



GROWING STRONGER TOGETHER

GATEWAY REGION YMCA MEMBERSHIP HANDBOOK



WELCOME TO THE Y

You are not just a member of a gym when you join the Y, you're part of something much bigger. Globally, the Y is committed to strengthening communities through youth development, healthy living, and social responsibility. As a member of the Y, you are a part of a community who strive each day to be healthy, confident and connected.

You Belong Here.



A PLACE FOR OPPORTUNITY

Membership Types

Teen: (ages 13–17)

Young Adult: (ages 18–29)

Adult: (ages 30–64)

Senior Adult: (age 65+)

Senior Two Adult: Two adults living in the same household, one of whom must be 65+

Young Two Adult: Both must be ages 18–29 and reside in the same household

Two Adult: Two adults living in the same household

Young Household*: Includes two adults, both ages 18–29, and their dependent children, up to age 17, residing in the same household.

Single Young Adult Household*: Includes one adult, ages 18–29, and their dependent children up to age 17, residing in the same household.

Single Adult Household*: One adult and their dependents through age 25 living in the same household

Household*: Two adults and their dependents through age 25 living in the same household

***Child Watch is included with Household and Single Adult Household memberships.**

MEMBERSHIP BENEFITS*

- Access to all 24 Gateway Region YMCA locations in MO and IL
- Free Group Exercise Classes taught by nationally certified instructors (including land and water classes). Over 6 Les Mills formats offered, including BODYPUMP® and Shapes®, Yoga, Pilates, Cycling, SilverSneakers, ZUMBA® and many more.
 - Specialty small group training programs included in membership
- Complimentary Orientation to Fitness and/or Personal Training Consultation
- Child Watch included with membership – we'll watch the kids while you workout! (available with all Household memberships)
- State-of-the-art fitness equipment
- Gateway Region YMCA App, which includes: class reservation, on-demand group classes, progress and food tracking and much more.
- Affordable Personal Training pricing
- Reduced rates for programs like swim lessons, sports, child care and more
- Priority program registration
- Access to personalized or group support for healthy lifestyle changes
- Unlimited guest passes for your friends and family when they join you at the Y. Guests may visit our Y free of charge once per year with a current member.
- WiFi (password "Community")
- Coffee (available at most locations)
- Financial assistance available for those who qualify

*Available at most locations: Clinton County & Randolph County YMCAs please check with us for details.

HOLIDAYS AT THE Y

The Y is open daily, except we are closed on Easter and Christmas. It is important for our staff to spend time with their family and friends. Please check with your local branch for changes to regular hours of operation on the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Eve, and New Year's Eve.

MEMBERSHIP ACCESS

Your membership facility access card is your “passport” to the Y. Cards are non-transferable and remain the property of the Y. Please present your facility access card to our team at the Welcome Center each time you enter the facility and when registering for programs. Cards are issued to each member ages 13 and above (12 and under must scan in with an accompanying adult). Lost cards may be replaced for a nominal fee. Please be prepared to present your photo ID when requesting a replacement card. You may also access an electronic version of your key card via the Gateway Region YMCA App.

Members 12 and younger must be accompanied by an adult. For the safety of our members, youth ages 8-12 are welcome in fitness-related program areas but must be within 10' of a guardian (18+). Youth ages 8-12 can participate in non-weight-bearing exercises, including cardiovascular and functional training equipment. Youth should complete a fitness orientation prior to use. See a member of staff for more details.

INCLUSION/ADAPTIVE SUPPORT

At the Gateway Region YMCA, we welcome people of ALL abilities. We know communities are stronger and more vibrant when everyone can take part in equitable programs where they can learn, grow, and thrive. Our Y is proud to have a fully operational Inclusion & Adaptive Support department serving children and adults with disabilities through a variety of programs and services.



CODE OF CONDUCT

**Applicable to all
Members and Guests**

Please help us create a safe, comfortable and inclusive environment at all times by following our code of conduct.

Please follow the golden rule: Treat others the way you would like to be treated by upholding Y values of CARING, HONESTY, RESPECT, and RESPONSIBILITY.

