



**FOR YOUTH DEVELOPMENT™  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY**

# **MEMBERSHIP HANDBOOK**

**Alexandria Area YMCA**



**Alexandria Area YMCA**

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# WELCOME TO YOUR YMCA!

Alexandria is blessed to have so many people that have devoted their time, talent and treasure to making this dream a reality for the entire community. As exciting as it is to have our new building, our YMCA is ultimately about kids, families and communities. Our goal is to exceed your expectations with programs and services. Welcome to your YMCA!

Jeff Bartholomew, *Executive Director*

## FACILITY HOURS

### Fall/Winter Hours (October - April)

Monday - Thursday	5am - 10pm
Friday	5am - 9pm
Saturday	7am - 9pm
Sunday	10am - 6pm

### Summer Hours (May - September)

Monday - Thursday	5am - 9pm
Friday	5am - 7:30pm
Saturday	7am - 4pm
Sunday	10am - 3 pm

**Closed On:** Thanksgiving Day, Christmas Day, Easter Sunday, Memorial Day, 4th of July & Labor Day.

**Special Hours On:** Christmas Eve, New Years Eve & New Years Day

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**YMCA MISSION STATEMENT:** The mission of the YMCA is to put Christian principles into practice through programs that develop a healthy spirit, mind and body for all.

# ABOUT US

**Welcome to the Alexandria Area YMCA** As a non-profit charitable organization, we strive to serve individuals and families of all backgrounds and abilities so that they can grow healthier in spirit, mind and body. We encourage our members to develop a sense of responsibility to each other and their community.

Memberships and program services are open to all youth and adults who wish to enroll as members or program participants. We hope that your relationship with us is as meaningful to you and your family as it is to us.

## MEMBER BENEFITS

As a member of the Alexandria Area YMCA your entire family will benefit from:

- A friendly, caring staff to help you at any time
- A family-friendly environment
- Four FREE Guest passes per year for Adult, Young Adult, and Household Memberships.
- Making new friends with similar interests
- FREE group exercise classes: aerobics, pilates, yoga, indoor cycling and more, check the schedules.
- Open gym, state-of-the-art fitness equipment and pool
- Support achieving your wellness goals
- A variety of exercise equipment
- Full-service locker rooms
- Child Watch
- Special member pricing for swim lessons and other programs
- Water slides and aquatic activities
- FREE adult and family activities
- Early registration opportunities
- Licensed Child Care is available
- Being a part of a community
- AWAY Program privileges at many YMCAs nation-wide

# CODE OF CONDUCT

Using the principles of Caring, Honesty, Respect and Responsibility as a guide, we have implemented the following Code of Conduct to ensure that all who participate in the YMCA enjoy a safe, welcoming and comfortable environment. We ask individuals to behave in a manner that upholds these principles at all times when they are in our facility or participating in our programs. Specifically, actions that do not adhere to these guidelines and are not permitted include:

- Wearing inappropriate attire, including swimsuits and workout attire. Clothing with vulgar/profane writing or language is not allowed
- We are a “second-shoe facility,” meaning that you must workout in a different pair of shoes than you entered the building wearing.
- Using angry or vulgar language including swearing, name-calling, or shouting
- Making physical contact with a person in any angry or threatening manner
- 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
- Smoking—all YMCA centers offer a smoke-free environment
- Any other conduct of an inappropriate, threatening or offensive nature
- Refusing to adhere to staff requests
- Photography is prohibited within the YMCA, including the use of camera phones.
- Use or possession of illegal chemicals or alcohol is NOT allowed.

Members and guests are encouraged to be responsible for their own 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 YMCA staff person immediately.

The appropriate YMCA staff member will investigate all reported incidents. Suspension or termination of membership privileges may result from a violation of the Code of Conduct.

# MEMBERSHIP INFORMATION

## Joining Fees

The joining fees are an administrative fee to establish your membership. As long as your membership remains continuous, this is a one-time fee. The joining fee is waived for Corporate Partners (5+ member units). The joining fee is \$25.00, and applies to all membership categories.

