

DOW BAY AREA FAMILY YMCA MEMBERSHIP AND FACILITY INFORMATION

EVERYONE IS WELCOME

The YMCA is a membership-based organization open to all people, from all backgrounds. The YMCA welcomes women and men, girls and boys of all ages, races, ethnicities, religions, sexual orientation, abilities and financial circumstances. Our facility and the programs we offer embrace diversity, reflecting the needs and composition of the communities they serve.

Here at the YMCA you don't buy a membership, you join and belong to the YMCA. The YMCA has over 21 million members who belong to the Y, spread out over 2,600 facilities nationwide. As a member of the YMCA, you belong to a community of people focused on wellness, family, and helping others. Now that you have taken the first step by becoming a member we encourage you to take advantage of all we have to offer. To help you get started, this handbook is to act as a guide and is subject to change. It will provide you with general information regarding your membership, our facility, and YMCA policies.

MEMBER/PARTICIPANT CODE OF CONDUCT POLICY

Using the principles of Caring, Honesty, Respect, Responsibility and Inclusion 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 expect persons using the YMCA to act maturely, to behave responsibly, and to respect the rights and dignity of others.

Our Member/Participant Code of Conduct Policy lists examples of prohibited actions. Such actions include, but are not limited to the following:

- Unsafe or inappropriately distracting, immodest, or sexually revealing attire. Swimsuits are required in all pools, hot tubs, saunas, and steam rooms. Clothing with vulgar/profane writing or language is not allowed.
- Harassment or intimidation by words, gestures, body language, or any type of menacing behavior.
- Verbally abusive behavior, including swearing or vulgar language, name-calling, or shouting.
- Physical contact with another person in an angry, aggressive, or threatening way.
- Carrying or concealing a weapon or any device or object that may be used as a weapon. (MCL 28.4250)
- Loitering within or on the grounds of the YMCA
- Sexually explicit conversation or behavior; any sexual contact with another person on YMCA property, or at YMCA sponsored programs.
- Smoking on YMCA property – the YMCA and its property is a smoke and tobacco free environment (e-cigarettes included).
- Theft or behavior that results in the destruction or loss of property or injury to a person.
- Using, possessing, buying, or selling drugs, narcotics, or illegal chemicals on YMCA property, or at YMCA sponsored programs; or the unsanctioned use, possession, buying, or selling of alcohol.
- Engaging in conduct that unreasonably interferes with another member or staff persons' enjoyment of the YMCA.

In order to be able to carry out these policies, we ask that members and participants identify themselves to staff when asked. Adherence to the YMCA Code of Conduct Policy is essential. Failure to follow this code of conduct will result in disciplinary actions, which may include immediate eviction from the premises, loss of privileges, suspension or expulsion. The YMCA may contact police or other authorities for assistance or to take appropriate legal action. The President, or other authorized representative in his/her discretion, will determine whether a violation of the YMCA Member/Participant Code of Conduct has occurred.

Members and participants are encouraged to take responsibility for their personal comfort and safety by asking any person whose behavior threatens their comfort or unreasonably interferes with their enjoyment of the YMCA to refrain from such behavior. Anyone who feels uncomfortable in confronting a person directly is encouraged to report issues or concerns to the attention of the YMCA Staff, who are always ready to be of assistance. Members and participants are also asked to bring to the attention of the President any issues or concerns they have which apply to the staff of the Bay Area Family YMCA. Every effort will be made to ensure that reports are investigated and resolved promptly and effectively.

