watch service is open to all members when using the facilities. Members MUST have a current Child watch card on file.

- Program Registration - A reduced fee is provided for members who need babysitting service to participate in any of our programs or have a regular workout schedule. This registration is non-refundable and credit will not be issued for unused time. Parents/Caregiver may not leave the building unless using Tot Drop.
- Random Registration - For members who use our services on an irregular basis. Reservations for a guaranteed spot MUST be made 24 hours in advance to ensure proper coverage on the day services are desired. The Childwatch staff must be notified if your child will not be attending. If a cancellation is not made in advance, a fee will be charged. Parents and Caregivers must not leave the building.
- Reservations may be made by phone the day prior to coming in. Calls must be received by 8 pm and all messages will be returned.
- Messages CANNOT be left on Sunday after 11 am for Monday slots.