



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

FOR A BETTER US!

HOPKINSVILLE|CHRISTIAN COUNTY FAMILY YMCA

**Member Handbook
January 1, 2022**

WELCOME TO THE Y!

As a member of the Y, you become part of much more than a place to exercise. You become part of a powerful association of men, women and children committed to making our community a place where everyone has the opportunity to learn, grow, and thrive.

For more than 20 years, the Hopkinsville|Christian County Family YMCA has been guided by its Christian mission and values to strengthen the foundations of our community and nurture the potential of the men, women and children who call our area home. As a leading nonprofit dedicated to meeting community needs, we engage people across 5 counties, giving our neighbors the chance to learn, grow and thrive.

We've compiled this handbook as a quick reference for you. Please refer to this information to learn about the policies, programs and the purpose behind our organization. We want to do whatever we can to help you make the most of your YMCA membership.

Thank you for being part of the Y!

WHO WE ARE

Our Mission: The YMCA is a nonprofit organization whose mission is to put Christian principles into practice through programs that build healthy spirit, mind and body for all.

Our Values:

- Caring
- Honesty
- Respect
- Responsibility

WHAT WE STAND FOR

The Y is the nation's leading nonprofit committed to strengthening community through the following areas of focus:

YOUTH DEVELOPMENT

Nurturing the Potential of Every Child and Teen

We believe that all kids deserve the opportunity to discover who they are and what they can achieve. Through the Y, thousands of youth cultivate the values, skills and relationships that lead to positive behaviors, better health and educational achievement.

HEALTHY LIVING

Improving the Nation's Health and Well-being

The Y brings families closer together, encourages good health and fosters connections through fitness, sports, fun and shared interests. As a result, thousands of youth, adults and families in Hopkinsville and surrounding counties receive the support, guidance and resources needed to achieve greater health and well-being.

SOCIAL RESPONSIBILITY

Giving Back and Providing Support to Our Neighbors

The Hopkinsville YMCA has been listening and responding to our communities' most crucial social needs for more than 20 years. Thanks to community partners and volunteers who devote their time, talent and financial support, the Y is able to provide access to life-changing programs and give thousands in our community the chance to learn, grow and thrive.

MEMBERSHIP

Simply put, the Y is for everyone. All people in our region are invited to join and enjoy our life-enhancing programs and services, regardless of age, faith, race, background, ability, or socioeconomic circumstance.

With a YMCA membership, you have full access to our center, as well as priority registration and member-only rates for programs and services.

MEMBERSHIP CATEGORIES

We offer an array of flexible membership categories to ensure you find a fit for your unique household. Choose the membership category that's right for you from the list below.

FAMILY – Two adults and their dependents living in the same household

MARRIED COUPLE – Two married adults living in the same household

SINGLE PARENT – One adult and their dependents living in the same household

ADULT SINGLE – One adult up to sixty-one years of age

SENIOR SINGLE – One adult sixty-two years of age and above

SENIOR COUPLE – Two married adults living in the same household sixty-two years of age and above

COLLEGE – One adult in college

TEEN – One child ages twelve to seventeen

CORPORATE MEMBERSHIP DISCOUNT - The YMCA partners with several employers in the area to offer Corporate Memberships. Employers with 10 or more employees with memberships qualify for our Workplace Wellness Program. The YMCA can invoice employers directly for their employee's membership dues. The Y will also provide employers with their employee's member usage data. Registration and payment policies vary among employers. Some employers limit participation to designated 'open enrollment'

periods. Members interested in Workplace Wellness should check with their employer's human resources office.

No "stacking" of discounts. Only one discount per membership category.

MEMBERSHIP POLICIES

As a member of the Y, you're part of an organization committed to helping everyone in our community have an opportunity they need to learn, grow, and thrive. Our membership policies are designed to ensure we can continue to provide a safe, positive and nurturing environment where individuals and families feel welcome and at home.

MEMBER CODE OF CONDUCT

All members must act in accordance with the values of the YMCA to maintain an atmosphere that's free of offensive and unlawful conduct.

