



MEMBERSHIP GUIDE

Information on Membership Rules, Policies and Guidelines



YMCA

We build strong kids,
strong families, strong communities.

Table of Contents

Welcome...

YMCA Purpose, Assistance, Mission. . .

Membership Benefits. . .

Membership Access & Refund Procedures. . .

Code of Conduct . . .

Guest Privileges, Payment Information ...

Facility Usage (Age Policies). . .

Cardio Equipment and Weight Rooms;

Aquatics. . .

Child Watch Information. . .

General Information. . .

Membership Benefits

As a Member of the YMCA, You Will Receive:

- Use of the YMCA's facilities, equipment, as well as access to the no-fee classes and programs available for members.
- Special member rates and priority registration for programs and classes.
- Guest Passes (for each calendar year, prorated quarterly)
 - Individual Membership = 4 passes annually
 - Dual Membership = 8 passes annually
 - Family Membership = 12 passes annually
- Idaho Pass – membership at all Idaho YMCAs – we ask that you take out your membership at the YMCA you primarily use.
- Use of YMCA's nationwide (the AWAY Program)
- Personalized wellness, fitness and strength programs and coaching (some services are fee based: ask a wellness representative for details)
- Towel service (one towel per member)
- Locker room amenities
- Kids Gym/Teen Center area
- Member Service Child Watch
- Daily locker usage



YMCA

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Welcome

From the time you walk through our front door, to the time you leave, we want you to feel welcome, relaxed and at home. This manual has been developed to help ensure that all who enter our facility enjoy a safe and comfortable environment. Please note, the rules, policies and guidelines contained in this document are subject to change.

YMCA Mission

The Mission of the Wood River Community YMCA is to build strong kids, strong families and a strong community through programs that develop the whole person in spirit, mind and body.

Our Mission At Work – Open Doors Policy

Thanks to contributions from friends of the YMCA, financial assistance is available for people who have limited financial resources through our "Open Doors" Income-based Sliding Fee Scale. Subject to available resources and space, no person will be denied membership or program participation by reason of inability to pay fees. Contact any staff director for additional information. These contributed funds are raised at the Annual Classic fundraiser and our annual Strong Kids Campaign held each spring. The Strong Kids Campaign is the way our YMCA supports individuals and families in our community who cannot afford the Y experience. Every dollar is a 100% investment in our community and our future. Your contribution can make an incredible difference in the life of a child, a teenager, an adult, a family, or an older adult. Please give generously when contacted and help us provide experiences that will last a lifetime.

Membership Access

Membership I.D. Cards

- Your membership card is your passport to accessing the YMCA.
- Your card must be presented to the Welcome Center upon entering the facility.
- The replacement fee for lost or damaged card is \$5.
- Cards are non-transferable; only you may use your membership card.
- If you do not bring your card, another form of picture identification must be provided: i.e., drivers license, school ID
- *For your safety and the safety of others, the YMCA reserves the right to deny entry to persons without YMCA picture identification.*

USING YOUR YMCA MEMBERSHIP WHILE TRAVELING

- The AWAY symbol on YMCA Membership cards allows a member to have certain temporary membership privileges at YMCA's across the country.
- Your YMCA Membership card is also known as an Idaho Pass, giving you member privileges at all Idaho YMCAs.
- Visiting AWAY members from other cities are allotted a maximum of 5 visits a year to the Wood River Community YMCA during the calendar year, and then are subject to an \$8 guest fee for adults and \$4 for youth.

Membership Payment

When You Join...

- A **Youth Membership** is any youth from age 0 to 18.
- A **Young Adult Membership** is for anybody age 19 to 29.
- An **Adult Membership** is for anybody age 30 to 69.
- A **Senior Adult Membership** of for anybody over the age of 70.
- A **Dual Membership** is any two people residing in the same household. **Dual Young Adult** for ages 19 to 29.
- A **Senior Dual Membership** is for any two people residing in the same household, with at least one person over the age of 70.
- A **Family Membership** is classified as: two adults who live in the same household and who declare themselves a family and their dependent children through the age of 23.
- A **Single Parent Family** membership includes one adult and dependant children through the age of 23.
- A **Property Membership** is for the guests of a rental property.

