



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY



WELCOME TO OUR FAMILY!

Member Handbook
STEPHENS FAMILY YMCA

REV. January 2025

WELCOME TO THE YMCA

Greetings and welcome to the Stephens Family YMCA!

We are happy to have you join our YMCA, and we want you to know that we are here for you. You have likely met our wonderful membership team, and I hope that you have had many of your questions answered by them.

The YMCA is a treasured space within our community. We are so lucky to have such a wonderful facility. Many families and individuals have chosen the YMCA to improve their physical, social and emotional well-being. Our goal is to help you get connected to whatever it is that makes you feel better. Whether it is a support group, our pool, activities for your kids, or working on your wellness journey, we are here to help.

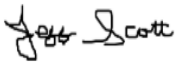
Sometimes things like registration, large classes, or navigating the busy facility can be barriers to you experiencing the full benefits of the Y! Please ask a friendly staff member for help. If they cannot help you, they will get you to someone who can.

If you ever have a concern about the YMCA facilities, our programs, or our staff, please feel free to reach out to me. I am always open to suggestions and will try to help when I can. The best way to reach me is by email, jeffscott@ccymca.net.

Thanks for becoming a member! It is our hope that the Stephens Family YMCA will positively change your life!

Sincerely,

Jeff Scott, CEO



THE YMCA AND YOU

At the Stephens Family YMCA, we're committed to strengthening our community because we are the community. Together, we promote youth development, healthy living, and social responsibility to help individuals and families thrive. As America's leading nonprofit, we're here to nurture life lessons in kids, foster health and well-being for all ages, bring people together to pursue passions, and provide mutual support. No matter your background or journey, the Y is here for you!

OUR MISSION

To put Christian principles into practice through programs that build healthy spirit, mind and body for all.

OUR VISION

The Stephens Family YMCA will be a ray of hope in our community that inspires people to be better.

OUR VALUES

The character development core values of caring, honesty, respect, responsibility, and faith will guide all our interactions and decisions.



STATEMENT OF DIVERSITY AND INCLUSION

At the Stephens Family YMCA, we are steadfast in our commitment to fostering diversity, prioritizing equity, and practicing inclusion in all we do. We are committed to implementing programs, training, and policies that break down barriers and celebrate to create a welcoming environment for our entire community.

THE YMCA ANNUAL CAMPAIGN

Each year, YMCA members and friends generously donate tax-deductible contributions to fund scholarships for individuals and families in need. These donations ensure that no one is turned away from the Y due to an inability to pay.

Your support makes it possible for more kids and families to access life-changing YMCA programs. By giving to the Annual Campaign, you help strengthen our community and provide opportunities for those who need it most. Thank you for helping us make a difference. Please give generously.

MEMBERSHIP

MEMBERSHIP BENEFITS

- Members receive discounts on summer camp, swim lessons, sports, and wellness programs.
- Free wellness orientation and use of our Wellness Center
- No annual contract
- Free unlimited group exercise classes
- Free child watch while you are utilizing the facility with family membership
- Free open swim for adults and families
- Free open gym time
- Free use of family adventure center times (ONLY when child watch isn't staffed)
- Member-only classes and reduced rates on programs
- Nationwide YMCA Reciprocity
- Y360

ACCESS TO FACILITY

Membership cards are nontransferable and remain the property of the Y. You will be expected to present your membership card to the Member Service Desk each time you enter the facility and when registering for programs. Lost cards may be replaced for a nominal fee.

Alternatively, you can use your YMCA mobile app to scan in at our location. Or request that a member service team member text your scan card to you.

Scan the QR code below with your phone camera to



MEMBERSHIP CATEGORIES

1-Adult

Full facility access for one adult individual 18 or older.

2-Adult

Full facility access for two adult individuals 18 or older.

1-Adult Household

Full facility access for 1 adult and any youth under 18 or full-time student 18 through 22 (12 or more credit hours) living in the same household.

2-Adult Household

Full facility access for 2 adults and any youth under 18 or full-time student 18 through 22 (12 or more credit hours) living in the same household.

Student

Full facility access for youth under 18 or full-time student 18 through 22 (12 or more credit hours).



