



FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

# HELPING YOU LIVE BETTER

Membership Handbook  
YMCA of GLENDALE



Rev. 9.6.2017

## **LET'S GET STARTED**

Welcome to the YMCA! You are now a part of a community of men, women, individuals and children joined together by a shared commitment to nurture the potential of kids, promote healthy living and foster a sense of social responsibility. The Y is made up of people of all ages and from every walk of life working side-by-side to strengthen communities. Together we work to ensure everyone, regardless of race, gender, income, faith, sexual orientation or cultural background has the opportunity to live life to its fullest. The Y is a force for building bridges among all people as we share the values of caring, honesty, respect, and responsibility.

This Handbook is a great tool to help you get acquainted with our facilities and understand our policies and age guidelines. We encourage you to take some time on your first visit to speak with any one of our helpful staff members to better understand the Y's amenities, rules, policies and age requirements.

## **MEMBER CODE OF CONDUCT**

The Y is committed to providing a positive environment that is safe and inclusive to all in our community. We have adopted a Code of Conduct to govern the actions and behaviors of all members/guests while in our facilities and while participating in Y programs. All individuals using any of our facilities are expected to conduct themselves in a manner consistent with the Y's Core Values of caring, honesty, respect and responsibility. Failure to do so may result in immediate dismissal from the premises and may result in termination or suspension of membership privileges. The following are guidelines applicable to all members and guests:

- Membership cards or valid ID must be presented at the Member Services Desk each time you enter the facility.
- Members without a valid membership card or photo ID may be denied entry.
- A photo ID is required for all AWAY users and guests.
- Appropriate clothing is required. Shirts or cover-ups are to be worn over sports bras. Shirts and shoes are to be worn at all times. Athletic shoes or closed-toe shoes are required in all fitness areas. However, shirts and shoes are not required where bathing suits are permitted.
- Using a camera and/or video equipment is not allowed inside the facility without express approval from Y Director.
- Phone calls should be made away from program areas, wellness center, pool areas, and childcare areas and outside of the locker rooms.
- Music devices should be used with headphones and set at a volume that does not disturb other members. For your safety, please use hand-free devices.
- The Y prohibits solicitations, surveys, petitions, distributions and conducting non-Y business on its premises, whether made by Y members or groups not associated with the Y.
- Personal training by instructors not employed by the Y, and the selling of home and business products are prohibited.
- All members should refrain from the use of foul language, abusive actions or any other inappropriate behavior.
- The Y is a drug, alcohol, weapons, and tobacco (including e-cigarettes) free zone.
- Stealing or behavior that results in the destruction of property may result in termination of Y membership privileges.
- Certain felony convictions may result in immediate termination of Y membership.
- All guests and participants will be required to have their picture taken on their first visit.

The protection of our members and guests participating in our programs and/or using our facilities is of paramount interest to the Y. At this time, the Y reserves the right to deny access or membership to any person who has been accused or convicted of any crime involving sexual abuse or, who is a registered sex offender.

In compliance with all federal, state and local equal employment opportunity/non-discrimination laws, the YMCA of Glendale is committed to providing full and equal access to its facilities and does not discriminate in provision of services to all individuals in all YMCA programs, regardless of race, color, creed, national origin, citizenship, immigration status, religion, primary language, gender, sex (including pregnancy, childbirth, and related medical conditions), age, ancestry, marital status, registered domestic partner status, protected military or veteran status, disability (mental or physical), medical condition, sexual orientation, gender identity, gender expression, genetic information or any other basis protected by applicable law.

If you or any of your family members has a disability and are interested in participating in or attending YMCA of Glendale programs or activities, the YMCA will make reasonable accommodations to facilitate that opportunity. The YMCA urges you to contact us in advance of program participation to arrange accommodations.

## **MEMBERSHIP POLICIES**

The YMCA of Glendale is committed to a culture of diversity and inclusion. All persons are welcome to become members at the YMCA of Glendale; membership is open to all and financial assistance is available for those who cannot afford the full membership fee. Please speak with any one of our helpful staff members on how to apply.

### **Membership Categories and Definitions**

- **Family** (1-2 adults, ages 22+), unlimited of children 21 years of age and under. May add an additional adult for \$30 more a month.
- **Adult** (age 30+) – Allows one adult, age 30+. May add an additional adult for \$30 more a month.
- **Senior Adult** (62+) – Allows one adult, age 62+. May add an additional adult for \$30 more a month.
- **Young Adult** (18-29) – Allows one young adult, age 18-29. May add an additional adult for \$30 more a month.
- **Youth** (0-17) - Allows one youth, age 0-17.