- **Safety first. Be sure to follow the rules posted within each of our facilities and their respective program areas.**
- **Help us maintain our family-friendly environment which is welcoming, genuine, nurturing and caring for all people.**
- **Profanity or unwelcome comments, conduct and actions will not be tolerated.**
- **Be Responsible: Please recycle at your Y in appropriate containers.**
- **Liquids in spill-proof, non-breakable containers are welcome at the Y.**
- **Our Y is a tobacco, e-cig, drug, and alcohol-free facility and campus.**
- **All weapons, including concealed firearms, are prohibited.**

HARASSMENT PROHIBITION POLICY

The Gateway Region YMCA prohibits harassment on the basis of any protected characteristic and will not tolerate any conduct which constitutes harassment of any employee, volunteer, or any individual working in a facility by any person.

SMARTPHONE USE/ VIDEOGRAPHY



We do not prohibit members from using their smartphones in certain parts of our facility. Members should use good judgment when taking videos and photos by being mindful of those around them and respecting the privacy of others.

Smartphone use – especially taking pictures or video of staff, members, and guests – that is disruptive, offensive, or disrespectful of the privacy of others will not be tolerated. For the privacy of our members and guests, photography and videography are prohibited while in the locker room areas.

LOCKER ROOMS AND DRESS CODE

We take pride in our family-friendly environment. Please keep attire appropriate and modest at all times within our facilities.

Men's and Women's Locker Rooms

- Appropriate coverage is required in the locker rooms at all times for everyone, including when walking around, except when showering or while changing.
- We ask members to be as modest and discreet as possible out of respect to others.

Universal Locker Rooms

- Please note, many of our universal locker rooms have common areas that may be under video surveillance.
- Nudity in the common areas is prohibited. All private parts must be covered when in the common areas. Members are required to change clothes in the private changing rooms/stalls.

Steam Rooms/Sauna

- Individuals must wear clothing or swim attire when using the steam rooms and sauna.
- Nudity is not permitted.

Members and guests in our facilities must use the restroom/locker room with which they legally identify. Anyone is welcome to change in our universal locker room. If universal locker rooms are unavailable, individuals may use a private designated area such as a stall or curtained area.

SEX OFFENDER POLICY

The Y is the nation's leading nonprofit strengthening communities through youth development, healthy living, and social responsibility. Important to this effort is our ability to provide a safe and threat-free environment. For this reason, the Y monitors national sexual offender registries, including the Illinois Violent Offender Against Youth registry. Persons on the list will not be eligible for Y membership, program participation, volunteering or employment opportunities at the Gateway Region YMCA.

LOST OR STOLEN PROPERTY

The YMCA is not responsible for lost or stolen property. However, we do keep lost and found items whenever possible. Please check at your Y for the location of the lost and found. Items will be kept as space allows, then given to charity. Security camera footage cannot be viewed by members; it can only be released to law enforcement.

ORIENTATION TO FITNESS

During this 30-minute appointment, you will be introduced to the Fitness Center, Group Exercise Areas, and other Y Program areas. Members receive guidance on how to access the Y app, review app features, and review Y wellness offerings, including Community Health Programs, Personal Training, Water Fitness, and more. We will cover the basics, including how to start, stop, and change settings on cardio machines, change the seat height, and adjust weight selection on weight equipment.



We also offer Youth Fitness Programs and Youth Orientations to Fitness for ages 8-12. This session discusses the importance of facility etiquette, respect, safety, and recommended exercises for your active children. Contact your local branch for details!

PERSONAL TRAINING CONSULTATION



This 60-minute appointment is with one of our Nationally Certified Personal Trainers. Our staff will assist you in getting started on your journey to a healthier lifestyle. The appointment includes goal setting, body composition screening, mobility assessment, program and exercise recommendations, and more. You will leave your appointment ready to conquer your goals that are personalized and specific to your needs.