We show no tolerance for:

- Fighting
- Use of abusive language
- Disrespect for property rights of the Y or others
- Conduct or actions of a sexual nature
- Derogatory or unwelcome comments based on individuals' sex, race, ethnicity, age, religion, marital status, citizenship, disability, sexual orientation or any legally protected status

As a private organization, the Y reserves the right to cancel the membership of any member who does not follow the Member Code of Conduct at any time- - while on-site at a Y center or during participation in any YMCA-affiliated event regardless of location.

YMCA staff members may define what is considered inappropriate behavior in determination of a member's suspension or termination. Y members or guests who observe conduct not fitting the Member Code of Conduct should promptly report concerns to Y staff so that

we can make every effort to investigate and resolve issues promptly, confidentially and effectively.

SEX OFFENDER POLICY

To help enhance the safety of the members, guests and staff in our facilities, the YMCA monitors the sexual offender registry. Persons on the registry will not be eligible for membership, guest access or program participation with the YMCA.

MEMBERSHIP CARDS AND PHOTO ID

- Safety is a cornerstone of our center operations, and membership cards (and photo IDs) are essential tools to maintaining safety at all Y locations.
- All members age 12 and older receive membership cards. Members under age 12 must be accompanied by a parent or legal guardian who possesses a membership card.
- We require that all members, adults and children, have a current photo on file in our system. Having pictures of adults and children in our software system ensures those entering into the YMCA are who they say they are and that our children are with the adults identified on their membership unit.
- Your membership card is very important. Please keep track of it and present it at the Welcome Center every time you enter the Y. If you happen to arrive without your card, you may show form of photo id, such as your driver's license, to secure entry.
- If your card does not scan, we will verify your membership by other means, such as an additional form of identification, while you wait. If we find your membership is not current, you may not enter the Y.
- Never loan your card or transfer your membership to someone else; these actions are grounds for termination.

LOCKER ROOMS

We provide locker rooms for adults by gender, as well as for families with children age 6 and under who may be escorted by either parent. Children age 7 and older should be accompanied by a parent of the same person. When using any of our locker rooms, please wear a towel or clothing at all times. Also, do not use cameras or video recording devices in any Y locker room. These practices will ensure all Y members' standards of privacy are respected and safety is prioritized.

PERSONAL BELONGINGS

When it comes to bringing personal belongings into the Y locker rooms, remember it's up to you to watch them and lock them. You are solely responsible for all personal belongings you bring, and you must provide your own secure lock for protection of your items. Lockers are only to be used during normal operating hours. Unauthorized locks left overnight may be removed and contents donated to charity at the discretion of the YMCA staff.

ATTIRE

The Y is a family-oriented organization, and your attire must always be appropriate throughout all areas of our facilities. Swimsuits are required in the pools—no cutoffs or street clothes are permitted. Proper workout attire (sports bras cannot be worn alone) and gym shoes should be worn in our wellness centers, aerobic studios, basketball courts, tracks, and other program areas. Coverage is required even in the locker rooms, so keep a towel, wrap or other clothes on at all times.

SECURITY

We do everything we can to ensure your security and safety while on any Y premises. That's why we place so much emphasis on the use of membership IDs for check-ins. However, we cannot be responsible for any theft or damage to your personal property, either in our building or parking lots. Please remember, you are responsible for securing any items you bring on site.

If you do have one of your possessions stolen or damaged, please complete an incident report at the Welcome Center. Be assured that we do track such incidents and take any steps we can to prevent them from happening again. Leave valuables at home, and protect the property you do choose to bring by securing it in a locker in a locker room (you must provide your own lock). YMCA staff are not permitted to hold or watch your valuables for you. Also note that we do not recommend leaving valuables in a locked car.

WEAPONS POLICY

YMCA members are prohibited from carrying onto YMCA property Tasers, large knives or other objects YMCA staff determine to be dangerous to the safety of our members.

