



ALWAYS HERE FOR OUR COMMUNITY



MEMBERSHIP HANDBOOK

YMCA SOUTHCOAST

Dartmouth | Fall River | Gleason Family Wareham
Mattapoisett | New Bedford | Stoico/FIRSTFED Swansea

WELCOME TO THE YMCA SOUTHCOAST FAMILY

You are now a member of one of the finest and largest human service organizations in the world! Together we do more to strengthen the foundations of our community. The Y is a unique association of men, women and children joined together by a shared commitment to nurture and develop the potential of our youth, promote healthy living and foster social responsibility.

- **YOUTH DEVELOPMENT:** because young people need caring adults to provide support, guidance and encouragement as they grow.
- **HEALTHY LIVING:** because wellness in spirit, mind and body strengthens our being and enhances our interactions with others.
- **SOCIAL RESPONSIBILITY:** because we truly are in this together, and together we can harness our individual strengths and bring about positive change around us.

We believe that lasting personal and social change can only come about when we all work together to invest in our kids, our health, our neighbors and our community. Every day, we work side by side with our neighbors to make sure that everyone in our community has the opportunity to learn, grow and thrive.

This handbook has been designed to answer your questions and to help you become more involved with the Y. Please do not hesitate to call upon our caring staff associates should you have additional needs or if we can be of assistance in any way.

Thank you for choosing YMCA SOUTHCOAST for you and your family's recreational and fitness needs. We invite you to join our programs, volunteer, and the caring spirit of our organization, as we help make our community a healthier and happier place to live.

We consider it a privilege to serve you.



YMCA SOUTHCOAST appreciates and supports the dignity and worth of all members of our community. We will nurture an environment that reflects, respects and celebrates our differences and embraces the richness of our diversity. With six branches located in Dartmouth, Fall River, Mattapoisett, New Bedford, Swansea and Wareham, we offer the following member benefits:

- Unlimited access to ALL YMCA SOUTHCOAST branches
- Friendly and caring staff associates to assist you
- Free fitness coaching to design your personalized fitness program
- Free Yoga, Pilates, Zumba, indoor cycling and group fitness classes
- Free open gym and swim for adults, children and families
- Priority registration for all programs and classes
- Lower program costs for members
- A W A Y privileges (Always Welcome at YMCAs)
- Nationwide Reciprocity Program (Some restrictions may apply)
- Active military discount on membership
- Insurance reimbursement on membership
- Program & Summer Camp discount
- 20/20 Member Referral discount
- Free Family Membership with full five-day child care

MEMBERS' CODE OF CONDUCT

The Y is committed to providing a safe and welcoming environment for all members and guests. We are a family and member-friendly organization and uphold the positive Y values of being nurturing and genuine to all who enter our doors.

Our Members' Code of Conduct outlines the positive actions that we expect from all of our members and guests:

- Membership and guest access is a privilege at the Y. All potential members and guests must present photo identification to gain access.
- The Y supports non-violent behavior, and it is expected that every member will adhere and support this principle.
- Please use appropriate language at all times. Be courteous toward all other members and guests in all parts of the Y facility. The Y does not tolerate offensive, impolite, abusive, rude, sexual or vulgar language. Anyone who feels uncomfortable in confronting a person directly should report the behavior immediately to a Y associate or the Building Supervisor on duty.
- Suitable attire is expected at all times; as detailed on page 10. Please check with staff associates if you have any questions or concerns.
- We recommend that members not bring items of great personal value into the Y. We want to minimize your risk of loss or theft. Items that are never allowed include weapons or other objects that could be used as a weapon.
- It is expected when you finish your workout, class or program and leave the building that you refrain from loitering on Y property. Our Y properties, inside and outside of our buildings and parking lots, are all tobacco-free to promote a healthy environment for all.
- All Y participants must be of good character. The Y reserves the right to deny access of any person involved in a criminal, civil, unlawful-conduct or pending court case decision. Branch Executive Directors will investigate all reported incidents. Y membership or guest pass privileges may be suspended or terminated if the Executive Director has determined that a violation of the Y Members' Code of Conduct has occurred.
- Y staff associates are eager to be of assistance. Members and guests should not hesitate to notify a Y associate if help is needed.

WHAT YOU MAY NOT KNOW

MEMBERSHIP FOR ALL & Y-CARES FINANCIAL ASSISTANCE

Everyone is welcome at the Y. At YMCA SOUTHCOAST, we welcome everyone's involvement by providing financial assistance through our Y-Cares Financial Assistance Program. It's an important part of our mission.

