

MEMBER HANDBOOK --FOOTHILLS AREA YMCA

This handbook provides essential policies and procedures for members of the Foothills Area YMCA.

Please review it carefully to ensure a safe and enjoyable experience for all.



Our Mission, Vision & Values

Mission: To develop the full potential of every individual through programs that build healthy spirit, mind, and body for all.

Vision: A healthier, engaged community and a sustainable YMCA.

Core Values: Honesty, Caring, Respect, Responsibility.

Hours of Operation

Facility:

Mon–Thu: 5:30 am–9:00 pm | Fri: 5:30 am–8:30 pm

Sat: 7:00 am–5:00 pm | Sun: 1:00 pm–5:00 pm

- Pool closes 30 minutes before facility
- Refer to our website at faymca.org for holiday closures
- Check website and social media for inclement weather updates

Childwatch:

Mon–Thu: 8am–12pm | 4:30pm–8pm

Fri: 8am–12pm | 4:30pm–6:30pm (closes at 5:30pm during Parents' Night Out)

Sat: 8am–12pm | Sun: Closed

- Childwatch is closed on major holidays, as well as holiday mornings where the facility closes at noon
- No check-ins within 15 minutes of closing.

Member Code of Conduct

The Foothills Area YMCA is committed to providing a safe, welcoming, and inclusive environment for all. We expect all members, guests, volunteers, and staff to act responsibly and uphold our core values: Caring, Honesty, Respect, and Responsibility.

To ensure a positive experience, the following behaviors are prohibited and may result in denial or revocation of membership. This list is not exhaustive:

- Use of foul language, abusive or inappropriate behavior
- Possession or use of drugs, alcohol, weapons, or tobacco (including e-cigarettes)
- Theft, vandalism, or destruction of property
- Sexual behavior or activity of any kind
- Loitering on YMCA property
- Non-compliance with staff directions or YMCA policies
- Certain felony convictions
- Dress code violations

Dress Code: Attire must be appropriate for a family-friendly, co-ed facility. Clothing with profanity or references to illegal substances is not allowed. Shirts must be worn over sports bras, and midriffs must be covered. No sandals or flip flops in the fitness center. Swimwear should be modest and free from rips. Members may be asked to cover up or leave if dressed inappropriately.

For your safety, we screen all individuals against the national sex offender registry. We reserve the right to deny access to anyone accused or convicted of crimes involving sexual abuse.

All reported conduct violations will be reviewed by YMCA leadership. Membership may be suspended or terminated at the CEO's discretion.

Membership Policies

To help ensure a safe and enjoyable experience for everyone, members and guests must follow these guidelines:

General Facility:

- Food is only allowed in the lobby, the Zone, and the conference room (reserved for staff).
- Youth Access to the Fitness Center:
 - Ages 10–12: May use the fitness center with a parent/guardian.
 - Ages 10–11: Cardio equipment use allowed after completing a Kids Cardio session; may attend non-weight-based group classes with a parent; must be at least 52" tall for cycling classes.
 - Ages 12–14: May use selectorized machines. TeenQuest training sessions are recommended. Free weights are not allowed unless 13–14-year-olds complete 8 trainer-led free weight sessions and receive approval.
 - Ages 15+: Full access to all fitness equipment and classes.
- Youth under 13 must be supervised by an adult while in the facility.
- No pets are allowed at any YMCA program or facility, including athletic fields and vehicles.
- Report damaged equipment or safety concerns to staff immediately.
- Leave the facility by closing time.
- Cover any open wounds while in the facility.
- No skates, roller shoes, or open-toe footwear in the building or fitness areas.
- Do not attend if you've had a fever or illness within the last 24 hours.

Group Exercise:

- Do not enter the group exercise room more than 5 minutes before your class starts.
- Wait until the previous class has ended and participants have exited before entering.
- Register in advance before attending any class.
- All Member Code of Conduct rules apply during group classes.

Locker Room & Restroom Use:

The YMCA provides locker rooms, restrooms, and private changing areas for all members.

- Use private stalls when changing in the locker room.
- Locker rooms are for daily use only and must be emptied after each visit.
- Bring your own lock. The YMCA is not responsible for lost or stolen items.
- Leave valuables in your vehicle.
- Cell phones and cameras are not allowed in locker rooms.
- Be respectful of others' personal space.
- Lockers are emptied nightly; any items left will be removed.
- Three private restrooms with showers are available in the lobby for those needing full privacy or assistance.
- Group locker rooms and restrooms should be used according to your sex assigned at birth, unless you have fully transitioned.
- Ages 10 and older may use the gender-appropriate locker room without supervision.
- Ages 5 and older must use the gender-appropriate locker room.
- Children ages 5–9 must be directly supervised by a parent or guardian in the locker room.

- Parents with children 12 and under are strongly encouraged to use the family restrooms in the lobby.

