

# WOOD RIVER COMMUNITY YMCA

## Membership Guide

### Welcome to YOUR Y!

From the time you walk through our doors, to the time you leave, we want you to feel welcome, relaxed and at home. This guide has been developed to help ensure that all who enter our facility enjoy a safe and comfortable environment.

### 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 Cause

Strengthening community is our cause. Lasting personal and social change can only come about when we all work together to invest in our kids, our health and our neighbors. That's why we focus our work in three areas:

**Youth Development** - Nurturing the potential of every child and teen.

**Healthy Living** - Improving your health and well-being.

**Social Responsibility** - Giving back and providing support to our neighbors.

### Our Core Values

Four core values unite the Y as a movement with our cause. They are the shared beliefs and essential principles that guide our behaviors, interactions with each other and decision making.

**Caring** – demonstrate genuine care and compassion for each other

**Honesty** – truthfulness and transparency in all we say and do

**Respect** – honoring one another for all our differences and common beliefs

**Responsibility** – taking ownership for our actions and mission to strengthen community

### Our Mission at Work – Scholarship Fund

Thanks to contributions from friends of the Y, financial assistance is available for people who have limited resources through our Scholarship Fund. Subject to available resources, every effort will be made to ensure that no person will be denied membership or program participation by reason of inability to pay. Contact the Welcome Desk to apply for a membership or program scholarship. Scholarships require annual renewal.

Scholarship funds are raised throughout the year. Every dollar is a 100% investment to 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 consider giving and helping us provide experiences that will last a lifetime.

### General Facility Hours

(Please see schedule for specific program and department hours)

Monday – Friday 6:00am – 8:00pm

Saturday 7:00am – 6:00pm

Sunday 10:00am – 6:00 pm

\*Holiday hours may differ. Please check our website: [www.woodriverymca.org](http://www.woodriverymca.org)

## Facility Age Guidelines

For their safety, children are restricted to certain areas of the Y. **Children ages 7 and under must be directly supervised by a parent or guardian at all times** unless participating in a supervised Y program activity.

### AGE GUIDELINES DESCRIPTIONS:

- **No Access** – Child is unable to access this area of facility, unless in a supervised program.
- **Direct Supervision** – Child must be directly supervised by responsible person 16 years or older at all times, unless in a supervised program.
- **Supervision in Facility** – Child must have responsible person 16 years or older in the building and accessible at all times, unless in a supervised program.
- **Full Access** – Child is allowed to access area without supervision.

### **BUILDING:**

7 & under – Direct Supervision

8-10 – Supervision in Facility

11 & up – Full Access

### **CHILD WATCH**

8 weeks – 7 YRS – Supervision in Facility

### **HEALTH & FITNESS**

10 & under – No access

11 to 15 – Direct Supervision or Full Access with Teen Orientation completed

16 & up – Full Access

### **SPORTS COURT**

10 & under – Direct Supervision

11 & up – Full Access

### **CLIMBING**

11 & under – Direct Supervision or Full Access

12 & up – Full Access

### **POOLS**

4 & under – Y approved swim diaper necessary

7 & under – Direct Supervision

8-10– Supervision in Facility

11 & up – Full Access

### **HOT TUB**

10 & under – No Access

11 to 15 – Direct Supervision

16 & up – Full Access

### **LOCKER ROOMS**

4 & under – Direct Supervision with access to opposite gender youth locker rooms

16 & up – Full Access to adult locker rooms

## Code of Conduct

Using the mission and principles of character development as a guide, the following Code of Conduct is to ensure that all that enter the Y enjoy a safe, welcoming and comfortable environment. Individuals are expected to act in a manner that upholds these principles at all times when in our facility or participating in Y programs. We expect those using the Y to behave in a way that shows respect and caring for others of all ages, including Y 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 Y or participating in a Y program, action that does not show respect for others and is not permitted including:

- Wearing inappropriate attire (swimsuits are for pool area only, full dress and shoes required in areas outside of the aquatics area, clothing with vulgar or profane writing or pictures are not allowed)
- Using angry or vulgar language: Including 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 Y property, (including parking lots), in Y vehicles, or a Y sponsored program.
- 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 threatens 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.

## Y Membership Benefits

When you join the Y, you're committing to more than simply becoming healthier. You are supporting the values and programs that strengthen your community.

At the Y, children learn what they can achieve, families spend quality time together, and we build relationships that deepen our sense of belonging.

FOR MORE THAN A WORKOUT. FOR A BETTER US.

- Use of the Y'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 special workshops.
- Six guest passes per unit for each calendar year.
- Free Wellness Orientation with a fitness coach.
- Towel service (one towel per member).
- Daily locker room use and amenities.

