FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

STEVENS POINT AREA YMCA

We serve our community through four locations in Central Wisconsin.

STEVENS POINT YMCA
PLOVER YMCA
WAUSHARA COMMUNITY YMCA
PETERS FAMILY YMCA CAMP GLACIER HOLLOW

COMMITMENT TO ALL

The Y is made up of people from all backgrounds working together to strengthen their communities. Together we work to ensure that everyone, regardless of ability, age, cultural background, disability, ethnicity, faith, gender, gender identity, ideology, immigrant status, income, race, sex, or sexual orientation has the opportunity to reach their full potential.

Our Core Values - Caring, Honesty, Respect, and Responsibility – guide us in everything we do.

The Y is committed to providing programs and services that are inclusive and welcoming to all. We value an environment that fosters dignity, respect, fairness, and appreciation for all aspects and dimensions of diversity.

MEMBERSHIP POLICIES

Our policies are designed to ensure all members, program participants, staff, and guests feel safe and welcome at the Y. All parties agree to follow the policies outlined below while visiting the Stevens Point Area YMCA facility or program sites. By adhering to these guidelines, together we are able to maintain an environment reflective of the Y's core values of caring, honesty, respect, and responsibility.

CODE OF CONDUCT

The Y is committed to providing a positive environment that is safe and inclusive to all. We have adopted a Code of Conduct to govern the actions and behaviors of all members, program participants, and guests while in our facilities and while participating in Y programs. All individuals using any of our facilities must conduct themselves in a manner consistent with the Y's Core Values of Caring, Honesty, Respect, and Responsibility. Failure to do so may result in suspension or termination of membership privileges. The actions listed below are not an all-inclusive list of behaviors considered inappropriate in our facilities and programs. Other behaviors not listed below may be considered unacceptable and result in suspension or termination of membership privileges or of program participation.

- Profanity or abusive language
- Inappropriate or revealing attire
- Smoking, use of alcohol or drugs
- Sexually explicit conversation or behavior
- Any sexual contact with another person
- Harassment or intimidation
- Theft and/or removal of YMCA property
- Carrying or concealing a weapon
- Criminal conduct of any type
- Inappropriate use of electronic devices or cell phones

Inappropriate behavior or conduct is unacceptable, and the Y retains the right to deny a membership or revoke a membership at its sole discretion. For the safety and well-being of all YMCA members, staff, and participants, the YMCA takes every allegation of abuse seriously and fully cooperates with authorities as needed. The President and CEO has the final authority on any membership, program and visit decisions.

THE STEVENS POINT AREA YMCA TAKES A NO TOLERANCE STANCE FOR ANYONE REGISTERED AS A SEXUAL OFFENDER.