Membership Category
Youth (6 weeks-17)
Young Adult (18-24)
Adult (25+)
One-Adult Household
Two-Adult Household

**Financial Assistance** The YMCA does not turn anyone away due to the inability to pay. Financial aid is available to those who are in need of assistance for programs and membership. Applications are available at the Welcome Center.

## Payment Options

Monthly: Auto debit from checking, savings or credit card

Annually: Cash, check or auto debit from checking, savings or credit card

**Length of Membership/Membership Cancellations** Membership cancellations must be made in writing at the Welcome Center unless other arrangements are made with the Membership Director.

**Monthly:** Membership is continuous until the member notifies the YMCA that they wish to discontinue. A termination form must be filled out by the 15th of the current month. The YMCA does not require an annual contract, however, if a member can cancel and re-joins the YMCA at a later date, they will be required to pay the joining fee again.

**Annually:** Membership is renewed on anniversary date. There are no refunds of annual payments. A renewal notice will be mailed to you approximately one month prior to your expiration date.

**Membership Holds** Holds will be granted for medical reasons only. Your membership can be put on hold for a minimum of one month and a maximum of three months. Holds must be requested prior to the absence, and before the ninth of the month in order to stop the automatic withdrawal for the given month. Membership holds must be made in writing at the Welcome Center or with the Membership Director.

# MEMBERSHIP INFORMATION

**Membership Cards/Identification** YMCA members are required to show their current membership card each time they use a center. If a member does not have their membership card with them another form of picture identification must be shown to the membership staff. Membership cards and privileges are not transferable to other individuals. If you lose your membership card there is a \$5 lost card replacement fee which is payable upon issue of a new membership card.

**Guest Passes** Guests are always welcome at the YMCA. All guests must register at the Front Desk and present an ID. Youth guests under the age of 10 must be signed in and accompanied by an adult for the duration of their visit. All guests must comply with the philosophy of the YMCA during their visit. Each Young Adult, Adult, One-Adult Household and Two-Adult household memberships receive four guest passes each year.

The daily use fees for guests are:

Youth: \$5

Young Adult: \$7.50

Adult: \$10

One-Adult Household: \$12.50

Two-Adult Household: \$15

**Always Welcome at YMCA's (AWAY)** The Alexandria Area YMCA is a member of the AWAY program, which means you are welcome to visit YMCAs across the country and around the world. Policies and processes vary according to the individual YMCA. When inquiring about facilities and visitation, please have your current membership card with you. The Alexandria Area YMCA allows visiting YMCA members 8 free visits annually. Additional visits will result in additional costs.

**2nd Shoe Facility** We respectfully ask your assistance and help in preserving our beautiful new facility. Please bring a 2nd pair of shoes while using ALL program areas within the YMCA (specifically the gymnasium, wellness center, walking/running track and aerobic studio. It will help keep our facility looking new, clean and help greatly with the maintenance of and general up-keep of our facility.

**Returned Payments** Checks or automatic drafts returned because of non-sufficient funds may be resubmitted two more times by E-Cashflow Systems and assessed a processing fee of \$30 for insufficient funding. You are responsible for all other recovery costs, including all attorney's fees, court costs and taxes. Please ensure that all your personal information is current in our system, this includes current bank account information and expiration dates if applicable on your membership.

**Telephones** A courtesy phone for local calls is available. Please be respectful and limit your calls to 3 minutes.

**Bartering of Memberships** It is the policy of the Alexandria Area YMCA to not authorize the bartering of memberships with local businesses or trades in exchange for YMCA memberships and program services.

**Transfer of Memberships** It is the policy of the Alexandria Area YMCA to accept the transfer of membership from any YMCA nationwide. The Alexandria Area YMCA will waive the joiner's fee and the transferring member can then elect their category of membership and payment option at that time. Transferring memberships must have been active within 30 days of Alexandria Area YMCA membership.

**Sexual Offender/Background Check Policy** The mission of the Alexandria Area YMCA is to help build strong kids, families, and communities. Important to this effort is our ability to provide a safe and threat free environment. For this reason, the YMCA Monitors the sexual offender registry. Persons on this list will not be eligible for YMCA membership, program participation, volunteer or employment opportunities at the Alexandria Area YMCA.