MEMBERSHIP DUES

MONTHLY PAYMENT PLAN - Monthly membership dues are drafted on the 14th of each month. Depending on your join date, you will either pay a pro-rated amount for the first month or the full membership fee if you join on the 14th. Payments can be made via bank draft or debit/credit card, including Visa, American Express, MasterCard, or Discover.

- Your membership will automatically renew on a month-to-month basis until you submit a request for termination.
- If at any time there is to be a change in membership status please fill out a change form at the member service desk before the 14th of the month. A membership representative can assist you at any time.
- The YMCA reserves the right to cancel membership due to unpaid returned payments.
- Members, both current and past, who cancel a membership with an outstanding balance will be unable to register for programs or renew their memberships until the account is in good standing.
- Should the account be terminated as a result of past due balances, the entire past due balance will be due in full upon rejoining.
- Membership dues are not refundable.
- Membership dues and similar payments are not deductible as charitable contributions.
- Membership rates are subject to change; notice of any change in membership rates will be emailed out 30 days in advance.
- All drafts returned due to non-sufficient funds (NSF) will be redrafted automatically.
- Monthly membership dues and other fees (joiner fees, program costs, etc.) are each separate transactions and therefore may be drafted separately.

ANNUAL PAYMENT - An annual payment plan is available for purchase as well.

FINANCIAL ASSISTANCE

Every day, the Stephens Family YMCA offers quality, affordable programs and services designed to benefit people of all incomes and backgrounds. The Y uses contributed funds to ensure that those unable to pay the stated amount are able to participate.

Those unable to pay the full fee may receive financial assistance based on their demonstrated ability to pay and the Y's ability to fund the subsidy. Check with the member service desk if you need financial assistance.

All records are kept confidential.

RECIPROCITY

Members may visit other National YMCAs as often as they like, as long as they use their home Ys, on average, at least fifty percent (50%) of the time. If nationwide members have a family membership or some other inclusive membership arrangement and regularly use two Ys with the same frequency, they need to belong to the Y that is used the most frequently by the family. If use is higher at a branch other than your home Y, you will be notified by a letter prior to your membership being terminated. Membership fee may increase/decrease depending on the new home branch membership rates. Members wishing to end their membership must do so at their home Y.

Scan the QR code to learn more about Nationwide membership.



DISABILITY/INCLUSION

The YMCA provides opportunities for people with physical and intellectual disabilities to participate in our programs. So that we may provide a positive experience, please contact the Y about any accommodations needed for participation.

We encourage individuals who require assistance while using our facility to bring their own caregiver.

Caregivers who wish to use the facility for their own personal use must have a valid membership.

FACILITY USAGE

At the Stephens Family YMCA, we are guided by the principles of caring, respect for others, personal responsibility, integrity, and honesty. We ask that all members and guests reflect these values in their interactions with staff, fellow members, and guests.

To ensure a safe and welcoming environment for everyone, the YMCA reserves the right to deny access, suspend, or cancel memberships if a member's conduct endangers the safety of others or disrupts the enjoyment and reasonable use of our facilities.

To support the policies outlined in this handbook, members and guests must identify themselves when requested by YMCA staff. Violations of this Code of Conduct may result in the suspension or termination of membership.

YMCA CODE OF CONDUCT

The Stephens Family YMCA is dedicated to providing a safe and welcoming environment for all members and guests. To ensure the comfort and safety of everyone, we expect individuals to act appropriately at all times while in our facility or participating in our programs. Our Code of Conduct prohibits any language or behavior that could harm, intimidate, or frighten another person or that fails to meet generally accepted standards of conduct.

Specifically, this includes:

- Using or possessing alcohol, marijuana, tobacco or illegal drugs on Stephens Family YMCA property, including parking lots, or at Stephens Family YMCA - sponsored programs is prohibited.
- Carrying or concealing a weapon or any device or object that may be used as a weapon.
- Harassment or intimidation by words, gestures, body language, or any type of menacing behavior.
- Physical contact with another person in an angry, aggressive, or threatening way.
- Phone usage of all types is strictly prohibited in the locker rooms. Locker rooms and bathrooms are a NO PHONE ZONE.
- Verbally abusive behavior, including angry or vulgar language, swearing, name-calling, or shouting.
- Sexually explicit conversations, behaviors and/or actions.
- Attire deemed inappropriate at the discretion of Stephens Family YMCA staff. Members and/or guests will be asked to change immediately.
- Theft or behavior that results in the destruction or loss of Stephens Family YMCA or member property.
- Loitering and soliciting within or on the grounds of Stephens Family YMCA.