GENERAL FACILITY POLICIES

1. **Sign in/check in and registration is required with every visit:** All members and guests will be required to sign the YMCA Assumption of Risk, Release, and Waiver of Liability and Indemnity Agreement. Each person on the account is required to have their picture taken with their face visible on their first visit. Membership cards must be scanned each time the member enters the facility. A government-issued photo ID is required for all Nationwide Members at check in.
2. **Safety:** All members, program participants, and guests are required to follow all posted rules and staff directives.
3. **Appropriate attire must be worn at all times:** Closed-toe shoes are to be worn at all times, with the exception of locker rooms and aquatic areas. Clean athletic shoes with a closed-toe are required in Wellness Center areas. Clothing with vulgar language, obscene gestures, racial slurs, or anything that contributes to a hostile environment or considered inappropriate in a family environment is strictly prohibited. The YMCA reserves the right to define offensive/inappropriate attire.
4. **Restricted use of electronic devices and cell phones.** With respect to our members, staff, program participants and guests, use of electronic devices and cell phones is restricted. **Cell phones are prohibited in all locker rooms.** If you do need to make or take a phone call, please do so in authorized areas, speak quietly, and be respectful of other members. Devices should be used with headphones and set at a volume that does not disturb other members or create a safety hazard. Listening to music, watching videos/movies, podcasts and other forms of entertainment is allowed as long as it is family-friendly, non-violent, and appropriate. **Use of cameras, cell phones, video equipment for photography** is strictly prohibited without expressed approval from YMCA management.
5. **Threatening physical contact or language is prohibited:** Physical contact with another person in any hostile or threatening manner is not permitted. Hostile or vulgar language, including swearing, name-calling, or shouting is also prohibited. Use of social networking websites in a manner that is contrary to the Y's mission, is detrimental to the community, or in violation of the law is not permitted.
6. **Tobacco, smoking, vaping, drug and alcohol use is not permitted:** Using, possessing or being under the influence of alcohol or illegal drugs, including marijuana or any substance containing THC, cannabis or similar substance (whether legal or not under Wisconsin law) in or outside of Y facilities or programs or on Y property is prohibited at all times. Similarly, smoking or vaping any substance (whether legal or not under Wisconsin law) 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 delivery systems or electronic smoking devices, such as e-cigarettes, e-pipes, e-hookahs, and e-cigars.
7. **Any demonstration of sexual activity, contact, or conduct is prohibited.**
8. **Loitering is not permitted inside or outside of Y facilities or programs. The Y limits solicitations, surveys, petitions, distributions, and conducting non-Y business on its premises:** Individuals who are not employed or authorized by the Y may not solicit or distribute literature on Y property at any time for any purpose nor may they use the Y's facilities or premises to conduct their own personal business.
9. **Weapons are prohibited:** Bringing dangerous or unauthorized materials, such as explosives, firearms, knives or other sharp objects, weapons, guns, hazardous materials or other similar items into a Y facility or onto Y property is strictly prohibited. This includes items that appear to be real, such as toy guns.
10. **Certain criminal convictions may result in immediate termination of Y membership:** The protection of our members, program participants, staff, and guests participating in our programs

and/or using our facilities is of paramount importance to the Y. The Y reserves the right to deny a membership or revoke a membership at its sole discretion to any person who has been accused or convicted of any crime involving child and/or sexual abuse, has ever been convicted of any offense relating to the use, sale, possession or transportation of narcotics or habit forming and/or dangerous drugs, or is presently or habitually under the influence of dangerous drugs or chemicals, narcotics or intoxicating beverages.

11. **Sexual Offender Registry:** The Y conducts regular sex offender screenings, on all of its members, program participants, and guests. If a sex offender match occurs, the Y reserves the right to cancel membership, end program participation, and remove access.
12. **Universal Locker Room**: The Universal Locker Room is gender neutral, and open to users of any gender identity or expression.
13. **Inclusivity:** The Y welcomes all ages, genders, races, ethnicities, faiths, economic backgrounds, abilities, gender identities and sexual orientations without discrimination and judgement. Those who are transitioning are welcome to use the Universal Locker Room.
14. **The parking lot is for use by members and participants who are actively engaged in a YMCA offering.** All-day parking is strictly prohibited. Repeat offenders may be ticketed and towed at owner's expense. Overnight parking is NOT allowed. No parking in the loading or drop off zones, fire lanes, or on the soccer field. Park in designated areas only.
15. **Bike racks are located on the west side of the YMCA building:** Please make sure to lock your bike securely. The YMCA is not responsible for any lost, stolen, or damaged bikes.
16. **Food and drink are permitted in designated areas only.** No glass bottles or containers are allowed in the facility. **No food or drink (except water) is allowed in the gym or wellness spaces.**
17. No running or bouncing balls in halls or locker rooms.
18. Use of the YMCA equipment and facilities must be in line with our pillars: Youth Development, Healthy Living, and Social Responsibility. Loitering is not permitted. Equipment must be used as intended.
19. **Due to liability reasons, the YMCA does not allow skill instruction, coaching, or personal training by anyone in any area of our facility other than certified YMCA staff without the expressed written consent from our Member Services Director.**

AGE GUIDELINES

MEMBERSHIP AND FACILITY USE

- Under 18 may join as individuals; however, all youth must have a parent or legal guardian sign the membership agreement and waiver.
- Youth 8 and under must be supervised by a parent/guardian while in the facility.
- Ages 16+ may be considered the supervising guardian for siblings age 8 and under when using Y facilities, provided responsible and appropriate behavior be exercised at all times.

GYMNASIUM

- Ages 9+ may use the Gym and racquetball courts without adult supervision.
- Youth 8 and under must be supervised by a parent/guardian.

