



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

YOU BELONG

Membership Manual
YMCA OF THE CAPITAL AREA



WHO WE ARE

OUR MISSION

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

OUR VALUES

Caring, Honesty, Respect, Responsibility

STATEMENT OF DIVERSITY AND INCLUSION

The YMCA of the Capital Area is an inclusive organization open to all. The Y believes that in a diverse world we are stronger when we are inclusive, when our doors are open to all, and when everyone has the opportunity to learn, grow, and thrive. At the Y, we welcome all people regardless of dimensions of diversity including race, faith, color, national origin/ancestry, sex, gender identity, marital status, age, sexual orientation, disabilities, or socio-economic status.

WELCOME TO THE Y

As a member of the Y, you become part of much more than a place to exercise. You become part of a welcoming and supportive association of men, women and children committed to making our community a place where everyone has the opportunity to learn, grow and thrive.

For more than 100 years, the YMCA of the Capital Area has been guided by its mission and values to strengthen the foundations of our community and nurture the potential of all who call our region home. Although the work of our Y has changed over the years, from teaching English to immigrants in the early 1900's to teaching values to modern day youth, our Y has a long record of service and programs that have brought a better quality of life to the community. One of the greatest things our Ys will continue to do is build character in children and adults.

We have compiled this handbook as a quick reference for you. Please refer to this information to learn about policies, programs and the purpose behind our organization. We want to do whatever we can to help you make the most of your Y membership. Thank you for being a part of the Y!

BENEFITS TO JOINING THE Y

Association-wide membership provides access to all seven Y locations within the YMCA of the Capital Area, up to and including all Y's in Louisiana.

Each branch within the YMCA of the Capital Area is unique, with distinct facilities, classes and programs, and you can discover and enjoy them all by being a facility member.

All members of the Y have the ability to register for fee-based programs at reduced prices.

- Free babysitting while you workout! (for family memberships)
- Free Fit Path program to help you achieve your wellness goals
- Free Group Exercise classes



MEMBERSHIP POLICIES

As a member of the Y, you are part of an organization committed to helping everyone in our community have the opportunities they need to learn, grow and thrive. Our membership policies are designed to ensure we can continue to provide a safe, positive and nurturing environment where individuals and families feel welcome and at home.

The Y reserves the right to deny access or membership to any person who has been convicted of any crime involving sexual abuse, is or has been a registered sex offender or is presently or habitually under the influence of dangerous drugs or chemicals, narcotics or intoxicating beverages. The Y attempts to screen all members and guests against sex offender registries upon joining and periodically throughout the term of their membership.

MEMBER CODE OF CONDUCT

The YMCA of the Capital Area is founded on Christian principles and prohibits inappropriate behavior and conduct. This includes, but is not limited to, profanity or abusive language or attire, smoking, use of alcohol or drugs, the removal of YMCA property and criminal conduct of any type. Such inappropriate behavior or conducts is unacceptable and the Y consequently retains the right to deny membership to its applicants and to revoke membership of any current member or participant at its sole discretion.

We have zero tolerance for:

- Fighting, use of abusive language, or disrespect for property/rights of the Y or others
- Smoking in Y facilities and/or properties
- Carrying or concealing a weapon or any device or object that may be used as a weapon
- Inappropriate, immodest or sexually revealing attire as interpreted by staff; 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

As a private organization, the Y reserves the right to cancel the membership of any member who does not follow the Member Code of Conduct at any time—while on-site at a Y branch or during participation at any Y-affiliated program/event regardless of location.

Y staff members may define what is considered inappropriate behavior in the determination of a member's suspension or termination. Y members or guests who observe conduct not fitting the Member Code of Conduct should promptly report concerns to Y staff. We will then make every effort to investigate and resolve issues promptly, confidentially and effectively.



YOUR MEMBERSHIP CARD

Your membership card is your ticket to the YMCA- always present it to the welcome center each time you visit the Y. Your membership card can be stored and accessed through the YMCA mobile app. Download the FREE YMCA app today by searching "YMCA of the Capital Area" in the app store.

Cards are non-transferable and remain the property of the Y. Please be prepared to present your photo ID if you forget to bring your card on your visit or when requesting a replacement card.

MEMBERSHIP DUES AND GUIDELINES

- YMCA members have two options for payment. Options include a monthly draft using a credit card, debit card, checking or savings account or a full-year payment upon joining. A \$10 service charge will be applied on any returned transaction.
- You will never be asked to sign a contract. We never want to see you leave the Y; however, if you need to cancel your membership, please do so at least 30 days before your next scheduled draft. If you decide to rejoin the Y after you have canceled, we will waive the joining fee for up to 30 days after the cancellation date.
- Memberships are not transferable or refundable.
- Changes to your membership, like adding a family member or changing your payment information may be done by completing a Membership Change Form available at www.ymcabr.org. Please allow 30 days for processing.
- Members are responsible for checking their bank and credit card statements to ensure that automatic payments have been stopped. If you were incorrectly charged due to the YMCA's failure to cancel, a full refund will be given if the refund is accompanied by proper documentation (copy of YMCA email confirmation verifying cancellation. Under these circumstances, the YMCA will refund membership dues for up to three months at any given time.
- Our Y is part of the YMCA Nationwide Membership, which enables you to visit any participating Y in the United States through membership at our YMCA. To find locations visit www.ymca.net.
- Memberships may be eligible for hold, upon approval from the Y, for up to three months per calendar year. All requests to place a membership on hold must be submitted in writing within 30 days before the next draft date. Eligible circumstances for placing a membership on hold include:
 - Medical reasons- verified through a Doctor's note
 - Military deployment
- The Y reserves the right to discontinue service at any time.