Weapons & Electronics Policy:

- Weapons, including concealed or open carry, are not allowed in any YMCA facility or property; exceptions are made only for certified law enforcement officers with proper credentials, and failure to follow this policy may result in loss of membership or program privileges.
- Electronic devices such as phones, tablets, and e-readers may not be used in locker rooms, bathrooms, program areas, or the pool deck.
- Be respectful when using phones; take calls in the lobby or hallways and use headphones for music at a low volume.
- Photos or video recordings are not allowed without approval from a Program Director or the CEO.
- Lap swimmers may use waterproof music devices with headphones at a low volume.

Membership Details

For information on membership types, pricing, perks, guests, and nationwide program policies, please refer to Membership Guides available at the front desk or online at faymca.org/membership.

Access Card:

Members ages 13 and older will receive a personal membership card for facility access. Cards are non-transferable and may only be used by the assigned member. Photo ID may be required to verify identity and membership eligibility.

Holds:

At the Foothills Area YMCA, we understand that life circumstances may require a temporary pause in your membership. To accommodate our members, we offer a membership hold option under the following guidelines:

- Members may place their membership on hold for up to 2 months, once per calendar year.
- Holds must be requested in advance and will not be applied retroactively.
- Membership dues will be paused during the hold period, and access to YMCA facilities and programs will be temporarily suspended.
- The membership will automatically reactivate at the end of the hold period unless an extension is approved.
- **Extenuating Circumstances:** We understand that unexpected situations, such as medical issues, military deployment, etc., may require a longer hold period. In such cases, members may request an extension by providing appropriate documentation. Requests for extensions will be reviewed on a case-by-case basis. To request a hold extension, please email Sarah Tate at state@faymca.org.

Payment Options:

Membership dues are paid via Electronic Funds Transfer (EFT) from a major credit/debit card or a checking account. Drafts occur on either the 1st or 15th of each month (member's choice). A valid payment method must remain on file. Month-to-month payments via cash/check are not accepted.

Cash/Check Payments:

- Members choosing to pay with cash or check must pay for at least 3 months in advance.
- Memberships may also be paid quarterly, semi-annually, or annually.
- No discounts are given for paying multiple months at once.
- No refunds will be issued for advance payments, regardless of cancellation date.

Changes & Cancellations:

- A 30-day written notice is required to stop or change a draft.

- If notice is not given, one additional month will be charged before termination.
- All membership fees are non-refundable unless due to military relocation or medical reasons (documentation required).

Missed Payments:

- If two consecutive monthly payments are missed, membership will be terminated.
- A write-off fee equal to one month's dues will be charged to the account.
- To rejoin, the write-off fee, join fee, and prorated dues must be paid.

Financial Assistance:

Financial assistance is available for those who qualify. For more information and to apply, visit faymca.org/financial-assistance.

Y Programming

The Foothills Area YMCA offers a wide range of programs and services designed to support individuals and families at every stage of life. Our departments include Aquatics, Child Care, Community Health, Sports, Fitness, and Group Exercise, each providing unique opportunities for growth, connection, and healthy living. For detailed information about each department—including program offerings and specific guidelines—please visit our website at faymca.org or stop by the front desk.

We look forward to serving you!

FOOTHILLS AREA YMCA

Consumer Code of Conduct

Abuse or Mistreatment

Our organization's top priority is keeping consumers safe. Any form of abuse or mistreatment of consumers, children, employees, and volunteers is prohibited. Consumers shall not abuse or mistreat employees, volunteers, or other consumers in any way. Use of abusive language, obscene or profane language, including racial, religious or sexual references directed at other people will not be tolerated. It is important to treat others as you would like to be treated.

Consumers shall not engage in the verbal or emotional abuse or mistreatment of other consumer, employees, or volunteers.

<i>Appropriate Verbal Interactions for Adolescent and Teenage Consumer</i>	<i>Inappropriate Verbal Interactions for Adolescent and Teenage Consumer</i>
<ul style="list-style-type: none">• Appropriate jokes• Encouragement• Praise	<ul style="list-style-type: none">• Name-calling• Bullying• Ridicule or Humiliation• Discussing sexual encounters• Cursing• Hazing• Off-color or sexual jokes• Shaming• Belittling• Derogatory remarks• Harsh language that may frighten, threaten, or humiliate another consumer• Derogatory remarks about another consumer or his/her family• Inappropriate games like <i>Truth or Dare</i> and <i>Never Have I Ever</i>

Consumers shall not engage in the physical abuse or mistreatment of other consumers, employees, or volunteers.

<i>Appropriate Physical Interactions for Adolescent and Teenage Consumer</i>	<i>Inappropriate Physical Interactions for Adolescent and Teenage Consumer</i>
<ul style="list-style-type: none">▪ Side hugs▪ Shoulder-to-shoulder or “temple” hugs▪ Pats on the shoulder or back▪ Handshakes▪ High-fives and hand slapping▪ Verbal praise▪ Pats on the head when culturally appropriate▪ Touching hands, shoulders, and arms▪ Arms around shoulders	<ul style="list-style-type: none">• Full-frontal hugs• Kisses• Showing affection in isolated areas• Lap sitting• Wrestling• Piggyback rides• Tickling• Exposing oneself• Any type of massage given by or to a consumer• Any form of affection that is unwanted by the consumer or the staff or volunteer• Compliments relating to physique or body development• Touching bottom, chest, or genital areas• Hitting• Spanking• Shaking• Slapping• Unnecessary restraints• Viewing or showing others pornographic materials

Personal Relationships

Appropriate personal relationships between consumers are encouraged. However, our organization strongly discourages romantic relationships between consumer participants while in programming. Consumers are not permitted to hold hands, sit on others' laps, use full-frontal hugs, or kiss other consumer participants while in programming.