HEALTH & WELLNESS

- Ages 8-10 may use cardio equipment and must be supervised at all times.
- Ages 10-12 require a wellness center orientation and supervison. May use cardio and selectorized/pin-loaded equipment.
- Ages 13-15 require a wellness center orientation and may use all equipment without direct supervision may use all fitness equipment in the Wellness Center
- Ages 16-17 may use the wellness center independently
- Youth 12 and under are not allowed to use the free weights.
- Ages 13+ may participate in all Group Exercise classes without a parent or supervising guardian, including BODYPUMP.
- Ages 7-12 may participate in Group Exercise classes labeled FF (Family Friendly) when accompanied by a parent/guardian.

AQUATICS

- Children 6 and under must be accompanied by a parent/guardian in the water.

- Ages 7-12 must have a parent/guardian on the pool deck providing adult supervision to their child (ren) in the pool. Ages 16+ may be considered the supervising guardian for siblings.
- Ages 13+ may swim without adult supervision, but must adhere to Pool Rules and Aquatic Policies.
- For health concerns, a full body shower with soap is required before entering pool area.
- Safety breaks may be taken as often as every 30 minutes during Open Swim to ensure the safety of our swimmers. Please allow 5-10 minutes for pool format changes. This allows our lifeguard staff to move, remove, or add lane lines to change the configuration of the pool.
- **Lap Swim:** Lanes are available for patrons to swim or walk laps. Circle swim is required when the patron load requires.
- **Open Swim:** Swim time for all YMCA members and guests. Daily membership is required for guests.
- **Water Exercise**: Classes offered throughout the day. Please see the program guide under Health & Wellness for class descriptions.

LOCKER ROOMS

- Members who are 18+ may use Adult Locker Rooms located downstairs by the Wellness Center.
- Universal Locker Rooms are gender neutral, and open to users of any gender identity or expression. Children under the age of 8 must be supervised in the locker room at all times. All users must remain clothed in shared areas. This area is under video surveillance.
- Women/Girls General Locker Room, located upstairs near the main entrance, may be used by:
    - Females age 10+
    - Girls age 3-9 accompanied by a female parent/guardian
    - Children under 3 of either gender accompanied by a female parent/guardian
- Men/Boys General Locker Room, located upstairs near the main entrance, may be used by:
    - Males age 10+
    - Boys age 3-9 accompanied by a male parent/guardian
    - Children under 3 of either gender accompanied by a male parent/guardian

DROP IN CHILD CARE

- Available to parents/guardians with Single Parent or Household memberships only.
- Open to children 6 weeks to 8 years.
- There is a 3-hour time limit and parents/guardians must remain IN THE FACILITY at all times.

Children must be dropped off and picked up by their parent/guardian. A sibling who is 16+ may also drop off or pick up.

YOUTH ACTIVITY CENTER

- Open to children 8-12 years.
- For children between the ages of 8-12, parents/guardians must remain IN THE FACILITY at all times.
- Children between the ages of 8-12, must be dropped off and picked up by their parent/guardian. A sibling who is 16+ may also drop off or pick up. Children over 12 may sign themselves in/out.

CHANGES TO YOUR MEMBERSHIP

Monthly bank drafts for membership will continue indefinitely, regardless of usage, until you give the YMCA a written notice of your intent to cancel 15 days in advance of your automatic withdrawal date. A $20 service fee will be charged on any returned draft. Fees are non-refundable. If you or any family member is registered for a class during the session, your membership will not cancel until the end of that program. Member must fill out a cancellation/account hold form online or in-person stating cancellation, you cannot cancel over the phone. If decided to rejoin, my new membership will be subject to any applicable joiner fees 4 months after cancellation.

- The YMCA will allow members to hold their membership once a year (during 12-month period) for a fee of $10 per month (plus applicable locker rental fees) and automatically restart on the date provided by the Member, not to exceed a period of one year. Following one year, the membership will automatically revert to full pay, active membership. The new member fee will not apply.
- Member must notify staff in writing, proactively of absence, not retroactively.
- Absence must be a minimum of 30 consecutive days to freeze the membership.

