

# WELCOME



## Member Handbook

YMCA OF NORTHWEST  
NORTH CAROLINA



**Congratulations on becoming a part of the YMCA. You have joined more than a place, you've joined a cause. We are a powerful association joined together by a shared commitment to nurturing the potential of kids, promoting healthy living and fostering a sense of social responsibility. We believe that lasting personal and social change can only happen when we all work together to invest in our kids, our health and our neighbors. That's why, at the Y, strengthening community is our cause. Every day, we work side-by-side with our neighbors to ensure that everyone, regardless of age, income or background, has the opportunity to learn, grow and thrive.**

To find out more about how you can support the cause by volunteering or donating, please contact your local branch.

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## ABOUT THE YMCA

### Our Mission

"Helping all people reach their God-given potential in spirit, mind and body."

### Our Cause

The YMCA is a cause-driven organization working to build a strong community through youth development, healthy living and social responsibility.

### Youth Development

Nurturing the potential of every child and teen

### Healthy Living

Improving our community's health and well-being

### Social Responsibility

Giving back and providing support to our neighbors

### YMCA Staff

All YMCA staff are here to serve you. If you have any questions, concerns, or comments, please see one of our staff to lead you in the right direction.

## ABOUT YOUR MEMBERSHIP

### Access the Y Nationwide

Your YMCA membership includes access to Ys across your local community, the state of North Carolina, and country. Enjoy full access and amenities at each of our YMCA of Northwest North Carolina locations. When traveling, be sure to contact the Y at your destination to confirm that they participate in YMCA Nationwide Membership. Some visitation restrictions may apply.

Members who are part of Optum, SilverSneakers, or Silver&Fit should always contact the Y at your destination to find out travel guidelines and/or restrictions. Some insurance plan guidelines may exclude travel benefits and not all Ys accept these plans.

## **Checking In**

All members and guests are required to check in when they visit the Y. Members must have their membership card or electronic check-in device when checking in. All guests are to check in at the Welcome Center and must present a government issued photo ID with date of birth the first time they visit. Guest fees may apply, see staff for details.

## **Hours of Operation and Holiday Hours**

Hours of operation vary by branch and may vary during the holidays. Please check the website, [www.ymcanwnc.org](http://www.ymcanwnc.org), for branch and holiday hours.

## **Member Identification and Pictures**

For the safety and security of our Y family, all new and returning members are required to show their government issued ID with date of birth. Additionally, an up-to-date photo of each member must be stored on our membership database.

## **Changing Your Information**

Please stop by the membership desk or log into your account at [ymcanwnc.org](http://ymcanwnc.org) to change or update the following information: address, phone number, and payment method (must provide a voided check or bank letter for bank drafts). Logging into your account also gives you access to view and register for programs.

## **Membership Payment Plans**

The bank draft plan authorizes your bank to pay the YMCA automatically each month from your checking or most savings accounts. A voided check or bank letter is required to start. The credit card draft plan authorizes the YMCA to draft your credit/debit card monthly. Membership dues can also be paid 6 or 12 months in advance. The joining fee and prorated first month's dues are required at the time of joining.

## **Financial Assistance**

Financial Assistance for membership and/or program fees is available through the YMCA's Open Doors program to those who qualify. Thanks to funds raised in the Annual Giving Campaign, we turn no one away due to the inability to pay. Contact a YMCA branch for more information.

## **Membership Changes**

You are able to change your membership type at any time. Changes in fees will be reflected in the following month. Please see the Welcome Center for detailed information.

## **Insufficient Funds**

In the event that funds are not available to cover monthly membership dues, you may be charged a fee.

## **Joining Fee**

This fee is non-refundable unless a cancellation occurs within 30 days of joining. Members who let memberships lapse for more than 30 days are required to pay a joining fee upon reactivating their membership.