MEMBER COMPLAINT AND GRIEVANCE PROCEDURE

- **Member Complaint** - For the purpose of this policy, a complaint is an expression of dissatisfaction with the operation of the YMCA and its programs and services. A complaint may be directed verbally or in writing to YMCA staff. All complaints will be directed to the management staff member responsible for resolving the issue. If the complaint is not successfully resolved, the issue should be directed to the CEO who shall have final authority for resolving the issue. In complaints involving the CEO, the final authority shall rest with the Board of Directors.
- **Member Grievance** - For the purpose of this policy, a grievance is a complaint or conflict over the implementation or interpretation of an approved YMCA policy, procedure, or practice. Any grievance must begin with the management staff member responsible for the policy, procedure, or practice. If not successfully resolved, the grievance may be appealed through the chain-of-command with the final authority resting with the CEO. All grievances must be made in writing within thirty days (30) of the alleged violations. In grievances involving the CEO, the final authority shall rest with the Board of Directors.

MEMBERSHIP CATEGORIES

Your membership dues represent your share of the total operational costs and are not based on use by facility usage. Members agree to a one-year commitment, and dues may be paid in full for one year or by using the YMCA monthly bank draft plan. Only members in good standing are allowed privileges of membership. Membership dues are not refundable.

1. **Full Privilege Memberships** - Any person, who fills out a membership application, subscribes to the statement of mission, agrees to the annual commitment, pays membership dues as agreed upon at time of application and participates in the Association through its activities, services and/or financial support. Full privilege members shall have unlimited access to the YMCA facility during hours of operation, except where specific guidelines are in effect, providing their membership remains in good standing.

- Youth: 17 years of age or younger. Subject to facility age guidelines, and must be under direct supervision of an adult if under the age of 10.
- Young Adult: 18 to 26 years of age
- Adult: 27 years of age or older
- Senior Citizen: 65 years of age and older
- Household Membership: One or two adults and their dependent children living in the same Household. At the time of registration, all family members must be shown on the membership application, with complete information. For children 18 years old and up, proof of residency, dependency, or full-time college schedules will be required.

2. Contributing Member (Financial Assistance Program) – A member who believes in the Association for what it is and what it stands for; who wants to be identified with it but does not personally participate in organized programs of the Association and have no facility privileges.

CONTRIBUTIONS

The YMCA is a 501 (c)(3) charitable, non-profit organization, which relies on community support and donations to provide financial assistance for those in need and to establish or improve YMCA facilities. Gifts to the YMCA are always welcomed.

MEMBERSHIP PAYMENT PLANS

Individuals may join the YMCA using one of the following payment plans. All new memberships are granted only with a one-year commitment from the beginning date of the membership:

1. Electronic Funds Transfer (EFT) Payment Plan – Members pay their membership fees utilizing the EFT payment plan. Monthly membership dues are automatically transferred from the member's checking or savings account or through a credit (MasterCard, Discover or VISA) or debit card to the YMCA on a monthly basis. After one year from the date of agreement, members utilizing the EFT plan may terminate their membership anytime with 14 days written notice before their next scheduled draft day. Members must be in good standing before termination.
2. Annual Membership Payment Plan – Members may pay their membership fees on an annual basis at twelve times the monthly membership fee. Membership dues are not refundable.

NEW MEMBER JOINING FEE

All new YMCA members are required to pay a new member joining-fee upon completion and submission of their YMCA membership application. Those who allow their membership to lapse for more than thirty (30) days are classified as new members and are therefore subject to pay the new member joining-fee upon enrollment. All new member joining-fees shall be equal to three (3) times the monthly membership rate for each membership category.

- The new member joining-fee may be reduced for financial assistance recipients at the YMCA's sole discretion.

YMCA MEMBERSHIP SERVICES

Locker rooms:

There are five locker rooms throughout the facility.

1. **Men's Locker Room** is to be used only by males 18 and older.
2. **Women's Locker Room** is to be used only by females 18 and older.
3. **Girl's Locker Room** is to be used by girls ages 10-17 only.
4. **Boy's Locker Room** is to be used by boys ages 10-17 only.
5. **Family Locker Rooms** are for families with kids under the age of ten or for members who require assistance.

Being that the steam rooms and saunas are located in the men and women locker rooms anyone under the age of 18 is not allowed to use them. Swim suits must be worn when at all times in steam rooms and saunas.