- A **Household Membership** includes the family that reside at that residence and any family or friends who stay at that home.

- **Seasonal rates** are available for non-Blaine County residents and visitors. Please inquire at the Welcome Center.

When You Pay...

- Membership rates are subject to change in order to maintain quality service and keep up with operational costs. You will be given 30 days notice of a rate change.
- Membership dues are payable through an automatic deduction of the funds through your checking account (bank draft), credit card draft, semi-annual or annual invoice payments.
- The automatic monthly bank draft system allows you to pay membership fees without ever writing a check. Your bank statement will treat each month's bank draft as it does a cashed check written on the **1st of every month.**
- Bank and bank account changes must be received by us by the **15th** of the month.
- A \$20 service fee is charged to all returned drafts resulting in insufficient funds, closed accounts or "denied" credit cards without previous notice.
- Invoice payments must be received within one month of the anniversary date to continue as an active member.
- Parent (or guardian) information and signature are required on membership applications for youth members.

When You Change Your Membership...

If you desire to change your membership (i.e. add on your family), a Membership Change Form must be completed and signed. Members paying monthly are asked to submit this form by the **15th** of the month. A pro-rated amount will be charged for upgrades or additional services. When a member reaches an age that will change his/her category of membership, at least 30 days advanced notice of a membership rate increase will be given.

Should You Terminate...

We hope it never happens, but should you terminate your membership, the YMCA requires members paying by automatic draft to submit your written termination by the **15th** of the month in order to make your cancellation effective by your next draft. You can obtain the Cancellation Form at the Welcome Center. We request that members paying by invoice also complete the Cancellation Form. All membership identification cards must be returned at this time.

Miscellaneous

- A \$20 service fee is attached to all insufficient *checks*.
- All monetary transactions, registration and receipts are handled only at the front desk.
- Membership dues and similar payments are not deductible as charitable contributions.

Refunds

The YMCA recognizes situations may occur which prevent you or your family from partaking in a program or utilization of the facility.

30-Day Money Back Guarantee

Full refunds will be granted anytime during the first 30 days of membership. After 30 days, the following policies apply:

- Refunds are available for the unused portion of membership dues pre-paid semi-annually or annually minus a service fee of \$20.
- Refunds are not available for those paying on a monthly basis.

Program Refunds

To receive a refund for a program, you must cancel at least 5 days before the start of that program so department staff can make every attempt to fill that program vacancy. After the session or program begins, there are no refunds offered, or make-ups for missed classes/activities, except in the instance of hardship, such as an injury. Deposits for child care, camping programs are non-refundable. In the event the YMCA cancels a program, then a makeup session, refund or credit will be given. ***NOTE:** Please allow two weeks delivery for a refund. Cash refunds are not available.

Code of Conduct

Using the mission and principles of character development as a guide, the following CODE OF CONDUCT is to ensure that all who enter our facility enjoy a safe, welcoming and comfortable environment.

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Individuals are expected to act in a manner that upholds these principles at all times when in our facility or participating in YMCA programs. We expect those using the YMCA to behave in a way that shows respect and caring for others of all ages, including YMCA employees, which includes not using any language or engaging in any action that can hurt or frighten another person or that falls below a generally accepted standard of conduct. Specifically, when at the YMCA or participating in a YMCA program, action that does not show respect for others and is not permitted includes:

- Wearing inappropriate attire. Attire must be appropriate, including swimsuits only in the pool area and shoes, shorts and shirt or leotard in other areas of the facility. Clothing with vulgar or profane writing or pictures is not allowed.
- Using angry or vulgar language (includes swearing, name calling or shouting).
- Making physical contact with another person in any angry or threatening manner.
- Engaging in inappropriate behavior, sexual or otherwise.
- Harassing or intimidating by words, gestures, body language or any other menacing behavior.
- Stealing or other behavior that results in the destruction or loss of property.
- Carrying or concealing any weapons, devices or objects that may be used as weapons.
- Using or possessing illegal drugs or alcohol on YMCA property, in YMCA vehicles or a YMCA sponsored programs.
- Loitering.
- Any other conduct of an inappropriate, threatening or offensive nature.