GROUNDINGS FOR DENYING ACCESS OR MEMBERSHIP

The Stephens Family YMCA regularly verifies the sex offender registry and reserves the right to deny access or membership to any person who:

- Has been convicted of any crime involving sexual abuse or other sexual offense.
- Is a registered sex offender or sexual predator.
- Is intoxicated or exhibits signs of misusing narcotics or dangerous drugs.
- Is currently suspended or terminated per the Code of Conduct.

WELLNESS CENTER POLICIES

We strongly recommend that all members participate in an orientation prior to using any fitness equipment.

Youth ages 12 & 13 may only use cardio machines and circuit strength machines in the Wellness Center under direct parent/guardian supervision. Teens 14+ do not need direct parental supervision

The YMCA is a family place, so please refrain from the use of inappropriate or profane language.

- Wipe down equipment before and after use. Cleaning supplies are provided.
- When using the strength equipment please be courteous to other members and do not sit on the machine between sets. Be considerate and allow members to “work-in.”
- Please return weights, mats and other equipment to their designated spaces.
- Report any malfunctioning or broken equipment to a wellness attendant immediately.
- No food is permitted in the wellness center or group exercise rooms. Only beverages in spill-proof containers are permitted.
- Do not use chalk while utilizing the equipment.
- Please lock up all personal belongings in the locker room.
- Wear appropriate workout attire. Closed toed shoes ONLY. No boots or sandals are permitted.
- Cell phones are permitted in the Wellness Center for use as music players only, and headphones must be used to avoid disturbing others. The use of cameras or any recording devices is strictly prohibited while utilizing workout equipment in the wellness center.
- Youth under the age of 12 are not permitted in the Wellness Center.
- Children ages 12-13 are welcome in the Wellness Center but must be accompanied by a parent or guardian at all times. Youth ages 14 and older are allowed to use the Wellness Center independently without parental supervision.
- Only Y staff are allowed to provide personal fitness instruction.

LOCKER ROOM POLICIES

- Please secure your valuables and personal belongings in a locker. The Y is not responsible for lost or stolen items.
- Please bring your own lock and remove it each day. Items left in lockers overnight will be removed.
- Use of cell phones or any electronic device with camera capabilities is strictly prohibited in locker rooms.
- When changing, please use provided privacy areas. Please limit general area nudity to be respectful of everyone. *Changing in the Family Locker Room must be done behind closed doors.
- If you are accompanying children of the opposite gender ages 6 and older, please use our Family locker room.
- All children under 10 must be accompanied by an adult.
- Please remain properly covered while in public areas of the locker room.
- Please refrain from changing in the bathroom stalls if other private changing areas are available.

The YMCA does not tolerate discrimination or harassment of any person on the basis of race, national origin, ancestry, color, creed, religion, sex, sexual orientation, gender, gender identity, age, disability, or any other basis protected by law. All members will have access to restroom and locker room facilities that correspond to their self-identified, self-reported gender identity to the extent permitted by applicable law. All members are expected to abide by the locker room guidelines and member conduct rules throughout the facilities. Questions regarding how this policy is applied should be directed to the YMCA Chief Operations Officer.

FACILITY POLICIES

OPEN GYM POLICIES

YMCA members may use the gymnasium during scheduled open gym times. Due to facility and program needs, open gym times may be changed without notice. Go online to view the most up to date schedule.

- No dunking or hanging from basketball rims and/or nets.
- No food or beverages are permitted in the gym. Water is permissible.
- Athletic shoes with non-marking soles are the only footwear allowed on the gym floor.
- Return all YMCA equipment to the Member Services Desk.
- Youth under the age of 10 must be under the direct supervision of an adult at all times.

CLOTHING & ATTIRE

Shirts and shoes are to be worn at all times, with the exception of in locker rooms and aquatic areas. All shirts must have a torso/midriff gap that is no greater than the width of your hand. However, athletic shoes or closed-toe shoes are required in wellness center areas.

