



**FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY**

Membership Handbook JOPLIN FAMILY YMCA

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WELCOME!

We are so happy you have chosen to become part of our Y family!

A Y membership isn't only about fitness — it's about being part of a great cause. Becoming a member means you get to share in the commitment to nurturing the potential of kids, promoting healthy living, and fostering a sense of social responsibility in our community. We'll be right here alongside you, making sure that you, your family, and our community have the support and means to **LEARN, GROW, and THRIVE.**

At the Y, we strive to connect you to others, making you feel welcome and encouraged to make positive life changes.

This document may not represent a complete listing of all the Joplin Family Y membership policies. Please visit our website, www.joplinfamilyy.org, for more information on membership policies. A hard copy of this document is available upon request.

Welcome to the Joplin Family YMCA!

-Joplin Family YMCA Board, Staff, and Volunteers

WHO WE ARE

OUR MISSION

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

OUR PROMISE

At the Y, strengthening community is our cause. Every day, we work side by side with our neighbors to make sure that everyone, regardless of age, income, or background, has the opportunity to learn, grow, and thrive.

OUR POSITION

The Y is the leading nonprofit organization committed to strengthening communities through youth development, healthy living, and social responsibility.

WHAT WE DO

Through our three areas of focus, youth development, healthy living and social responsibility, the Y nurtures the potential of every child and teen, improves the nation's health and well-being, and provides opportunities to give back and help our neighbors in need.

HOW WE DO IT (WHY ARE WE UNIQUE)

There is no other nonprofit quite like the Y. We have 2,700 Y's representing 10,000 neighborhoods across the nation as well as the presence and partnerships to not just promise but also deliver lasting personal and social change.

OUR IMPACT

The Y is, and always will be, dedicated to building healthy, confident, connected, and secure people and communities.

AREAS OF FOCUS

At the Y, strengthening community is our cause. The Y serves three crucial areas of focus to help individuals, families, and communities learn, grow, and thrive.

The Y is for **Youth Development** because we believe that all kids deserve opportunities to discover who they are and what they can achieve. That's why, through the Y, our youth are cultivating the values, skills, and relationships that lead to positive behaviors, better health, and educational achievement.

The Y is for **Healthy Living**, improving the nation's health and well-being. The Y brings families closer together, encourages good health, and fosters connections through wellness, sports, fun, and shared interests.

The Y is for **Social Responsibility**, giving back and providing support to our neighbors. The Y has been listening and responding to our communities' most critical needs for over 160 years. Whether developing skills or emotional well-being, welcoming and connecting diverse populations, or advocating for healthier communities, the Y fosters the care and respect all people need and deserve.

OUR VALUES

Our values are the shared beliefs and essential principles that guide our behavior, our interactions with each other, and our decision-making.

- **Caring:** Show a sincere concern for others.
- **Honesty:** Be truthful in what you say and do.
- **Respect:** Follow the Golden Rule.
- **Responsibility:** Be accountable for your promises and actions.

GENERAL INFORMATION

HOURS OF OPERATION

Monday – Friday 4:00 am – 9:00 pm

Saturday 7:00 am – 6:00 pm

Sunday 12:00 pm – 6:00 pm

HOLIDAY SCHEDULES

The Y will be closed to celebrate the following holidays:

- Easter Sunday
- Memorial Day
- Independence Day
- Labor Day
- Christmas Day

The Y will operate on reduced hours on the following holidays:

- Thanksgiving Day
- Christmas Eve
- New Year's Eve
- New Year's Day

Please see the Member Services Desk, Facebook, or our website for the most current information.

WEATHER AND UNFORESEEN SCHEDULE CHANGES

The facility will remain open as much as possible with respect to the safety of our members and staff.

If weather determines unsafe driving conditions for staff, Y services and schedules for child care, classes, etc., may be limited or cancelled. Please note that parking lot safety plays a role in the ability to open the facility.

If we make the decision to close or postpone the opening of the facility, please check Facebook for updates.

CODE OF CONDUCT

At the Y, creating a safe and welcoming environment is a team effort. We ask everyone, including staff, members, and guests to follow our Code of Conduct, which is based on our core values of caring, honesty, respect, and responsibility.