Members and guests are encouraged to be responsible for their personal comfort and safety and ask any person whose behavior threatened their comfort to refrain from doing so. If a member or guest feels uncomfortable confronting the person directly, they should report the behavior to staff when asked.

Management staff will investigate all reported incidents. Suspension or termination of YMCA membership privileges may result from a determination by the YMCA that a violation of the Code of Conduct has occurred. The YMCA reserves the right to refuse service to anyone who does not adhere to the values and mission of the YMCA.

Guest Privileges

Your Guests Are Welcome!

- Member guest passes are available for \$8 (adult) and \$4 (youth)
- All guests are subject to YMCA policies and procedures
- Guests are required to sign a Guest Waiver of liability and must present a photo ID upon entering the facility.
- A member should accompany his/her guest and is responsible for his/her guest while in a YMCA facility. Guests may not access a YMCA facility by means of fraud, misrepresentation, without payment or without a valid staff approved complimentary pass.
- Similar to our policy for members, locker/key privileges are available for guests with valid phone identification. A valid state driver's license or picture school identification card must be submitted before receiving a key.
- Daily use rates are available for the community.

Facility Usage

Age Guidelines

For their safety, children are restricted in certain areas of the YMCA. Children ages 9 and under must be directly supervised by a parent or guardian at all times unless participating in a supervised YMCA program activity.

*****PLEASE NOTIFY STAFF IF YOU SEE CHILDREN IN AN INAPPROPRIATE AREA*****

MINIMUM AGE LIMITS:

8 weeks to 6 years: Allowed to access the Child Watch Services for a maximum of 2 hours per visit. (Maximum age may vary). A four hour break is required between visits made within the same day.

Ages 5 & under:	Allowed in opposite gender locker rooms (girls or boys) and must be directly supervised by parents or guardian at all times.
Age 6 & up:	Required to use own gender (boys or girls) locker rooms or family changing locker room directly supervised by a parent or guardian.
Ages 10 – 11:	- Are allotted a MAXIMUM time period of 2 hours in the facility without parental supervision. If at any time, YMCA staff observes an unsupervised youth in the Y for prolonged periods of time, not engaged in a class or program, the Y reserves the right to notify parents. - May access open/family swim time without parental supervision in pool, provided they show the life guard they are able to pass swim test.
Age 11 – 15	- May access cardiovascular equipment, Techno Gym and free weight rooms after completing an orientation – parent must accompany child on fitness orientation. Youth age 10 and under are prohibited from entering these rooms, even with parental supervision! - May access Lap Swim - May participate in fitness classes (on a space available bases only, some restrictions vary).
Age 16 and up	May use Adult Locker Rooms

These privileges come with responsible, appropriate behavior and ability.

Many YMCA employees started out as youth membership and youth program participants. Please ask about volunteer and job opportunities for youth. We teach values and skills assets in our young people.

Teen Center Rules and Regulations

Anybody in violation of the below rules may be asked to leave the facility and may be subject to loss of membership privileges.

- Be courteous to all.
- Proper language – no swearing will be tolerated and you could be asked to leave the facility immediately.
- Proper behavior – no fighting or you will be asked to leave the facility immediately.
- No bullying will be tolerated or you will be asked to leave the facility immediately.
- No chewing gum allowed.
- Food must be kept in Teen Center only.
- Teens may not leave the building unless authorized by staff or signed out by guardian.
- Teens must respect equipment. If abused, you will be asked to remove yourself from the activity.