**Comment Cards** Thank you for including us as a part of your healthy lifestyle. Your experience and satisfaction are important to us. We invite you to speak to our staff, or complete a comment card to express satisfaction, concerns or questions. Comment cards are available at the Welcome Center. Please feel free to contact any Program Director directly. We will do our best to exceed your expectations with each visit.

**Etiquette Statement** The YMCA is a shared experience for everyone to enjoy. Each of us can make it better for all by being considerate of others. YMCA members, volunteers and staff pledge to treat one another with Caring, Honesty, Respect and Responsibility.

# EMERGENCY PROCEDURES

**Evacuations** All emergency exits are clearly marked, please familiarize yourself with their locations. Should an evacuation of the facility be required for any reason, follow the directions of YMCA staff to ensure a safe and orderly exit from the building.

**Fire Alarm** If the fire alarm sounds please:

- STOP all activity
- Wait for instructions from staff

**Incident Reports** In the event that first aid or corrective action is provided to you, or for you, the staff responding is required to ensure that proper documentation is provided for our records.

**Member Responsibility** Members are expected to assist us in an emergency by following the instructions from staff in order to resolve the situation as efficiently and safely as possible. Staff on Duty Staff 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.



# GYMNASIUM

## Rules & Guidelines

- No dunking
- No spitting
- Proper non-marking shoes and attire are required
- No vulgar and/or profane language
- No full-court games during family or open gym times

**Locker Rooms** Day Use Only. We provide complimentary lockers for day use only. We advise all members to place a lock on the locker they are using. Locks may be checked out at the Wellness desk. Locks left on overnight will be cut off and the locker's contents will be stored for two weeks before being donated to an appropriate charity. We are not responsible for the replacement of cut locks.

**Kit Lockers** Kit lockers are available to members:

\$36 for kit lockers/year/locker or \$3/month

**Swim Suit Spinner** For your convenience, swim suit spinners are available for use in all locker rooms. The YMCA is not responsible for damaged or lost suits.

**Security** The YMCA cannot guarantee the security of personal belongings. Therefore, we ask that you leave valuables at home. The YMCA will not be held responsible for any lost or stolen items anywhere on the premises, including the parking lot and those locked in lockers.

**Lost & Found** The Alexandria Area YMCA is not responsible for lost or stolen items; however, if you do lose something, please check at the Welcome Center. Items are kept for two weeks, after which they are donated to an appropriate charity.

**Children in Locker Rooms** For the comfort of our child and fellow members, children ages 5+ must use the appropriate gender locker room. Youth ages 6-16 must use the appropriate gender Youth & Family Locker Rooms.

**Trans-gender Use of Locker Rooms** The Alexandria Area YMCA encourages those individuals that are trans-gender to use the Family/Special Needs Locker Rooms and the gender neutral bath room on the 2nd floor while utilizing the YMCA facilities.

**Gym Bags** For your safety, store personal items including gym bags, purses, extra clothing, etc. in the locker rooms or designated areas. Locks are available at the Welcome Center. The YMCA is not responsible for lost or stolen items

# RUNNING/WALKING TRACK

## Age Guidelines

- Members Ages 14+ are permitted full use of the track
- Members 10-13 years old must be accompanied side-by-side by an adult YMCA member, 18+
- No one under the age of 10 is permitted on the track, except during designated family times.

## Proper Attire

- Proper workout attire and closed-toe athletic shoes are required
- No sandals, swimsuits, or clothing that may be inappropriate in a family environment

## Food

- Closed water bottles are allowed
- No food or gum allowed

## Track Etiquette

- Follow the daily directional signs
- Always run or walk single file except to pass
- All walkers and slower runners keep to the inside rail
- No spitting on the track
- No strollers

**Track Safety** For the safety of all members, the use of dumbbells, balls, and open air stereos is prohibited along with spectators on the track.

# GROUP EXERCISE

**Age Guidelines** Members ages 14+ may participate in specified fitness classes, or family fitness classes. Members 18+ may participate in any fitness class (check schedule for details).

