



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

ALWAYS HERE FOR OUR COMMUNITY

YMCA of the Shoals Member Handbook



Revised July 2021

WELCOME TO THE YMCA OF THE SHOALS!

I'm glad you are here. The YMCA is uniquely positioned to play an important role in addressing many of the critical issues that our community faces; chronic disease management, keeping children and teens safe and engaging seniors. Thankfully we have a strong YMCA that meet these needs. For many our YMCA is also a "third place", where we are all welcome and where people can gather in safety and harmony.

The staff and I are always happy to answer questions and help make your membership experience enjoyable. If I can be of assistance, don't hesitate to call me. I am always glad to help. I look forward to serving you and please help me keep the conversation going by sharing with others the resources we have in the YMCA!

For a Better Us,
Lane Vines
Executive Director

HOURS OF OPERATION

Branch Hours

Monday – Friday 5 am – 9 pm

Saturday 6 am – 5 pm

Sunday 1 pm – 5 pm

Child Watch Hours

Monday – Friday 8 am – 1 pm

4 pm – 8 pm

Saturday 9 am – 12 noon

Sunday Closed

Aquatic Center Hours

Monday – Friday 5:30 am – 8:30 pm

Saturday 6:30 am – 4:30 pm

Sunday 1:30 pm – 4:30 pm

The Aquatic Center will be closed if thunderstorms or lightning are present and will remain closed for 45 minutes



Holidays

The Y is closed in observance of these holidays:

- Easter
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day



The Y will operate alternate hours on these holidays:

- Thanksgiving Eve (Close at 6pm)
- Christmas Eve (Close at Noon)
- New Year's Eve (Close at Noon)
- New Years Day (10 am – 4 pm)

Closings & Announcements

The Y will announce weather delays and closings as well as other important notices via these outlets:

Web Site

ymcashoals.org

Mobile App

Download Daxko and search YMCA of the Shoals

Facebook/Instagram



CODE OF CONDUCT POLICY

At the YMCA of the Shoals, we expect staff, members and guests to behave in accordance with our mission and values at all times, respecting the rights and dignity of others.



AT THE YMCA WE DEMONSTRATE CARING, HONESTY, RESPECT AND RESPONSIBILITY BY:

- Speaking in respectful tones, refraining from use of profanity or derogatory language and dressing appropriately.
- Resolving conflicts in a respectful, honest and caring manner; never resorting to physical contact or threatening gestures.
- Respecting others by refraining from intimate behavior in public; abstaining from contact of a sexual nature.
- Respecting the property of others; never engaging in theft or destruction.
- Creating a safe, caring environment; never carrying firearms or weapons.
- Participating in programs that build healthy spirit, mind and body; never engaging in the use, sale, dispensing or possession of illegal drugs, narcotics or tobacco or the unsanctioned use of alcohol on YMCA premises.

Adherence to the YMCA Code of Conduct is essential.

Noncompliance may result in suspension or termination of YMCA employment and/or membership privileges.

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

STRONG COMMUNITIES BEGIN HERE



MEMBERSHIP TYPES

- **Family / 2 Adult Household ***
- **Single Parent Family / 1 Adult Household ****
- **Adult**
- **Senior (65 +)**
- **Young Adult (16 – 24)**
- **Youth (Up to 12)**

*2 Adults and their dependent children under the age of 25 living at the same address. Any additional adult (25 +) added to the membership is an extra \$15 each month. There is a 2 additional adult maximum.

**1 Adult and his/her dependent children under the age of 25 living at the same address. Any additional adult (25 +) added to the membership changes to a 2 adult household.p

Child Watch is included with Household memberships.

MEMBERSHIP CARD

- Your membership card is your “passport” to the Y. They are non-transferable and remain the property of the Y.
- For your membership card, you may have a key tag or download our mobile app to access your card.
- You are expected to have your card each time you enter the facility. If you do not have your card with you, you must present a photo ID to allow the Y staff to verify your membership.
- Lost cards can be replaced. Please be prepared to present your photo ID when requesting a replacement card.