Climbing Canyon and Bouldering Cave

- All Climbers must SIGN a climbing wall waiver before climbing.
- All climbers must use the figure eight knot to tie into their harness.
- All climbers must pass a Belay & Knot Check for Core Skill Competency or take a Basic Climbing Skills Clinic prior to climbing in the facility.
- All climbers must either pass a Lead Climb Check or take a Lead Climbing Skills Clinic prior to engaging in lead climbing on the climbing wall.
- Climbing instruction is only available from the YMCA's Staff. Outside personal trainers are not certified YMCA instructors.
- All climbers must check out and use the YMCA's Grigri belay devices.
- All un-roped climbers or boulders must stay below 12 feet and allow right of way.
- All climbers should always use a spotter when bouldering, but also realize that even with a spotter, injury, paralysis, or death may occur. Spot & know your landing.
- All climbers must use a chalk ball or chalk sock inside their chalk bag to minimize chalk dust. No loose chalk will be allowed.
- No climbing onto or over the top of the climbing wall or bouldering cave is not allowed.
- Please be courteous, kind and respectful to others. Any violation of the rules may result in loss of facility use privileges.

Cardiovascular Equipment & Weight Rooms

Equipment rooms may not always be under direct staff supervision.

For your safety, please learn to use equipment properly.

- Children ages 11-15 must be accompanied by a parent or guardian or must have completed a teen fitness orientation
- Please consult with your physician before starting an exercise program. You will be asked to complete a short medical questionnaire before having a wellness test.
- Appointments are needed for wellness consultations and testing (some tests have a nominal fee). Please consult the program brochure for descriptions of various wellness programs.
- Please give 24 hours advance notice if canceling an appointment.
- Aerobic schedules listing instructor names are available in the facility. All fitness classes have a minimum number of participants for a class to be held (minimum number varies). The YMCA will try to give as much advanced notice as possible if a class is canceled.
- Please report broken or malfunctioning equipment to the front desk.
- Please wipe-off machines after each use; towels are available.
- During busy periods, please limit time on equipment (maximum time allowance will be posted in each facility).
- Do not drop or slam down weights – Please report improper use or abuse of equipment to staff.
- Equipment and strength training orientations are strongly recommended for members unfamiliar with these areas. Appointments are made at the front desk.
- Please re-rack all weights, dumbbells and bars after use.
- Shirt and close-toed shoes must be worn at all times.
- “Saving” equipment is prohibited in exercise rooms.
- Do not rest on equipment while others are waiting.
- Bringing in your own personal trainer is prohibited.
- Limit time on cardio machines to 20 minutes when people are waiting.

Aquatics

- **GENERAL POOL RULES:** Please no running, diving, backward jumps, hanging on the lane lines, food, drinks (except water), or gum, pushing or dunking, hard splashing, spitting, spouting or blowing nose in the water. Please wear proper swim attire in the pool (i.e. no T-Shirts, cut-offs or thongs).
- Pool will not be open when a certified lifeguard is not on duty.

- Please consult current program brochure for swimming and aquatic class schedules. Current schedule will be followed.
- Children age 07 and under must be accompanied in the pool by an adult during open swim. Children age 08 and over can swim without parental supervision if able to swim the width of the pool. Parent must remain in the YMCA building.
- Infants and toddlers must wear rubber pants or swim diapers in the pool. No regular diapers (swim diapers are available at the front desk).
- Please note that leisure pool goes from 0” to 3’6” – parents must stay within arms reach of non-swimming child(ren)
- Kickboards are used for instruction purposes and lap swim only.
- A shower is required before entering the swimming pool and whirlpool.
- If lifeguard supervision is not present in the whirlpool area, please use at your own risk.
- TEMPERATURES, AS RECOMMENDED BY THE YMCA OF THE USA (+/- 2 degrees):
 - Warm Water Swimming Pool 88 degrees
 - Lap Pool 83 degrees
 - Whirlpool 102-105 degrees
 - Steam Room 100-110 degrees
- Water exercise classes do have minimum and maximum number of participant allowances (varies).
- No activities that include breath holding contests.
- All children are to be “swim tested” and must wear the appropriate colored band while swimming in the pool.
- Certain areas of the pool will be closed at times.
- Children under the age of 15 may not use the hot tub
- Slide policy: must be 3 or older and 48” high, or must be accompanied by an adult.