- Child Watch – health and wellness programming for your kids while you work out (minimal fee).
- Bus pass that gets you to and from the Y anywhere in the valley with Mountain Rides.
- Idaho Y Pass – facility access at all Idaho Ys (we ask that you take out your membership at the Y you primarily use).

## Membership Access

### Membership Cards

- Your membership card is your passport to accessing the Y. 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., driver’s license, school ID, etc.
- For your safety and the safety of others, the Y reserves the right to deny entry to persons without Y picture identification.

### Using your Y Membership While Traveling

- The Y AWAY symbol on Y membership cards allows a member to have certain temporary membership privileges at YMCA’s across the country.
- Your Y membership card is also known as an Idaho Pass, giving you member privileges at all Idaho YMCAs.
- Visiting active AWAY members from other cities are allotted a maximum of 5 free visits per calendar year to the Wood River Community YMCA.

## Membership - Types & Payment

### Joining Fees

A non-refundable joining fee is required for every membership activation (youth memberships do not require a joining fee). The individual joining fee is \$40 and the family joining fee is \$60. This fee may be spread out over 2 monthly payments.

### Membership Types

Membership rates are subject to change in order to maintain high quality service and maintain operational costs. You will be given 30 days notice of a rate change.

Youth (0-18).....	\$26	Property.....	\$2,352/Annual
Adult (19-34).....	\$46	Corporate Adult (19-34).....	\$36.80
Adult (35+).....	\$70	Corporate Adult (35+).....	\$56.00
Family.....	\$104	Corporate Family.....	\$83.20

\*Prices are per month and subject to change - \*Prices do not include state & local sales tax

- A family membership is classified as two adults who live in the same household and who declare themselves a family and their dependent children under the age of 23.
- A property membership is for the guests of a rental property.
- Corporate memberships are for members whose employer is registered as a Y Corporate Business.

### Membership Payment

- Member dues are payable annually or through automatic payment methods such as electronic funds transfers including bank, debit, and credit card drafts on the 1<sup>st</sup> of every month. Exception may be granted to ensure accessibility.

- If you make a payment that is not honored by your financial institution, or your automatic draft is not honored by your financial institution, a Returned Payment Fee of \$10 will be assessed, even if the payment is honored after being re-submitted.
- Please inform the Y of any changes to your banking or credit card information with a minimum of 10 days notice in person at the Y. Monthly payments are non-refundable.
- Access to the facility may be denied if membership dues are not current.

## Membership – Account Changes

### To 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 by the 15<sup>th</sup> 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.

### Placing Your Membership on Hold

You have the option to place your membership temporarily on hold for \$10/month. **To place your membership on hold, a Membership Change Form must be submitted 10 days prior to the end of the month in order to make your change effective by the next auto draft.** Your hold request will go into effect starting on the 1<sup>st</sup> of the following month. When taking your membership off Hold, you will not be charged another joining fee. When you come off hold, we will prorate your membership dues, credit you \$10 for that month and you pay the remaining dues for that month. You will then go back on the monthly auto pay starting the 1<sup>st</sup> of the following month.

### To Terminate Your Membership

We hope it never happens, but should you terminate your membership, the Y requires members to submit a written termination with a Membership Change Form ten days prior to the end of the month in order to make your cancellation effective by your next auto draft. Failure to do so will make the subsequent draft non-refundable. Changes or cancellations of memberships cannot be made by telephone. You can obtain the Change Form at the Welcome Center. All membership identification cards must be returned at the time of cancellation.

### Miscellaneous

- All monetary transactions, registration and receipts are handled only at the Welcome Center.
- Membership dues and similar payments are not deductible as charitable contributions.

## Refunds

The Y recognizes situations may occur which prevent you or your family from participating 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 not available for those paying on a monthly basis.
- Refunds are available for the unused portion of membership dues pre-paid semi-annually or annually minus a service fee of \$20.
- Short term passes have a three-day money back guarantee.

