



# MEMBER HANDBOOK

## ASHLAND AREA YOUNG MEN'S CHRISTIAN ASSOCIATION



Ashland Area YMCA

3232 Old 13<sup>th</sup> Street

Ashland, KY 41102

(606)324-6191

[www.ashlandareaymca.org](http://www.ashlandareaymca.org)

[www.myspace.com/ashlandareaymca](http://www.myspace.com/ashlandareaymca)

[www.facebook.com/ashlandareaymca](http://www.facebook.com/ashlandareaymca)

Any person who supports the purpose of the Ashland Area YMCA may become a member of this corporation in accordance with such provisions as may be established by the Board Of Directors, and shall so continue to be a member, provided that said person is otherwise in compliance with all requirements for continuing membership, unless the Board Of Directors or its authorized agent concludes, in its sole discretion, that a member has failed to live up to the standards and commitments of being a member of this YMCA.

Specifically, the Ashland Area YMCA reserves the right to deny access or to terminate existing membership, to any person who has been convicted of any crime involving sexual abuse, is or has been a registered sex offender, or has ever been convicted of a felony offense relating to the use, sale, possession, or transportation of illegal drugs.

In the event that the Board of Directors determines that a previously existing membership to the Ashland Area YMCA should be terminated pursuant to the above guidelines, the YMCA shall notify the member of its actions and the reasons therefore, and shall make a pro rata refund of any prepaid membership dues or fees.

### **FACILITY HOURS**

**Monday thru Friday** we open at 5:00 AM and close at 10:00 PM. All youth activities are over at 9:00 PM and all youth must exit the building by 9:30 PM. All adult areas close at 9:30 PM and everyone must exit the building by 10:00 PM.

**Saturdays** we open at 7:00 AM. All activities are over at 7:30 PM and everyone must exit the building at 8:00 PM.

**Sundays** we open at 1:00 PM. All activities are over at 5:00 PM and everyone must exit the building by 5:30 PM.

### **UNSUPERVISED CHILDREN IN THE FACILITY**

Any youth member under the age of 12 years old in the YMCA building or grounds are required to be under the supervision of a parent or adult guardian, or registered and participating in a supervised YMCA program or activity. The YMCA is not responsible for any child not signed into a supervised YMCA program.

### **HOLIDAY HOURS**

The Ashland Area YMCA honors the following holidays:

- Easter-closed;

- Memorial Day-close early;
- 4<sup>th</sup> of July-close early;
- Labor Day-close at early;
- Thanksgiving-closed;
- Christmas Eve-close early;
- Christmas Day-closed;
- New Year's Eve-close early;
- New Year's Day-open at 10:00 AM.

### **CLOSING POLICY**

If the facility needs to be closed due to inclement weather, power outages or an act of God, refunds will not be issued for membership or fee-based classes.

### **FACILITY SHUTDOWN**

The Ashland Area YMCA will be shutdown for one week during the month of August every year. This is the time that the YMCA does major renovations, repair and/or cleaning. Signs will posted as to the exact dates as the time approaches.

We coordinate facility schedules with nearby YMCAs while our facility is closed so that your workouts go uninterrupted. Check with Member Services for coordinating facilities.

### **MEMBERSHIP CLASSIFICATIONS**

\*\*\*The Ashland Area YMCA has a set policy on who may be included in a family membership unit. A family membership may only include legally married husband and wife and dependent non-married children. If a wife has kept her maiden name, a marriage license must be provided to allow the family membership.

Current prices may be obtained at the Member Services Desk.

- **Family Health Center** consists of husband and wife both having the health center privileges. All dependent children 18 and under are included in the membership, excluding health center privileges. Full time college students may stay on the membership until they reach the age of 26 by providing a current class schedule each semester.
- **Family Health Center Mother or Father** consists of either the husband or wife having the health center privileges and the other having the regular family membership privilege. All dependent children 18 and under are included in

the membership, excluding health center privileges. Full time college students may stay on the membership until they reach the age of 26 by providing a current class schedule each semester.