Member Service Child Watch

Fee: Members – Free
Non-members – \$3/hour

Age Limit: 8 weeks – 6 years

HOURS

Monday – Friday 8:30 a.m. to 1:00 a.m. and 3:00 p.m. to 7:00 p.m.
Saturday 9:00 a.m. to 12 noon Sunday – Closed

Check with Child Watch staff to verify holiday hours and closings

Kids Gym is now available for elementary school aged children – check Welcome Center for hours.

SIGN-IN/ SIGN OUT

Parents / Legal Guardians / Grandparents are required to sign their child in and out of Child Watch. Sign-in using both first and last names for parents and children. Parents MUST show both their picture identification and their Childs picture identification upon drop off. Parents MUST have PHOTO ID. Membership cards for child participants will remain in the Child Watch area for security purposes. The guardian who drops off the child **MUST BE THE ONE WHO PICKS THEM UP. Parents must remain in the building during the duration of the child watch stay.**

TIME LIMIT

The maximum usage time is 2 hours per visit, there needs to be a minimum of 4 hours in between visits.

PAGER SYSTEM

Parents who drop off their children will be given an electronic pager upon check-in. these pagers will both light up and vibrate when parent is needed. The pagers are for the benefit of staff and children and are mandatory for if distributed. Parents are expected to come to the Child Watch immediately if paged.

CRYING CHILDREN

When a child cries for ten consecutive minute’s parents will be paged. Although this may interfere with your workout, this procedure will be followed for the comfort and best interest of your child.

SICK CHILDREN

No child who is sick will be allowed in the child watch area for safety of other members. Parents should use there best judgment before bringing them in. If a child is sick during their stay, parents will be paged ASAP.

SNACKS/FEEDINGS

No food/snacks/feedings will be given or allowed due to the high utilization of Child Watch by children with food allergies. Please help us to provide a healthy environment for all children.

FOOTWEAR

All walking children are required to wear closed-toed shoes and infants are required to wear socks.

TOYS

Please leave all toys from home at home as we will not be responsible for items lost or broken. Items such as a security blanket are permitted for comfort. **All Child Watch toys are cleaned on a daily basis.**

DIAPER CHANGE

NO diapers will be changed during your child's stay. Parents will be paged if their child needs to be changed.

DISCIPLINE

Discipline at the YMCA is based on an understanding of the child's individual needs and stage of development. Child Watch staff may use positive reinforcement, reasonable expectations, logical consequences, distraction, diversion, and supervised removal from the group for short periods of time. Physical punishment is never administered.

Child Care Programs

The YMCA's Child Care programs promote growth and development of the whole child in the intellectual, social, emotional and physical areas. The atmosphere provides a safe, nurturing environment that fosters independence and a positive attitude towards learning. Consult brochures for detailed descriptions of child care programs.

Pre-school, Before and After-school, Summer Camp, School Release Days, and Teen Workshops (availability of programs(s) varies)

Please consult the program guide and website for schedules, fees and program descriptions, or contact a Program Director for more details.

General Information

SAFETY STATEMENT

At the Wood River Community YMCA we know that Safety is essential to you, your family and your fellow workers. Remember to always think about the safe way to participate BEFORE you start. Nothing is so important that it should be undertaken in an unsafe manner. An accident-free YMCA is of paramount importance. Only by your active participation can we maintain a safe environment. We welcome your participation, suggestions and questions. Most importantly, if you observe an unsafe condition or practice, or know about faulty equipment, please notify a staff person immediately. We will fully support your efforts. With the help of everyone, we can make the YMCA a safe environment.