### Program Refunds

In order to register for any Y program, you must pay at time of registration (“pay before you play”). To receive a refund for a program, you must cancel at least one week 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 and camping programs are non-refundable. In the event the Y 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. *(This does not apply for After School Club or Summer Camp – they have separate refund policies).*

## Cardiovascular Equipment & Weight Rooms

*Equipment rooms may not always be under direct staff supervision. For your safety, please learn to use equipment properly with a free wellness orientation.*

- Youth ages 10 and under have no access. Youth ages 11-15 must be directly supervised by a responsible person 16 years or older or must have completed a teen fitness orientation.
- Equipment and strength training orientations are strongly recommended for members unfamiliar with these areas. Appointments are made at the Welcome Center or with a Fitness Coach.
- Please consult with your physician before starting an exercise program. You will be asked to complete a short medical questionnaire before having an orientation.
- Group Exercise Class schedules (listing instructor names) are available at the Welcome Desk.
- Please report broken or malfunctioning equipment to the Fitness Coach on duty.
- Please wipe-off machines after each use; towels and spray are available.
- During busy periods, please limit time on equipment (30 minutes max).
- Please report improper use or abuse of equipment to staff.
- Please re-rack all weights, dumbbells and bars after use.
- Shirts are required and close-toed shoes must be worn at all times.
- “Saving” equipment is prohibited in exercise areas.
- Do not rest on equipment while others are waiting.
- Bringing in your own personal trainer is prohibited.

## Climbing Canyon and Bouldering Cave

- All climbers must SIGN the climbing wall waiver before climbing located at the climbing desk. Any climber under the age of 18 must have a parent/guardian sign the waiver. Any climber 11 and under must have a parent/guardian supervising at all times.
- All climbers must use the figure eight knot to tie into their harness.
- All climbers must pass the On-The-Spot Belay test or take and pass a Climbing Basics & Belay test prior to belaying in the facility.
- Climbing instruction is only available from the Y's staff. Outside personal trainers are not certified Y instructors.
- All climbers must check out and use the Y's Grigri belay devices or use their own Grigri device when climbing with ropes.
- All un-rope climbers or boulder climbers must stay below 12 feet and allow right of way.
- All climbers should use a spotter when bouldering, but also realize even with a spotter, injury, paralysis, or death may occur. Spot & know your landing.
- Chalk is allowed at all of the climbing area.
- No climbing onto or over the top of the climbing wall or bouldering cave.
- Please be courteous, kind and respectful to others. Any violation of the rules may result in loss of facility use privileges.
- Climbing policies and procedures are subject to change.
- Equipment rentals and belay purchases can be made at the Welcome Center only during Open Climb times.

## Aquatics Center

- No swimming without a lifeguard.
- Shower before you enter the pool.
- No Diving
- No Running
- No Horseplay
- No glass or gum is permitted.
- Y equipment & starting blocks are only to be used with a Y coach or instructor.
- Children under 50" in height must be within arm's reach of a guardian unless they can pass a swim test.
- Children age 10 and younger must have a parent/guardian in the aquatic facility. Children age 11-15 years can swim without parental supervision if able to pass the swim test and parent remains in building.
- Proper swim attire must be worn (no t-shirts, cut offs, etc.).
- Infants and toddlers 4 and under must wear reusable swim covers in the pool (even if potty trained). Swim covers are available at the Welcome Center for purchase. No regular diapers or disposal swim diapers permitted.
- No hanging on float lines or lap lanes.
- Enter the water facing forward.
- Persons with bandages, open cuts, or contagious diseases are not permitted in the pools.
- No climbing, walking, or sitting on pool walls.
- U.S.C.G. approved floatation devices only.
- Children will be asked to perform a swim test by aquatic staff. Swimmers must then wear the appropriate colored band while swimming in the pool.
- Persons under 50" tall are required to swim test before riding the slide or being allowed deeper than shoulder height.
- A swim test will consist of swimming 20 yards, without stopping, maintaining forward movement, with the head on or at the surface of the water.
- Satisfactory completion of a swim test will award the swimmer a GREEN neck band. Those who are unable to pass the test will be awarded a RED neck band and must stay within arms reach of a parent or guardian.
- Lifeguards may request any person, child or adult, to swim test at any time, for any reason.
- Lap Pool is for fitness & therapy use only.
- Pool Equipment (kickboards etc.) are used for instruction purposes and lap swim only.
- Safety breaks may be conducted every hour.
- For current swimming and aquatic class schedules, please contact the Welcome Center or check out our website [www.woodriverymca.org/aquatics](http://www.woodriverymca.org/aquatics).
- Temperatures as recommended by the YMCA of the USA (+/- 2 degrees):

Splash Pool	86 degrees
Lap Pool	81 degrees
Hot Tub	102-105 degrees
Steam Room	100-110 degrees

- Certain areas of the pool will be closed at times.
- Hot Tub Policy: Children 10 and younger are not permitted in or near the hot tub. Children ages 11-15 with adult supervision are allowed in. Anyone 16 and older is allowed without adult supervision.
- Slide Policy: No riders under 3 allowed. Parents may ride with a non-swimmer age 3 and older.
- The Y reserves the right to close the pools in the event of dangerous weather conditions and will re-open the pools when conditions are deemed safe.