1. Speak in respectful tones, refrain from the use of vulgar or derogatory language, and dress appropriately.
2. Resolve conflicts in a respectful, honest, and caring manner; never resort to physical contact or threatening gestures.
3. Respect others by refraining from intimate behavior while at the Y.
4. Respect the property of others; never engage in theft or destruction.
5. Create a safe environment; never carry weapons of any kind.
6. Participate in programs to build a healthy spirit, mind, and body; never engage in the use, sale, dispensing, or possession of illegal drugs or narcotics or the use of alcohol or tobacco on YMCA premises.
7. Limit food and/or drink to designated areas only. Food and drink is restricted from the locker rooms, gym, Child Watch areas, strength area/cardio center, and group exercise studios.
8. No videos or photographs of another person without that person's permission may be taken; video recorders, cameras or any other visual recording devices are expressly prohibited within the locker rooms and restrooms.

Cooperation among staff, members, and guests is essential to making our YMCA welcoming to all. Suspension or termination of membership or employment with the YMCA may result from violation of the Code of Conduct.

DRESS CODE

1. **Shorts:** Shorts should be basic athletic shorts without over-exposure of skin. All pants or shorts should cover undergarments.
2. **Shirts:** T-shirts or tank tops must be worn everywhere in the facility. Sports bras and midriffs should be covered. Removal of shirts while in the facility is prohibited.
3. **Shoes:** Proper athletic shoes must be worn at all times in the strength area/cardio center as well as the gymnasium. Shoes should be free from dirt and/or debris, with closed toes for safety. Black soled shoes are prohibited on the gymnasium floor. Skates and wheeled shoes are not permitted.
4. **Undergarments:** Appropriate undergarments should be worn at all times.
5. **Swimming Attire:** Proper swimming attire should be worn at all times while in pool.

If in doubt about any of the dress code requirements, feel free to ask any of our staff members.

MEMBERSHIP

Becoming a member of the Y doesn't just mean you have a membership to a gym; it means that you get to be a part of a great cause. Becoming a member means you get to share a commitment to nurturing the potential of kids, promoting healthy living, and fostering a sense of social responsibility in our community. We'll be right there alongside you, making sure that your family and community have the support and means to **LEARN, GROW, and THRIVE**.

We strive to connect you to others, making you feel welcomed and encouraged to make positive life changes.

CONDITIONS OF MEMBERSHIP

1. Checking in through the scanning of your membership card is required each time you enter the YMCA facility.
2. Membership privileges and cards are not transferable from one member to another.
3. Membership dues are determined based on operation expenses and may increase on an as-needed basis. Members will be notified in advance.
4. No one outside of YMCA staff may conduct business on YMCA property.

FACILITY AGE RESTRICTIONS

As part of our commitment to safety and the prevention of child abuse*, the following age restrictions apply to youth ages 15 and under. Members ages 16 and older are welcome to visit the Y unsupervised.

Entire Facility:

Members under age 13 must be accompanied by a parent or guardian. Members 13 – 15 years old AND accompanied by a member over 16 years old may be in the facility without a parent or guardian.

Main Locker Room:

Members under the age of 16 MUST be accompanied by a parent or guardian while in the locker rooms. Youth ages 5 and older are not permitted in a locker room of the opposite sex. (Family changing rooms are available on the pool deck.)

Strength Area/Cardio Center:

Members ages 11 and 12 years old are permitted to use this area IF they passed Tween Orientation (see page 12) AND are accompanied by a member 16 years of age or older. At the discretion of the floor monitor, members ages 10 and under may be in this area IF they are accompanied by a parent or guardian (within arms' reach.)

Pool:

Facility age restrictions apply.

Members as young as 9 years old may swim when a parent is present elsewhere in the facility. Children 9 – 12 must pass a swim test before using the lap lanes.

PAYMENT OPTIONS

1. Cash, checks, and credit cards are accepted for payment of annual membership fees and for the initial installment on draft payment. Annual memberships are non-refundable.
2. The auto-draft payment system by checking/savings account is provided as a convenience to members who wish to pay their membership on a monthly basis. Drafts occur on the 1st or 15th of each month depending on a member's selection at the time of enrollment. In the event a bank account is unavailable, it is possible to use a debit/credit card.

* The Joplin Family Y complies with the Praesidium Safety Equation® to decrease the risk of child abuse. More info at Praesidium.com.

3. A bank/credit card draft for membership will continue unless cancelled in person or in writing by the drafting member 15 days in advance of the following month's draft. If the membership is not canceled 15 days in advance of the draft date, the member's next monthly draft will be withdrawn automatically. Members will have access to the facility during the full month for which they have been drafted.

4. If a member's bank or account number changes, notification must be made to the Member Services Desk a week in advance in writing. A membership change form is available for this purpose.

5. There will be a \$25.00 service charge on all returned bank drafts/checks in addition to the amount of the missed draft.