## **Membership Cancellation**

You are responsible for completing and signing a 10-day written cancellation notice for automatic bank and credit/debit card drafts to be terminated. This notice must be completed and signed by the member 10 days prior to the next draft.

## **Refunds**

The YMCA reserves the right to cancel any programs or memberships but offers the following satisfaction guarantee: The YMCA will give a full refund if a member is not satisfied within 30 days of joining, including their Joining Fee. Refunds or enrollment in a substitute program will be made in the event a program is cancelled. Not all programs are eligible for refund.

## **Valuables and Personal Belongings**

All valuables should be kept in a safe, locked location. Please do not leave valuables unattended. The YMCA is not responsible for lost, stolen, or damaged belongings on YMCA property.

## **Lost and Found**

If you have lost an item at the YMCA, please ask staff for assistance.

## **Comment Cards**

We love hearing from our members! Do you have a comment or perhaps a suggestion for the YMCA? Please take a moment to fill out a comment card. We will make every effort to respond to all comments.

## **Cell Phone Usage**

Cell phones must be used respectfully and without negatively impacting the experience of other members at all times. The use of cell phones is prohibited in all locker room areas. Photography of others without their permission is prohibited.

## **MIDDLE SCHOOL AND TEEN MEMBERS**

Middle School Members (Grades 6–8) can be anywhere in the Y (including Wellness Center, gymnasium, pool, racquetball courts and track) when they are with a parent or guardian at all times. After completion of a Middle School Orientation and two uFit appointments, middle school members may use the gym, pool (with completion of swim test), racquetball courts, Wellness Center, free weight area and participate in Group Exercise classes (except for BODYPUMP and Hot Yoga) without parents.

High School Members (Grades 9–12) are welcome to use all areas of the building including the Wellness Center, gym, pool, racquetball courts and track, as well as group exercise classes.

## **CODE OF CONDUCT**

Everyone using the YMCA is expected to behave in a mature and responsible way and to respect the rights and dignity of others. The YMCA insists that individuals using our facilities demonstrate caring, responsible, respectful and honest behavior. We do not permit profane language or actions that can hurt or frighten another person. Any inappropriate behavior including, but not limited to, aggressive or threatening behavior, harassment of any type, inappropriate language or any inappropriate sexual activity, may result, at the sole discretion of the branch, in suspension or termination of membership.

## **GUEST INFORMATION**

As a guest of the YMCA, we hope you enjoy your experience. The following checklist will help us keep you and our facility safe:

### **Guest Checklist:**

- Bring Photo ID: Guests 18 and older must bring a government issued photo ID with date of birth.

- **Take Picture:** Guests of all ages are required to have a picture taken in order to use the facility. This helps us keep the Y safe and secure for everyone.
- **Sign Liability Waiver:** Guests are required to fill out a liability waiver prior to facility use.

### **Please note the following age restrictions:**

- **Guests Age 15 - 17:** An adult 18 or older must complete liability waiver and then guests are free to use all areas of the facility.
- **Guests Age 12 -14:** An adult 18 or older must complete liability waiver and then guests are free to use basketball courts, pool, racquetball courts, indoor track, outside areas, and non-weight bearing group exercise classes with the accompaniment of an adult 18 years of age or older.
- **Guests Age 11 & Under:** An adult 18 or older must complete liability waiver and then guests are free to use basketball courts, pool, racquetball courts, indoor track, and outside areas with the accompaniment of an adult 18 years of age and older.

## **HEALTH AND WELLNESS**

### **Proper Attire**

**Wellness, Exercise, Gymnasium/Basketball Areas:** Properly fitted athletic clothing is required to use these areas. Attire (or the lack of) should not negatively impact the experience of other members or guests. Street /dress shoes, flip flops, or sandals are not permitted. Any attire that might cause harm to equipment or facilities is prohibited (i.e., jeans are not allowed on fitness equipment.)

**Pool Areas:** Please see Aquatics section of handbook.

YMCA branch leadership may assess the appropriateness of apparel, shoes, or accessories at its discretion. Failure to follow proper guidelines for attire will constitute a Code of Conduct violation.