WHAT YOU MAY NOT KNOW ABOUT THE Y

FINANCIAL ASSISTANCE

Everyone is welcome at the Y. We are happy to provide financial assistance for memberships, child care, summer camp, and programs.

We use a sliding fee scale based on total household income and the number of household members. We require supporting documentation to verify household size and income, and we consider special circumstances when providing assistance.

Recipients are expected to be responsible for a percentage of the membership cost. Qualification for YMCA financial assistance is reviewed every year. If you do not reapply by the renewal date, your membership can be terminated.

If you need financial assistance, please stop by our Courtesy Counter for an application.

ANNUAL CAMPAIGN

The YMCA of the Shoals seeks to ensure that everyone has the opportunity to participate in programs and services that assist them in living healthier and fuller lives.

We invite you to participate in our annual campaign to give the gift that will make a difference in someone's life. Your donation will have a meaningful impact right in your own neighborhood. Please stop at the Courtesy Counter and ask for a pledge form or you can contribute directly on our website at ymcashoals.org.

VOLUNTEER INFORMATION

Every year, thousands of volunteers support the YMCA's overall purpose of helping people reach their potential in spirit, mind and body.

Volunteers are needed today in various roles. Become a vital part of your community!



MEMBER BENEFITS

- Fitness Center with leading edge cardio and strength equipment
- 24/7 Fitness Center Access
- Complimentary Fitness Orientation
- 150 + Group Exercise Classes a week
- Basketball court
- Indoor track
- Aquatic Center with 2 indoor heated pools and kiddie fountain
- Hot tub, sauna and steam rooms
- Locker Rooms with daily lockers, showers, and direct access to pool
- Priority registration for programs
- Reduce fees on programs and Birthday Parties
- 4 Hours a day per child of Child Watch
- Free coffee, fun and fellowship!

NATIONWIDE MEMBERSHIP

Nationwide Membership enables you to visit any participating Y in the United States through a membership at your home YMCA (enrolled you as a member and that collects your membership dues).

Before you travel, contact the Y you intend to visit to make sure it is one of the locations that participate in Nationwide Membership. When visiting another Y, you will be asked to sign a waiver.

- On a monthly basis, nationwide member visitors must use their home Y at least 50% of the time
- Program-only participants and special memberships are not eligible for Nationwide Membership
- Make sure the Y offers the services and amenities you plan to use
- Bring a photo ID with you for your visit

MEMBERSHIP DUES

We have two options for payment. You can pay for a full year up front or pay monthly through bank draft.

- **Annual Payment:** The first year's payment will include the join fee, prorated fee and 12 monthly payments. The following years' total will only include the next 12 months. You will receive an invoice 20 days prior to the payment due date. If your dues are not paid by the due date, your membership will be canceled.
- **Bank Draft:** The bank draft is a continuous membership that remains current for as long as you choose to keep it active. Should you wish to cancel your membership or make a bank draft change, a **30 days written and signed notice is required**. Please check your bank account regularly. If there is a discrepancy in your draft amount, please notify us promptly. It is our policy not to refund discrepancies more than 60 days old.

PROGRAM FEES

Program fees represent the cost of program activities or services not included in membership dues. They must be paid in full at the time of registration in order to guarantee a spot in the program.

MEMBERSHIP & PROGRAM REFUNDS

- If you cancel your membership within 3 days of joining, we will refund the joining fee. After this initial period, the joining fee is nonrefundable.
- If you pay annually and cancel your membership, the unused portion of your membership dues will be refunded upon request.
- Refunds are not issued for discrepancies more than 60 days.
- We do not refund based on previous usage or lack of use.
- We do not refund due to inclement weather, loss of utilities, or other incidents outside the YMCA's control.

CANCELLATION POLICY

We have no contract so you may cancel your membership at any time. We require a 30 days notice prior to your next draft date. A change form must be completed in order to cancel your membership. If you return within 30 days of canceling, you will not have to pay the join fee again. After 30 days from the date you canceled, the join fee must be paid again.