If you need financial assistance from the Y, please visit our website or the Welcome Center at your local Y branch for a financial assistance application. Reduced fees are available in the areas of membership, child care, summer camp and other programs. The amount of assistance is based on need, as determined by family income guidelines and is available to individuals and families who live or work in the YMCA SOUTHCOAST service area. YMCA SOUTHCOAST reserves the right to request back-up documentation for all Y-CARES financial assistance applications. By accepting Y-CARES financial assistance you agree to update YMCA SOUTHCOAST should your financial circumstances change. ALL YMCASC memberships automatically renew unless the member notifies the Y in writing 30 days prior to desired termination date.

We count on the generosity of our members and the community to help people of all ages to be more healthy, confident and secure. Donations to the YMCA SOUTHCOAST Annual Campaign allow us to continue to provide financial assistance to children, families and adults who would otherwise be financially unable to participate in our programs.

ANNUAL CAMPAIGN

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

We invite you to participate in our annual campaign to give the gift that will make a difference in someone's life. Your donation will have a meaningful impact right in your own neighborhood. Please stop at the Welcome Center of your local Y branch for a pledge form or you can contribute directly online at ymcasouthcoast.org.

OPT-IN TO THE ANNUAL CAMPAIGN

Now it's easier than ever to help strengthen our community by making a donation to the Annual Campaign through your membership. At the Y, we believe lasting personal and social change can only come about when we ALL work together to invest in our children, our health, and our neighbors. Be sure to look for the OPT-IN section of your Membership Application. Every gift makes a difference!

HERITAGE CLUB

The Heritage Club is made up of friends of the Y who are committed to furthering the mission of the Y for years to come. Donations to the endowment fund give us the means to maintain long-range financial stability, ensuring our programs and traditions will continue to impact future generations. Becoming a Heritage Club member is the strongest statement of support to the mission that a friend of the Y can make. Contact the President's office for more information on this program.

VOLUNTEER INFORMATION

Volunteers are the strength of our organization. They make it possible to offer the wide range of quality programs and services that we do. Their contributions impact all aspects of YMCA SOUTHCOAST. We welcome volunteers in all areas from program staff and coaches to administrative support and mentors.

The donation of one's time and self is one of the most endearing gifts one can give. If you are interested in becoming a Y volunteer, please pick up an application at the Welcome Center at any of our branches or online at ymcasouthcoast.org.

YMCA SOUTHCOAST
150
CLUB

Scan into YMCA SOUTHCOAST's facilities at least 150 times in a calendar year and receive a special 'members-only' key tag on your 150th visit. Join us for a 'Members Only' celebration in January of the following year. Plus lots of other opportunities and surprises along the way!



MOBILE APP

Download our mobile app and get organized! Available in the Google App Store and iTunes - search YMCA SOUTHCOAST.

Features:

- Branch class schedules
- Notifications
- Closing updates
- Set fitness goals
- Sign up for challenges
- Program registration
- Compatible with many popular fitness apps!



MEMBERSHIP & PROGRAM POLICIES

MEMBERSHIP CARD

Your Y membership card is your passport. They are non-transferable and remain the property of the Y. You are expected to have your card each time you enter the facility. Lost cards may be replaced for a fee. Persons who abuse membership privileges or assist others to abuse privileges may have their membership revoked or suspended.

NATIONWIDE MEMBERSHIP

Nationwide Membership enables you to visit any participating Y in the United States through membership at your "home" YMCA (your home location is the facility that enrolled you as a member and that collects your membership dues). We offer this because we want to help you reach your health and wellness goals wherever you live, work or travel. This is an essential part of our cause of strengthening communities.

What You Need to Know

- Valid for active, full-facility YMCA members
- Nationwide member visitors must use their home Y at least 50% of the time
- Program-only participants and special memberships are not eligible for Nationwide Membership

SEX OFFENDER SCREENING

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



20/20 MEMBER REFERRAL PROGRAM

FRIENDS DON'T LET FRIENDS PAY FULL PRICE!

When an existing member refers a new member to YMCA SOUTHCOAST, both receive 20% off membership! The 20/20 Member Referral Program is our way of rewarding existing members for sharing the Y with their friends and family. When a member helps us to create a healthier community by referring a member, both the member and the friends and family they bring to the Y will receive a 20% savings off their standard rate of membership.

