



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

WE'RE HERE FOR YOU

Member Handbook

YMCA OF GREATER
WILLIAMSON COUNTY



ymcagwc.org

YMCA OF GREATER WILLIAMSON COUNTY

This handbook will help you to get to know your Y and all it has to offer. This handbook outlines who we are, what our policies are and what your membership gives to you. The Y is a youth, adult and family nonprofit, volunteer-driven organization offering a wide variety of programs and activities for Y members and the community. We hope that your relationship with us is as meaningful to you and your family as it is to us.

Strong Kids Campaign

The YMCA of Greater Williamson County is committed to making quality programs and facilities available to people from every social and cultural background. We work hard to make programs and membership fees reasonable by subsidizing some of the real costs. Even so, we know that during difficult times some families need financial assistance.

Through the Y Strong Kids Campaign, we cover a portion of program costs and provide financial assistance to keep Y programs available to everyone who needs them most.

By giving to our Strong Kids Campaign, you can help make sure that everyone can participate in our life-enriching programs regardless of their ability to pay. With your financial support, you allow the YMCA of Greater Williamson County achieve its mission.

Scholarships

No one is turned away from the Y due to the inability to pay fees. An application process helps determine the level of financial assistance. Campaign funds make participation in Y programs and membership a reality for everyone.

Affordable Rates

All youth, teen and family programs as well as memberships are subsidized in order to reduce the cost to our community. Campaign dollars and grant funding are targeted for this cause.

How to Donate

Donations can be made as a single offering or on a monthly basis. See the Member Services Desk or our website (www.ymcagwc.org) or more information.

Y Mission, Focus & Values

The mission of the Y is to put Christian principles into practice through programs that build a healthy spirit, mind and body for all. Our focus is for youth development, healthy living and social responsibility. And our values are caring, honesty, respect, responsibility and faith.



Table of Contents

Strong Kids Campaign.....	1
Y Mission, Focus & Values	1
Y General Information.....	3
Volunteers.....	3
Solicitation.....	4
Code of Conduct	4
Membership Information	5
Locker Rooms.....	6
Fitness & Wellness Center.....	7
Group Exercise.....	8
Aquatics	9
Emergencies.....	10
Child Watch & Zone.....	11
Child & Youth Access / Safety	12
Programs	13
Merchandise	14
Comments	14

Branch Locations

CHASCO Family YMCA
1812 N. Mays Street
Round Rock, TX 78664
P 512 246 9622

Hutto Family YMCA
101 Anthony Street
Hutto, TX 78634
P 512 846 2360

Taylor Family YMCA
106 W. Lake Drive
Taylor, TX 76574
P 512 365 9622

Twin Lakes Family YMCA
204 E. Little Elm Trail
Cedar Park, TX 78613
P 512 250 9622

Identification

A Y membership card is required to access the facility.

Security

The Y does not accept responsibility or liability for belongings anywhere on the premises, including parking lot and those locked in lockers. The Y will not be held responsible for any lost or stolen items.

Food

Food, beverages and gum are not permitted in the group exercise rooms, fitness center or on the pool deck at any time. Closed water bottles are permitted.

Proper Attire

Wear clothes that are comfortable and allow for easy movement. Because we are a family facility, mid-drifts must be covered and clothes modest. Distasteful verbiage on clothing is prohibited. Wear supportive, closed-toe athletic shoes with socks in all workout areas.

General Safety Guidelines

A number of activities and items are inherently dangerous. Therefore, we ask you to assist us in providing a safe environment for all members by following these rules:

- No glass containers.
- Remain seated on chairs and benches.
- Babies in car seats are not permitted in the pool area, fitness or other areas in which you are taking part in activities or programs.
- The Y is a smoke-free environment. Smoking is not permitted within the facility or on facility property, including the entrance, parking lot and any properties utilized for Y programming.

Volunteers

Volunteers make up the heart of the YMCA of Greater Williamson County. We rely on our volunteers to help us stay connected with our community and demonstrate Y values. Volunteers fulfill the Y mission in a variety of ways ... from raising funds for our annual Strong Kids Campaign to teaching youth sports and leading fitness classes. You will find volunteer opportunities in all areas of the Y. Your talents, interests and time can help impact someone's life. For a list of volunteer opportunities, contact your Y Member Services Desk.