Your membership is non-transferable. For family memberships or adding an additional adult, all participants must live in the same address. Verification may be required i.e. drivers' license, electric bill, etc. Children in family memberships may only be the children of the two adults in the membership. Legal documentations may be required. Any violations will be an automatic termination of memberships and will be considered as fraud and if needed, legal actions will be taken.

### **Guest Policy**

Guests are always welcome at the YMCA! Local, in-town guests, accompanied by members, may use the facility a maximum of two (2) times per calendar year at no cost. There is no maximum number of guests per member per visit. To ensure the security of our participants, we require a photo ID for each guest unless the guest is under 18 years of age. Any guest 0-17 years of age must have a legal parent or guardian, age 18 or older, sign him or her into the Y and may remain in the facility with the member without a parent or guardian on-site. Any member who signs in a guest is fully responsible for the guest and their guest's actions while on all YMCA premises. Members with out-of-town guests may contact the Membership Director 24 hours before their visit to arrange guest visits during these times. All guests are required to provide a picture ID and must have their picture taken on their first visit. Our facility does not allow guests to utilize the Child Activity Center. Please call the YMCA before bringing a guest with children to the facility.

The YMCA is a private membership organization who reserves the right to remove members whose behavior does not conform to the requirements of the YMCA including the Y's core values of caring, honesty, respect and responsibility.

### **Reciprocity**

Most Y's in the country allow active Y members to visit while they are traveling. Please contact the YMCA you plan to visit to learn about their specific policies. In Southern California you have access to more than sixty-two (62) Y locations.

### **Cancellation Policy**

The Y requires thirty (30) days' written notice before your next draft date to cancel a current Y membership. If less than fifteen (15) days' written notice is given, your membership will be drafted one more time, at which time you will have access to the facility for the remainder of the month. Members have three (3) months to rejoin without being charged another joining fee. If you decide to cancel any Y program after the first day of classes, only a 50% refund will be given with the exception of Resident Camp. Please see the Director of the program for more details.

### **Membership Hold Policy**

Your YMCA membership may be placed on hold for 1 to 3 months per year. All holds require a seven (7) day written notice before your next draft date to process for the next month. Hold fee is \$5 per month that your membership is placed on hold.

### **Change of Information Policy**

Any changes to your current membership information, address, bank information, adding or deleting members, or changing your membership type requires a fifteen (15) day notice before your next draft date. If you draft from a debit or credit card, please remember to visit the Member Services Desk and update your card information if you receive a new credit or debit card.

### **Transferring your Membership to another YMCA**

Please see the Member Services Desk if you wish to transfer your membership outside of the YMCA of Glendale so, we can provide you with a letter of transfer. This letter may allow you to waive your joining fee at many Y's across the Nation. Please cancel your membership with the YMCA of Glendale before transferring to another YMCA.

### **Payment**

The YMCA offers two options for payment.

- **Drafts:** members can draft their membership fees monthly from a checking account, savings account, debit or credit card. Should your draft be returned to us for any reason, you are responsible for that draft payment, including a \$10 YMCA service charge in addition to any fees your bank may charge.
- **Annual:** members can pay the full year (12 months) at the time of registration **or** in six (6) months increments. Annual memberships are non-refundable.

### **Data Security/Privacy Statement**

The YMCA is concerned about the privacy of its members and maintains their personal information in confidence. We collect information from members for the purposes of billing and providing information on upcoming events and program opportunities. Data is used to determine how well your YMCA is serving the community. Your records will not be released to a third party without your permission. You may inspect your records and update your personal information at any time. Please notify the Membership Director about any concerns regarding the privacy of your YMCA records.

### **Operations Policy**

The YMCA reserves the right to change all schedules and times as management sees fit without notice.

### **Parking Policy**

The YMCA offers on-site parking for members of the YMCA of Glendale. Guests and visitors of other Y's have off-site parking on the street and public parking lots across the street.

## **FACILITY RULES AND AGE REQUIREMENTS**

**Facility Access Age Requirements** *(Facility hours and access may vary depending on which facility you are visiting. Please call your branch for information.)*

- 0-11 years old: Child must be participating in a YMCA program or directly supervised by a parent or guardian 18 years of age or older.
- 12 and older: Individual may be on the YMCA premises without a parent or guardian.