- **Family** consists of neither of the adults having the health center privileges. All dependent children 18 and under are included in the membership. Full time college students may stay on the membership until they reach the age of 26 by providing a current class schedule each semester.
- **Adult Health Center** consists of one adult at least 18 years of age having the health center privilege.
- **Adult** consists of one adult at least 18 years of age without the health center privilege.
- **College Health Center** consists of one college student having the health center privileges upon receipt of a college schedule each semester showing minimum of 6 credit hours.
- **College** consists of one college student upon receipt of a college schedule each semester

showing minimum of 6 credit hours.

- **Youth** consists of any person under the age of 18 years old. There are no health center privileges for Youth. If a person has turned 18 and shows proof they are still in high school they may still purchase a youth membership.

#### **Senior Citizen Discounts.**

Persons over the age of 65 may receive a discount of 20% off of the membership they choose. Please inform the Member Services Desk if you are over 65 or as soon as you reach age 65 so that your discount may be applied. Discounts will not be retroactive. You may inform us up to thirty days in advance if you are a current member wishing to receive the discount.

**Foster Children.** Foster children may be added to the family membership unit after proof of foster parent status of that child is provided to the YMCA. When that child is no longer in the home it is the responsibility of the Foster Parent to contact the YMCA and have the child removed from the membership.

#### **Foreign Exchange Students.**

These students may be added to the family membership unit after the Foreign Exchange parents have provided proof to the YMCA of the student's status with the Host Family. When the student returns home it is the responsibility of the Host Family to contact the YMCA to remove the student from the membership.

#### **Guardianship, Tax Dependent or Custodial circumstances.**

If you have custody or Guardianship of a child you may add this child to your membership after you have provided the YMCA with documentation of such. Likewise, if you claim a child on your taxes and they are listed as your dependent you may add them to your family membership after the YMCA receives the documentation.

#### **JOINING INFORMATION**

Our Capital Development Fees are used to provide major repairs and equipment replacement. This fee is payable when you join, in addition to your membership fees. **Memberships that have expired or been cancelled are subject to repayment of the fee to renew membership.** These fees are non-refundable and non-transferable.

#### **BANK DRAFT**

Upon joining, payment of the first month's dues is required. With your authorization, an automatic monthly withdrawal will begin the following month of membership from either your checking or savings account. **This is an ongoing deduction that remains in effect until cancelled in writing at least 15 days prior to your draft date.** Bank Drafts will draft on or about the 15<sup>th</sup> of every month. Payment of fees must be kept current, or membership will be subject to cancellation. Closing your bank account will result in additional fees and repayment of the Capital Development Fee in order to reactivate you membership.

#### **ANNUAL PAYMENTS**

You may pay your membership in full for the year or you may make semi annual or quarterly payments.

#### **PAYROLL DEDUCTION**

Many employers offer the convenience of letting you have your membership dues deducted directly from your paycheck. Contact the YMCA or your employer to see if your company participates in this program.

#### **SCHOLARSHIP ASSISTANCE**

The Ashland Area YMCA is a not-for-profit health and human services organization committed to helping people grow in spirit, mind and body.

We believe that memberships should be available to everyone regardless of ability to pay. The YMCA offers financial assistance that is designed to fit each individual's financial situation.

To apply for scholarship assistance, please ask for an application form from the Member Services Desk. Please allow up to 30 days to process your application. Interviews are done once a month.

## **MEMBERSHIP CANCELLATION**

### **CANCELLATIONS ARE NOT ACCEPTED BY PHONE FOR ANY REASON OR FOR ANY MEMBERSHIP TYPE.**

#### **1. BANK DRAFT MEMBERSHIPS**

Membership must be cancelled **in person** 15 days prior to your monthly draft date or by **registered mail**.

If you are mailing in your membership cancellation, please include the following:

- Your membership card;

- A letter stating why you are canceling your membership;
- Your current contact information.

Your request must be received by the 1<sup>st</sup> day of the month to be cancelled before the 15<sup>th</sup> draft date.

Mail the cancellation letter and your memberships cards via registered mail to:

Ashland Area YMCA  
3232 Old 13<sup>th</sup> Street  
Ashland, KY 41102  
Attn: Missy Griffith

Your membership will continue until you personally come in and cancel the membership or until it is received by the YMCA via registered mail.