### **Gym Rules**

Sportsmanship is a must. Disagreements, disputes and arguments will be settled in a polite, timely and nonviolent manner. No food, gum or drink (except water) allowed in the gym. Proper attire is required and



proper language is expected. No hanging on the rims or nets allowed. Use of the gym for sports other than basketball requires permission from a Y staff member. Emergency exit doors should be opened only in case of an emergency. Players are responsible for any damages resulting from misconduct or misuse of equipment and facilities. Elementary school children and younger must be accompanied by an adult in the gym. Middle school children must be accompanied by an adult until Middle School Orientation is completed. Report inappropriate behavior to YMCA staff.

### **Racquetball Courts**

Racquetball courts are available at various branches. Reservations may be required.

### **Wellness Center General Guidelines**

Cleaning supplies are provided to use to wipe down equipment after use. During peak usage times in the Wellness Center you may be limited to 30 minutes of cardio use on a machine. When using the free weight area, please replace the weights to their appropriate places and allow members to work in between your sets.

### **Group Exercise Schedules and Signups**

Group Exercise schedules are available within our mobile app, online at [ymcanwnc.org/schedules](http://ymcanwnc.org/schedules), or at the Welcome Center. Some classes with limited space may require sign-ups. These classes change by branch, and will be noted on the schedule. Modifications are available in any group exercise class. Please see the instructor for details or let them know if you have special considerations.

### **Kids Zone**

The Y offers friendly and convenient solutions for parents needing time to accomplish their fitness goals. The following membership categories are eligible for Kids Zone at no additional cost: adult with dependent and household. Kids Zone is available to other membership categories for an additional fee. We provide a supervised, safe, caring and fun environment for children 6 weeks to 11 years of age. Hours of operation vary by branch. Kids Zone is available to guests for no additional cost when the appropriate guest fee is paid.

## **AQUATICS**

Many YMCAs offer indoor pools and outdoor water parks. Hours of operations and some rules vary by branch.

### **Pool Safety Guidelines**

- Swimming is only allowed while a lifeguard is on the lifeguard stand.
- Swimmers must shower before entering the pool.
- No pets are allowed in the pool.
- Pets are not permitted in the pool area, except for service animals.
- Proper swimming attire—no undergarments, thongs or street clothes.
- Children elementary age and younger must be supervised by an adult at all times.
- Starting blocks may be used during YMCA staff supervised programs only.
- For your safety, diving is not permitted.
- Glass or ceramic objects are not allowed inside the pool area.
- Patrons that are not potty trained are required to wear swim diapers: no regular diapers.
- Remove and discard all bandages before entering the pool. No open sores.
- At facilities that do not have Family Locker Rooms, children ages five and younger may use the opposite sex locker room with adult supervision. No one under 18 permitted in the adult locker rooms.
- Circle swimming required during peak times.
- Under water lap swimming and breath holding are not allowed.
- For your safety, pushing, dunking, throwing and riding on shoulders is not permitted.
- Inflatable flotation devices are prohibited.
- Follow the aquatics staff's instructions at all times.

### **Swim Tests and Swim Bands**

All children 8th grade and under must be swim tested to earn a green, yellow, or red band and must check in with the lifeguard each visit to verify level.

### **Lap Swim Etiquette**

More often than not, lap swimmers will need to share lap lanes.

Before

joining a particular lane, please consider your own swimming pace.

## Select

a lane by matching your pace as closely as possible to that of the other swimmers. When joining a lane that is already occupied, make sure to take a moment to speak to the other swimmers in that lane in order to notify them of your presence. Also, discuss whether the lane will be split among the swimmers or circle swim will be initiated.

## Pool Closings

### Inclement Weather

The pools are closed for 30 minutes following lightning or thunder. After each occurrence of lightning or thunder the 30-minute closing period begins again.

