

Raritan Valley YMCA



Member Handbook



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

Web: www.raritanvalleyymca.org PH: (732) 257-4114

Welcome to Your Neighborhood YMCA

Thank you for choosing the **Raritan Valley YMCA** for your family's fitness, child care and recreation needs. Since 1867 we have proudly served East Brunswick and the surrounding communities. As a member, we invite you to join our programs, volunteers, and the caring spirit of our organization, as we help to make our community a healthier and happier place to live. We consider it a privilege to serve you!

This handbook has been designed to answer your questions and help you become more involved in the YMCA. Please don't hesitate to call upon our caring and knowledgeable staff if you have additional needs or if we can be of assistance in any way!

Mission Statement

The Raritan Valley YMCA is committed to building strong kids, strong families and strong communities throughout our area. It is a charitable not for profit organization that welcomes all people regardless of age, race, religion, or economic status and strives to enrich each and every life through a unique, dynamic combination of programs that strengthen spirit, mind, and body. The Raritan Valley YMCA embraces the values of caring, honesty, respect, and responsibility.

Adult Health and Fitness Vision

Because inactivity has become the most prevalent cause of premature death in the United States, it is our vision to make YMCA health and fitness membership an programs available to everyone in our community. Through Activate America the YMCA is compelled to transform the way we work both internally and externally to support all kids, adults, families and communities in their pursuit of well-being in spirit, mind and body. The YMCA is best equipped to influence change in individuals and in our communities to proactively address the nation's growing health crisis, which is central to the achievement of our mission.

Membership in YMCA health and fitness programs are designed to meet different peoples needs of cardiovascular health, strength training, weight loss, stress reduction, and education; while meeting the expectations of the highest quality and value. The Raritan Valley YMCA serves people and families of all ages, income levels and physical condition with emphasis on responsibility and self improvement.

Policy of Non Discrimination

It is the policy of the YMCA to make membership available to all persons regardless of race, color, religion, sex, age, marital status, sexual orientation, national origin, disability, or financial circumstances without discrimination.

Hours of Operation

Monday through Friday 5:30 am - 9:00 pm

Saturday 7:30 am - 4:00 pm

Sunday 8:30 am -4:00 pm

Member Code of Conduct

The YMCA is committed to providing a safe and welcoming environment for all members and guests. To promote safety and comfort for all, we ask individuals to act appropriately at all times when in our facility or participating in our programs. We expect persons using the YMCA to act maturely, to behave responsibly, and to respect the rights and dignity of others. Our Member's Code of Conduct outlines prohibited actions, but the actions listed below are not an all-inclusive list of behaviors considered inappropriate in our facilities or programs.

- Using or possessing illegal chemicals or alcohol on YMCA property, in YMCA vehicles or at YMCA sponsored programs.
- The YMCA and its property is a drug and alcohol free environment.
- Smoking on YMCA property. The YMCA and its property is a smoke-free environment.
- Carrying or concealing a weapon or any device or object which 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.
- Verbally abusive behavior, including angry or vulgar language, swearing, name calling or shouting.
- Sexually explicit conversation or behavior; any sexual contact with another person.
- Inappropriate, immodest, or sexually revealing attire.
- Theft or behavior that results in the destruction or loss of property.
- Loitering within or on the grounds of the YMCA.
- **No cellular phone usage is allowed in the locker rooms and bathrooms.**

In addition, the YMCA reserves the right to deny access or membership to any person who has been accused or convicted of any crime involving sexual abuse, is or has been a registered sex offender or predator, 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.

Members and guests are encouraged to take responsibility for their personal comfort and safety by asking any person whose behavior threatens their comfort to refrain from such behavior. Anyone who feels uncomfortable in confronting a person directly should report the behavior to a staff person or the building supervisor on duty. YMCA staff members are eager to be of assistance. Members and guests should not hesitate to notify a staff member if assistance is needed. In order to carry out these policies, we ask that members and guests identify themselves when asked. Additionally, our Staff Code of Conduct prohibits staff members from babysitting, transporting, and providing other services to youth outside of designated YMCA programs. Please do not jeopardize the staff member's position by asking.