MEDICAL HOLD

With the presentation of a doctor's note, we can place your membership on medical hold for a max of 3 months. Your account will be reactivated and your bank draft will resume after the medical hold is over.

GUEST POLICY

We love it when you bring a friend with you! Local guests are welcome to visit the Y with a member up to 2 times per year. The member must be 19 or older and stay with the guest at all times. The guest must:

- Provide a photo ID.
- Sign a day pass waiver/release.



CAREGIVERS & NANNY PASS

The YMCA offers caregiver and nanny passes for families who rely on the support of outside-the-family caregivers and nannies. The caregiver/nanny must complete a pass waiver/release. The caregiver/nanny must be with the member they are supervising at all times. Please note that a caregiver/nanny pass does constitute a membership and holders are not entitled to the benefits of a membership.

AGE GUIDELINES FOR MEMBERS

MEMBERSHIP

- Children 16 and older are allowed to be at the Y without their parent or guardian present.
- Children 15 and younger must have a parent in the building and accessible at all times while at the Y.

CHILD WATCH

- Children can be in Child Watch starting at 8 weeks old and up to 12 years old.

SUPERVISING GUARDIAN

- 15 year olds and younger can be supervised by a relative/adult who is 21 or older.

HEALTH & WELLNESS

- Children must be 13 or older to be in the Fitness Center.
- Children must be 13 or older to participate in group exercise classes.
- Children must be 13 or older to use free weights.

AQUATICS

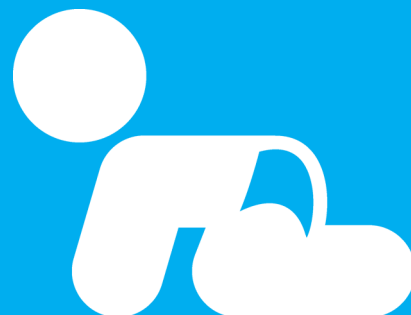
- Children must be 7 or older to enter the pool without an adult.
- Children between 10 and 12 years old may be in the Aquatic Center without a parent or guardian present, provided that they have passed the YMCA of the Shoals swim test. Children who have passed the swim test, must wear an anklet while in the Aquatic Center at all times. Parents must remain in the building.
- Children 15 and younger are not permitted in the sauna, steam room, or hot tub due to the unpredictable effects of heat and humidity.

LOCKER ROOMS

- Adult-only locker rooms are reserved for members 16 and older.
- Youth and family locker rooms may be used by families of the same gender and children 15 and younger. All diaper changes should take place here.

CHILD WATCH

- Child watch is a supervised service provided for children 8 weeks old to 12 years old, while the parent or guardian remains in the building. This is not a drop off service.
- The Y staff does not change diapers, nor is the staff responsible for preparing formula or serving meals to children in their care. Parents or guardians will be called to Child Watch to change the child's diaper.
- A child may remain in Child Watch for up to 2 hours and then the child must have a 4 hour break before coming back for up to another 2 hours.
- Guest children are allowed in Child Watch as space allows.



LOCKER ROOMS

We have 3 types of locker rooms and shower facilities.

- Adult locker rooms are for members 16 and older.
- Youth locker rooms are for members 15 and younger and children accompanied by a parent or guardian of the same gender.
- Assisted changing rooms or mixed gender family locker rooms are available outside of our pool area. These are equipped with sit-down showers, hand-held showers, handrails, and changing tables.

Please use locks on day lockers and remove the locks when you complete your visit. We will remove locks left overnight and place contents in the lost and found.

When using any of our locker rooms, please wear a towel or clothing at all times. Modesty is appreciated.

ATTIRE

The YMCA is a family association and asks its members to wear family appropriate attire.

Members are required to wear appropriate sports clothing in the Fitness Center, aerobics rooms, basketball court, track, and all program areas.

- Gym shoes or closed toe shoes with non-marking soles.
- Gym pants or shorts and a shirt (no bare midriffs or cut-out shirts).

Swimsuits are required for the Aquatic Center in the pools, hot tub, steam room, and sauna.