#### **2. PAYROLL DEDUCTION**

If you signed up for payroll deduction at the YMCA then you need to cancel at the YMCA front desk. If you signed up with the Human Resources Department of your employer, you will also need to cancel your membership there.

#### **3. PAID IN FULL OR TEMPORARY MEMBERSHIPS**

If you paid for your membership in full, semi annually or quarterly, there are no refunds given unless you have a doctor's excuse stating a medical reason that you cannot attend the YMCA or unless you provide proof that you have been transferred or moved over 50 miles away from the facility. The refund will not include the Capital Development Fee, it is non-refundable.

## **GUEST PASSES**

Daily guest passes are available upon presentation of a valid photo ID with current address. One guest permitted per member per visit. Contact front desk for age restrictions. Member must accompany the guest.

- Adult guest passes are \$10 and this does include the health center privileges;
- Youth guest passes are \$5;
- Family guest passes are \$20, this does include the health center privileges for adults over 18;
- Senior citizen guest passes are \$5;
- Military guest passes are \$2 with proof of military status;
- YMCA members outside of a 50 mile radius are admitted three times per month free of charge, after that they are charged \$5 per visit.

## **ACCESS TO FACILITY**

All Ashland Area YMCA members must scan their membership card to be admitted to the facility. Forgot your card? You may be admitted 3 times per year free of charge, after that you will be charged an administrative fee of \$1 per visit or you may purchase a replacement card. Lost and found cards are kept at the Member Services Desk.

Loan of membership card subjects the member to loss of membership.

## **REPLACEMENT CARDS**

If you misplaced your membership card you may purchase a new one for \$5 at the Member Services Desk.

## **SERVICE CHARGES**

There is a \$25 service charge on all returned checks and declined monthly bank drafts. If you are on the monthly bank draft and have changed your savings or checking accounts, please notify us IMMEDIATELY; you will be subject to charges or credit if you do not update your banking information.

### **CELL PHONE/CAMERA POLICY**

Due to the advances in video and photo technology and for the privacy of our members and guests:

- Cell phones MAY NOT be used in locker rooms, but may be used in the public areas of the facility.

### **COMMENT CARDS**

Want to pay us a compliment or have an idea on how we can improve? You can pick up a comment card at the comment boxes located throughout the facility. Comment cards can either be turned into the Member Services Desk or dropped in the comment boxes.

### **LOST AND FOUND**

The Ashland Area YMCA has a Lost & Found for the convenience of our members. All valuable items are placed in the safe and can be claimed at the Member Services Desk during daytime hours. Non-valuable items may be claimed during regular business hours.

### **AEDS (AUTOMATED EXTERNAL DIFIBRILLATOR) & FIRST AID SUPPLIES**

The YMCA is equipped with an AED. The Automated External Defibrillator is located at the Member Services Desk. All YMCA is CPR certified and trained to use the AED should the need arise. First Aid supplies are available at the Member Services Desk.

### **TOBACCO & DRUG FREE ENVIRONMENT**

In keeping with YMCA health and fitness advocacy, drugs or tobacco of any kind are not permitted. The Ashland Area YMCA premises; including the parking lot, is smoke free.

### **PARKING LOT**

The Ashland Area YMCA is not responsible for loss or damage to vehicles in the Y's parking lot.

### **SERVICE CENTER**

The Service Center is exactly that. It is a place to serve our members needs. The Service Center takes care of locks, daily towel rental (50 cents), racquetball equipment, merchandise, toiletries, etc. To utilize the rental of equipment (locks, towels, racquetball equipment) you must leave your

membership card with the attendant.

### **RACQUETBALL COURT RESERVATIONS**

YMCA members can make racquetball court reservations up to 48 hours in advance. The court can be reserved for one hour at a time beginning at 5:00 AM with the last reservation scheduled for 8:00 PM Mondays thru Fridays. Saturdays beginning at 8:00 AM with the last reservation being at 6:30 PM. On Sundays, beginning at 1:00 PM and the last reservation being at 4:00 PM. For reservations call (606)324-6191 and ask for the Service Center.

Racquetball racquets, racquetballs and protective eyewear is also available for rental in the Service Center.