LOST AND FOUND

If you lose something while at the Y, promptly check at the Lost and Found at the Welcome Center to see if the item has been retrieved. We hold items found within the facility in Lost and Found for just one week, and unclaimed items are donated to charity. Remember, the YMCA is not responsible for lost or stolen items.

HEALTH ISSUES

Please get a medical exam prior to beginning any exercise program. This is a wise first step to engaging in any wellness-related activity. Some programs may require a written and signed physician's approval prior to participation.

Also, be sure to keep your contact information up to date with the Welcome Center. It's essential that we have your current address, phone number, and emergency contact information in case of an emergency.

Kentucky, you can access most Y locations throughout the U.S. thanks to our "Always Welcome at the YMCA" (AWAY) program. Please be sure to check with the YMCA where you are visiting for their current AWAY membership practices and procedures.

- The Reciprocal membership program is valid for YMCA members only. Program-only participants may upgrade to a full membership at any time to qualify. Silver Sneakers members may use other Silver Sneakers locations only.
- Visitors to other Ys must present a valid YMCA membership card and photo ID upon their first visit and complete a visiting member waiver or standard membership application form with liability waiver.
- YMCA members must use their home branch at least 50% of the time. Program discounts do not apply. Participating YMCAs reserve the right to restrict facility or program access.
- Other restrictions may apply.

CENTER HOURS

The facility is open Monday-Sunday.

Facility Hours change seasonally and will vary during holidays. Seasonal Hours will be posted on the YMCA website and Holiday Hours will be posted at the YMCA a week prior to the holiday.

GUEST POLICY

GUEST POLICY ARE SUBJECT TO CHANGE

APPLICABLE TO ALL GUESTS:

- Each guest must provide a valid photo ID on each visit.
- All guests under the age of 16 must be accompanied and signed in by a current YMCA member over age 18 on each visit.
- Each guest must be properly checked-in through Member Services at the Welcome Center.
- The current YMCA member will be held responsible for any discipline issues of their guest(s) up to and including suspension or termination of membership.

LOCAL GUESTS (GUEST IN SERVICE AREA OF CHRISTIAN, TRIGG, & TODD)

The YMCA is a member organization and seeks to encourage memberships through guest privileges. Local guest may visit up to 2 times per calendar year. The local guest fee is \$15 per visit.

OUT OF SERVICE AREA GUESTS ACCOMPANIED BY A MEMBER

Out of Service Area guests may visit up to 10 times per calendar year when accompanied by a Hopkinsville YMCA member. The guest fee is \$10 per visit.

OUT OF SERVICE AREA GUESTS NOT ACCOMPANIED BY A MEMBER

Out of Service Area guests may visit up to 12 times per calendar year. The guest fee is \$10 per visit.

YMCA NATIONWIDE PROGRAM

Y members from outside of the Hopkinsville YMCA service area can participate in the Nationwide program at no charge. Nationwide participants must use their home Y 50% of their monthly usage.

FEES AND PAYMENTS

Your prompt, consistent payment of membership fees helps us continue to offer our community-focused programs and services. The best way to ensure your payments are always on time is to set up a monthly bank, debit or credit card draft through the bank or card issuer of your choice. With an automatic draft, we deduct your monthly membership fees directly from your bank or credit account—with no hassle to you—as long as you're a member.

To set up your automatic draft, simply visit the Welcome Center at your local Y and they'll be happy to help you set it up. Here are a few things to remember when you do:

- To set up a draft through your bank account, please remember to provide a voided check.
- If you must cancel your membership or change your account information, we will gladly make those changes for you upon receiving written notice. Just visit your Welcome Center to complete and sign a Change or Cancellation Form.
- Please monitor your monthly bank or credit card statement for discrepancies. You must report errors within 90 days of occurrence to enable us to correct our mistake and refund the appropriate amount to you (after 90 days, we will only be able to correct our error.)
- If you prefer to be billed, we offer annual, biannual or quarterly invoice options in addition to payment by monthly draft. You will receive an invoice at least 30 days prior to the payment due date. If we do not receive your complete payment by the payment due date, we will assume that you are cancelling your membership within 2 weeks.