The Branch Executive (or designee) will investigate all reported incidents. Suspension or termination of YMCA membership privileges may result from a determination by the Branch Executive if, in his or her discretion, a violation of the Code of Conduct has occurred.

Membership Policies and Information

The YMCA is a family organization that values personal responsibility, honesty, caring, mutual respect and non-violence. In joining, members subscribe to the YMCA policies and are expected to abide by its rules.

- Wellness Center Membership cards must be carried at all times. Members must pay a \$2.00 fee to replace lost cards.
- Wellness Center Membership cards must be presented at each visit. Loan of membership card is prohibited and subjects the owner to loss of privileges.
- Membership renewals are due upon expiration date. (See Renewal Policy for details)
- When families are present at a YMCA facility/program, parents are responsible for the supervision of their children unless the children are enrolled in a scheduled, supervised activity. Parents are expected to help enforce YMCA rules.
- The YMCA reserves the right to cancel any program that fails to meet minimum enrollment requirements. Schedules and rates are subject to change.
- Program fees are payable upon registration.
- The YMCA reserves the right to take pictures/video of its participants for brochures/publications/web site and other marketing purposes. If you would prefer not to be photographed, please stop by the Front Desk and let us know in writing.
- Memberships are not refundable and non-transferable.
- All program & membership fees are subject to change without notice.
- Membership Accident Insurance - A YMCA member or program participant's membership includes Basic Accident Coverage. The YMCA is a secondary insurer.
- All Members are REQUIRED to scan their Wellness Center membership card at the Front Desk at the start of each visit. NO EXCEPTIONS. The YMCA's rules and regulations apply to all of our members and guests.

Renewal Policy

Monthly draft memberships will be automatically renewed unless cancellation in writing is received 30 days prior to the renewal date.

Renewal of annual memberships must be paid by the termination date.

If an Adult Wellness Center membership expires or is cancelled, the member will have 45 days to re-enroll without incurring the \$75 joiner's fee.

A monthly Wellness Center membership can be cancelled at any time with 30 days advanced written notice.

See refund policy for more information.

At the YMCA You Should Expect Excellence!

You Can Expect:

- To be greeted and served promptly at our reception desk - with a smile.
- To be recognized by our instructors each time you come to class.
- To receive prompt attention to your suggestions and feedback.
- To deliver programs that are of excellent quality, with your health and well being as the highest priority.

Fitness Center Policies and Procedures

- Our Fitness Staff are eager to assist you and to help you have a safe, effective, and fun workout.
- Please be considerate to other members waiting to use equipment.
- Please be courteous towards members and staff.
- 30 minute limit on Ellipticals and Treadmills is required during peak times.
- Spray and wipe off the equipment after each use.
- Please wear appropriate attire. Wear proper athletic shoes and clothing.
- No foul language.
- No food or beverages on the fitness floor (only exception is water).
- No gym bags, towels, etc. on the fitness floor to prevent injuries.
- Ask for assistance if you do not know how to use the equipment.
- Avoid banging or dropping weights.
- Always use a spotter when attempting to lift maximum weight.
- Re-rack weights and return all other accessories to their proper locations.
- The management reserves the right to alter and/or amend the operating schedule as needed; any alterations will be posted immediately.
- Please limit your use of equipment to one machine at a time.

For their safety:

- No one under 13 years of age is allowed in the free weight area at any time.
- Only certified youth or those attending a YMCA program are allowed in the fitness area.
- During "Open Gymnasium" time children ages 7-15 must be accompanied by a parent or legal guardian.

Medical Checkup/Status

A pre-participation medical checkup and an annual evaluation by your physician are strongly recommended for participation in YMCA physical fitness activities. If at any time, while you are at the YMCA, you begin to feel symptoms such as chest pain, dizziness, shortness of breath, or experience any type of severe discomfort, stop exercising, stay calm and notify a staff member immediately.