METHODS OF PAYMENT

- **Monthly Bank Draft:** The YMCA will draft your checking, savings, or credit/debit card account monthly. A voided check or credit/debit card information, with your first month's payment are

required upon joining. Monthly bank draft memberships continue indefinitely, until you give the YMCA written notice 15 days in advance of your automatic withdrawal date. A $20 service fee will be charged on any returned draft. Fees are non-refundable.

- **Annual Payment** Annual memberships require a 12-month membership commitment. Membership is non-refundable. The YMCA reserves the right to change membership fees with 30 days written notice to members.

CHECK-IN PROCEDURE

Sign in/check in and registration is required with every visit. Members without a valid membership card may be denied entry. A government-issued photo ID is required for all Nationwide Members. Lost or stolen cards must be reported and replaced. Program participants should check-in at Member Services prior to attending class.

COMMUNICATIONS

We communicate with our members in many ways, including the following:

- YMCA website (spymca.org)
- YMCA 360 App (Apple Store, Google Play: stevens point ymca)
- E-mail (info@spymca.org)
- Direct Mail
- Facebook and Instagram (FB: @spymca, IG: stevens_point_area_ymca)
- Comment Cards

Most member communications go out through EMAIL. If you are not receiving email correspondence from the Y, please email info@spymca.org. You can also follow us on Facebook and Instagram for other Y news. If you have any questions about your membership, please contact **Member Services at 715-342-2980** for assistance.

LOST AND FOUND

The YMCA suggests that you invest in a strong lock and always secure your belongings. If you do lose an item, please inquire at Member Services. The YMCA is not responsible for lost, stolen or damaged items.

PHOTOGRAPHS

The YMCA reserves the right to take photographs of adults and children participating in YMCA programs to be used in promotional literature.

GUEST POLICY

Guests are welcome at the Stevens Point Area YMCA. Please remember that our priority is to serve our Members who have made a commitment to the Y by joining. Our guest policy is designed to make reasonable accommodations for others wishing to participate at our Y. Guests will be required to sign the YMCA Assumption of Risk, Release and Waiver of Liability and Indemnity Agreement and have their picture taken with their face visible on their first visit. Guests will be required to follow all other General Facility Policies.

NATIONWIDE MEMBERSHIP

- The Stevens Point Area YMCA is proud to serve members across the country through the Y's Nationwide Membership program.
- Nationwide Membership enables Y members to visit any participating YMCA in the United States.
- Valid for active full-facility Y members only.
- Nationwide Membership visitors are expected to use their home Y at least 50% of the time.
- Program-only participants are not eligible for Nationwide Membership.

PROGRAM REGISTRATION

Some session dates may vary; please see specific program for details. Members of the Stevens Point Area YMCA receive substantial discounts on programs as well as preferred registration. You can register online at www.spymca.org, in-person, by phone or drop-off a registration form during regular business hours. If you have questions about registration, call 715.342.2980

Program Cancellation Information:

1. Payment of class fee is required at time of registration in order to secure your enrollment.
2. Certain programs have a separate registration form.
3. Refunds/Credit Vouchers:
    - The YMCA reserves the right to cancel, reschedule or combine classes that do not have sufficient enrollment. In the event of a cancelled class due to lack of enrollment, a full refund or credit will be issued.
    - No refunds/credits given for individual classes missed.
    - No refunds/credits given on individual classes cancelled due to weather.
    - No refunds/credits given for the first 14-days of any illness or medical related incidents.
    - Some programs require a non-refundable deposit/registration fee. Cancellation in these programs will result in loss of the deposit/fee.
    - Credit vouchers expire 12-months after date of issue.
    - The YMCA will not make up or refund any programs that fall on a holiday.
    - Any cancellation made 1-week prior to the start of a new program is eligible for a credit voucher. The YMCA will retain a $5 cancellation fee.
    - For School Age Care, Preschool, Child Care, and/or camp payments, please refer to the specific handbook or registration form for any variation to this policy.
    - If a refund is owed, the YMCA will send a refund check for the amount owed to the member/participant. When possible, the YMCA will issue a refund to the credit card used to pay the original fee.
    - Processing a refund may take up to two weeks and processing fees may be deducted from your refund.
    - Credit Vouchers are an electronic deposit of the credit amount into the member/participant's YMCA account, and can be redeemed toward any program, product or service the Stevens Point Area YMCA offers. Vouchers are valid for 12 months.