Lockers are available for day use by members and guests. Each member or guest must bring his or her own lock and remove it at the end of each visit. Items left overnight will be removed from the locker rooms and placed in the lost and found. Always secure belongings, as the YMCA is not responsible for lost or stolen items.

Locker Rentals – For half size kit lockers only. Bank draft members will be charged the monthly locker fee along with their regular monthly bank draft. Annual members will pay the locker fee in full coinciding with their commitment date. Email cmindykowski@ymcabaycity.org for more information or stop by the Member Service Desk.

FEES: \$13 per month for monthly draft members.
\$156 per year for annual members.

KidZone/Childwatch :

This service is provided for YMCA members and guests while they enjoy using the YMCA. For children ages 2 months through age 10 (older siblings considered), this service is available at scheduled times for YMCA members using the facility. Parents or guardians of children must remain in the building at all times. Please see the KidZone for policies and procedures.

FEES: KidZone is a free service for all YMCA household memberships
\$3.00 per visit, per child for Adult, non-member program participants,
daily guest pass users, or other facility users.

Towel service:

Bath towels are available to Dow Bay Area Family YMCA members only via the Towel Tracker. Members must have their membership ID card to access bath towels.

GUEST PASSES

Individuals from the community may purchase a guest pass to the YMCA in the appropriate category. The YMCA reserves the right to limit the number of passes sold per day. Guests 16 years old and older must provide photo ID for guest pass purchase. The daily fee charged is as follows:

Youth (Ages 17 and under)	\$6.00
Adult (Age 18 and over)	\$12.00
Household (all that are attending reside in the same household)	\$24.00

Because a Dow Bay Area Family YMCA member ID is needed to access bath towels, we ask our one week members and all other guests to please bring a towel if needed for your visit.

Active Military Service Personnel on temporary leave in the Great Lakes Bay Region may use the YMCA at no charge upon presentation of their military identification for the time limit of their leave. Passes will be given out by the Membership Director. Military service personnel stationed in the area are required to join the YMCA. See below for more information.

SPECIAL MEMBERSHIP PRIVILEGE ARRANGEMENTS –

Armed Services Personnel – We understand that military families are under enormous strain. As a member of the YMCA, you and your family can spend quality time together and enjoy fun activities in a warm, supportive environment. It's also a place to meet other military families who can relate to your unique situation.

Eligibility Requirements:

Title 10 personnel are eligible for a YMCA membership, including:

- Family members of deployed National Guard and Reservists
- Active Duty/Independent Duty personnel and their families
- Relocated spouse/dependent children of deployed Active Duty personnel

Note: The Relocated Spouse category supports families/spouse who relocate away from an installation/duty station while the active duty service member is deployed. All of the following criteria must be met:

- The service member is on active duty.
 - The service member is DEPLOYED for a minimum of six months (on deployment orders— NOT unaccompanied orders, NOT geographic bachelors).
 - The spouse has relocated away from the military installation where the service member is assigned (most often, back home near family)
- Wounded service members assigned to a Community Based Warrior in Transition Unit (CBWTU)

Armed Services Membership Process:

1. Go to <https://www.asymca.org/ymca-dod-military-outreach-initiative> to determine eligibility.
2. Complete application.
3. Email application to your Military Component Approving Official (MCAO) address (on application form).
4. MCAO will contact the YMCA for membership.

Fill out and bring your eligibility form, Military ID and any other required documentation (usually, your Deployment Orders or Military Service Headquarters approval letter) to a participating YMCA for verification. Please do not leave copies of these documents at the YMCA.

Summer Membership – A short-term summer membership program will be available for adults and households for 90 days from May through the end of August. A summer membership may be converted to a full year's membership with credit for a portion of the summer fee. There are no refunds of the summer membership.