Shirts and shoes are not required where bathing suits are permitted. Street clothes, non-athletic shoes and open-toed or heel-less shoes and sandals are not permitted.

Appropriate swim-wear is required for all aquatic programs. Cut-offs are not permitted in the pool.

The YMCA is a family place. Inappropriate or offensive dress will not be tolerated. The YMCA staff reserves the right to deem what is appropriate clothing & attire.

PHONES, PHOTOS & VIDEOS

The use of audio, camera, and video recording devices, including cell phones, is prohibited in YMCA facilities unless there is implied authorization. These devices are strictly prohibited in Child Watch, the Wellness Center, free weight room, gymnasium, locker rooms, and pool areas. Implied authorization means capturing media of family, friends, or others with their prior permission. YMCA staff may ask about recordings to verify authorization.

YMCA staff reserve the right to ask members or guests, who they are taking pictures of or recording during programs or activities to determine if there is implied authorization. YMCA staff or authorized designees of the YMCA when given authorization shall be allowed to use cameras or video recording devices to create promotional, educational or advertising content. To communicate with members and the general public, signage may be posted when this occurs and written authorizations will be required in special cases when a person is going to be the focus of a marketing piece.

GROUP FITNESS

As a valued member, you have access to complimentary land and water aerobics classes. Please note that specialty classes may require additional fees.

Members ages 14 and older may participate in adult classes independently. Youth ages 12 and 13 are welcome to join when accompanied by a parent or guardian.

To ensure a positive experience for everyone, we ask participants to keep talking to a minimum and refrain from using headphones during class.

PERSONAL TRAINING

Personal training by individuals not employed by the Y is prohibited. All Personal Training sessions must be paid for at the Member Services Desk, through a Member Services representative. There are no exceptions. Advance payment is required for all sessions and packages.

CANCELLATION OF CLASSES

To ensure a quality experience for all participants, the YMCA may choose to combine or cancel classes due to low enrollment. If the YMCA cancels a paid program or paid class, a credit will be issued.

FACILITY POLICIES, CONT.

POOL POLICIES

YMCA members may use the pools during scheduled hours. Due to facility and program needs, open swim times may be changed without notice. Please go online to view the live schedule.

- Swimmers must be 12 years of age or older to use family pool and lap pool independently. If under the age of 14, swimmers must pass the deep end test to use the lap pool.
- Swimmers must be 14 years of age or older to use Therapy pool independently. (exceptions will be made with Larkin's Place Director and designated Water Bugs programming).
- Children ages 11 and under must be actively supervised by an adult in the pool deck surrounding that specific pool (i.e. Family Pool or Lap Pool).
- Children ages 6-11 must have a parent in the water with them if they have NOT passed the Deep End Test.
- Children 5 and under must have a parent in the water within arm's reach.
- Swimmers who have not passed the Deep End Test are not permitted in the deep end of the pool, beyond the rope in the Family Pool.
- Parents may work one-on-one with their child on swimming skills as long as the child remains within arm's reach. Outside instructors are not permitted. Individuals not employed or authorized by the Y are not permitted to provide swimming instruction.
- One adult can be responsible for no more than 2 non-swimmers in life jackets.
- Lap Swim is for continual lap swim only.
- Swimmers must wear appropriate swim attire. No alternative clothing (jeans or outside clothes) allowed.
- To ride the water slide you must be 48 inches tall
- Riders under 14 must pass the swim test. This rule will be waived if guard is stationed in water. If a lifeguard is not stationed in the water, riders must pass the deep end test.
- Parents are responsible for their children at all times.
- Only U.S. Coast Guard approved flotation devices are permitted.
- No diving is allowed. Enter the water feet first facing forward.
- Breath-holding activities are not permitted.
- No running or horseplay is allowed.
- No glass products of any kind are permitted in the pool area.
- Swimmers currently experiencing sores, rashes infections or diarrhea are not permitted to enter the water.
- All swimmers must shower before entering the pool.
- Lap swimmers may be required to share lanes with other members and "circle swim" during busy times.
- Individuals not employed or authorized by the Y are not permitted to provide swimming instruction.
- Ladders and stairs are for entry and exit only. Please do not hang off of railings or ropes
- Violation of the YMCA code of conduct will result in immediate dismissal.