GUESTS

All guests must adhere to the Joplin Family YMCA rules and regulations. A picture ID and signed waiver is required to enter the facility. All guests under the age of 18 must have a parent or guardian sign the guest waiver and assume responsibility for that individual. Guests under the age of 16 must have a parent or legal guardian present in the facility at all times. All billing members receive three complimentary guest passes annually. If a guest is not accompanied by a member with a complimentary guest pass, the guest may purchase a day pass to access the facility.

NATIONWIDE MEMBERSHIP

Our association participates in Nationwide Membership. Since the YMCA movement is for youth development, healthy living, and social responsibility, we want to encourage members to utilize the Y as often as they can. Sometimes, it's more convenient for members to visit a Y in a different location.

Full-facility/full-privilege YMCA members have the flexibility to use other participating Y facilities across the United States and Puerto Rico. Nationwide YMCA partners provide basic fitness access. Restrictions may apply. Please check with the Y you are visiting to find out what is included.

Nationwide members must be checked in manually in the nationwide database. Please stop at the desk and inform the attendant that you are visiting through the nationwide program.

Please note that Nationwide Membership requires that you use your Home Y (the Y where your membership resides) 50% of the time. The Joplin Family Y reserves the right to revoke privileges in the Nationwide Reciprocity Program from those who do not adhere to the Home Y requirement.

DAY PASSES

Day passes are available at the YMCA for a fee. All those purchasing a day pass must be 16 years of age or older, provide a proper form of ID, and sign our guest waiver. Those under the age of 16 must be accompanied by an adult when using the facility on a day pass. Anyone under the age of 16 must have a parent or legal guardian sign our guest waiver and pay the appropriate fee.

SEX OFFENDER SCREENING AND POLICY

The YMCA conducts regular sex offender screenings on all members. If a sex offender match occurs, the YMCA reserves the right to cancel membership, end program participation, and remove visitation access.

LOST MEMBERSHIP CARDS

Your membership card must be scanned each time you enter the facility. Please keep it in a safe place.

Lost Membership Cards can be replaced at the Member Services Desk for a fee of \$5.00.

CHILD WATCH

The Child Watch center exists for the convenience of those with household memberships while they enjoy the YMCA facilities. In Child Watch, children enjoy positive social experiences in a secure and happy environment. Our primary responsibility is the emotional and physical safety of the children in our care. We strive to provide a warm and friendly environment where children can engage in a variety of age-appropriate activities.

Child Watch is provided for our members age 8 weeks through 12 years.

- The child's card must be scanned at the front desk. A Child Watch pass will be given upon check-in.
- Parents/Guardians must sign their child in and out of Child Watch.
- There is a 2-hour limit per day. Children may not stay longer than the 2-hour time limit.
- Parents may not leave the facility while their child is in our care.
- A staff member will verify identification if they are not familiar with the member picking up a child.
- Child Watch Staff will not **change diapers** or **enter a bathroom with a child**.

For a full list of rules, please see our Child Watch Policy and Procedure Handbook available in the Child Watch area and at the Member Services Desk.

STRENGTH AREA/CARDIO CENTER (SECOND FLOOR)

Our strength area/cardio center is equipped with cardio equipment, weight machines, free weights, a walking/running track, and a stretching area.

All our machines are extremely easy to use, especially after your initial Smart Start orientation with a wellness trainer. We encourage every member, regardless of their familiarity with wellness equipment, to go through our **FREE** Smart Start orientation to make sure they are knowledgeable about the options the Y can offer to enhance their experience.

To ensure the safety of our members, cardio and strength equipment may be used by members age 13 and older. Facility age restrictions apply. A Tween Orientation option exists for children ages 11 – 12 (see the Tween Orientation section). For children who do not meet the age restrictions for the strength area/cardio center, we ask that parents utilize our Child Watch service, a complimentary benefit for Household Membership holders, or time their workout to coincide with a YMCA youth program (e.g. swim lessons, Next Level Sports, etc.). Children ages 10 and under may be allowed on the second floor at the discretion of YMCA Wellness Staff **if** they are accompanied by a parent, remain under the parent’s supervision (within arm’s reach), and do not pose a danger to themselves or others.

Strength Area/Cardio Center Etiquette:

- Please put weight equipment away after use.
- Please wipe down machines with provided disinfectant after use.
- Please reserve the two outer lanes of the track for runners.
- No spectating permitted over railing.
- Please step off the equipment when you’re done so others may use it.

TWEEN ORIENTATION

Children ages 11 – 12 years old may obtain Tween Certification that allows them to use to certain pieces of equipment that are marked “Tween Friendly.” Children with Tween Certification must wear a “Tween Certified” badge, which will be issued upon check-in, when present in the second-floor strength area/cardio center. Facility age restrictions apply.