What You Need to Know:

- New member must not have been an active member of YMCA SOUTHCOAST for 12 months or more
- 20/20 discount not available for youth or teen membership categories
- 20/20 discount is not combinable with any other discounts

GUEST POLICY

All guests must fill out a day pass waiver and present a photo ID to use the Y facility. For Youth or Teen Guest Pass policies, please consult your local Y. Everyone 18 years or older will be screened through the National Sex Offender Registry. See "Sex Offender Screening" on page 6.

MEDICAL SITUATION

With the presentation of a doctor's note, you are able to place your membership on medical hold. Your account will be reactivated pending a letter from your physician stating you can take part in physical activity. You will not be subject to the joiner fee upon your return.

REGISTRATION POLICY

- In order to receive the "member rate" for a class, the program participant must be an active YMCA SOUTHCOAST member at the time of registration and throughout the program session.
- After the first week of classes, the Y has the right to cancel class due to insufficient enrollment.
- A service fee will be charged for returned checks.

CREDIT / REFUND POLICY

- If the Y cancels a class due to insufficient enrollment, the participant will be issued a credit or refund in full.
- Classes missed by the participant due to personal reasons: vacation, conflict, etc., will not be credited or refunded except when accompanied by a doctor's note. Missed classes for personal reasons cannot be made up.

YOUTH & TEEN GUIDELINES

In order to provide a safe and positive experience in structured activities for the youth of our community, the following guidelines related to facility use by Y members and guests will apply. These guidelines apply to Y branch facilities and may vary from other Y program venues such as off-site teen centers, outdoor facilities, and camps. They are designed to ensure the safety of all members and guests.

Youth ages 11 and under, while in the Y building or on the campus, are required to be under the supervision of a parent or guardian.

Teens ages 12 and over may, at their parents' discretion, utilize the Y facility for up to three hours at a time in designated program areas. See branch for schedule

AGE RESTRICTIONS FOR SPECIFIC AREAS

WEIGHT / CARDIO ROOM

- Youth ages 12-13 may use these areas without supervision after completing an orientation with a Y health and wellness associate.
- Youth ages 8-11 must be accompanied by a supervising individual who remains in the room and is actively monitoring the child.
- Youth age 7 and under are not permitted in the weight · cardio rooms.
- Access to the free weight area is under the discretion of the Wellness Director.

Some branches may have youth fitness equipment. Please refer to the respective branch guidelines for use of this equipment.

POOL

This applies to open/recreational swim time.

- Youth under the age of 8 must be accompanied in the water by a parent or guardian over age 18.
- All children must pass the deep water swim test before being allowed to swim in the deep end. (Swim 50 yards front crawl, tread water for 30 seconds and back float for 30 seconds.)

A complete list of pool regulations is available at the Y branch and online at ymcasouthcoast.org.

LOCKER ROOM / SHOWER FACILITIES / SAUNA

Fall River, Gleason Family, and the New Bedford YMCAs have family and special needs locker rooms available for families with opposite gender children and individuals with special needs.

For those branches with a sauna or steaam room, please refer to the posted guidelines for use and age restrictions.

EXERCISE CLASSES

Youth may participate in exercise classes with a supervising individual if they are willing and able to follow the class structure and guidelines. Please check with your branch or instructor.



JUST THE BASICS

ANIMALS / PETS

Only service animals are allowed into the facilities. For the safety of everyone, please leave your pet at home.

ATTIRE

As a family organization, YMCA SOUTHCOAST encourages members and their guests to maintain an appearance that is not disruptive, distracting, nor offensive in any regard. Clothing that pose health or safety concerns will not be permitted.

- Clothing and jewelry that carry sexual, vulgar or offensive messages or references, including pictures of the use of alcohol, tobacco, drugs and gang affiliation will not be permitted.
- Any apparel that can be used as a weapon is not permitted at the Y.
- Closed toe athletic shoes and workout wear are required.
- Shirts are required. Exposed midriiffs are not permitted.
- To preserve our equipment, jeans or apparel with rivets are not permitted.
- Eye guards must be worn in the racquetball and squash courts.
- Proper swim attire is to be worn in the pool.

This list is meant for example purposes and may not be inclusive of all expectations.



CHILD WATCH

Child watch is available at most YMCA SOUTHCOAST locations and is for children of Y members who are on the premises using the facilities for a limited amount of time. Inquire at the Welcome Center for the days and times that child watch is available as well as the applicable guidelines.