SAUNA POLICIES

- The sauna may only be used by members age 16 and older.
- Do not use while under the influence of alcohol or medication which your physician has determined to be dangerous when used under heat and humid conditions.
- Do not use oils or fragrances.
- No cell phones allowed.
- No shoes allowed.
- Wait at least 5 minutes after exercising to cool down before entering.
- For the comfort of all members, please do not engage in personal hygiene activities such as shaving, brushing your teeth, etc. while in the sauna.
- Only appropriate swim attire is permitted in the sauna. Shorts, swimsuits, or a towel must be worn at all times to ensure a clean, safe, and comfortable experience for everyone.
- Please monitor your usage. Over exposure may result in nausea, dizziness or fainting.
- No food or drink allowed.
- Please be respectful of lifeguards who are required by our insurance to check on members/guests in the sauna.
- To maintain the sauna's proper function and the safety of our members, do NOT pour any liquids on the heating elements. This is a dry sauna. Pouring liquids may result in a fire.

ADDITIONAL INFORMATION

VOLUNTEERS

Every year thousands of volunteers support the YMCA's overall purpose of helping people reach their God-given potential in spirit, mind, and body.

Become a vital part of the Y community — your special talents will really make a difference! Reach out to our Chief Operations Officer for more information on volunteering.

MEDICAL SITUATION

If a member is unable to temporarily participate at the YMCA due to medical/health reasons, the member may place their membership on hold and resume their membership when they are cleared by a doctor to return.

SMOKING POLICY

Smoking or vaping any substance (whether or not legal) in or outside of Y facilities or programs or on Y property is prohibited at all times. Smoking is defined as the act of lighting, smoking or carrying a lighted or smoldering cigar, cigarette or pipe of any kind. Vaping refers to the use of electronic nicotine delivery systems or electronic smoking devices, such as e-cigarettes, e-pipes, e-hookahs and e-cigars.

ACCIDENTS OR INJURIES

Contact a Y staff person immediately if there is an accident, injury, or unusual incident. We are here to assist you. However, please be advised that you are participating in all activities at your own risk and are fully responsible for yourself, your children, and your guests.

SUGGESTIONS

Your suggestions and comments are always welcome. Y staff are known for being friendly, responsive and caring people. Please feel free to contact our staff to ask questions as well as to make suggestions.

LOST AND FOUND

The YMCA is not responsible for lost or stolen property. However, we do keep lost and found items whenever possible. Please check at the member service desk to ask for the location of the lost and found. Items will be kept as space allows, then given to charity.

SPECIAL SERVICES

Y facilities may be reserved for special occasions (birthday parties, meetings, post proms etc.). Please contact our Events Coordinator with any questions regarding reservations.

GUEST POLICY

Members are always invited to bring friends and encourage them to join. Young Adult, Adult, Family, and Senior memberships have the benefit to bring up to two guests per visit into the YMCA. Guests are permitted into the Stephens Family YMCA if they are 18 years of age or older unless otherwise approved by branch leadership. Each guest may visit the Y up to two times in a 12-month period. All guests must bring a valid photo ID. Members are provided complimentary guest passes when they initially join. We reserve the right to limit guest usage.

YMCA360

We know life gets busy! That's why we're excited to provide our members with YMCA360: A Virtual Fitness option offering on-demand, livestream workouts and more. This platform allows you to workout from home when you need to, or workout while away on vacation. Anytime you want to workout with the Y! You can access YMCA360 on your phone, on the web or on Apple TV. And best of all: **It's free for our members!**



FACILITY USE BY AGE



For questions about facility usage and age guidelines stop by the Member Services Desk or call 217.359.9622

Age	Family Pool	Lap Pool	Therapy Pool	Wellness Center	First Floor
0-5	Parent must be in the water with child				May use with an adult age 18+
6-9	Parent must be in the pool with the child PASSED SWIM TEST Parent must be on pool deck at all times				May use with an adult age 18+
10-11	Parent must be on pool deck at all times				May use independently
12-13	May use independently	PASSED SWIM TEST May use independently		May use with parent/guardian	May use independently
14+	May use independently	May use independently	May use independently	May use independently	May use independently

Members scan in at the front desk upon entry to the facility. Guest members may purchase a daily pass, and those age 18+ must provide a government issued ID.