### **Healthy Living Center**

#### **Healthy Living Center Rules**

- Please be courteous to others by following the Y's Code of Conduct and Core Values: Caring, Honesty, Respect and Responsibility.
- Only Y staffs are allowed to provide personal fitness instruction.
- Appropriate clothing and footwear is required. No open toe or open heel shoes.
- Ask a staff member for assistance when using unfamiliar equipment or beginning a new exercise program.
- Please return all plates, dumbbells, and bars to their proper place after use.
- Abuse of equipment will not be tolerated.
- As a courtesy to others, please wipe off equipment after use with Y supplied cleaning products.
- As a courtesy to others, please return all equipment to its proper storage area.
- Please limit your time on all cardio equipment to thirty (30) minutes when others are waiting.
- Please allow others to work in between your sets when they are waiting.
- For the safety of all members, please help keep our floors clear by storing your personal belongings in a locked locker.
- Stay hydrated with a beverage in a spill-proof, unbreakable container.
- For your safety and the safety of others, please use hand-free devices.

#### **Healthy Living Center Age Requirements**

- 15-17 years old: Individual does not have to be accompanied by a parent and may use the cardio equipment, weight machines and free weights. An orientation with Wellness Staff is required.

#### **Family Center Age Requirements**

- 9-14 years old: Individual does not have to be accompanied by a parent and may use the weight machines excluding free weights. An orientation with Wellness Staff is required.

#### **Free Weight Rules**

- Please be courteous to others by following the Y's Code of Conduct and Core Values: Caring, Honesty, Respect and Responsibility.
- Only Y staffs are allowed to provide personal fitness instruction.
- As a courtesy to others, please wipe off equipment after use with Y supplied cleaning products.
- As a courtesy to others, return all equipment to its proper storage area.
- For your safety, no usage of outside gym equipment without prior approval from the Healthy Lifestyle Director.
- Wear appropriate athletic attire and shoes at all times.
- Allow others to take turns (work in) while using strength equipment.
- For the safety of all members, please keep the floors clear by storing your personal belongings in a locked locker.
- Stay hydrated with a beverage in a spill-proof, unbreakable container.

- Use precautions when lifting free weights:
  - Ask a staff member for assistance when using unfamiliar equipment or beginning a new exercise program.
  - Ensure you have a good grip.
  - Maintain a stable sitting or standing position.
  - Use proper technique and form.
  - Avoid lifting too much weight.
  - Consider a training partner or a Y staff member as a spotter.
  - Use collars to secure weights from sliding off of bars.
  - Set weights down gently.
- Chalk usage is prohibited.
- Allow others to enjoy their workout by refraining from talking on cell phones and taking pictures.
- For your safety, use hand-free electronic devices.
- All music devices must be used with headphones.
- As a courtesy to others, refrain from yelling or grunting unless it is an emergency.

### **Group Exercise Classes**

#### **Group Exercise Class Rules**

- Please be courteous to others by following the Y's Code of Conduct and Core Values: Caring, Honesty, Respect and Responsibility.
- Anything that disturbs others or the instructor during class will not be tolerated this includes leering or spectating.
- Please keep talking to a minimum during class and refrain from using head phones while participating in a group fitness class.
- Please arrive early or on time for all fitness classes; it is disruptive to interrupt a class once it has started.
- Please take cell phone calls outside of the group exercise class. Use of cell phones is not permitted during class time, including texting.
- Tennis shoes are required (no open-toe and open heel shoes with the exception of mind/body classes, such as Yoga or Pilates).
- Appropriate clothing is required. No bare midriffs.
- Place all bags, coats, extra shoes etc., in the locker room or on designated shelving/hooks.
- If you find it necessary to leave class early, please exit the class in a manner that does not disturb the rest of the class.
- Please follow the instructor's lead as the instructor will include modifications.
- All classes are subject to change due to instructor substitutions/availability, class attendance or if emergency situations arise. Class cancellation may occur in extreme situations and every effort will be made to avoid these circumstances.
- Some classes may require participants to sign up ahead of time. Please check your facility's schedule to know which classes require a reservation.

#### **Group Exercise Class Age Requirements**

- 15 years old and older: May participate in group exercise classes.

### **Aquatics**

#### **Pool Rules**

- Swimmers must wear appropriate swimwear at all times. Gym shorts, cutoffs or ripped suits and revealing swimwear are not considered appropriate swim wear. The Y asks all members to remember the family environment and choose the style of your swimsuit accordingly. Members wearing inappropriate or revealing swim wear may be asked to leave the aquatics area.