ACCIDENTS

Contact a staff member immediately if there is an accident, injury or unusual incident. We are here to assist you. An incident report form will need to be completed on all accidents. Please be advised that you are participating in all activities at your own risk and are responsible for yourself, your children and your guests.

BROCHURE & DISPLAY CASE

Only YMCA information is provided in information racks and bulletin boards (YMCA authorization is required for literature left in brochure racks).

FACILITY / ROOM RENTALS

Many of our rooms may be reserved for special occasions or meetings. Some rooms may require a nominal fee. Ask a YMCA staff member for more information.

FOOD (including Nuts) AND BEVERAGES

Food and drinks are restricted to certain areas at each facility. Check with staff for details. Please refrain from bringing in nut products due to potential allergic reactions of fellow YMCA members and guests.

LOST AND FOUND

The YMCA is not responsible for lost or stolen property. However, items that are found and turned in are kept at the facility for a period of time. Unclaimed articles are given to charity.

LOCKER ROOM KEY RENTAL FOR MEMBERS

Members must present one of the following listed official documents only, in order to receive a key or lock: Valid YMCA identification card, driver's license or picture identification card. A fee will be assessed to persons who lose YMCA locker room keys.

MAINTENANCE SCHEDULES

The YMCA may alter facility, room and/or class schedules for brief periods of time due to cleaning and/or repairs.

MASSAGE THERAPY

Independent massage therapists are available at the YMCA to give you stress relieving massages. Appointments and rates are determined by each individual therapist. Contact the front desk for names and reservation numbers of therapists.

- **PERSONAL MESSAGES (EMERGENCIES ONLY)**

When emergencies arise at home or at the office, staff will make every attempt possible to locate you in our facility. When an emergency message is received staff will announce your name over the intercom. It then becomes the member's responsibility to check the front desk for messages.

- **SHOES**

Appropriate footwear is required at the YMCA.

- **TELEPHONES**

A courtesy phone is available for brief, local phone calls. Calling card and 800 phone services are not available in YMCA facilities.

- **CELL PHONES**

Cell phones are not allowed in any locker rooms or bathrooms. Cell phone usage is allowed on the 1st floor in the lobby area, concourse and administration area, and on the 2nd floor in the Fireside Lounge.

- **CAMERAS**

Photography is not allowed in any locker rooms or bathrooms. YMCA staff reserves the right to limit or eliminate camera use in the facility or on the property.

- **TOBACCO-FREE ENVIRONMENT**

The YMCA does not permit smoking or use of any tobacco products in its facilities or on its property.

- **SUGGESTION BOX/COMMENT CARDS**

Your comments are always welcome! YMCA staff members are responsible people who care about your YMCA experiences. Suggestions are utilized to provide quality service to our members. Also, please feel free to talk with any member of our staff. Leave you name and/or phone number on the commit card in order for staff to follow up on and get additional details. Many responses to comment cards are posted in each facility.

- **HYGIENE**

Please shower before entering pool, even after using steam room. Shaving is prohibited in the steam rooms. Please restrict personal grooming activities to the restroom, locker room, shower and dressing areas only. No use of hair dye is permitted at the YMCA.

- **CLASS CANCELLATIONS**

The YMCA reserves the right to cancel classes due to insufficient registration or attendance or due to inclement weather conditions.

WOOD RIVER COMMUNITY YMCA LOCATIONS

Wood River Community YMCA Facility 101 Saddle Road, Ketchum, ID 83340	208-727-9622
Y Rocks Climbing Gym 21 East Maple, Hailey, ID 83333	208-788-1155
Hemingway YMCA Preschool and Child Care 920 Campus Way, Ketchum	208-726-9919
Hailey YMCA Child Care 521 S. 3 rd Avenue, Hailey	208-788-1971
Bellevue YMCA Child Care 305 N. 5 th , Bellevue	208-788-0971
Y-On-Wheels at Woodside Elementary 1111 Woodside Elementary Lane, Hailey	208-578-5090
Y-On-Wheels at Carey Elementary 20 Panther Lane, Carey	208-578-5040