### Accidents

The pools are closed any time there is a fecal/vomit accident in the water. This is done to ensure that all remnants are removed. Time varies according to level of contamination. All Health Department guidelines are followed.

## INCLEMENT WEATHER

YMCA branches will make every attempt to operate on a regular schedule regardless of local weather conditions. During inclement weather, closings and delays will vary by branch. For the most immediate and up to date information regarding facility closings, exercise schedules, program information, and more, visit the branch Facebook page, website at [ymcanwnc.org](http://ymcanwnc.org), or check the mobile app. Group exercise classes, water fitness classes, swim lessons, boot camps and other programs may vary based on instructor availability even if the branch is open.

Whenever possible, YMCA child care programs continue to operate. In the event that the school system alters their regular class schedule, policies are in place for school delays, early dismissals, and snow days. Please contact the branch Childcare Director for details.

## PRIVACY NOTICE

As part of Nationwide Membership, the Y has an updated privacy notice. Please visit our website for details:

<https://ymcanwnc.org/membership/member-resources/nationwide-membership>

**Administrative Offices** [www.ymcanwnc.org](http://www.ymcanwnc.org)

301 North Main Street, Suite 1900, Winston-Salem NC 27101 336 777 8055

**YMCA Camp Hanes** [www.camphanes.org](http://www.camphanes.org)

1225 Camp Hanes Road, King NC 27021 336 983 3131

**Alexander County Family YMCA** [www.acfamilyymca.org](http://www.acfamilyymca.org)

260 Black Oak Ridge Road, Taylorsville NC 28681 828 632 9699

**Davie Family YMCA** [www.davieymca.org](http://www.davieymca.org)

215 Cemetery Street, Mocksville, NC 27028 336 751 9622

**Fulton Family YMCA** [www.myfultonymca.org](http://www.myfultonymca.org)

385 West Hanes Mill Road, Winston-Salem NC 27105 336 661 1093

**Jerry Long Family YMCA** [www.jerrylongymca.org](http://www.jerrylongymca.org)

1150 South Peacehaven Road, Clemmons NC 27012 336 712 2000

**Kernersville Family YMCA** [www.kernersvilleymca.org](http://www.kernersvilleymca.org)

1113 West Mountain Street, Kernersville NC 27284 336 996 2231

**Robinhood Road Family YMCA** [www.robinhoodymca.org](http://www.robinhoodymca.org)

3474 Robinhood Road, Winston-Salem NC 27106 336 251 1090

**Statesville Family YMCA** [www.statesvilleymca.org](http://www.statesvilleymca.org)

828 Wesley Drive, Statesville NC 28677 704 873 9622

**Stokes Family YMCA** [www.stokesymca.org](http://www.stokesymca.org)

105 Moore Road, King NC 27021 336 985 9622

**Wells Fargo Express YMCA** [www.wellsfargoexpressymca.org](http://www.wellsfargoexpressymca.org)

100 North Main Street, Winston-Salem NC 27101 336 725 9342

**Wilkes Family YMCA** [www.wilkesymca.org](http://www.wilkesymca.org)

1801 YMCA Boulevard, Wilkesboro NC 28697 336 838 3991

**Wilkes Express YMCA** [www.wilkesymca.org](http://www.wilkesymca.org)

1918 West Park Drive, North Wilkesboro NC 28659 336 838 2152

**William G. White, Jr. Family YMCA** [www.wgwhiteymca.org](http://www.wgwhiteymca.org)

775 West End Boulevard, Winston-Salem NC 27101 336 721 2100

**Winston Lake Family YMCA** [www.winstonlakeymca.org](http://www.winstonlakeymca.org)

901 Waterworks Road, Winston-Salem NC 27101 336 724 9205

**Yadkin Family YMCA** [www.yadkinymca.org](http://www.yadkinymca.org)

6540 Service Road, Yadkinville NC 27055 336 679 7962