- Non-swimmers must remain in the shallow end where the water reaches beneath the armpit level.
- Walk at all times on the pool deck. No running or horseplay on the pool deck.
- Use only approved Type 2 Coast Guard full life jackets. No inflatable flotation devices will be allowed. This includes water wings, tubes, rafts, etc.
- Always enter the water facing forward without flipping. Enter backwards when using the pool ladders.
- Keep off lap lanes and lifelines; only use if needing temporary support.
- Breath holding and prolonged underwater swimming is prohibited.
- Anyone non-potty trained needing a diaper should wear a swim diaper and rubberized pants/swimsuit in and around the water at all times. Disposable diapers are prohibited.
- Chewing gum, eating and drinking in the pool are prohibited. No food is allowed. Glass containers are not allowed in the pool area.
- Pushing, dunking, splashing, rough play and fighting are prohibited.
- Playing on, climbing on or swimming through the railing is not allowed.
- If the whistle blows, stop, look and listen to the lifeguards.
- All members must shower before entering the pool.
- Lap lanes are for lap swim only. Open swim is not allowed. The lanes will be set up according to the programs in session.
- Do not scream or yell for unneeded help.
- Ask a lifeguard before borrowing any pool equipment and put borrowed equipment away neatly.
- For your safety the air temperature and water temperature is set to a standard level that **cannot** be changed upon request.
- For your safety and the safety of others follow the pool rules posted throughout the pool area.
- Lifeguards are the final authority of the aquatics area. The lifeguard reserves the right to remove any person from the pool area if the individual is acting in an unsafe manner or creating an unsafe or dangerous situation for themselves or others.

### **Lap Swimming Rules**

- Lap lanes must be shared with a maximum of two (2) swimmers per lane.
- Lap lanes are for swimmers who can swim in strokes non-stop.
- For your safety and the safety of others, if you get tired, move to the walking lanes or open swim area.
- Minimum age for lap swimmers is 15 years of age and older.
- Swimmers under the age of 15 can lap swim during open swim. Please refer to the Pool schedule for times.

### **Sauna and Steam Room Rules**

- If you have a history of health problems, you must consult your doctor before using the sauna or steam room.
- Please shower before using the sauna or steam room.
- The sauna and steam room are for relaxing. Members must use the sinks or showers to shave.
- No lotions or oils are allowed while using the sauna and steam room.
- Please shower after using the sauna or steam room and before using the pool.
- No newspapers, magazines, books or other paper products are permitted in the sauna or steam room.
- Please wear or sit on a towel. Some branches may require bathing suits in their sauna and steam rooms.

- Shoes and clothes, including neoprene or plastic "sweat suits", are not permitted in the sauna or steam room.
- Allow a five (5) minute cool down period after exercise before entering the sauna or steam room.
- Limit your exposure to ten (10) minutes per sitting.
- Allow a five (5) minute cool down period after exiting the sauna or steam room.
- Avoid dehydration and drink plenty of water before entering and after using the sauna or steam room.
- For your safety, electronics are prohibited in the sauna and steam room.

### **Aquatics Age Requirements**

- 0-7 years old: Children this age must have a parent or responsible adult in the water within arm's reach at all times.
- 8-14 years old: Children this age must have a parent or responsible adult with them on the pool deck at all times or in the facility at all times.
- 15 years of age and up: Children this age may be in the pool without a parent present.

### **Swim Test Policy**

- Jump into the pool, submerge fully, return to the surface and begin swimming.
- Swim 25 yards without stopping or touching the bottom of the pool in a horizontal position using a forward crawl stroke.
- Tread water for 60 seconds.
- Exit the pool without assistance, using the wall.

## **Gymnasium**

### **Gymnasium Rules**

- All patrons must be checked in at the front desk.
- Anyone under the age of eleven (11) must be accompanied by an adult.
- Non-marking indoor shoes are required for use of the gym.
- Shirts must be worn at all times.
- Any type of food or drink is prohibited in the gym. (Plastic water bottles are permitted).
- Basketballs are for playing basketball only and should not be kicked or thrown at others, walls or ceilings.
- Emergency exits are for emergencies only. Anyone using these doors for any other purpose will be asked to leave the facility and their membership may be revoked.
- Please be courteous to other members and staff.
- Rough play and/or profanity will not be tolerated. Any person/s caught fighting or using profanity will be asked to leave the facility and their membership may be revoked.
- No dunking or hanging on rims or nets.
- Full court pick-up games may only take place during designated times or if two or more courts are available for play. The YMCA has the right to discontinue a pick-up game if it is deemed necessary.
- All gymnasium rules and regulations are subject to change at the discretion of the YMCA. This will only be done to increase the quality of service provided and to ensure each of our members and guests are safe.