"On Hold" Memberships – After the initial year commitment has been fulfilled, any Adult or Household member may put their membership on hold. The YMCA will place the membership on hold for no less than 1 month and no greater than 6 months in a consecutive period, once per calendar year. Members will be charged a fee of \$15 for an Adult and Young Adult membership and \$25 for a Household each month the membership is on hold. The Membership Director must approve all holds at least 14 days prior to your draft date.

Medical Hold – Cases of serious illness substantiated by a physician's statement with start date of illness or injury, will allow for the membership to be placed on hold without charge for a period of 1 month to 6 months. The Membership Director must give approval. If the membership is still under annual commitment agreement, member must complete the annual commitment after they resume from the hold agreement. A Medical Hold form must be filled out signed by the physician.

Transfer of Membership from Other Associations – Membership are not transferrable, however, if a member from another YMCA across the US wishes to join the Dow Bay Area Family YMCA, they may do so and pay no joining fee. A letter of good standing from their YMCA is required.

REFUND AND CREDIT POLICY

1. YMCA membership fees are non-refundable and non-transferable to another individual under any circumstance.
2. Members must complete a Membership Termination Form 14 days prior to their scheduled monthly draft date.
3. Program fees are non-refundable except under the following conditions:
 - Programs cancelled by the YMCA will be fully refundable.
 - In the case of medical emergencies, a credit will be issued for the remaining balance of class fees. A written request must be submitted with a doctor's note.

NON-SUFFICIENT FUNDS

There is a \$25 service fee on all NSF (Non-Sufficient Funds) checks/bank drafts/credit cards plus the bank fee charged to the YMCA. Please contact the Membership Coordinator to correct the situation immediately.

WAIVERS

All new members must sign a general liability release and waiver of claims form when joining.

1. Individuals ages 16 and over using a guest pass at the YMCA must present government issued picture identification and sign a waiver and Release of Liability Form. If the individual is a minor, a parent/guardian must be present to sign the Release of Liability form.
2. A Waiver and Release of Liability Form must be signed prior to participation in the following YMCA activities:
 - Fitness Classes
 - Personal Training Program
 - Any program deemed necessary by the Dow Bay Area Family YMCA

CONDITIONS OF MEMBERSHIP

1. **Membership ID & Access Cards** - Your YMCA membership card is a passport to all the benefits of membership. It verifies your agreement to abide by the rules and policies of the Dow Bay Area Family YMCA. Cards are nontransferable and remain the property of the Dow Bay Area Family YMCA. You are expected to present your membership card at the membership service desk each time you enter the facility and when registering for programs. The membership card may also be presented to borrow equipment while in the YMCA. For our members' safety, a photo taken by our Member Service staff is required to obtain a membership card. Membership card is also available via the YMCA mobile app. Replacement cards are \$5 each.
2. **Name/Address Change** - If your name, address or phone number changes, please let the membership department know immediately. This will ensure you get our important mailings and, in the event of an emergency, it will save valuable time in obtaining assistance for you.
3. **Change of Account** - If you need to change your membership status due to birth/death/divorce or any information about your account, please fill out the proper forms at the Membership Service Desk.
4. **Cancellation of Membership** - Memberships will remain active for one year following the date of the signed agreement. After the year agreement has been completed, the membership may be cancelled by completing a Membership Termination form and should be accompanied by the membership card. Memberships paid on the draft or debit system agree to submit to the YMCA a Membership Termination Form 14-days prior to cancellation, to ensure proper procedures occur with the member's financial institution. Only accounts in good standing can be terminated.
5. **Re-Joining:** When a member renews a membership after 30 days of termination, a person shall be subject to new member joining fees.
6. **Revocation/Suspension** - Membership at the Dow Bay Area Family YMCA is a privilege, not a right. Membership privileges may be suspended or revoked by the CEO or Membership Director. Length of suspension/ revocation is determined by the same authority. Any member whose membership has been suspended or revoked may appeal to the Board of Directors. Program and membership fees are non-refundable for suspended memberships.