LOST & FOUND

YMCA SOUTHCOAST is not responsible for lost or stolen items.

- Check at the Welcome Center if you have lost an item.
- Valuable items that are found will be secured and arrangements must be made for pick up.



FOOD & BEVERAGES

Food and beverage services are provided for sale to members in some of our facilities and are restricted to certain areas. Please do not bring food or drinks into the pool, locker rooms, gyms and activity areas. We appreciate your help in keeping our Y clean and safe.

MEDICAL CHECK UP

We strongly recommend you check with your physician before participating in any Y program or physical activity.

PARKING

Y members have free parking at all of our branch sites.



RISK MANAGEMENT / ACCIDENTS

Please be advised that you are participating in all activities and programs at your own risk and are fully responsible for yourself, your children and your guests. Contact a Y staff associate if there is an accident, injury or unusual incident.

SECURITY LOCKERS

We recommend you do not bring valuables as the Y is not responsible for lost or stolen items. Lockers are available for daily use by members and guests. You must bring your own lock and remove it at the end of each visit. Items left overnight will be removed and placed in lost and found. Always secure your belongings. Security lockers for small items are available at no cost. Check at the Welcome Center at the Fall River, Gleason Family, New Bedford, and Stoico/FIRSTFED YMCAs for the availability of locker rentals.

SPECIAL SERVICES / EVENTS

Y facilities may be reserved for special occasions such as birthday parties, meetings, weddings, etc. Please contact the branch directly for details.

TOBACCO FREE Y

Smoking and the use of tobacco products are prohibited in all facilities and on all properties owned or operated by the YMCA SOUTHCOAST. Facilities and properties covered by this Tobacco Free Policy include, but are not limited to all buildings and enclosures, parking lots and driveways (even while in a vehicle), lawns and gardens, walkways, pool areas, and play areas. Smoking means inhaling, exhaling, burning, or carrying any lighted or heated tobacco product or any other lighted or heated tobacco or plant product intended for inhalation, including hookahs and marijuana, whether natural or synthetic. Smoking also includes the use of any electronic smoking device that creates an aerosol or vapor containing nicotine or other substance that can be used to simulate smoking. Tobacco Product means any substance containing tobacco or derivative thereof including, but not limited to cigarettes, cigars, pipe tobacco, hookah tobacco, snuff, chewing tobacco, dipping tobacco, bidis, blunts, clove cigarettes. This rule shall not prohibit the use of cessation products approved by the U.S. Food and Drug Administration.

TOWELS

Members should bring their own towel. Towel service is available at our Fall River, Gleason Family, New Bedford, and Stoico/FIRSTFED branch for a nominal fee; inquire at the Welcome Center.

USE OF ELECTRONIC DEVICES

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

- Set phones to vibrate or silent while working out.
- Limit phone conversations to lobby or non-workout areas.
- Taking photos or video at any time in locker rooms is not permitted.
- Check with instructor prior to taking photos in youth programs.

WEATHER CANCELLATIONS

Please check our website, social media pages, mobile app, or call the respective branch voicemail for information regarding weather cancellations or listen to FUN 107, WBSM 1420, WSAR 1480 or visit our website at ymcasouthcoast.org. All swimming pools will be closed in the event of lightning. Refunds/credits will not be issued due to weather cancellations. The Y will make every effort to make up canceled classes in these situations.

EMERGENCY PROCEDURES

MEMBER RESPONSIBILITY


All emergency exits are clearly marked, please familiarize yourself with their locations. Should an evacuation of the facility be required for any reason, including the fire alarm, follow the directions of Y staff associates to ensure a safe and orderly exit from the building.

INCIDENT REPORTS

In the event that first aid or corrective action is provided, the staff associate responding is required to ensure that proper documentation is provided for our records.

SUGGESTIONS OR COMMENTS?

Your suggestions, comments and concerns are always welcome. Y staff associates are known for being friendly, responsive and caring. Please feel free to contact any of our staff associates to ask questions or voice your concerns. Should you have a concern that has not been resolved by our staff associates please feel free to ask to speak with the Branch Executive Director.



**IT IS THE MISSION OF
YMCA SOUTHCOAST TO
IMPROVE THE SPIRITUAL,
MENTAL, SOCIAL,
EDUCATIONAL, AND
PHYSICAL CONDITIONS OF
ALL PERSONS.**

**WE ARE A DESIGNATED
501-C3 NON-PROFIT
CHARITABLE
ORGANIZATION.**

ymcasc.org