GROUP EXERCISE

Group exercise helps create accountability, new friendships, motivation, and growth in the YMCA family. Group exercise classes are a great way to become involved and

have fun exercising with others! The Joplin Family Y offers a wide variety of group exercise classes that both men and women can enjoy. Group exercise classes are offered as a part of membership and participation is on a first come, first served basis. Schedules are available at www.joplinfamilyy.org and at the Member Services desk.

GYMNASIUM

Thy Y's gymnasium is a full regulation-size court. Some activities include full-court basketball, volleyball, pickleball, and family time, as well as open gym times. Schedules are posted outside the entrance to the gym. Food and drink are not permitted in the gym except covered water bottles. For member safety, the following acts are expressly prohibited: hanging on rims or grabbing of nets.

POOL

The Y's pool provides members with the opportunity for swim lessons, lap swim, group exercise, and recreation. The number of lap lanes and space designated for aqua-based classes will vary depending on many factors. Flotation devices are permitted at the lifeguard's discretion. Gum, food, or drink are not permitted in the pool area.

Children age 9 and up who have a parent/guardian present in the facility may swim unattended in the children's area. A swim test will be used to determine if a child may use the lap lanes. Please note that at busy times, our pool may reach capacity and the number of swimmers will be limited for safety reasons. Our pool will be closed from time to time for cleaning and maintenance when required to maintain a safe environment for swimmers.

Pool Etiquette

- Please wear proper swim attire.
- Please shower before entering the pool.
- Swim diapers are required for children who are not toilet trained.
- Maximum number of swimmers per lap lane is three.
- Circle swim is required when sharing a lap lane.
- Please do not use lap lanes for recreational purposes.
- Please do not hang on lap-lane ropes.
- Please respect the space designated for swim lessons and aquatics classes that are held in the pool concurrently.
- Swimmers/members are not permitted on lifeguard island.

- No diving, running, pushing, dunking, splashing or horseplay.

LOCKER ROOMS

Locker rooms are available for members. Half-lockers are available and keys may be checked out at the front desk (you will be asked to leave your membership card or keys as a deposit). Parent/guardian is responsible for locker keys at all times.

For full-length lockers, members should provide their own lock. No belongings should be left in the facility. Any locks or contents left in the locker room after close will be removed and placed in Lost and Found.

Please note that no male child over the age of five is allowed in the women's locker room, and no female child over the age of five is allowed in the men's locker room. Please use the family changing rooms.

As part of our Child Abuse and Neglect Prevention Policy, children under the age of 16 must be accompanied by a parent or guardian at all times when using the locker rooms and shower facilities. Cell phone use and photography are expressly prohibited in the locker rooms.

ADA COMPLIANCE

The Joplin Family Y strives to provide a facility that is accessible for all

- Our entrance is equipped with ADA compliant push-button doors.
- An elevator is available for those with limited mobility.
- Our locker rooms and restrooms include ADA compliant stalls.
- The zero-entry pool is designed to allow easy access; a waterproof wheelchair is available on the pool deck.
- Strength equipment may be utilized by individuals with limitations. A free training session is available for more instruction.

SERVICE ANIMALS

Trained service animals are welcomed within the JFY facility. Service animals are defined as dogs that are individually trained to do work or perform tasks for people with disabilities.

- Per the ADA, the Joplin Family Y staff reserves the right to ask whether the animal is trained to perform a service and what specific service the animal is trained to provide.

- If a service animal is not housebroken or is out of control and the handler does not take effective action to control it, a staff member may ask the service animal to be removed.
- Comfort and emotional support animals are not considered service animals and are therefore not permitted in the facility.
- Please refer to www.ada.gov/service_animals for more information.

WAIVER, RELEASE, AND INDEMNIFICATION AGREEMENT

We have included a copy of our YMCA waiver, release, and indemnification agreement for you records:

In consideration of participating in YMCA activities, and for other good and valuable consideration, I hereby agree to release and **discharge from liability** arising from negligence Joplin Family Y and its owners, directors, officers employees, agents, volunteers, participants, and all other persons or entities acting for them (hereinafter collectively referred to as "Releasees"), on behalf of myself and my children, parents, heirs, assigns, personal representative and estate, and also agree as follows:

1. I acknowledge that participating in YMCA activities involves known and unanticipated risks which could result in physical or emotional injury, paralysis or permanent disability, death, and property damage. Risks include, but are not limited to, broken bones, torn ligaments or other injuries as a result of falls or contact with other participants; death as a result of drowning or brain damage caused by near drowning in pools or other bodies of water; medical conditions resulting from physical activity; and damaged clothing or other property. I understand such risks simply cannot be eliminated, despite the use of safety equipment, without jeopardizing the essential qualities of the activity.