MEMBERSHIP DUES AND GUIDELINES

- We have two options for payment. You can pay for a full year upfront or pay monthly using a credit, debit, checking, or savings account. Memberships are not transferable or refundable.
- Any changes made to your membership (including cancellation) need to be made on or before the 20th of the month prior to your next draft date. You can visit the Welcome Center to make these changes.
- Should you need to take a short break, memberships may be placed on hold for up to 4 months per calendar year for a \$10/month fee. Memberships must be in good standing to go on hold. Facility access, activities or other benefits of membership will not be allowed while on hold.
- Please join the Y location you and your family visit most often. If you are utilizing a Y 51% of the time, this Y will be considered your home branch. You will be subject to appropriate membership fees.
- Instruction or training by anyone other than YMCA staff members is strictly prohibited.
- The Y reserves the right to discontinue service at any time.
- Please check your statements regularly. A service fee will be charged on any returned transaction. If you notice a discrepancy in your statement, please notify us promptly.
- Refunds are not issued for discrepancies after more than 90 days.
- Additional information on billing policies can be found on our website.

GUEST PASS POLICY

Guests are welcome to visit the Y one time per year, at no charge with a current member. Once they have tried the Y, we think they will fall in love! Guests under the age of 18 must be accompanied by a parent/legal guardian age 18 or older and have a Youth waiver signed by their parent/legal guardian. Guests 12 and under must be accompanied by a parent/legal guardian. Guests 13 years of age and older need to provide a photo ID, like a school ID or something that can verify date of birth. (Ages 18+ must provide a government-issued photo ID)

Guest visits allow your guest to participate as a member for the day. Guests are welcome to use Child Watch as well as take Group Exercise (land and water) classes.

Trial Membership options are available upon request for those who qualify. The YMCA is a membership organization and therefore does not sell "day passes". (Certain exceptions do apply, see Welcome Desk if you have questions)



FINANCIAL ASSISTANCE

Every day, the Gateway Region YMCA offers quality, affordable programs, and services designed to benefit people of all incomes and backgrounds. The Y uses contributed funds from our Annual Campaign to ensure that those unable to pay the stated amount can participate. Those unable to pay the full fee may qualify for financial assistance based on their demonstrated ability to pay and the Y's ability to fund the subsidy. Please contact your local Y for more information. All records are kept confidential.

CHILD ABUSE PREVENTION

Preventing child abuse is one of the highest priorities of the Gateway Region YMCA. All Y staff and volunteers interacting with youth are mandatory reporters. The Gateway Region Y encourages all people to say something if they see something. Anonymous reporting is possible through our website at gwrymca.org/child-abuse-prevention.

CHILD WATCH

Have peace of mind that your children are engaged in purposeful activities that will help them learn, grow, and thrive while you strengthen your spirit, mind and body in our facilities.

- Child Watch is available for children ages 6 weeks to 12 years who are active on a Household or Single Adult Household membership.
- Please check your child in & out upon each visit.
- You must remain on the Y premises while your child is checked into the Child Watch area. Child Watch is available for up to 3 hours per day (time varies by location.)
- Please refrain from bringing in food, personal toys, electronics, car seats, and strollers.
- If a child is upset, and cannot be soothed after 10 minutes, you will be notified.
- Children who are ill must be free of fever and all symptoms for 24 hours before participating in Child Watch.



PROGRAM FEES AND REFUNDS

- Program fees are set to provide quality services and represent the cost of providing activities or services not included in your membership dues. However, members receive a reduced rate on almost all programs! Specific program fee information is available at your Y.
- For your convenience, you can register either in-person or online.
- Please check your statements regularly. A service fee will be charged on any returned transaction. If you notice a discrepancy in your statement, notify us promptly. Refunds are not issued for discrepancies after more than 90 days.
- Program refunds are made only when there is a cancellation due to insufficient enrollment or verified medical illness of the participant.



HEALTH AND WELLNESS GUIDELINES

- Appropriate clothing and athletic footwear (closed-toe and heel) must be worn at all times.
- Please wipe off equipment after each use. For your convenience, there are cleaning supplies located throughout the fitness center.
- Collars should be used at all times on bars and weights. Please put back all accessories after use.
- Please refrain from dropping the weights.
- Allow others to alternate in with you when performing multiple sets.
- Please use a spotter when performing heavy lifts.
- Please conduct any cell phone conversations outside of the fitness center.
- Liquids in spill-proof non-breakable containers are permitted.
- Instruction or training by anyone other than YMCA staff members is strictly prohibited.
- Members 12 and younger must be accompanied by an adult. For the safety of our members, youth ages 8-12 are welcome in fitness-related program areas but must be within 10' of a guardian (18+). Youth ages 8-12 can participate in non-weight bearing exercises, including cardiovascular and functional training equipment. Youth should complete a fitness orientation prior to use. See a member of staff for more details.
- The Y is a youth-driven organization, and our staff training addresses etiquette and safety for all. Proper etiquette and safe exercise habits do not change when monitoring youth, adults, or older adults. We ask that all ages respect each other and take responsibility for their actions, language, and physical safety.