The Y has a no solicitation policy outside of Y approved events. See your local Y Branch Executive for complete details.

Code of Conduct

Using the principles of caring, honesty, respect, responsibility and faith as a guide, we have implemented the following code of conduct to ensure that all who participate in the Y enjoy a safe, welcoming and comfortable environment.

We ask individuals to act in a manner that upholds these principles at all times when they are in our facility or participating in our programs. We expect those using the Y to behave in a way that shows respect and caring for others. Specifically, actions that do not adhere to these guidelines and are not permitted include:

- Inappropriate, immodest or sexually revealing attire.
- Using angry or vulgar language, including swearing, name-calling or shouting.
- Making physical contact with a person in any aggressive or threatening way.
- Engaging in sexual activity or contact with another person.
- Harassing or intimidating by words, gestures, body language or other menacing behavior.
- Stealing or destruction of property.
- Carrying or concealing any weapons, devices or objects which may be used as a weapon.
- Using or possessing illegal chemicals or alcohol on Y property.
- Smoking. All Y properties offer a smoke-free environment.
- Any other conduct of an inappropriate, threatening or offensive nature.
- Refusing to adhere to facility policies.

Members and guests are encouraged to be responsible for their personal comfort and safety, and to ask any person whose behavior threatens their comfort to refrain from doing so. If you feel uncomfortable confronting the person directly, please report the behavior to a Y staff person immediately.

The appropriate Y staff member will investigate all reported incidents. Any member who is guilty of misconduct or is guilty of a violation of the association's policies may be suspended or terminated by the Branch Executive Directors, Vice President of Community Programs or Vice President of Finance & Operations. All suspensions or terminations are subject to requested review by the President / CEO. The member may submit an appeal in writing to the Public Policy Committee within ten (10) days of notification of suspension / termination. The Public Policy Committee will make the decision regarding the suspension or termination of membership at the hearing and notify the Board of Directors at the next regularly scheduled meeting.

Etiquette Statement

The Y is a shared experience for everyone to enjoy. Each of us can make it better for all by being considerate of others. Y members, volunteers and staff pledge to treat one another in accordance with our core values of caring, honesty, respect, responsibility and faith.

Facility Access

Everyone is welcome at the Y. To enhance facility security, all members accessing the facility must check in with a representative at the Member Services Desk. A non-member using the Y is required to register as a guest and present a photo ID. Facility tours are available. Please ask a staff member if you would like to know more about joining the Y.

Guest Pass Users

Y guest passes can be redeemed at the Member Services Desk. Guest passes have no cash value and are valid for one visit. Expired guest passes cannot be used. Photo ID is required. Guests can enjoy the facility a maximum of three (3) times per calendar year. Of note, some Y programs are restricted to members only.

Guest Access

Guests who accompany members to the Y may use the facility with a guest pass. All guests must register at the Member Services Desk each time they visit. Guests who are 14 years and under must be accompanied by an adult who will remain in the facility for the duration of their visit. Guests must comply with the philosophy of the Y during their visits. Guests can enjoy the facility a maximum of three (3) times per calendar year.

Member Guests

Each Y membership comes with three (3) guest passes each year. The member must accompany the guest at the time of their visit and bring the actual pass with them. Photo ID must be presented and Guest Policy Waiver signed by any guest who is 18 years and older.

Day Pass

Non-Y members may purchase a facility day pass.

Lost Membership Cards

All members must show their current Y membership card each time they use the facility. Misplaced membership cards are to be replaced immediately. See a Member Services Desk representative for assistance. Replacement cards cost \$5.

Membership Cancellations

You may cancel your automatic monthly membership payment 14 days before the next draft date with written notice. Please complete a Membership Cancellation Form and submit with supporting documentation, clearly indicating the reason for the cancellation. All cancellations must be made in writing on a Y Membership Cancellation Form at the branch unless other arrangements are made with the Membership Director. If you are participating in any program, your membership must stay in good standing from the time of registration through the duration of the program or class which you or your family has registered.

