



# ALWAYS HERE FOR OUR COMMUNITY



## MEMBERSHIP HANDBOOK

**YMCA SOUTHCOST**

Dartmouth | Fall River | Gleason Family Wareham

Mattapoisett | New Bedford | Stoico/FIRSTFED Swansea

# WELCOME TO THE YMCA SOUTHCOST FAMILY

You are now a member of one of the finest and largest human service organizations in the world! 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. Together we can do more to strengthen the foundations of our community.

- **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.

The 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 SOUTHCOST for you and your family's recreational and fitness needs. We invite you to join our programs, volunteer, and enjoy 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 SOUTHCOST 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 SOUTHCOST branches
- Friendly and caring staff associates to assist you
- Free one time Get Started Program designed for 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.)
- Military discount on membership
- Insurance reimbursement on membership
- Program & Summer Camp discount
- Free Family Membership with full five-day afterschool 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 8. 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.
- Our Y properties, inside and outside of our buildings and parking lots, are all tobacco-free to promote a healthy environment for all. Please refrain from smoking until you leave the premises.
- 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 SOUTHCOST, 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 YMCASC service area. YMCASC 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 SOUTHCOST should your financial circumstances change. All YMCASC memberships automatically renew unless the member notifies the Y to cancel their membership.

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 YMCASC 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 SOUTHCOST 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 [ymcasc.org](http://ymcasc.org).

## 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 allow us 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 for 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 our wide range of quality programs and services. Their contributions impact all aspects of YMCA SOUTHCOST. We welcome volunteers in all areas from program staff and coaches to administrative support and mentors. Donating 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 [ymcasc.org](http://ymcasc.org).

## FULL PLATE PROJECT

The Full Plate Project embodies the Y's mission of strengthening communities through youth development, healthy living, and social responsibility. More than just survive, healthy food allows everyone to thrive.

YMCA Southcoast's partnership with the Greater Boston Food Bank, the Full Plate Project started as an emergency response to pandemic-related nutrition insecurity in April 2020. It quickly grew into one of the largest hunger relief agencies in the Southcoast region. In 2022, the Full Plate Project distributed more than 1.64 million pounds of healthy food throughout southeastern Massachusetts. Food is distributed at mobile markets at five Y branches, delivered to affordable housing sites, and via community partnerships to people we wouldn't otherwise be able to reach.

Y community markets are open to all Southcoast residents in need. Each household receives prepackaged fresh, frozen, and pantry food items while supplies last. There are no town residency, eligibility, or Y membership requirements.



### YMCA SOUTHCOST

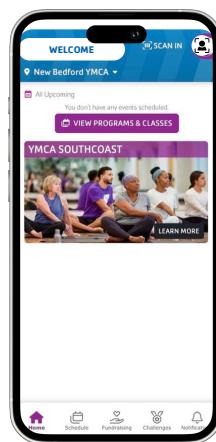
# 150 CLUB

Scan into YMCA SOUTHCOST'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 early 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 SOUTHCOST MOBILE. Features:

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





# MEMBERSHIP & PROGRAM POLICIES

## MEMBERSHIP CARD

Your Y membership card is your passport, you can download the app and use your phone to check into the Y. They are non-transferable and remain the property of the Y. You are expected to have your card each time you enter the facility. 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 Y 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 SOUTHCOST conducts regular sex offender screenings on all members, and participants. If a sex offender match occurs, we reserve the right to cancel membership, end program participation, and remove visitation access.

## GUEST POLICY

All guests must fill out a day pass waiver and present a photo ID to use the Y facility. Youth or Teen must have a guardian for signing up for Guest Pass on the first visit.

## MEDICAL HOLD

A 30 day advance notice is required before a hold will be solidified. Membership can be placed on hold once in a calendar year for up to six months. Three months available for other reasons.

## REGISTRATION POLICY

- In order to receive the "member rate" for a class, the program participant must be an active YMCA SOUTHCOST member at the time of registration and throughout the program session, and must be paid in full at the time of registration.
- After the first week, 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/guardians' discretion, utilize the Y facility for up to three hours at a time in designated program areas. See branch for guideline schedule

## AGE RESTRICTIONS FOR SPECIFIC AREAS

### WEIGHT / CARDIO ROOM

Reach out to your home branch for their weight/ cardio policy.

### 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.

### LOCKER ROOM / SHOWER FACILITIES / SAUNA

Fall River, Gleason Family, and the New Bedford YMCAs have family and inclusive locker rooms available for families with opposite gender children and individuals of all abilities . For those branches with a sauna or steam 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 SOUTHCOST 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.
- No crocs or open toe shoes in weight room.
- Workout wear are required.
- Shirts are required. Exposed midriffs 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 some YMCA SOUTHCOST 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. Also available to non-members for a fee.



## LOST & FOUND

YMCA SOUTHCOST 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

Varies from branch to branch. Check-in with your Welcome Center.

## 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, and New Bedford 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.



## PERSONAL PHOTOGRAPHY/VIDEO CODE OF CONDUCT

At YMCA Southcoast we value the privacy and comfort of all members and guests. We allow personal photography and videotaping within our recreation facilities, excluding restrooms and locker rooms. Certain program spaces during specific time frames may have restrictions at the discretion of the Branch Executive Director. Personal photography refers to capturing media of friends and family informally for personal and private use only. It is important to be mindful and respectful of others' privacy and comfort when taking photos or videos in open spaces and/or during Y programs. To maintain a welcoming and cohesive environment, we kindly ask that you follow these etiquette guidelines:

## RESPECT OTHERS' PRIVACY

Always be aware of your surroundings and considerate of others' privacy when taking photos or videos. Refrain from capturing individuals who may not wish to be included in your media. If someone expresses discomfort or politely asks not to be photographed/recorded, please honor their request.

## BE MINDFUL OF PERSONAL SPACE

Maintain an appropriate distance from others when taking photos or videos to ensure their comfort. Avoid interfering with ongoing activities, classes or events. Remember that some individuals may prefer not to have their personal space invaded or be photographed/recorded during their workout or recreational time.

## SHARE RESPONSIBLY

If you choose to share your personal photos or videos captured within YMCA facilities on social media or other platforms, be mindful of the content you post. Respect the privacy of others by avoiding the sharing of images or videos that may compromise their personal space or comfort.

## **REPORT CONCERNS**

If you witness any inappropriate use of photography or videography, or if you have concerns regarding privacy violations, please promptly report it to YMCA staff or management. We are dedicated to addressing such issues and maintaining a safe, inclusive environment for all. By adhering to these etiquette guidelines, you contribute to fostering a welcoming and cohesive atmosphere within the Southcoast YMCA. We appreciate your cooperation and understanding as we prioritize the privacy and comfort of our members and guests.

## **TOWELS**

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

## **TOBACCO-FREE Y**

Smoking, vaping, and the use of tobacco products are prohibited in all facilities and on all properties owned or operated by YMCA SOUTHCOST. 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.

## **WEATHER CANCELLATIONS**

Please check [ymcasc.org](http://ymcasc.org), social media pages, our mobile app, or call the respective branch for updates. All swimming pools will be closed in the event of lightning. Refunds/credits will not be issued due to weather cancellations. When possible a make up class will be scheduled.

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

IT IS THE MISSION OF YMCA SOUTHCOST 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](http://ymcasc.org)