### **Child Activity Center**

One of the most valuable services the Y provides is FREE Child Watch for those who hold Family Memberships. Child Watch is generally for children ages two (2) years of age to eight (8) years old, but may vary at each branch. During Child Watch hours, you can bring your child in to play with other kids his or her age while you work out, take a group exercise class, or swim laps. You may bring your children to Child Watch for up to two (2) hours per day while you exercise or participate in programs. Parents must remain on-site at all times while their child (ren) is in our Child Watch. Parents who



leave the premises may have Child Watch privileges revoked.

### **Child Activity Center Rules**

- Babies should arrive fed and with a clean diaper.
- Label each of your child's items with his/her full name.
- Communicate to staff regarding your child's individual needs.
- Assist in protecting your child by following your branch's sign-in/out policies.
- Adhere to the two (2) hour time limit per day for Child Watch services.
- Please do not enter the Child Watch area without permission from the staff members.
- No outside toys.
- No outside food.
- No electronics (Kindle, iPad, phones, etc.)
- Please provide your child with change of clothing, diapers/pull-ups and baby wipes if not potty trained and a pacifier, if your child uses one.
- Staffs are not allowed to change diapers. The parent(s) will be notified if the child needs a diaper change or an accident happens.
- If a child who is attending Child Watch becomes upset, staff will try holding, soothing and entertaining the upset child. If the staff members are unable to soothe an upset child after ten (10) minutes, a staff member will contact the parent to sign the child out of Child Watch for the day.

### **Locker Rooms**

All of our facilities have locker rooms for changing, showering and safely storing your items while you are at the Y. Please do not leave your belongings in the lockers overnight as they will be removed by our custodial staff at the end of each day. Locks are not provided. We encourage you to bring and use padlocks to secure your belongings. The Y is not responsible for lost or stolen items.

### **Locker Rooms Rules**

- We require members eighteen (18) and older to use the adult locker rooms and any member under the age of seventeen (17) to use the youth locker rooms. Adult males may accompany children 6 years old and younger into the boy's locker room and adult females may accompany children 6 years old and younger into the girl's youth locker rooms. Parents with opposite gender children must use the youth locker rooms at all times based on the parent's gender.
- Everyone's privacy is worth respect. Please keep your cell phones in your gym bag, pocket or purse while you're in the locker room.
- Electronic devices may not be used while in the locker rooms.
- Children eleven (11) and under must be accompanied and supervised by a parent or guardian and must follow the locker room usage and age requirements stated above.
- As a family-friendly locker room, we ask members to be as modest and discreet as possible.
- Lock your locker. Unlocked lockers are easy for anyone to access. The Y is not responsible for lost or stolen items.

### **Valuables**

Unfortunately, not everyone lives up to the Y's Core Values of Honesty, Respect, and Responsibility. Do not leave valuables in your car! The Y provides FREE Day Lockers for your use. Simply bring your own lock, and take it with you when you leave. Please use them! The Y is not responsible for lost, damaged or stolen property.

### **Animal Policy**

Animals are not permitted on any Y property with the exception of service animals. The YMCA of Glendale follows the Americans with Disabilities Act (ADA) requirements for service animals.

**THERE'S SOMETHING FOR EVERYONE AT THE Y!**

### **Corporate Wellness Programs**

At the YMCA of Glendale, building a healthy workforce is key to a successful bottom line. We know that employees are a company's most valuable asset. A growing body of evidence suggests that investing in the well-being of your workforce will yield powerful results. Contact us today for a partnership to help your company become healthier and more successful!

### **Financial Aid**

The Y embraces people of all ages, incomes, abilities, religions and ethnic backgrounds; we're for everyone. We work to break barriers of isolation and create the connections between people that add meaning to life. Children and families who cannot afford to pay full price for memberships or our programs still deserve the life-enriching experiences the Y offers. Participants with a financial need are encouraged to apply for scholarships for any portion of the membership or program fee that is not affordable. The YMCA uses a sliding scale to evaluate each applicant on an individual basis. Let us know your need, and we will work to help you. At the Y, we never turn anyone away because of an inability to pay.

### **Volunteer**

There are many ways to volunteer your time at the Y. No matter what your special talents or interests are, you can make a difference in someone's life by volunteering at the Y. Coach a team, help build a trail, or serve on a committee...there are many great opportunities here. Please visit our website at <https://www.glendaleymca.org/volunteer.html> for a list of volunteer opportunities and how to get involved.

**Thank you for your involvement  
with the YMCA of GLENDALE!**