**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.

**Proper Attire** T-shirts, shorts, sweat pants, tights, leotards, socks and closed-toe athletic shoes are acceptable. No street clothes—including jeans, sandals or swimsuits allowed.

**Safety Guidelines** Members must follow the class guidelines and instructor's directions. It is highly recommended that you see a physician before beginning an exercise program, especially if you have any pre-existing medical conditions.

# CHILDREN & YOUTH

**Access** Our expectations are that parents are responsible for their children at all times. We need your support in ensuring children and youth will:

- Accept directions from YMCA staff
- Show courtesy and respect for others while at the YMCA
- Not use offensive/hurtful language anywhere within the YMCA
- Take care of the facility and equipment
- Abide by the guidelines outlined in this handbook

\*Please also remember that youth age 9 and younger must be accompanied to the facility by a parent or adult age 18+. Children under age 6 must remain with a parent or guardian at all times unless registered in a supervised program or class.

**Child Watch** No food or snacks are permitted in the Child Watch area due to the high utilization of Child Watch by children with food allergies. Please help us provide a safe and healthy environment for all participants.

- YMCA members with a one-adult and two-adult household membership will receive FREE child watch services for their immediate family members.
- YMCA members with an adult or young adult membership, will be required to pay the hourly rate for child watch by purchasing a punch card.
- Child Watch services are for children 6 weeks to 6 years old.
- The responsible party must remain on the YMCA premise at all times.
- Child Watch schedules are available at the Welcome Center.
- Child Watch provides services for a maximum of 2 hours per day.
- Child Watch may utilize the gymnasium, playground, outdoor field space and classrooms based on availability and the number of children.

**Crying Children** Children will be cared for in a compassionate and responsible manner by staff. In the event that a child cries for ten consecutive minutes, parents will be asked to pick-up their child. Although this may interfere with your workout, this procedure will be followed for the comfort and well-being of your child and other children in the Child Watch area. We encourage you to continue to bring you child to Child Watch so that they may become accustomed to the environment. We will be happy to try to accommodate unhappy and/ or uncomfortable children during our less active childcare times. Please check with staff for these time periods.

## **Diapers**

- Diapers will not be changed (in the event of needing a diaper change, the responsible party will be contacted).
- Please bring your child in a clean diaper

**Discipline** Discipline in Child Watch is based on an understanding of the individual child's needs and stage of development. Our goal is to develop self-discipline, responsibility for self, and respect for others. It is based on the use of positive reinforcement, reasonable expectations, logical consequences, distraction and diversion, and if necessary, supervised removal from the group for short periods of time. Physical punishment is never administered.

**Footwear** Infants are required to wear socks and/or shoes at all times  
ALL mobile children must wear shoes at all times  
Close-toed shoes are recommended for safety

## **Ratios**

The YMCA Child Watch strives to maintain a 1 staff to 15 children ratio.

**Staff Certifications** Child Watch attendants are fully trained and competent individuals. Each attendant is certified in CPR, AED, and First Aid All skills are recertified annually.

**Sign In/Sign Out** ALL participants must be signed-in and signed-out of Child Watch. Only parents, grandparents, or legal guardians may sign-in/out their child. Parties signing out must have proper identification for both responsible adult and child. Staff will verify membership and identity upon sign-in and sign-out. Membership cards for child participants will remain in the area for security purposes

# **CHILD CARE:**

Pick up a detailed brochure on our licensed all day child care facility at the welcome center!

# AQUATICS

**Pool Rules** For your safety and the safety of others, we ask that you follow the guidelines below:

- The lifeguard has complete authority over the pool area
- Please WALK on the deck and in locker rooms at all times
- Diving is not permitted
- Shower prior to entering the pool area.
- Do not bring food, beverages or gum into the pool area, for they are not allowed.
- Closed water bottles are permitted
- People with infectious medical conditions should refrain from swimming
- Inform the YMCA staff of anything that may be a safety issue
- Please respect the requests of YMCA staff on safety related issues
- Pool Slides and/or Aquatic Play Structures are regularly scheduled and are not always available (Check the schedule)
- Participants must be 48" tall to use the Water Slide
- The lifeguard on duty must approve all toys and other equipment brought to the facility.
- All YMCA pool toys/equipment must remain at the pool.
- Kick boards and pull buoys are provided only to lap swimmers.
- Inflatable flotation devices are not permitted in the pool.