## Child Watch Program

**Fees** Members – \$25/month or \$8 for up to 2 hours per child  
Non-members, guests, etc. – \$8 for up to 2 hours per child

**Age Limits** 8 weeks – 7 years

**Hours** Check with Welcome Center to verify hours and closings

### **Sign-in/Sign out**

Parents / Legal Guardians are required to sign their child in and out of Child Watch. **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, with a minimum of 4 hours in-between visits.

### **Crying children**

When a child cries for ten consecutive minutes parents will be notified. 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 their best judgment. If a child is or becomes ill during their stay, parents will be notified immediately.

### **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**

Diapers will not be changed during your child's stay. Parents will be notified if their child needs to be changed.

### **Discipline**

Discipline at the Y 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 or tolerated.

## **Safety Statement**

At the Wood River Community YMCA, safety is essential to you, your family and your fellow community members. Remember to always think about the safe way to participate BEFORE you start. An accident-free Y 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 Y 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 be completed by staff for 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.

## Lost and Found

The Y 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 after one month.

## Lockers

Lockers are available for day use by members and guest. Please bring your own lock and remove it at the end of each visit.

## Food and Beverages

Food and drinks are restricted to lounge areas, meeting rooms and the pool deck/patio. Check with staff for details. Please refrain from bringing in nut products due to potential allergic reactions of fellow Y members and guests.

## Shoes

Footwear must always be worn throughout the building. Bare feet are only allowed in the pool area and locker rooms. Close toed shoes are required in the Fitness Center.

## Telephones

You may inquire at the Welcome Center in order to use a Y landline for brief, local calls. Calling card and 800 phone services are not available in Y facilities.

## Cameras

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

## Tobacco-Free Environment

The Y does not permit smoking or use of any tobacco products in its facilities or on its property, including parking areas.

## Hygiene

Please shower before entering the pools, including 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 Y. In the Fitness Center, please wait until after you exercise and leave the fitness area to apply perfume, cologne, or any other type of body spray.

## Bike Storage

Due to limitations set by the Ketchum Fire Department, all bicycles must be locked to a bike rack. Locks are available to borrow at the Welcome Center on a first come, first served basis.

## Pets

Pets are not allowed in the Y except for registered service animals. The Y is not responsible for any pets left in vehicles, tied up to the Y etc.

## Brochure, Displays, and Information Boards

Only Y information is provided on the information wall. Non-profit & other community information may be displayed on the community boards at the Y's discretion. Y authorization is required for literature left in brochure racks.

## Facility and Room Rentals

Many of our rooms may be reserved for special occasions or meetings. Some rooms may require a nominal fee. All inquiries and reservations need to be made through [rooms@woodriverymca.org](mailto:rooms@woodriverymca.org).

## Maintenance Schedules

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

## Massage Therapy, Personal Training, and Pilates

Nationally certified & independent massage therapists, personal trainers, and Pilates instructors are available at the Y. Appointments and rates are determined by each individual therapist, instructor, or trainer. Please visit our website for names and reservation information 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 the 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 Welcome Center for messages.

## Comments and Suggestions

Your comments are always welcome! Y staff members are responsible people who care about your Y experiences. Suggestions are utilized to provide quality service to our members. Please feel free to talk with any member of our staff. Leave your name and/or phone number on a comment card in order for staff to follow up.

## Class Cancellations

The Y reserves the right to cancel classes due to insufficient registration, low attendance, instructor illness or due to inclement weather conditions.

## Miscellaneous

The use of skate boards, in-line skates, scooters, shoes with wheels, or any other similar devices are not allowed within the Y.

## Registered Sex Offender List

The Y requests an update from the State Offender Registry ([www.isp.state.id.us](http://www.isp.state.id.us)) and utilizes Raptor Services and cross references with the Y's membership database for matching records and suspends/terminates membership access accordingly.

## Background Checks

The Y reserves the right to conduct criminal background checks of its members.

\*Please note the rules, policies and guidelines contained in this document are subject to change.

## WOOD RIVER COMMUNITY YMCA LOCATIONS

### Wood River Community YMCA Facility

**208.727.9622**

101 Saddle Road, Ketchum, ID 83340

### Hailey YMCA Kid's Club

**208.721-7194**

Portable #521

521 S. 3<sup>rd</sup> Avenue, Hailey, ID 83333

### Bellevue Kid's Club

**208.721.7178**

Portable #28

305 N. 5<sup>th</sup> Street, Bellevue, ID 83313

### Alturas Kid's Club

**208.721.8391**

305 N. 5<sup>th</sup> Street, Bellevue, ID 83313