RETURNED PAYMENT POLICY

All returned payments (checks, electronic funds transfers and most credit card payments) will result in a \$25 charge. Outstanding balances resulting from uncollected returned payments must be cleared up before the participant can enroll or attend any YMCA program.

For returned checks or electronic fund transfers (EFT) that have been returned for Non-Sufficient Funds (NSF):

- The bank account associated with the return will be drafted for the amount of the check or EFT and the returned payment fee.
- This redraft can occur up to two times if the initial attempt is unsuccessful.
- If your check or EFT has been declined for reasons other than NSF, you can pay at the Welcome Center. However, if your payment is in active collections, DO NOT give a replacement payment to the YMCA or make

a payment online to cover a returned check or EFT.

- After a return, the YMCA staff will make two attempts to contact you regarding payment. If payment has not been made prior to your next draft date, the membership will be terminated.

PROGRAM REFUND POLICY

If participating in a YMCA program, refunds will only be issued prior to the registration deadline of a program session. After the deadline there will be no refunds given. All pre-registration deadline refunds require approval of the Senior Program Director or Childcare Director.

MEMBERSHIP ASSISTANCE PROGRAM

Membership to the Hopkinsville | Christian County Family YMCA is available to everyone, regardless of ability to pay. Through the Open Doors Charitable Assistance program, we offer financial assistance to subsidize the monthly membership fees for friends and neighbors who have demonstrated a financial need. Members who receive assistance are guaranteed the same quality experience as full-pay members.

An application to participate in the program is available online at www.hopkinsvilleymca.org and at the welcome center. In addition to providing a completed membership application and a completed Open Doors application, interested members will also need to provide verification of income in the form of a 1040 federal tax Form for all incomes in the household. **Applicants are required to reapply for assistance annually.** Everyone, including existing members, is welcome to apply. If your income changes during the course of your membership, you are welcome to contact us to learn more about this program.

CHANGES TO YOUR MEMBERSHIP

Change is inevitable, even when it comes to your YMCA membership. We offer a simple form for you to complete any time you need to alter something related to your membership. Whether adding or removing a family member or updating your address or bank account information, you can submit updates any time with ease.

UPGRADES- Do you need to add someone to your membership? Simply complete the change form to let us know of the upgrade. Of course, adding participants to a membership may push you to a different membership category with added fees. If that's the case, please note that you will be responsible for paying additional membership dues at the time you submit your change form. If you pay by invoice, we ask that you also pay the difference in your dues for the balance of your invoice period.

DOWNGRADES- If you need to remove members from your membership, simply complete a change form and return the membership cards of those no longer participating. We'll adjust your membership category and dues. Please allow 30 days to adjust the bank draft amount. Refunds will be made for remaining dues paid on annual invoice payments. Also, temporary membership cards will be issued for dropped members for the balance of their membership period.

MOVING- Memberships to the Hopkinsville YMCA are not transferrable to other Y's outside the area. If you're moving out of our area but would like to maintain Y membership elsewhere, you must cancel your membership here and join again in your new city. At your request, we will be happy to provide a letter stating the cancellation of your membership here in Kentucky and the amount of joining fees you paid. Contact the Y in your new area to find out their policies, joining fees and dues, as details will vary.

HOLDS- Because your Y membership is intended to be an ongoing commitment, we only offer holds or suspensions due to medical issues or world travel.

Should you need to suspend your membership, you must submit a cancellation form at least 30 days in advance of your end date. Exceptions to this guideline may be extended due to medical circumstances at the discretion of the Membership Director.

CANCELLATIONS- To end your membership, complete and sign the YMCA cancellation form and submit it with your membership cards to the Welcome Center. We ask that you provide 30 day notice prior to cancellation.

We cannot accept cancellations by phone, email, verbal statements or fax. Note that the YMCA reserves the right to cancel a membership with appropriate notice.