FINANCIAL ASSISTANCE

At the Dow Bay Area Family YMCA, no one is denied membership or access to programs due to the inability to pay. The YMCA maintains a generous financial assistance program for those in need. Applications are available at the membership service desk and must be completed entirely.

The amount of assistance is based on the pool of resources that is contributed by individuals, families, organizations and businesses within our community and grants that are awarded by governmental agencies. Financial assistance can only be granted to the extent that it can be funded. All assistance is available based on demonstrated need without regard to race, color, religion, sex, national origin, age, or physical or mental handicap. Assistance is awarded on a sliding fee scale. Financial Assistance determinations are based on household gross income and household size. Extenuating circumstances may be considered.

Eligibility Requirements:

1. Applicant must live or work in the YMCA service area.
2. Financial assistance can be granted for one session of a program or for up to one year's membership.
3. Financial assistance for Child Care and/or Summer Camp is awarded based on the needs of the family. We may ask that you first attempt to secure assistance through the MI Department of Human Services.
4. Financial assistance applicants can only receive financial assistance for either Membership, Childcare, or Programs. They may not use FA for more than one of those items.

When completing this application, please:

1. Provide the following proof of income for all members of the household (two most recent paystubs, most recent federal income tax return, Unemployment, Disability, SSI or Workers Comp Benefit Statement). The YMCA may request additional documentation.
2. Turn in the application to the YMCA. Please make sure it is filled out completely and signed. Incomplete applications will not be accepted.

All information submitted with this application will be kept confidential. Applicants may be approved for a discount of up to 50%. Applications take approximately 1week to be evaluated. You are responsible for bringing in any new information for re-evaluation if your financial situation changes within the year allotted.

FACILITY USAGE POLICIES

To ensure that all YMCA members and guests have an enjoyable and safe experience, the YMCA has developed this handbook to assist and guide Members through the facility.

All members are subject to the general rules and regulations established by the Membership Director with the approval of the Board of Directors. These rules and policies are subject to change at the discretion of the Board of Directors.

DISCLAIMER

This handbook has been written to provide general information for you as a Facility Member of the Dow Bay Area Family YMCA. Although it is to serve as a guide to policies, procedures and benefits

of membership, it is subject to change at any time at the discretion of the administration. No section of this handbook shall be interpreted as a contract between the YMCA and its members.

GENERAL:

- Age restrictions on certain areas in the facility may apply.
- All youth members under 10 must be supervised by a parent or guardian at all times while using the YMCA facilities unless they are participating in a scheduled class or program, or if the facility is scheduled for their use including Kid Zone.
- Pets are not permitted in the facility or on the grounds unless part of an approved scheduled YMCA program, or is certified to assist those with special needs.
- Report any damaged equipment or maintenance problems to the Fitness Desk so that a repair request can be completed.
- YMCA staff may refuse admittance and/or participation of any person who does not provide proper identification when requested.

HEALTH & WELLNESS CENTER

- Youth members age 10 to 12 may use the cardio equipment and Cybex weight machines under the direct supervision of a parent or guardian and with completion of wellness orientation.
- Youth members age 13 and older may use the cardio equipment and Cybex weight machines independently with the completion of a wellness orientation.
- Youth members age 16 and over may use the free-weights after an orientation from the wellness desk.
- Youth members age 9 and under are not allowed to use this area.
- All Youth members are required to have an orientation before use of any fitness equipment.

WALKING/JOGGING TRACK

- Adult members may use the Walking/Jogging Track at will.
- Youth members age 10 and under may use the track under the direct supervision of a parent or during scheduled program times.

COURTS

- Adult members may use the courts at will.
- Youth members age 10 and under may use the courts under the direct supervision of a parent or during scheduled program times.
- Members and guests can rent out equipment for courts from the Member Service Desk. Members and guests MUST provide their membership ID card or a photo ID to rent equipment. Any equipment that is not returned is subject to a replacement fee.