- No thongs, strings, cotton, cut-offs or street clothes are allowed in the pool.
- Infants in diapers must wear specialty swim diapers manufactured specifically for pools.

Clothing with profane or offensive language or pictures is prohibited.

The YMCA reserves the right to define inappropriate dress when necessary.



USE OF ELECTRONIC DEVICES

For the privacy and protection of all of our members, we ask you adhere to the following guidelines.

- Set phones to vibrate or silent while working out.
- Please keep phone conversations brief and non-disruptive.
- Taking photos or videos at any time in locker rooms is not permitted.
- Check with instructor prior to taking photos in youth programs.

EMERGENCY PROCEDURES

All emergency exits are clearly marked, please familiarize yourself with their locations. Should an evacuation of the facility be required for any reason, follow the directions of the Y staff to ensure a safe and orderly exit from the building. Entry back to the locker rooms are not permitted.

WEAPONS POLICY

Please no weapons of any kind, at any time on YMCA property. Regardless of any valid license to possess, Y members are prohibited from carrying any firearms, Tasers, knives, or any other objects the Y staff determines to be dangerous to the safety of members.

TOBACCO POLICY

The YMCA of the Shoals requires a tobacco free environment. No smoking, dipping, chewing, or other usage of tobacco is allowed in our building, at our pool, in our parking lot, or on our grounds. In addition, using E-cigs, pipes and vapor products on our grounds is also prohibited.

LOST OR STOLEN PROPERTY

The Y is not responsible for lost or stolen property. However we do keep items found for a period of time. Please check our lost and found for anything you may have lost.

FOOD & BEVERAGES

Please do not bring food into the Aquatics Center, Fitness Center, locker rooms, and gymnasium. Water in spill-proof non-breakable containers is permitted in the Fitness Center and gymnasium.

AQUATICS GUIDELINES

The Y provides swimming lessons to hundreds of children and adults each year. We believe the ability to swim is especially important in the Shoals area. Our goal is to teach water safety and to maintain a safe, fun environment in our Aquatics Center.

To maintain the safety and cleanliness of our Aquatics Center, please follow the guidelines below:

- Shower before swimming.
- Breath-holding activities, including long periods of underwater swimming are not permitted.
- To keep the spread of infection, individuals with open sores are not permitted to use the pool.
- A parent or guardian must accompany children to the locker rooms.
- Children with floaties, noodles, swimsuits with flotation devices, or other floatation devices must be within arm's reach of a parent or guardian in the pool at all times.
- Please respect the lifeguards and their decisions.
- Please no:
 - glass, gum, food, or drinks other than water
 - diving in the shallow ends
 - playing on starting blocks, handrails, safety equipment, water features, or lane ropes
 - flips
 - rough play, dunking, pushing, etc.
 - running
 - Band-Aids



Lifeguards may challenge the swimming ability of anyone at any time and restrict that swimmer to certain areas of the pool for their safety.

HEALTH & WELLNESS GUIDELINES

Exercise can cause an increase in blood pressure and heart rate, cause muscle strains and soreness.

Please consult your physician before participating in exercise. Some programs may require a physician approval before starting. Please make sure that the Y has your current emergency contact information.

Our Fitness Center is staffed with a Fitness Coach who is able to answer any questions you may have about equipment or exercises. Please do not hesitate to ask.



In order to maintain the safety and cleanliness of our Fitness Center, please follow the guidelines below:

- Please no gum or food.
- Place gym bags and personal items in locked lockers.
- Wipe off equipment after each use.
- Water in spill-proof non-breakable containers is permitted.
- Ask for assistance if you do not know how to use a piece of equipment.
- Know your target heart rate zone.
- Ask if you may “work in” and always let others do the same.
- Avoid making unnecessary loud sounds (dropping weights, yelling, etc.).
- Put all equipment back where it goes.
- Use a spotter when performing heavy lifts.
- Instruction or training by anyone other than YMCA staff is strictly prohibited.

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

YMCA OF THE SHOALS

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ymcashoals.org