MEMBERSHIP FOR ALL

Membership for All is the Y's income-based pricing system that helps ensure that we are there for those in need and affordable for all. An individual's rate for membership is determined by the chosen membership category and household income. Applicants for the program are required to provide verification of income. Everyone, including existing members, is welcome to apply. If your income changes during the course of your membership, you are welcome to contact us to explore this option to maintain your involvement in programs and services of the Y.

GUEST POLICY

The Y is a member organization that seeks to encourage membership through guest privileges. Members are invited to bring guests up to three times per calendar year, per facility, to enjoy the Y at no additional cost.

Guests must be accompanied by a member and provide a valid photo ID on each visit.

Guests under the age of 15 must be accompanied by a parent/guardian age 18 or older for their first visit to complete a release of liability waiver. Guests under 15 must be accompanied by a Y member over the age of 18.

Members are held responsible for the actions of their guests and will be held responsible for disciplinary actions as a result of the behavior of their guests.

Members supervising youth guests under the age of 15 must adhere to our youth supervision requirements.

Members may purchase a weekly pass for out-of-town guests. Guests must provide proof of out-of-town residency by providing a valid ID. Weekly passes are limited to two per year per member.





MEMBERSHIP POLICIES

PERSONAL BELONGINGS

Secure your bags, keys and other valuables in a locker. The Y is not responsible for lost or stolen property. However, we do keep lost and found items whenever possible. Unclaimed items will be donated to our homeless outreach program weekly. If you do have one of your possessions stolen or damaged, please complete an incident report at the Welcome Center. We also recommend that you do not leave valuables in your vehicle.

LOCKER USAGE

Members are responsible for providing a lock to secure items in YMCA lockers. Lockers are for daily use only, locks left overnight may be removed.

ATTIRE

The Y is a family-oriented organization, member attire must be appropriate. Proper workout attire and closed-toe shoes are required in all areas of the YMCA property except for the pool area and locker rooms.

WEAPONS

For the safety of members and staff, no weapons of any kind are allowed on YMCA premises. Regardless of any license to possess, the YMCA is a weapon-free campus, which includes firearms, tasers, knives or other objects YMCA staff members determine to be dangerous to the safety of others.

HOURS AND HOLIDAYS

Hours of operation vary by location. Hours are posted online at www.ymcabr.org. The YMCA will close or have limited hours during holidays. Please check with the Welcome Center to obtain information on holiday hours.

VIDEOGRAPHY, PHOTOGRAPHY AND CELL PHONES

Video recorders, cameras or any other recording devices are strictly prohibited without the expressed consent of the Executive Director. Notify staff if you notice someone taking photos or if you have concerns. Cell phone usage in the locker room is strictly prohibited and may be grounds for termination of membership.

CHILDREN AT THE Y

The Y is committed to providing children and teens the opportunity to learn, grow and thrive. Children have a positive experience at the Y when parents and guardians are aware of the policies regarding the supervision of children at the YMCA. These important policies are designed to ensure that YMCA is a secure, caring place for all children.

SUPERVISION REQUIREMENTS

All children under the age of 15 must be directly supervised by their parents or guardians while on Y property or at a Y program location. The only exceptions to this policy are for children ages 8 – 11 who have passed the YMCA swim test and occasions when children are participating in an organized Y program or activity, such as our Kids Zone area, Youth Activity Centers, swim lessons, etc.

Parents or guardians of children under the age of 15 must remain on Y property while their children are at the Y. The only exceptions to this policy are if children are participating in a supervised Y program or activity.

KIDS ZONE POLICY

- Children who are part of a family membership at the Y may stay at the Kids Zone for up to two hours per day.
- Parents and guardians are the only adults authorized to leave a child at the Kids Zone and are required to remain on-site at the Y during their child's visit.
- Only the parent or guardian who signs a child into the Kids Zone may sign them in and out.
- Kids Zone hours of operation vary by branch. Please check with the branch for their hours of operation.

WELLNESS CENTER YOUTH POLICY

A YMCA Fitness Trainer will instruct youth on how to safely and effectively use our cardiovascular equipment (12 – 14 years old) and our strength equipment (12 – 14 years old). Upon completion, they will be able to use the equipment in our Wellness Centers when accompanied by a parent or guardian who is 18 years of age or older. Youth ages 11 and under may not enter the Wellness Center unless they are there to participate in a program or class specifically designed for them.

If you have any questions about these policies, please contact your local branch.