AQUATIC CENTER

- All children under 10 who do not pass the swim test must have a parent or guardian within arms reach to use the Aquatic Center. Parents must be present for the swim test.
- Youth member's age 10 and older must have a parent on the pool deck unless they pass a swim test.
- Swim wear must be worn at all times in the pool, no street clothes are allowed in the pool.

HOT TUB

- Adult members may use the spa as scheduled.
- Children age 3 and younger are not allowed to use the spa.
- Youth member's age 12 and younger must have a parent/guardian present to utilize the spa.
- Swimsuits must be worn at all times in hot tub, steam room, and sauna.

DAYS/HOURS OF OPERATION

Members must vacate the building by closing time each day and arrive no earlier than opening time. (An exception applies for those involved in a special event.)

Some YMCA amenities close 15 to 30 minutes before the building is closed to allow YMCA staff to secure all areas and allow time for users to change before the building closes.

CLOSINGS

There may be times when we will need to close certain areas of the facility for maintenance or special events. We will strive to reopen these areas as quickly as possible. In the event of an emergency or inclement weather, the Dow Bay Area Family YMCA reserves the right to close its facility to ensure the safety of its staff and members.

SCHEDULES

Each area in the YMCA has a monthly schedule of activities which is available in the main lobby and on the website www.ymcabaycity.org.

The YMCA reserves the right to change facility schedules without prior notice. Some hours of operation and areas of the building are scheduled for the exclusive use of specific groups.

STATEMENT FOR PREVENTION OF CHILD ABUSE

A principal endeavor of the YMCA is to provide a healthy atmosphere for the growth and development of youth and children. *Child abuse is mistreatment or neglect of a child by parent(s) or others resulting in injury or harm. Abuse may be physical, verbal, emotional, or sexual and can lead to severe emotional, physical and behavioral problems.* The mistreatment or neglect of children is of primary concern to the YMCA. Because of its concern for the welfare of children and youth, the YMCA has developed policies, standards, guidelines, and training to aid in the detection and prevention of child abuse. In addition, employees and volunteers are screened and background checks are conducted. Employees and volunteers who have contact with children and youth receive training in recognizing, reporting and preventing child abuse, which includes training in recognizing signs that a child is being "groomed" for abuse.

The employees of the Dow Bay Area Family YMCA are mandated, by state law, to report any suspected cases of child abuse or neglect to the appropriate authorities for investigation.

REGISTERED SEX OFFENDER POLICY

In the interest to maintain an environment that is safe for members, employees, and visitors, the Dow Bay Area Family YMCA reserves the right to prohibit access to its facilities and/or grounds to

Registered Sex offenders. Any Individual known to be listed on any state or national sexual offender registry can be denied access to the YMCA.

VISUAL RECORDING DEVICES AND CELL PHONE POLICY

Anyone caught taking inappropriate pictures of another person without their permission or knowledge will be prosecuted to the full extent of the law, and may have their membership/program privileges terminated by the President of the Dow Bay Area Family YMCA.

Cell phone usage is not allowed in any locker room or bathrooms in accordance with the Video Voyeurism Prevention Act of 2004.

The YMCA occasionally takes pictures of members and participants to use in various marketing materials. If a Member does not wish themselves or family members to be photographed, please step out of the photo or notify photographer before the photo is taken.

Report concerns immediately to any staff in the facility.

POSTED MATERIAL

Non-YMCA material may be posted in the YMCA with the permission of the CEO.

PERSONAL TRAINERS, COACHES, AND SWIM INSTRUCTORS

YMCA employees are available for personal instruction and coaching in fitness and aquatics. Private trainers, coaches, private swim instructors, and other independent contractors are prohibited from conducting business on YMCA property.

BUILDING ACCESS

When a member, program participant, spectator or guest enters the YMCA, he or she must check in at the Membership Service Desk. All members receive new membership cards when joining the Dow Bay Area Family YMCA and are required to bring them each time they use the facility. Members with cards must swipe them through a card reader, which will display their photo and staff will grant them access into the program areas of the facility. Members who do not have their cards need to stop at the Membership Service Desk so the staff person or volunteer can manually check them into the building through the computerized access system.