REJOINING THE YMCA

You are welcome to rejoin the Y any time after canceling your membership. If more than 30 days has elapsed since your cancellation, we will assess an additional joining fee. No matter when you choose to rejoin, you will be responsible for paying current membership dues and any outstanding fees owed, if any.

MEMBERSHIP REFUNDS

There are no refunds for joining fees. Note that we never refund membership fees due to lack of use or non-attendance.

Help us help you by monitoring your monthly bank statements. If you discover an error on our part and report it within 90 days, we will correct our error and refund the appropriate amount (after 90 days, we will only be able to correct our error).

CHILDREN IN THE YMCA

At the Y, we're committed to giving children and teens the opportunity to learn, grow, and thrive. Each day, hundreds of kids come to the Y to learn, play, drama and achieve in a safe, fun and welcoming environment. Kids' experiences at the Y are made even better when parents and guardians are aware of the policies regarding the supervision of children at our facilities and programs. These

important policies are designed to ensure the Y is a secure, caring place for all children.

SUPERVISION REQUIREMENTS

- Parents or guardians of children under the age of 12 must remain on YMCA property while their children are at the Y. The only exceptions to this policy are if children are enrolled in a fee based supervised YMCA program.
- Only children age 12 and older are allowed to be at the Y in an unsupervised environment (without their parents or guardians present).
- All youth ages 12-18 are eligible for a YMCA Teen membership.

Y-PLAY AND YOUTH ACTIVITY CENTER POLICIES

- Children may stay at the Nursery or Kids Corner for up to two hours per day and a maximum of nine hours per week.
- Parents and guardians are the only adults authorized to leave a child at Nursery or Kids Corner, and are required to remain on-site at the Y during their child's visit.
- Only the parent or guardian who signs a child into Nursery or Kids Corner may sign them out or pick them up.

HEALTH, WELL-BEING, & FITNESS GUIDELINES

The Y strives every day to provide a welcoming place where anyone—from beginning exercisers to competitive athletes—can come to improve their health and well-being. The following health and wellness policies are designed to help ensure the safety and positive experience of all members who use the Y.

PERSONAL TRAINING GUIDELINES

Only staff members employed by the Y are allowed to provide personal training within YMCA facilities and programs. Our staff members are trained and certified by the YMCA (in accordance with the organization's history and philosophy) and they are committed to carrying out our mission by providing high-quality programs.

Personal trainers who are not employed by the YMCA are strictly prohibited from training or conducting business in our YMCA. The YMCA has this standard in order to provide safe, high-quality personal training at all times.

WELLNESS EQUIPMENT POLICY

We constantly strive to supply our members with a wide variety of well-maintained wellness equipment, and we oversee the safety of equipment used during our programs. We ask that you refrain from bringing personal fitness equipment for use within the YMCA—such as TRX equipment, dumbbells, and any other items Y staff members determine do not comply with our high safety standards.

WELLNESS FLOOR AGE REQUIREMENTS

- Children ages 6-14 may use age-appropriate wellness equipment by getting stickers at the Front Desk.
- Children ages 6-9 are allowed in the family fitness room
- Children ages 10-14 are allowed in the wellness center, family fitness room, aerobics room and the cycling room.
- Children have to be 15 in order to use the TRX room and weight room.

LIFEGUARDS AND WATER SAFETY

The YMCA lifeguards are trained by the American Red Cross to prevent aquatic emergencies and conduct emergency and rescue care whenever necessary. During your visit to our pool, you may observe ongoing training exercises, including live water safety and rescue drills. Such training allows

the Y's lifeguards to stay prepared as the guardians of your family's safety and well-being.