2. I expressly accept and assume all of the risks inherent in this activity or that might have been caused by the negligence of the Releasees. My participation in this activity is purely voluntary and I elect to participate despite the risks. In addition, if at any time I believe that event conditions are unsafe or that I am unable to participate due to physical or medical conditions, then I will immediately discontinue participation.

3. I hereby voluntarily release, forever discharge, and agree to indemnify and hold harmless Releasees from any and all claims, demands, or causes of action which are in any way connected with my participation in this activity, or my use of their equipment or facilities, arising from negligence. This release does not apply to claims arising from intentional conduct. Should Releasees or anyone acting on their

behalf be required to incur attorney's fees and costs to enforce this agreement, I agree to indemnify and hold them harmless for all such fees and costs.

4. I represent that I have adequate insurance to cover any injury or damage I may suffer or cause while participating in this activity, or else I agree to bear the costs of such injury or damage myself. I further represent that I have no medical or physical condition which could interfere with my safety in this activity, or else I am willing to assume – and bear the costs of – all risks that may be created, directly or indirectly, by any such condition.

5. In the event that I file a lawsuit, I agree to do so in the state where Releasees' facility is located, and I further agree that the substantive law of that state shall apply.

6. I agree that if any portion of this agreement is found to be void or unenforceable, the remaining portions shall remain in full force and effect.

By signing this document, I agree that if I am hurt or my property is damaged during my participation in this activity, then I may be found by a court of law to have waived my right to maintain a lawsuit against the parties being released on the basis of any claim for negligence.

I have had sufficient time to read this entire document and, should I choose to do so, consult with legal counsel prior to signing. Also, I understand that this activity might not be made available to me or that the cost to engage in this activity would be significantly greater if I were to choose not to sign this release, and agree that the opportunity to participate at the stated cost in return for the execution of this release is a reasonable bargain. **I have read and understood this document and I agree to be bound by its terms.**

OPEN DOORS

Financial assistance is available to income-qualified members through the Open Doors program. Open Doors ensures that income is not a barrier to accessing the Y by providing an adjustment of 25%, 35%, or 45% off the published rates for standard individual and standard household membership categories. The percentage of the adjustment is determined by the current year's Federal Poverty Scale.

HOW TO APPLY

1. Submit an Open Doors application (available at the Front Desk or can be downloaded from our website) when you place your membership.
2. The amount of your first draft will be temporarily adjusted while your Open Doors application is pending.

3. Submit the required income verification for your household within 2 weeks of placing your membership.
4. Your monthly membership fee will be adjusted by the percentage of financial aid for which you qualify. You will receive written notification of the decision within two weeks of submitting the necessary income documentation.

ANNUAL GIVING CAMPAIGN

Through the YMCA Annual Giving Campaign, your gift helps us provide support for children with financial needs and financial assistance to families in our community who need it to be part of the Y. Only by working together can we give more kids and families the opportunities to grow strong in spirit, mind, and body. At the YMCA, one of our most important goals has always been to enrich the lives of kids in our community giving kids a safe and nurturing place to go benefits everyone. By introducing them to experiences that will help them grow into responsible, successful adults, we make the community we love a better place to live, one child at a time, one family at a time. YMCA programs teach young people important values such as caring, honesty, responsibility, and respect. Through a variety of fun and rewarding activities, they also develop valuable skills while they gain confidence and self-esteem. You can't put a price on strengthening and enriching the character of a child.

Program fees at the Joplin Family YMCA do not cover all the costs to support these vital community needs. To ensure that no one is denied a chance to participate because of their inability to pay, we truly need you! Please consider making a tax-deductible gift to the Y and help support your neighbors. Visit our website at www.joplinfamilyy.org to learn more about our Annual Giving Campaign or to make a contribution.

VOLUNTEERS

At the YMCA, your time and talent go a long way. Every hour you spend as a YMCA volunteer translates into the caring attention a child or teen needs to grow up healthy and resilient. It translates into support for families so they can be successful and strong. It translates into a safer, more viable community that's a good place to live and work.

As a YMCA volunteer, you can read to an after school group, coach a youth sports team, or serve in a variety of other roles. No matter how you help, you can make a positive difference in the lives of others. Visit our website at www.joplinfamilyy.org to learn more about volunteering at our Y.