There should never be, under any condition, a romantic or otherwise personal relationship between a consumer participant and an employee or volunteer.

One-on-one Interactions

Most abuse occurs when an adult is alone with a consumer, or when a consumer is alone with another consumer. Our organization aims to eliminate or reduce these situations and prohibits private one-on-one interactions unless approved in advance by the organization administration. If you observe one-on-one interactions between employees and consumers, you should report this to a Program Supervisor or call a member of the Child Protection Committee at 864-280-7658 or the Anonymous Helpline at 855-347-0751.

Electronic Communication

All communication between employees/volunteers and consumers must be approved by a consumer's parents/guardians and must be in an open electronic environment. The "Rule of Three" must be observed in all electronic communications between consumer and employees/volunteers. For example, there should be two employees/volunteers included in text messages and emails with consumers. Direct, private messaging between consumers and employees/volunteers is not allowed.

Consumer participants will comply with the organization's policies governing the use of personal mobile communication devices. Consumer participants are not permitted to share cell phones with other consumer participants.

Alcohol, Drugs, and Tobacco

Possession and/or use of alcoholic beverages, drugs and tobacco products while at the organization is strictly prohibited. Consumers will not be permitted to participate in any program while under the influence of alcohol, drugs, or illicit substances. Parents/guardians will be notified as appropriate.

Weapons

We want our organization to be a safe place for consumers, children, and families. Weapons and items that may be considered weapons are prohibited. Anyone found to be in possession of such items will be required to leave and the items will be confiscated. This includes laser pointers. Parents/guardians, and/or the authorities will be notified as appropriate.

Violence

Our organization seeks to provide a safe environment for individuals in our community. Violence and threats of violence will not be tolerated at the Foothills Area YMCA, on our grounds, in organization facilities, in other facilities being utilized by our organization, or during FAYMCA sponsored activities and events. Employees are available to assist in the resolution of differences.

Disruptive Behavior

We take pride in the appearance of our organization and we always want to ensure members are safe. Inappropriate or disruptive behavior is not permitted in our

organization. This includes, but is not limited to, graffiti, littering, spitting, or throwing objects that could intentionally or unintentionally harm others or cause disorder.

Bullying

Our organization will not tolerate the mistreatment or abuse of one consumer by another consumer. Bullying is aggressive behavior that is intentional, is repeated over time, and involves an imbalance of power or strength. Bullying can take on various forms including:

1. *Physical bullying* – when one person engages in physical force against another person, such as by hitting, punching, pushing, kicking, pinching, or restraining another.
2. *Verbal bullying* – when someone uses their words to hurt another, such as by belittling or calling another hurtful name.
3. *Nonverbal or relational bullying* – when one person manipulates a relationship or desired relationship to harm another person. This includes social exclusion, friendship manipulation, or gossip. This type of bullying also includes intimidating another person by using gestures.
4. *Cyberbullying* – the intentional and overt act of aggression toward another person by way of any technological tool, such as email, instant messages, text messages, digital pictures or images, or website postings (including blogs). Cyberbullying can involve:
 1. Sending mean, vulgar, or threatening messages or images.
 2. Posting sensitive, private information about another person.
 3. Pretending to be someone else in order to make that person look bad; and
 4. Intentionally excluding someone from an online group.
 5. Hazing – an activity expected of someone joining or participating in a group that humiliates, degrades, abuses, or endangers that person regardless of that person's willingness to participate.
 6. Sexualized bullying – when bullying involves behaviors that are sexual in nature. Examples of sexualized bullying behaviors include sexting, bullying that involves exposures of private body parts, and verbal bullying involving sexualized language or innuendos.

Anyone who sees an act of bullying, and who then encourages it, is engaging in bullying. This policy applies to all consumers, employees, and volunteers.

Reporting

Because our organization is dedicated to maintaining zero tolerance for abuse, it is imperative that everyone, including consumers, actively participates in the protection of consumers. If a consumer observes any suspicious or inappropriate behaviors and/or policy violations on the part of other employees, volunteers, or other consumers, it is their personal responsibility to immediately report their observations. Remember, at our organization, the policies apply to everyone.

Examples of Suspicious or Inappropriate Behaviors Between Employees/Volunteers and Consumer

- Violation of any abuse prevention policies outlined by the organization
- Seeking private time or one-on-one time with consumer
- Buying gifts for individual consumer
- Making suggestive comments to consumer
- Picking favorites

Consumers are encouraged to report concerns or complaints about other employees and volunteers, other adults, or consumers to a supervisor who can be reached at 864-280-7658 or the Anonymous Helpline at 855-347-0751.