Membership Renewals

A renewal notice will be mailed to you prior to your anniversary date. Note that in some cases, memberships that are being paid for on the monthly bank draft will not require a renewal notice and are continuous until cancellation. Members are responsible for maintaining accurate personal information with the Y.

Joiner Fee

Joining fees are collected at the point of sale. Joining fees may be waived during special Y promotions or when you register yourself or a family member for a program. Joining fees will only be waived one time within a 24 month period, i.e. member purchases in January and cancels in May. Of note, if a former member returns to the Y in September, that member will be charged the full joining fee regardless of registering for a program.

Returned Payments

If one of your payments or automatic transfer payments to the Y does not go through for whatever reason you will be sent a letter of explanation with options for payment. All applicable charges will be the responsibility of the member. Members are responsible for maintaining accurate personal information, which includes bank draft information, with the Y. There is a \$30.00 service charge for any item returned unpaid. A Member Services Desk representative will also contact you regarding payment options. Multiple returned items could jeopardize your membership and result in termination.

Always Welcome At Ys (AWAY)

The YMCA of Greater Williamson County is a member of the AWAY program and you are welcome to visit Ys across the country and all around the world. AWAY members:

- Must be a member in good standing of a Y association that is over 50 miles away. (The Y reserves the right to verify membership status)
- Do not receive Child Watch.
- May workout 12 times per calendar year.

Locker Rooms

Children in Opposite Gender Locker Rooms

For the comfort of your child and fellow members, we ask that you and your child(ren) of the opposite gender use the family changing locker rooms. If needed, children four years and younger may accompany a parent to opposite gender locker rooms. Please see your local branch location for specific instructions.

Day Use Only

Complimentary lockers are for day use only. Locks left on overnight will be cut off. Locker contents will be stored for two (2) weeks prior to being donated to an appropriate charity. We are not responsible for the replacement of cut locks. Of note, rental lockers may be available, please see your local branch location for details.

Cell Phone Usage

Cell phone usage is prohibited in the locker rooms.

Age Requirement

Facility members who are 14 years and up are permitted to use the Fitness & Wellness Center. Youth facility members between the ages of 9-13 may use the Fitness & Wellness Center once they have completed the Teens N' Training (TNT) course when accompanied and within site of a parent / guardian member. Absolutely no one under the age of nine is permitted in the Fitness & Wellness Center at any time, including infants in carriers.

Safety Guidelines

Closed-toed shoes are to be worn at all times. Appropriate workout attire is required for all males and females. It is highly recommended that you see a physician before beginning an exercise program, especially if you have any pre-existing medical conditions.

Cardio Sign Up & Time Limit

Please limit your time on all cardio equipment to 30 minutes during peak times or when others are waiting.

Collars and Spotters

For the safety of all members, collars are required on all free weight bars and spotters are recommended while lifting.

Fitness Orientations

It is highly recommended that all members participate in a Fitness & Wellness Center Orientation. Orientations are free of charge and will allow you to learn how to exercise safely and effectively. Schedule an appointment for a Fitness & Wellness Center Orientation at the Member Services Desk.

Food & Beverages

Food, beverages and gum are not permitted in the Fitness & Wellness Center at any time. Closed plastic water bottles are permitted.

Personal Trainers

The Y offers personal training for facility members. Use of non-Y personal trainers is prohibited at Y facilities.

Proper Attire

Appropriate workout attire is required for males and females. No street clothes, including jeans, sandals or swimsuits are allowed.

Re-rack Your Weights

When using free weights, always re-rack them at the end of your workout. Leaving heavy plate weights on bars or machines can prevent others from using that piece of equipment or lead to injury.

Cell Phones

Cell phone usage is prohibited in the Wellness Center.

Proper Attire

T-Shirts, shorts, sweat pants, tights, leotards, socks and closed-toed athletic shoes are acceptable. No street clothes, including jeans, sandals or swimsuits are allowed.

Safety Guidelines

Members must follow the class guidelines and directions of the Y Group Exercise Instructor. It is highly recommended that you see a physician before beginning an exercise program, especially if you have any pre-existing medical conditions.

Access / Age Requirements

Members who are 14 years and older may participate in select group exercise classes. All participants must follow all class rules and directions of the instructor and must be capable of full participation in the class.