Special Needs

The YMCA provides opportunities for people with physical and mental disabilities to participate in our programs. The Wellness Center has cardio equipment to assist the visually impaired and wheel chair accessible strength training equipment. So that we may provide a positive experience, please contact the YMCA about any accommodations needed for participation.

Orientation

We highly recommend that new members schedule an appointment for their one-on-one fitness orientation. These free orientations are provided to help members become more familiar with the Fitness Center. The session is designed to instruct members on usage of the various cardiovascular, free, plate loaded and selectorized machines. The instruction will include safety tips, proper seat adjustment and spotting. Basic work-out routines, fitness center rules, and attire will also be addressed. Please sign up at the front desk.

Personal Training Policy

Based on the recommendations of the national YMCA of the USA, and due to the fact that personal training services are offered by the Raritan Valley YMCA, only Raritan Valley YMCA certified personal training staff members will be allowed to utilize YMCA facilities for personal training services.

Personal Training (additional fee applies)

- **Motivation:** Our YMCA certified trainers will coach, challenge and encourage your efforts for better health and fitness. The trainers help you break through plateaus and help vary your routine to assist you in reaching your desired fitness goals.
- **Safety:** Our YMCA certified trainers will instruct you on how to safely and effectively perform exercises suitable for your age, fitness level, physical limitations and desired fitness goals.
- **Recommendations:** Our YMCA certified trainers will develop a program that suits your individual goals and schedule. The trainers will recommend exercises and stretches that can improve your game in golf, tennis, basketball, baseball, or help with any other conditioning need.

Childwatch

Childwatch is available for children of YMCA members while parents are on the premises using facilities. This program is free to active members. Childwatch is offered for children 6 weeks to 13 years old with a daily cumulative two hour maximum. Child Watch is available M-F 9am-12pm and 3:30pm-7:00pm, Sat. and Sun. 9am-noon, Please note that Child Watch is a FREE service provided by our fitness center for members and not part of our child care, preschool or school age programs.

Lost and Found

All personal items left at the YMCA will be kept in "lost and found". Items not picked up in a timely manner will be discarded or donated to charity. The YMCA is not responsible for any lost or stolen property. Please put your name and phone number on items for identification.

Equipment Malfunctions

Please report any equipment that may appear broken or is not working properly. We will do our best to get it working for you as soon as possible.

Suggestions and Comments

Your suggestions and concerns are always welcome. YMCA employees are known for being friendly, responsive and caring people. Please feel free to contact any of our staff to ask questions as well as to make suggestions. If you have a specific concern which has not been resolved by our membership service staff, please feel free to ask to speak to the Senior Program Director or Executive Director.

Staff

The front desk staff is available during all operating hours to assist members. Fitness Center staff is available to help you at the following times: (Staff schedule is subject to change).

Monday through Friday

5:30am - 12:00pm

4:00pm - 9:00pm

Saturday

7:30am – 4:00pm

Sunday

8:30am - 4:00pm

Locker Rooms

Locker room facilities are available for use by all members and program participants. There is also a family changing area/bathroom adjacent to the Fitness Center to accommodate parents of the opposite sex who wish to assist their children. You must bring your own soap, shampoo and towels. Please report any problems or unsanitary conditions to the front desk staff. Children are not permitted in locker rooms with out being accompanied by a parent or guardian. For their safety, at no times should a child be left unattended in a locker room.

Lockers & Locks

We encourage the use of a padlock to secure your belongings. Persons using locker rooms must provide their own locks. Locks must be removed after each use. Locks will be cut off if left on lockers. The YMCA is not responsible for lost or stolen items.

Insurance

Members need to provide their own health and accident insurance coverage. If there is a medical emergency, we will contact 911 and/or the East Brunswick police. In the case of a serious accident, we will make every attempt to notify a family member. Please be sure that your membership application information is updated regularly with emergency contacts.