Individuals of any age who are not members of the Dow Bay Area Family YMCA but wish to use the facility are required to present a picture identification card and pay the appropriate fee at the Member Service Desk prior to entering the facility.

PARKING

Members and program participants may park in the YMCA parking lots only while using the facility. Handicap parking is for those with a State issued handicap stickers. Senior Citizen parking is reserved for those 65 and older.

The Child Care Drop-Off/Pick-Up Area is short-term parking for parents/guardians of children enrolled in the YMCA childcare program between the hours of 7am and 6pm.

ADA COMPLIANCE

The Dow Bay Area YMCA facility is completely handicap accessible. If a Member is in need of special assistance, please call 989-895-8596 so that the YMCA may do its best to accommodate the Member.

MERCHANDISE

The YMCA has a limited number of items for sale to YMCA members and the general public. See the Membership Service Desk for details.

INFORMATION AND SUGGESTIONS

Information regarding all YMCA programs and activities are available by contacting the YMCA during regular operating hours at 989-895-8596.

The Dow Bay Area Family YMCA maintains a website www.ymcabaycity.org as another option for membership and program information. Schedules are posted monthly and applications for membership and other special events can be accessed and printed for each Members convenience.

This is everyone's YMCA. Please make concerns, comments, and other ideas known. Member suggestions cards are available at the member service desk. The YMCA will acknowledge each comment and respond appropriately.

E-MAIL

YMCA Employee Email Addresses can be found under "Contact Us" on the YMCA website www.ymcabaycity.org. For general information or to express a complaint or concern, e-mail the YMCA at info@ymcabaycity.org.

TELEPHONE

Phones at the Membership Service Desk are for YMCA business and emergency use only.

As a convenience for parents, a special "Call Home Phone" is located at the Membership Service Desk for the purpose of allowing youth members of the YMCA to call home (local calls only) to be picked up at the end of their class or activity. This phone may be used only with the permission of the Membership Service Desk staff that will also monitor the call.

VALUABLES - LOCKS

The YMCA strives to be a safe and secure facility. Security of personal items is the responsibility of the owner of the items. The YMCA does not provide locks and is not responsible for lost, damaged or stolen items. Locks are available for purchase at the Member Service Desk.

Valuables should not be brought into the YMCA. Personal items should not be left unsupervised at any time. Please leave valuables at home. The YMCA strongly suggests that each member use a secure lock on lockers in all changing facilities. The Y asks that members bring in their own locks. Any locks left on overnight may be removed and the contents of the locker will be placed in lost and found. The YMCA is not responsible for the replacement of cut locks.

LOST AND FOUND

The YMCA will hold lost and found articles for 30 days. If unclaimed, they will be donated to a local charity. Please see the Membership Service Desk staff to look in the YMCA lost and found box.

INSURANCE/INJURY

Each person, as a member or visitor, is solely responsible for any personal injuries or losses sustained while on any YMCA property.

It is strongly encouraged and recommended that each Member consult a doctor prior to the start of any exercise program and, particularly if at a higher risk, have a physical examination prior to participation. The YMCA strongly recommends that all members carry their own accident and health insurance in the event of accidental injury.

The YMCA is not responsible for any claims, for whatever reason, caused by participation. As a participant, each member should be aware that there is a risk of personal injury due to the inherent nature of physical activity.

Certain YMCA programs may require medical screening and/or physician's approval prior to participation. A pre-participation medical checkup and/or annual medical evaluation by a physician are strongly recommended for participation in YMCA physical fitness activities.

MEDICATIONS

No medications of any type will be administered to members/individuals on any YMCA property except in the child care center as approved by the MI Child Care Licensing regulations.

EMERGENCIES

All emergencies and injuries *must* be reported to a YMCA employee immediately. AED's and first aid kits are located throughout the building at designated areas; membership service desk, wellness floor, pool deck.

