

# **Tillamook County Family YMCA Member Handbook**

## **Facility Access**

To access our YMCA facility, one must have a valid YMCA membership, be a guest of a present member, purchased a day pass or punch card, or be a registered program participant. All persons 18 and over entering the facility are subject to a background check. Please be prepared to present your photo ID on your first visit or when requesting a replacement card. The YMCA is a private organization and can ask any patron to leave if management feels there is a valid reason to do so, even if said reason is not explicit in this document.

## **Code of Conduct**

We are a charitable nonprofit community organization committed to strengthening the foundation of communities through youth development, healthy living and social responsibility. Please help us create a safe, comfortable and inclusive environment at all times by following our Code of Conduct.

- Please uphold the YMCA core values of honesty, respect, caring responsibility.
- Follow age restrictions as listed in this document and on signage.
- Please follow the rules posted within each of our facilities and their respective program areas and any instructions from YMCA staff.
- Help us maintain a family-friendly environment which is welcoming, genuine, nurturing and caring for all people.
- Profanity or inappropriate comments, conduct actions will not be tolerated.
- Liquids in spill-proof non-breakable containers are welcome in Y program areas. Only water allowed onto court surfaces and pool decks.
- Please keep attire appropriate and modest.
- Be courteous to your fellow Y members by refraining from a conversation on your cell phone in occupied spaces.
- Discriminatory language or acts will not be tolerated

Failure to abide by these rules could result in suspension or termination of membership.

## **Age Restrictions**

9 years old and younger must be enrolled in a YMCA program or be accompanied by a member or guest 16 years or older. 10 & 11 year olds may be in the facility (excluding the fitness center, cycling room, and track) without a parent present for up to two hours. 12-14 year olds may use the fitness center and track after completing Y-Fitpass orientation. Youth 15 years and older may access the facility, including the fitness center and track, without supervision of an adult. Inadequate behavior may void age privileges upon managerial discretion.

## **Dress Code**

Non-marking, closed-toe shoes should be worn in the gym and wellness floor. Bare feet are allowed in the aquatic area, locker room and yoga class only.

Please wear appropriate swim attire. No cotton swim attire in the pool.

T-shirts or tank tops of the appropriate length must be worn everywhere in the facility except in the aquatics areas. Shirts displaying inappropriate designs, logos, language or offensive comments are not allowed.

## **Tobacco, Drug, Alcohol, & Firearm Policy**

The Tillamook County Family YMCA is a tobacco, drug, and alcohol-free environment. No alcohol consumption, usage of tobacco, marijuana, or drugs in any YMCA facility, parking lot or surrounding outdoor property. In addition, using E-cigs, pipes, and vapor products are also prohibited. While the smell of marijuana or alcohol on a person is not a reason to ask a member to leave, it can be a deciding factor if paired with behavior of an individual or group. For unacceptable behaviors see code of conduct.

Firearms are prohibited in all YMCA facilities, parking lots and surrounding outdoor property.

## **Service Animals**

Service Animals are recognized by the ADA and are allowed to be in the YMCA facility with their owner, as long as the animal is under control of the owner. Service animals are allowed anywhere that the public is allowed to access, with the exception of in the pool (in the water) or in the sauna due to health and safety reasons. Service animals may be on the pool deck. Therapy and emotional support animals are not recognized by the ADA and are not to be allowed in the facility. YMCA staff may only ask (1) is the dog a service animal required because of a disability? and (2) what work or task has the dog been trained to perform? Staff are not allowed to request any documentation for the dog, require that the dog demonstrate its task, or inquire about the nature of the person's disability.

## **Sex Offender Policy**

To aid the effort in our ability to provide a safe and threat-free environment, the YMCA monitors sexual offender registries. Persons on the list will not be eligible for Y membership, program participation, and volunteer or employment opportunities.

## **Cell Phones & Cameras**

Phone calls should be made only in designated areas, and use of electronics should not disrupt others. Phone and camera usage are not allowed in locker rooms, restrooms, changing areas, or showers. When using a phone or other recording device, members and guests should be respectful of the privacy of others.

### **Photo Release Policy**

By signing the YMCA's Photo Release Policy, a member allows the YMCA the right to use that member's name and likeness in a photograph, filmed production, advertisement, audio segment, or other electronic or print promotional media for the YMCA. This shall extend to any and all phases of the utilization of the production including publicity, promotion, advertising and marketing.

### **Lost or Stolen Property / Lost & Found**

The YMCA will not be liable for lost or stolen items while members and/or program participants are on YMCA premises or engaged in YMCA activities. Valuables should be left at home or in a secured locker. Lost and found items are kept at the welcome center desk for a limited time and then are donated to charity.

### **Accidents & Incidents**

In the event of an accident, injury, or incident, members and guests should contact a staff member immediately. First-aid kits and automated external defibrillators (AED) are available at each YMCA family center. A report will be filed for accident, injury, or incident that takes place on YMCA property or as part of a YMCA program.

### **Day Pass Policy**

All non-members who desire to utilize our facility must complete the Contact Information Form, provide a valid photo ID and receive and pay for a Day Pass at the Front Desk prior to.

### **Nationwide Membership**

At the Y, we are for youth development, healthy living and social responsibility. We are dedicated to ensuring our facilities, programs and services are open and welcoming to all. As part of this effort, we are proud to offer our members access to YMCA facilities across the United States that participate in Nationwide Membership. This way, our members can use the Y as often as they like, making it easier to achieve their health and wellness goals.

## **Financial Assistance & Payment Options**

Financial assistance is available to help make memberships and programs available to everyone, regardless of income. Monthly payments may be made by credit card, bank account, or invoice. Funds will be withdrawn from the account of your choice on either the 1st or 15th of each month. Invoiced accounts are subject to a \$5 service fee.

## **Program Cancellations**

The YMCA reserves the right to cancel program or classes due to insufficient registrations or attendance as well as inclement weather conditions. In addition, all programs have cancellation policies related to weather or facility availability.

## **Membership Cancellations, Holds, and Changes**

To make changes, hold, or cancel your membership please visit and speak with a Welcome Center Staff. All cancellations must be submitted 15 days prior to your scheduled draft date in writing. All accounts 3 months past due on membership fees will be terminated. Accounts may be placed on hold without dues for up to 3 months at a time, account will automatically resume after the end of 3 months. Changes to accounts may be made at any time, additional fees may apply for adding members.

The YMCA understands that medical, emergency and other unforeseen situations do arise and refunds may be given based on extenuating circumstances. In these cases, please contact the YMCA to discuss your specific situation. Documentation may be required in these situations.

Refunds will not be authorized for requests made after a program has taken place (i.e. refund requests for non-use of a registered program).