Accidents

Contact a YMCA staff member immediately if there is an accident, injury, or unusual incident. We require members to complete an accident/injury report with the aid of the staff member. Without a report completed at the time of the incident, the YMCA can not be held responsible. 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.

Financial Assistance

The YMCA offers financial assistance to anyone who cannot afford to become a member or participate in a program. This is made possible through contributions to our Annual Strong Kids Campaign, Grants, and Donations. Financial Assistance forms are available at the front desk upon request and are kept strictly confidential. All applications must be submitted with proof of income and supporting documentation to be processed in a timely manner. For more information and an application, please contact us at 732-257-4114.

Guest Policy

The YMCA encourages their members to bring guests. Members are responsible for their guests and are asked to adhere to the following policy:

- There is a maximum of two guests per member per visit.
- During this time, inappropriate behavior on the part of the member or guest will result in expulsion from the building.
- Guest privileges may be limited during peak hours. We suggest you call first.
- Program membership does not entitle the bearer to bring guests.
- Youth members are excluded from bringing guests, except if their parent or guardian is accompanying them for a family activity. (Note: that if you are 14 years old and still in middle school, you are considered a youth member. If you are 18 years old and still in high school, you are considered a teen member.
- Teen members are permitted to bring guests, however parental consent (in person) must be obtained at the time of application.
- It is the member's responsibility to ensure that their guest follows all rules and regulations of the YMCA.
- Proper identification (driver's license or picture ID) is required of all guests.
- The YMCA reserves the right to limit guest passes.

Guests are limited to three (3) free visits. After three visits the guest will be charged \$9.00 per visit. Guests desiring to use the facility on a more frequent basis should check with the Membership Department to discuss options available.

Non Member Visitors

This status applies only to Group Exercise and Kid Safe Karate classes unless special accommodations have been arranged by the Executive Director. Zumba visitors must pay the \$9.00 per class fee (this does not allow them access to the wellness center), and Karate participants must pay the \$7.00 per class fee to the karate instructor. All non-member visitors must sign the visitor log at the membership desk before attending their class.

YMCA AWAY Member

Members from outside of NJ and over 50 miles from the Raritan Valley YMCA may use our YMCA facilities up to 6 times per year as our guest. After their first 6 visits have been exhausted they must pay %50 of our guest fee or \$4.50 per visit. They must present a valid membership card from their home YMCA and we must call their home YMCA to confirm active membership. Away Members must be entered into the system under the AWAY Program. All AWAY Members must read and sign the release form at the membership desk before using the wellness center.

NJ YMCA Alliance Member

All YMCA members throughout the state of NJ may visit any other YMCA up to 5 times per month without charge. They must present a valid membership card from their home YMCA and we must call the home YMCA to confirm active membership. This does not apply to program members. If a member is using another YMCA more than five times per month we are required to notify their home YMCA to have the membership transferred. Alliance Members must be entered into the system under the Alliance Program. All Alliance Members must read and sign the release form at the membership desk before using the wellness center.

Tri Y Reciprocity Agreement

Our YMCA has a reciprocity agreement with the Raritan Bay YMCA (Perth Amboy and Sayreville) and the South Brunswick YMCA. Adult Wellness Center and Full Family Members may visit any branch of these YMCA's without limit. Program memberships do not qualify for reciprocity. Reciprocating members must present a valid membership card from their home YMCA and we must call the home YMCA to confirm active membership. South Brunswick or Raritan Bay members must be entered into the system under the program for their respective home YMCA. All reciprocating members must read and sign the release form at the membership desk before using the wellness center.

Volunteer Opportunities

No matter what your special talents, interests, and schedule are, you can help change someone's life at the YMCA. If you share our commitment to the continued well being of our youth and community, please consider becoming a YMCA volunteer. Dozens of volunteer opportunities are available. Please ask at the membership desk for a volunteer application.