### **FACILITY RENTALS**

The YMCA will offer rentals to organizations, groups, and individuals to rent out single rooms or parts of the facility. The YMCA reserves the right to deny rental if they believe it to be detrimental to the mission of the YMCA.

Contact the Member Services Desk for information on Birthday Parties, showers, conferences, etc.

Contact Marla Gearhart for information on renting the facility for overnights.

### **LOCKER ROOMS**

Daily locker rental is included in your membership fee or daily guest fee. Locks are available at the Service Center. Annual locker rental is available on a first come first served basis.

We strongly encourage you to leave your valuables at home. The YMCA is not responsible for lost or stolen items. If you cannot leave your valuables at home, please use the individual wallet lockers located in the Service Center.

The Boys and Girls locker rooms are available for youth memberships and family memberships that do not have health center privileges. Children under the age of 6 may go to the locker room with their parents, but after they turn 6 they must go to the gender correct locker room.

The Women's Health Center and Men's Health Center locker rooms are only available to members with health center privileges. No person under the age of 18 is permitted in the health center locker rooms or workout areas. No exceptions.

The Women's and Men's Health Centers have available a whirlpool, sauna and steam room as well as private workout areas.

### **ATTIRE**

All attire worn in the YMCA must be appropriate and consistent with the YMCA mission. Any attire deemed inappropriate by the YMCA staff will be disallowed immediately.

### **CLASS REGISTRATION**

Class registration will be held one week prior to the date the class begins. Some classes are limited in size. NO PHONE OR E-MAIL registrations will be accepted. Classes may be cancelled due to low enrollment.

### **PHOTOS OR VIDEOS**

There will be times when the YMCA will take photos or videos of programs or individuals for promotional purposes. We may or may not be using a photo of you or a family member. If you do not want your picture used for promotional purposes please let us know.

### **CODE OF CONDUCT**

The YMCA is committed to providing a safe and welcoming environment for all members and guest. To promote safety and comfort for all, all individuals are asked to act appropriately at all times when in our facility or participating in our programs.

We expect persons using the YMCA to act maturely, to behave responsibly, and to respect the rights and dignity of others. Our Members Code of Conduct outlines prohibited behavior, but the actions listed below are not an all-inclusive list of behaviors considered inappropriate in our facilities or programs.

- Using or possessing alcohol or illegal chemicals on YMCA property;
- Smoking on the YMCA premises;
- Carrying or concealing a weapon or any device or object that may be used as a weapon;
- Use of cell phones in the shower and locker room areas;
- Use of any video/picture taking equipment, including camera phones, in YMCA's shower or locker rooms;
- Harassment or intimidation by words, gestures, body languages,

or any type of menacing behavior;

- Physical contact with another person in an angry, aggressive or threatening way;
- Verbally abusive behavior, including angry or vulgar language, swearing, name-calling, or shouting;
- Sexually explicit conversation or behavior: any sexual contact with another person;
- Inappropriate, immodest, or sexually revealing attire;
- Theft or behavior that results in the destruction or loss of property;
- Loitering within or on the grounds of the YMCA.

### **INAPPROPRIATE BEHAVIOR**

In the event that someone is found to be displaying inappropriate behavior, not following rules, abusive to YMCA staff or other persons while in the facility or at a YMCA event, the following procedures will be followed:

1. Individual will be taken to the Member Services Desk where parents will be called and notified of incident.
2. Membership card will be confiscated for the

assigned period of time individual is excluded from facility;

3. General policy for time period exclusion:
  - a. 1<sup>st</sup> offense-3 days
  - b. 2<sup>nd</sup> offense-1 week
  - c. 3<sup>rd</sup> offense-2 weeks
  - d. 4<sup>th</sup> offense-1 month
  - e. 5<sup>th</sup> offense-6 months

The length of exclusion can be altered to fit the severity of the incident.

4. When someone is excluded from the YMCA, it includes any and all participation in YMCA activities. They are not allowed inside the building.

### **YMCA NURSERY**

Enjoy a workout, or take a class while we watch your child. Service is provided free of charge for YMCA members (the child must also be a member) while using the YMCA. Children ages 3 months to 5 years are permitted to use the nursery for a 2 hour maximum time limit. Nursery is a service provide for children that are part of a **Family** membership only.