AGE REQUIREMENTS/SWIM TEST

All swimmers under age 14 must pass a swim test before they can be in a YMCA pool area without direct adult supervision. The swim test consists of a 25-yard swim during which youth are asked to achieve the following:

- Jump into the pool, submerge fully, return to the surface and immediately begin swimming without pushing off the wall.
- Swim in a horizontal position on top of the water using a forward crawl or breast stroke. The swimmer's arms must achieve full extension on every stroke and he/she must maintain one or both of the strokes for the full 25 yard swim. Pausing is only allowed when the swimmer is rotating or turning to breathe.
- Exit the pool without assistance using either the wall or pool ladder.
- Parents/guardians of swimmers under age 7 who pass the test must remain on-site at the pool. All swimmers age 7 and older who have passed the test may use the pool on their own. Swimmers who do not pass the swim test must remain within arm's reach of an adult in water that is armpit level or lower. Alternatively, a parent may be in another part of the pool if the child is wearing a Coast-Guard-approved personal flotation device. Youth who have not passed the swim test may not go down slides regardless of the presence of a parent or the use of a personal flotation device.

SWIMMING POOL USE AND SAFETY GUIDELINES

- No foul language.
- Children must pass a swim test in order to swim in the deep end unless a parent is right next to them.
- Swim only when certified lifeguards are on duty.

- No children under the age of 12 are allowed to swim without an adult present.
- NO ADMISSION to any persons having a contagious disease, infectious conditions (colds, fever, ringworm, foot infections, skin lesions, carbuncles, boils, inflamed eyes, ear discharge, or any condition which has the appearance of being infectious.)
- Persons with excessive sunburn, unhealed abrasions, corn plasters, bunion pads, adhesive tape, or bandages of any kind are not permitted. Anyone under the influence of alcohol or exhibiting erratic behavior will not be permitted in the facility.
- NO gum, tobacco products, or alcoholic beverages allowed.
- NO outside food, drink, or coolers allowed.
- NO running or horseplay. (pushing, throwing, flips, etc.)
- NO floats, water balls, frisbees, water guns, etc.
- Floatation devices (noodles, rings, water rings, etc.) will be at staff's discretion.
- DO NOT sit or hang on lane ropes.
- When lap swimmers are present, the lap lane is reserved for them. Other swimmers are to stay out of this area of the pool.
- NO spitting, spouting of water, blowing the nose, or otherwise introducing contaminants into the facility water is permitted.
- NO diving in shallow water.
- NO glass, soap, or other material which might create hazardous conditions or interfere with the operation of the facility.
- Swimsuits are required. NO cut-off shorts or denim.
- NO persons other than authorized staff with street shoes allowed on deck or in "wet" areas of the bathhouse.
- Children in diapers must wear swim diapers. NO regular diapers allowed.
- A period of 'Adult Swim' occurs at the :50 minute mark of each hour. This is a break/rotation period for the lifeguards. Only adults 18 and over can be in the pool during this time.

TENNIS CENTER

TENNIS CENTER MEMBERSHIP

Our Tennis Center has two membership types: Basic and Prime. All active members of the Hopkinsville YMCA have access to the Tennis Center through Basic membership. No additional fee is required for Basic Membership. YMCA members wishing to use the Tennis Center must reserve court time at the Welcome Center and pay applicable court fees.

A Prime membership at the Tennis Center allows members key access to the facility and the ability to book & pay for court time online. Prime membership requires an additional annual fee. The Prime membership fee for Hopkinsville YMCA members is \$35/year of an individual or household Prime membership. Non-YMCA members pay \$85/year for an individual Prime membership and \$135/year for a household Prime membership. A household membership denotes couples or families living within the same household. The membership year is October 1st through September 30th. The membership fee will not be prorated.

COURT FEES

- **October 1 – April 15**
Tennis Center Members:
 \$20/hour/court

Non-Tennis Center Members:
 \$20/hour/court + \$10/person
- **April 16 – September 30**
Tennis Center Members:
 \$6/hour/court

Non-Tennis Center Members:
 \$6/hour/court + \$10/person

**The leadership of the Hopkinsville
Christian County Family YMCA
reserve the right to amend these
policies at their discretion.**

**Members will be notified of any
policy changes.**

**If you have any questions about
these policies, please contact a
YMCA staff member.**



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