Equipment

Equipment should be returned to its proper storage place to ensure safety and cleanliness of the room. Weight-bearing exercises should not be performed against the mirrors for safety reasons.



Access / Age Guidelines

Children under the age of four years must be directly supervised by a person 18 years or older in the water and within arms reach. Parents or guardians of children who are five years and up should consult their local branch location for specific pool rules.

Food & Beverages

Beverages and gum are not permitted on the pool deck at any time. Closed plastic water bottles are permitted and food is allowed in designated areas.

Etiquette

Please shower prior to entering the pool area. Showers are located in the general locker rooms and family locker rooms. All behavior in the pool should be respectful of others.

Pool Hours & Schedule

Pool hours and schedules are subject to change based on need and weather conditions.

Non-Y Swim Instructors

External swim instructors are not permitted to teach lessons in the Y pool.

Proper Attire

Bathing suits are required (swim trunks for men and boys, and one or two-piece suits for women and girls). Requests for alternative wear due to religious / cultural reasons may be addressed directly to the Aquatics Director. Cutoffs or cotton T-shirts are not permitted. Children who are not yet toilet trained must wear swim diapers / liners with a swimsuit over them. Cloth or disposable diapers cannot be worn in the pool.

Pool Rules

For your safety and the safety of others at the Y, we request that you adhere to the following pool rules:

- The lifeguard has complete authority over the pool area.
- Please walk on pool deck and in locker rooms at all times.
- Diving is not permitted.
- People with infectious medical conditions are not allowed in the aquatic area.
- Inform the Y staff of anything that may be a safety issue.
- No eating is allowed in the pool.

Staff Certifications

All Y lifeguards are certified in CPR for the Professional Rescuer, Standard First Aid and Lifeguarding; AED and Oxygen Administration.

Toys / Equipment

The lifeguard on duty must approve all toys and other equipment brought to the facility. No inflatable devices are allowed in the pool. All Y pool toys / equipment must remain at the pool. Kickboards and pull buoys are provided only to lap swimmers. Slide usage is dictated by the rules applicable to the specific slide.



Emergencies

Director on Duty

Directors on Duty are staff designated to take a lead role in the daily operations of the facility and also in the event of an emergency. Please assist us in following their directions.

Evacuations

In the event of inclement weather or the need to evacuate the facility for any reason, you must follow the directions of Y staff for your safety and the safety of others.

Fire Alarm

If the fire alarm is sounded, please STOP all activity and await instructions from the Y staff. All emergency exits are clearly marked. Please familiarize yourself with their locations.

Member Responsibility

Members are expected to assist us in an emergency by following the instructions from Y staff in order to resolve the situation as efficiently and safely as possible.

Power Outage

In the event of a power interruption, activity in all areas must stop immediately. Facility users will need to wait to resume activity until power has been restored to a safe level.

Child Watch and the Zone are services for Family I and Family II facility members that allow them to pursue their own health and well being, knowing that their children are safe, secure and cared for in a positive environment.

Ages – Child Watch

Child Watch is a non-licensed service for parents who require short term care for their children. Children from six weeks of age up to eight years old are permitted to attend.

Ages – Zone

The Zone is a non-licensed service for parents who require short-term care for their children and is also regarded as the Y's Teen Center. The Zone is for ages 9-13 and provides a safe, supervised place for younger Y members to hang out, have fun, meet new friends, participate in leadership groups, community service projects and be a part of the Y mission.

Allergies

We require that any allergies be brought to the attention of the Child Watch or Zone staff upon arrival. No peanut products are allowed in Child Watch or the Zone.

Hours & Schedule

Please refer to your branch location's program guide or to our website (www.ymcagwc.org) for each branch location's specific hours and schedule for Child Watch and the Zone.

Illness

Children who are sick will not be allowed in the Child Watch or Zone areas. Symptoms include, but are not limited to, diarrhea, fever and fever / symptom free for 24 hours, and other contagious symptoms (i.e. lice, pink eye, rash, etc.).

Parent Involvement

Parents who use Child Watch or the Zone must be aware of their responsibilities to ensure that the very best care is provided. Of note, your Y Membership ID may be required at check-in and check-out.