**Age Guidelines** Children under the age of 6 must be directly supervised by an adult in the water and within arms reach. A supervising adult is considered to be a person age 18+.

**Lane Swimming** Swimmers should swim on the right side of their respective lane. Each turn should be approached from the right to the left and finished with a straight-ahead push off. Please refer to the current pool schedule for lap swimming times, found at the Welcome Center or on our web site.

## Proper Attire

- Bathing suits are required, for men and boys, and for women and girls.
- Requests for alternative wear due to religious and/or cultural reasons may be addressed directly with the Aquatics Director
- White T-shirts may be worn over suits
- Cutoffs are not permitted
- Street shoes and gym shoes are not permitted on the pool deck
- Children who are not yet toilet trained must wear swim diapers. Cloth or disposable diapers cannot be worn in the pool.

**Staff Certifications** All YMCA lifeguards are certified in CPR for the Professional Rescuer, First Aid and life-guarding.

# WELLNESS CENTER

## Age Guidelines

- Members ages 14+ are permitted full-use of cardio equipment after completion of a scheduled wellness orientation. Members ages 14+ are permitted full use of the entire Wellness Center after the active teen program series is completed.
- No one under the age of 13 is permitted in the Wellness Center.

**Cardio Time Limit** Limit your time on all cardio equipment to 30 minutes during peak times, or when others are waiting.

**Circuit Priority** Members who wish to use the strength training in circuit format are given priority over those performing multiple sets. Circuit users utilize each machine for a set of 8-12 repetitions. If you intend to perform more than one set of repetitions on a machine, please allow others to work through on the equipment as you rest between sets.

**Cell Phones** For your safety and out of respect for other members, we ask that cell phones are not used in the wellness center.

**Collars & Spotters** For the safety of all members, collars are required on all free weight bars. Spotters are recommended. Do not drop weights.

**Rack Your Weights** As a courtesy to all members, when using free weights please return equipment to its proper place at the end of your workout.

**Wellness Orientations** It is highly recommended that all members participate in a wellness orientation. This is a FREE benefit of your membership. Orientations may include instruction on how to use equipment safely and effectively. Schedule an appointment with one of our staff. Wellness orientation is required for teens ages 14+.

## Food

- Closed water bottles are allowed
- No food or gum allowed

**Personal Trainers** The YMCA offers Personal Training for our facility members. Use of non-YMCA personal trainers is prohibited within our facilities and may result in loss of membership.

**Towels Cleaning** spray and paper towels will be provided to wipe down each machine after use. It is highly recommended that you bring a workout towel, as there will be none available for member use.

# SUPPORT YOUR YMCA!

**Strong Kids Campaign** The Alexandria Area YMCA seeks to ensure that everyone has the opportunity to participate in programs and services that assist them in living fuller, healthier lives. Because of the positive impact of the Strong Kids Campaign, more lower-income youth, teens and families throughout our community are provided the opportunity to participate in YMCA programs and services than ever before.

Making a gift through the YMCA Strong Kids Campaign not only supports the YMCA's commitment to serving all, but makes a direct and positive impact on the quality of life for local individuals and families. If you would like to make a gift to the Strong Kids Campaign call 320-834-9622.

**Volunteer Information** Volunteers are the strength of our organization. They make it possible to offer the wide range of quality services and programs that we do. Their contributions impact all aspects of the Alexandria Area YMCA. Volunteer Opportunities:

- Aquatics
- Membership Ambassador
- Service Learning Projects
- Wellness Ambassador
- Fund-raising
- Committees
- Special Events
- Youth Sports Coaches

If you are interested in becoming a YMCA volunteer, please contact the Welcome Center!

**YMCA Programs** The Alexandria Area YMCA offers a variety of programs for all ages that are designed to build a healthy spirit, mind and body. Our programs include:

- Active Older Adults
- After School Child Care
- Family Programs
- Group Fitness Classes
- Youth Sports
- Summer Day Camp
- Swim Lessons
- Water Fitness Classes