- While we strongly support overall Youth Health and well-being, youth come to the Y at varying physiological stages. For the safety of all, below is a chart that depicts approved, high caution, and forbidden exercises and equipment for youth.

Guidelines for 8-12-year-olds in Health and Wellness Program Areas

Approved Youth Exercises & Equipment	High Caution Youth Exercises & Equipment	Prohibited Youth Exercises & Equipment
<ul style="list-style-type: none"> • Body weight exercises • TRX • Boxes • Floor Steppers • Resistance Bands • Mats • Medicine Balls • Stability Balls • Bosu Balls • Jump Ropes • Infinity Ropes • Self-Propelled Cardio Equipment (excluding Spin and Assault Bikes) • Tanks with Magnetic Resistance (No plates) • Battle Ropes <p>*If youth are interested in learning proper use of the above, inquire with the Welcome Desk regarding Youth Fitness Programming.</p>	<ul style="list-style-type: none"> • Light Dumbbells (where youth is capable of 10 continuous reps) • Tire Flips • Selectorized Strength Equipment • Treadmills (12 degrees or less) • Slam Balls • Sand Bags <p>*If youth are interested in learning proper use of the above, inquire with the Welcome Desk regarding Youth Fitness Programming.</p>	<ul style="list-style-type: none"> • Barbells • ALL Plate Loaded Equipment • Inappropriately heavy Dumbbells • Kettlebells • Stairmasters and Jacobs Ladders • Incline Trainers (Treadmills capable above 12 degree incline) • Spin and Assault Bikes <p>*If youth continue to engage in above exercises or equipment after being asked not to by Y staff, membership may be suspended for youth and guardians.</p>

- Youth ages 8-12 are eligible to participate (must be accompanied by an adult 18+) in non-equipment-based group exercise classes. Examples include: Yoga, Zumba, BodyCombat
- The above guidelines are incorporated into staff training. If you have a circumstance that you feel is outside of these guidelines please contact your local Y Health and Wellness Director for discussion.

AQUATICS GUIDELINES

- Please shower before swimming.
- No glass, food or chewing gum allowed in the pool area.
- The lifeguards on duty ensure the safety and enjoyment of all. Please respect their decisions.
- If clothing in addition to a swimsuit is required, a shower must be taken in the clothes prior to entering the pool.
- Breath-holding activities, including long periods of underwater swimming are not permitted.
 - To help prevent the spread of infection, individuals with open sores are not permitted to use the pool.
- Swim diapers are required for those who use diapers.
- Pool and wet areas must be cleared and closed until 30 minutes after the last evidence of lightning and thunder is present in accordance with Y internal aquatic policies.
- Swimming without a lifeguard is prohibited.
- Instruction or training by anyone other than YMCA staff members is strictly prohibited.
- Please wear modest swimwear.
- No inflatables are allowed in any pool areas. Should a floatation device be needed, it must be approved by the U.S. Coast Guard.
- No tempered glass goggles.

AGE REQUIREMENTS

- Ages 7 years and under must have an adult (age 18 and up) in the water within arm's reach.
- Ages 8-12 years must have an adult in the building. For the safety of your child, a swim test is required to swim without adult supervision.
- Ages 13 years and up may swim independently.

ANNUAL CAMPAIGN

The Y is a nonprofit, 501(c)(3) charity that works side-by-side with our neighbors every day to make sure that everyone, regardless of age, income or background, has the opportunity to learn, grow and thrive.

One of the ways we do that is by providing financial assistance to children, adults and families who may be unable to afford a membership or participation in our programs. The Y counts on the generous donations from the public to ensure everyone has the opportunity to participate in our services.

When you give to the Y, you're doing your part to strengthen our community—and a strong community is good for everyone.

Whether you're helping a child in need attend summer camp or giving someone the assistance they need to make a healthy change in their life, your gift will let us continue to affect positive change in our region.