- Parents are required to check their children in and out for each visit.
- Children will only be released to the parent who signed them in unless otherwise designated.
- Parents must remain in the facility or be participating in a branch-approved program while their child is in Child Watch or the Zone. Please see your local branch location for details.
- Parents must pick their children up at the end of their time limit. A late fee of \$1 per minute per child will be assessed after the time limit has been reached. Please see your local branch location for details.
- The Y staff will not administer medication to children.
- All personal belongings must be labeled with the child's first and last name and must be picked up each day as you leave.
- Disposable diapers are required. Children should come in a dry / clean diaper and well rested and fed. Please bring diapers and wipes with your child.
- As a Y member, you do have off-site hours that can be used to fit your needs. Please see your local branch location for further details about this program.

Ratios

Our staff ensures quality care for all children. The child to caregiver ratio is set by the association's Child Watch Core Group and is on a first-come, first-served basis.

12

Snacks

Parents may provide snacks for their children. In order to be respectful of all children in the Child Watch or Zone areas, please limit snacks to drinks in spill-proof cups or baby bottles and/or small, healthy snacks. Please label all containers with the child's first and last name. All bottles must be pre-measured or pre-filled. For safety reasons, the following snacks are prohibited: peanuts, peanut products, nuts of any kind, gum or candy. For further details with regard to feeding guidelines, please contact your local branch location.

Staff Certifications

Child Watch and Zone caregivers are well-qualified and competent. Each caregiver is certified in CPR and First Aid, is trained in emergency procedures, must pass a background check and mandatory random drug tests, and earn continuous training credits each year.

Child & Youth Access / Safety

Our expectations are that parents are responsible for their children at all times. We see ourselves as partners with the parent / guardian in providing leadership while your child or youth is in our facility. We need your support ensuring children and youth will:

- Accept directions from Y staff. Failure to follow Y policies and procedures could result in suspension / removal from the program.
- Show courtesy and respect for others while at the Y.
- Do not use offensive / hurtful language anywhere in our facility.
- Take care of the facility and equipment.
- Abide by the guidelines outlined in this handbook.
- Follow the Y core values of caring, honesty, respect, responsibility and faith as well as branch specific rules.



Information

To assist in planning your program selections for an upcoming registration, season-specific program flyers are available at the Member Services Desk. Information on programs is also available on our website (www.ymcagwc.org).

Credit / Refund Policy

Program registrations are not refundable. Refunds are not provided for non-participation. Credit / refunds are not approved beyond the program start date unless the Y cancels the program.

Financial Assistance

Financial assistance is available for programs. Financial Assistance applications must be received AND processed before the registration deadline for the program. Financial Assistance applications are available at the Member Services Desk or at www.ymcagwc.org.

Payments

Full payment must be made at the time of registration. Payment can be made by check, cash or credit card (Visa or MasterCard are accepted).

Registered Programs

Registered programs are not available for drop-in participation. Registration occurs prior to the start of each session.

Registration Process

Participants must register in person at their local branch location Member Services Desk. Licensed Child Care and Camp registrations require a copy of the child's immunization records, a minimum of two (2) emergency contacts, and the exact address as well as phone numbers of the child's doctor and hospital of choice.

Late Fees

A late fee will be applied to all program registrations turned in after the registration deadline.



We offer a wide variety of items for sale at the Member Services Desk. An array of Y clothing is also available throughout the year and on display at the Member Services Desk. Watch for new and specialty items.

Comments

We're glad that you have chosen to include us as a part of your active lifestyle. Your first impressions, your experiences and your satisfaction are all important to us, and we will do our best to make sure we meet your expectations with each visit.

We invite you to approach our staff, or fill out a comment card, in order to express satisfaction, concerns or questions. The comment card box is located at the Member Services Desk. Please feel free to contact the Branch Executive directly, if you wish.

**THANK YOU
FOR BEING A
PART OF THE Y!**

**We hope your time spent with us
is pleasant, memorable and beneficial.**

**PLEASE NOTE:
All policies
are subject to
change.**



YMCA OF GREATER WILLIAMSON COUNTY

1812 N. Mays Street
Round Rock, TX 78664

P 512 246 9622

F 512 244 2122

ymcagwc.org