WELLNESS POLICY

PERSONAL TRAINING

The YMCA of the Capital Area employs Personal Trainers who are nationally certified and CPR certified. Personal training by persons not employed by the YMCA of the Capital Area is prohibited. To ensure proper accounting and payment of services payments for Personal Training are accepted by our Membership Team at the front desk of each branch.

Our staff members, including Personal Trainers, are trained, and certified by the Y in accordance with the organization's history and philosophy; they are committed to carrying out our mission by providing high-quality programs.

Any person(s) conducting business, such as but not limited to personal training, within our branches, and who are not employed by the YMCA of the Capital Area for that specific job, will have their membership and access revoked.

WELLNESS CENTER EQUIPMENT

We constantly strive to offer our members 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 Y— such as TRX equipment, dumbbells and any other items Y staff members determine do not comply with our high safety standards.

WELLNESS CENTER REQUIREMENTS

1. Clothing suited for exercise and athletic footwear must be worn at all times please see Member code of Conduct
2. Liquids in glass containers and/or open containers are not permitted on the wellness floor/equipment
3. Playing movies or music through an open speaker within the building. Earphones/Earbuds must be worn to listen to music or movies from your personal device.
4. Offensive music, movies and videos is expressly prohibited. Please see Member Code of Conduct
5. Group exercise rooms are not accessible when classes are not being conducted. Rooms will remain locked during non-class times. This is for the safety and well-being of all our members.

WELLNESS CENTER GUIDELINES

We ask all our members and guests to be mindful and assist us with the following:

1. Clean equipment after each use
2. Return all equipment to the racks or containers
3. Use a spotter when performing heavy lifts
4. Refrain from dropping/slamming weights onto the floor
5. Allow others to work in when you're performing multiple sets.
6. Use earphones/earbud when listening to personal music
7. Please conduct personal/business conversations on your cell phone outside of all program areas and locker rooms. Common area spaces are provided.

GROUP EXERCISE POLICY

Group Exercise classes are limited based on each classroom and modality of class. A reservation for Group Exercise is required, this ensures a spot in the class if you arrive within (10) minutes before class start time. You can reserve a spot in class by creating an account, please click the "reservation" link on the homepage of our website ymcabr.org. Entering after a class has begun is prohibited regardless of class reservation.

We ask that participants leave their cell phones outside of class to prevent distractions. Cell phone use during class is not allowed.

We ask everyone to wear attire that is appropriate for the modality of class (i.e., cycling shorts, shoes, etc. for indoor cycling classes).

We encourage participants to bring their own yoga mat, water bottle and a hand towel to class.

SWIMMING AND WATER SAFETY

We recommend that members reserve a lane before coming to the Y to swim. Lanes can be reserved through our reservation system. Please create an account by clicking the "reservation" link on the homepage of our website ymcabr.org.

WEATHER GUIDELINES

All pools and spas will close at the first sound of thunder or sight of lightning. Pools and spas will remain closed for at least 30 minutes after each sound of thunder or sight of lightning. All members must evacuate the pool area to move to a safe location.

When the environmental temperature is below 40 degrees, our pools will be closed.

POOL RULES

- Please keep the pool area free from glass, food and chewing gum. Smoking and consumption of alcohol are not permitted on YMCA premises.
- Lifeguards are on duty to ensure the safety and enjoyment of all. Please respect their decisions.
- To help prevent the spread of infection, individuals with open sores are not permitted to use the pool.
- Swim diapers with plastic bottoms are required for those who use diapers.
- Running, pushing and rough play are not permitted.
- All members/guests must wear a swimsuit with a liner in it.
- Inflatable swim aids are not permitted, only Coast Guard approved flotation devices are allowed.
- Sitting, hanging and pulling on the lane ropes is not permitted.
- At the discretion of the lifeguard, all swimmers may be swim tested to determine their skill level.
- Starting blocks are for competitive program use only.

YOUTH RULES

- Any non-swimmer or child who cannot stand in water 3' 6" must be accompanied by a parent or guardian in the pool.
- When in the water, children under the age of 6 must be within arm's reach of a parent or guardian.
- Children under the age of 10 must be accompanied by a parent or guardian in the pool area.
- Children ages 10 to 14, who pass the swim test, must have a parent or guardian present on YMCA premises.



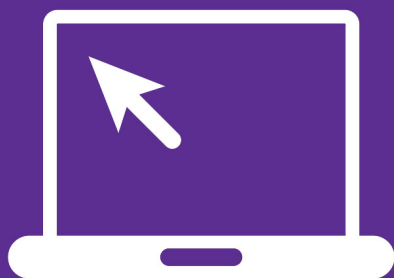
ANNUAL SUPPORT CAMPAIGN

Give to the Y and every dollar donated to the YMCA of the Capital Area Annual Campaign stays local and has a lasting impact on the people in our community. Your gift will build a better us by ensuring that the Y's doors are open to all. The real impact of your generosity is best told by those who benefit from your charitable gift.

All donations are tax deductible and 100% of dollars raised stay local in the Capital Area to support financial assistance, scholarships for out-of-school time care, the Y's disease prevention programming, drowning prevention, and special initiatives and outreach.

The Y. So Much More.

Please note the membership manual is a fluid document that may change as policies and procedures are updated.



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