VOLUNTEERING

Every year, thousands of volunteers support the YMCA's overall purpose of helping people reach the potential in spirit, mind, and body. Volunteers are needed today in various roles. Do any of the opportunities align with your passion and skill set?

- Branch Boards of Advisors
- Adaptive Sports
- Teaching Skills
- Special-Interest Committees
- Office Work
- Fund-Raising
- Maintenance
- Youth Sports Coaches and Referees
- Special Events
- Leading Programs
- Mentoring

GRIEVANCES

The Gateway Region YMCA, in our commitment to create a safe environment for our staff, volunteers, and consumers, will treat every concern or complaint with the utmost seriousness, providing a timely, thorough, and objective response in each instance. Issues should be directed to Program Directors, Branch Executives, or escalated to Association leadership if needed.

CONDITIONS OF FACILITY ACCESS

The Y reserves the right to cancel a membership at any time. Any member, guest, or applicant whose actions are not deemed to be in the best interests of the organization may have their membership or application denied.

MEMBER'S RESPONSIBILITY IN CONNECTION WITH USE OF THE FACILITY: You (each member of your family and all guests) should consult with a physician before using our services and facilities. You agree that you will not use the facilities with any medical condition, including open cuts, abrasions, sores, infections, maladies or inability to maintain personal hygiene, if such conditions pose a direct threat to yourself or to others. It is our goal to provide services to ALL in our community. If using Child Watch or other programs, please provide a copy of a current IEP/BMP/504 Student Accommodation Plan, if applicable. Although every effort is made to provide reasonable accommodations, there may be instances where a participant's needs may exceed the parameters of the scope of the requested service/program. Failure to comply with this agreement could result in suspension or termination of membership privileges.

ASSUMPTION OF RISK: You (each family member and guests) agree that if you engage in any physical exercise or activity, use any of the branch facilities or enter the premises of the branch, you do so at your own risk. This includes, without limitation, your use of the locker room, any pool, whirlpool, sauna, steam room, or any equipment within the branch and your participation in any activity, class, program or instruction as well as your use of or presence in the parking area or sidewalk. You agree that you are voluntarily participating in these activities. You assume all risk of injury or the risk of contraction of any illness or medical condition that might result, or any damage, loss or theft of any personal property.

PHOTOGRAPH & VIDEO RELEASE: For adequate sufficient consideration the receipt of which is hereby acknowledged, the applicant(s) hereby gives permission for the YMCA to use, without limitation, photographs, film footage or tape recordings which may include the applicant(s) image or voice for purposes of promoting or interpreting YMCA programs.

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

NATIONWIDE MEMBERSHIP ACCESS: By participating in the YMCA Nationwide Membership Program, I agree to release the National Council of Young Men's Christian Associations of the United States of America, and its independent and autonomous member associations in the United States and Puerto Rico, from claims of negligence for bodily injury or death in connection with the use of YMCA facilities, and from any liability for other claims, including loss of property, to the fullest extent of the law.

WAIVER AND RELEASE OF LIABILITY: In return for use of the facilities of or entry on the premises of the branch, you agree on behalf of yourself (and each family member and guest) to not sue and to release from any and all liability the Gateway Region YMCA (and our affiliates, employees, agents, representative, successors and assigns) from any and all claims or causes of action (known or unknown) arising out of negligence of the Gateway Region YMCA. This waiver of release and liability includes, but is not limited to, injuries which may occur as a result of (a) Your use of any exercise equipment or facilities, which may malfunction or break; (b) Our improper maintenance of any exercise equipment or facilities, which may malfunction or break; (c) Our NEGLIGENT instruction or supervision; (d) Your slipping and falling while in the branch or on the premises including parking areas and sidewalks.

INDEMNIFICATION AND HOLD HARMLESS: You further agree that You **WILL INDEMNIFY AND HOLD HARMLESS THE GATEWAY REGION YMCA THEIR OFFICERS, AGENTS, AND EMPLOYEES**, from any loss, liability, damages or cost of any kind that **THE YMCA** may incur as the result of any injury to yourself or to any member of your family even if it is contended that any such injury was caused by **NEGLIGENCE** of the part of the Gateway Region YMCA.