Registration

- Registration may be done in person, online, or over the phone.
- Full payment is made at the time of registration.
- Class participants must have current, appropriate membership prior to registration.
- Sometimes you may need a second choice because some classes fill quickly.
- Call us if you have any program questions or concerns. We can help you in advance.
- The YMCA reserves the right to cancel classes if there is insufficient enrollment. A refund or credit will be given. (Does not apply to Summer Camps or Sports Camps/Clinics.)

Cancellation/Make-Up Policy

- We will make every attempt to schedule a make up class for classes that are cancelled by the Raritan Valley YMCA due to staff sickness.
- Participants may only attend classes for which they are registered.
- Participant absences will not result in any refund of class fees.

Program Fees

Program fees are set to provide quality services. Program fees represent the cost of providing program activities or services not included in your membership dues. For specific program fees please visit our membership desk and our staff will be happy to provide a schedule of fees and programs.

Payment Options

- Members can pay annually in full by VISA, Mastercard, American Express, Discover, checks or cash.
- Electronic Funds Transfer (EFT), your annual fee is divided into small monthly payments which are automatically deducted from your savings account, checking account, debit card or a major credit card.

Credits/Refunds

- All credits are void after one year.
- If an adult Wellness Center membership expires or is cancelled, the member will have 45 days to re-enroll without incurring the \$75.00 joiner's fee.
- A monthly Wellness Center Membership can be cancelled with 30 days advanced written notice.

- There are no refunds given for memberships paid in full in advance.
- A full refund will be issued if a member withdraws prior to the start of the first day of class. If a member withdraws from class once the class has started, no refund will be issued.
- Camp deposits are non-refundable. Youth memberships are non-refundable. Camp session balance is refundable if cancelled prior to the start of the camp session.
- The YMCA reserves the right to cancel classes if necessary.
- Please allow 4-6 weeks for processing of refunds and credits.

Temporary Stop of Membership

Memberships can be put on hold for a documented medical reason. Please call us at (732) 257-4114.

Inclement Weather/Cancellations

When the East Brunswick Public Schools are closed due to inclement weather, the Center operates on a Snow Day Schedule. We will attempt a delayed opening unless weather conditions are extreme. The YMCA will announce closings, delayed openings, and closures on our Raritan Valley YMCA Facebook page or @RVYMCA on Twitter. We will make every attempt to post to additional sites including East Brunswick Patch, WCTC1450 am and other local sites.

Child Care Only: In case of an emergency closing while the center is in session, you will get a call from the Director in regards to our closing. Please have local emergency contacts on call to pick up your children should you work out of town, or get stuck in traffic.

The center reserves the right to close in extreme weather conditions. There is no monetary credit given for emergency closing at the center. For school-age children, the days will be made up in accordance with the public school schedule. We will offer Snow Day Care if conditions are safe for us to open at an additional fee of \$35.00 per child. Please call our main office to find out what time we will open the center.

Please be aware that safety is our first priority! Please be extra careful in the parking lot and on the sidewalks due to the conditions that winter weather brings.

Returned Checks/Bank Draft

Returned checks will incur a \$25 return check fee.

Child Care Registration

Child Care Registration must be done in person at the YMCA. Please bring the following information to the YMCA for registration. State law requires a completed medical information form be on file for all children enrolled in any child care program. The following information must be provided at time of registration:

- **Immunization Dates**-Polio Series Plus Booster, DPT Series Plus Booster; one Polio and DPT Booster must include one given on or after 4th birthday; Measles-Mumps-Rubella Vaccines after one year of age; Tetanus Shot; Mantoux Tuberculin test.
- **Physician/Insurance Information**-Name, address, and phone of physician. Name, address, and policy number or group number of primary health insurance company.
- **Pick-Up/Emergency Contacts**-Name, address, and up to 3 phone numbers for each person authorized to pick up or to be contacted in the event of an emergency.