YMCA staff will page individuals for emergencies.

PROGRAM INFORMATION

FREE PROGRAMS

Adult and family memberships include a number of programs at no additional cost. Restrictions to these offerings are:

1. If the class has a sign-up list, waiting lists will be maintained for classes reaching their maximum level of participation.
2. Members may forfeit program registration privileges for failure to attend programs for which they are registered.

CLASS HOURS AND TIMES

The YMCA will make efforts to have all class times and scheduled hours published in the YMCA program and membership brochure. All participants must to be on time, dressed appropriately, and

ready to begin classes. Parents are required to accompany children under the age of 10 to their classes and to be promptly picking the child up at the time when the class finishes.

PROGRAM REGISTRATION POLICY

Members and Prospective Members in good standing may register for programs at the Membership Service Desk. Full payment is expected and due at the time of registration. Classes are subject to minimum and maximum enrollment. Waiting lists are established for maximum enrolled classes. Age for class participation is the age as of the first day of class. Due to the popularity of classes, the YMCA does not hold registration spots.

MAKE UPS

No make-ups are held if a class is missed due to sickness or personal reasons in any case. If a class date falls on a day the YMCA is closed, no class is held.

All class times and scheduled hours are published within the seasonal program guide under their respective topic areas. The YMCA encourages all participants to be on time and ready to begin classes at the starting time. Scheduling is strictly adhered to and there is no provision for class extension time. Parents are required to accompany children under the age of 10 to their classes and to be there at release time.

LATE PROGRAM REGISTRATION

Late program registrations will only be accepted for the first two (2) weeks of a program session unless approved by the YMCA Program Director responsible for the class. Drop in rates for most programs are available.

MEMBERS MAY REGISTER:

- In person at the Membership Service Desk
- By Internet at www.ymcabaycity.org
- By MAIL: Dow Bay Area Family YMCA
225 Washington Ave.
Bay City, MI 48708

PROGRAM CANCELLATION POLICY

The YMCA reserves the right to change building schedules, fees, and membership rates without notice, as well as cancel programs due to insufficient enrollment. When events beyond the YMCA's control causes a program cancellation such as holidays, inclement weather, instructor illness, etc., no refund, credit, or make-up class is guaranteed.

Weather related closings will be broadcast on local radio/television stations.

REFUND/CREDIT POLICY

Class and program fees are non-refundable except under the following conditions:

1. Classes canceled by the YMCA will be fully refunded.

2. No refunds or credits will be given after the class has met, except for medical emergencies.
3. In case of medical emergencies, a credit will be issued for the remaining balance of class fees. A written request must be submitted with a doctor's note to the Member Service Desk. If the YMCA cancels a program, every attempt will be made to place the Member in another convenient class. Decisions to cancel due to limited enrollment are made up to 48 hours prior to the first class.

YMCA VOLUNTEER PROGRAM

As a community service organization, the YMCA thrives on people helping people. It is an exciting experience to share, to teach, to give, and to learn by working with and helping other people. Anyone interested in giving some of his/her time and energy to helping others can volunteer in a variety of YMCA activities. Please see the Volunteer Coordinator for more information.

- Child Care Center Aide
- Youth Center Assistant
- Youth Sports Coach or Referees for Youth Basketball, Flag Football or Youth Volleyball
- Member Service Desk Assistants
- Youth Program Leaders
- Sr. Citizen Program Assistants

Anyone interested in volunteering must:

- A. Complete a YMCA Volunteer Application. Applications and interviews are accepted throughout the year.
- B. The YMCA Volunteer Coordinator will contact each applicant to schedule an appointment to meet and determine where the correct fit is.
- C. All applicants must submit to a Michigan State Police background check and may be required to obtain a DHHS, Department of Health and Human Services Clearance prior to volunteering. Assistance with this process will be provided by the Volunteer Coordinator.