

We build strong Kids, strong Families, strong Communities!



**Dear YMCA Member:**

## **WELCOME!**

We're thrilled that you have chosen to join the YMCA.

Since our founding in 1954, the YMCA of Talbot County has built strong kids, strong families, and strong communities. A non-profit organization serving people from all walks of life, our Y has been blessed to grow along with our community. Today we serve approximately 11,000 members and program participants from Talbot and surrounding counties. We are committed to helping you achieve your fullest potential in spirit, mind and body.

The YMCA emphasizes five core values in all that we do: caring, honesty, respect, responsibility and faith. We strive to build these character traits into every program, every class, every camp, every activity and every individual we serve.

The YMCA offers something special for everyone. At the Y children learn to swim, learn to play fairly, to dream and to achieve. Teens find a safe place with mentors and friends to help them navigate the turbulent adolescent years. Adults work toward their health and wellness goals with the support of our caring, professional staff. Moms and dads encounter a fun, relaxed youth sports environment where their children sharpen athletic skills, learn the value of teamwork and grow in character. Seniors enjoy fellowship and fitness surrounded by good friends and "family." Volunteers and donors experience the profound joy of helping others by giving generously of their time, talent and treasure.

One of our priorities is to build long-term relationships among members and staff that foster a sense of belonging, service to others and the joy of giving. In other words, we want you to feel welcome, to form rock-solid connections and friendships, and to develop a desire to become deeply involved in helping others through the YMCA.

I encourage you to take a few minutes to review the important information contained in this handbook. If you have questions or would like more information about anything related to your membership, please don't hesitate to contact our Membership Director.

**And again, on behalf of everyone at the YMCA of Talbot County, let me welcome you to the Y!**

**God Bless,**

**Robbie Gill  
CEO**

## **Our Mission**

With Christian principles as our foundation, our mission is to foster opportunities for individuals, families and community that strengthen healthy spirit, mind and body for all.

## **Our Values**

**Caring:** Love. Putting others before you.

**Honesty:** Integrity. Telling the truth and being worthy of trust.

**Respect:** Regard. Treating others as you would have them treat you; valuing the worth of every person, including yourself.

**Responsibility:** Duty. Doing what you should for others and the environment, being accountable.

**Faith:** Thinking about the values and principles by which you want to live.

## **Purpose**

The YMCA of Talbot County is a not-for-profit 501(c)(3) charitable organization. It is an association of persons of all ages who are united in a common effort to put Christian principles into practice through programs that promote healthy lifestyles, strengthen the family, develop leadership in youth, build international understanding, and assist in community development



## **Our History**

The YMCA of Talbot County has a deep and rich history. A YMCA group had been organized in Easton as early as 1857, only six years after the first Y in the United States was established in Boston. It was mostly a reading and lecture club, and it lapsed after a few years. It would be nearly a century before Talbot County would have a YMCA again. Our current YMCA charter was established on November 1, 1954. The immediate goal of the new Y was to provide a professionally guided recreational program for youth of all faiths and races. The long range plan was to make better citizens of Talbot County's young people and to instill in them the Christian principles of fair play and constructive association with others.

The YMCA has had several homes since its charter in 1954. The first office was set up in the Masonic Building, with organized programming taking place using borrowed facilities. When the old St. Michaels Elementary School building became available it was purchased and used primarily as a teenage canteen. In 1966 the new home for the Y became the 100 year old Calvary Methodist Protestant Church building, but it was obvious that there was a need for more modern facilities including a pool and gymnasium, leading to a capital campaign to build a new YMCA. The project was kicked-off when board member Mrs. W. Alton Jones made a gift of \$100,000 and challenged the Board of Directors to make the project happen. Ground was broken for the new construction in 1966 and the new project was dedicated in 1968. Since that time the YMCA has been serving and meeting the needs of people of all ages, races, faiths and socio-economic backgrounds. Two additional renovations and expansions have taken place, in 1984 and 1997, to help the YMCA continue to meet the needs of the community.

## **Membership**

We welcome everyone in the community to become a member of the YMCA of Talbot County, and membership is required to take advantage of many of our life-enhancing programs and services.

### **Facility Memberships**

Facility memberships provide full access to our facilities and priority registration for programs, as well as member rates for programs and services. We offer the following membership types:

- **Family** A family membership shall include a married husband and wife or parent with dependent children ages 18 or younger-22 or younger if the dependent is a full-time college student.
- **Couple** A couple membership shall include a married husband and wife.
- **Adult** An adult membership shall include an individual adult ages 18-61.
- **College** Any college student carrying a minimum of 12 credit hours. Verification required.
- **Teen** A teen/youth membership shall include an individual child ages 13-17 and attending school. Effective November 1, 2005 children under the age of 13 must be a part of a Family Membership.
- **Senior Adult** A senior adult membership shall include an individual ages 62 or older.
- **Senior Couple** A senior couple membership shall include a married husband and wife where at least one individual is age 62 or older.

In some cases exceptions may be made for membership categories. Exceptions are to be made by leadership of the YMCA only.

### **AWAY Program**

Your membership travels with you. If you happen to be out of town for business or pleasure, your membership enables you to visit most YMCAs in the United States as a part of the AWAY Program (Always Welcome at YMCAs).

Please be sure and check with the local YMCA for their current AWAY membership practices and procedures. Your membership is valid for you and only you - please do not try to transfer your membership to anyone else.

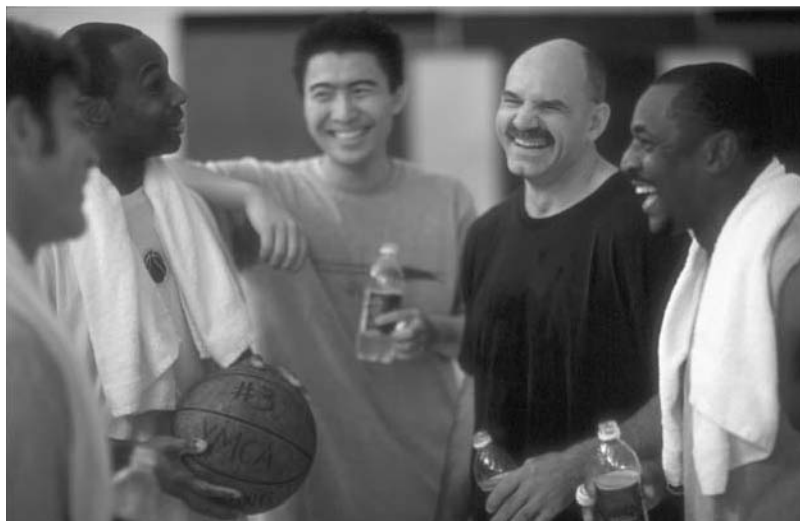
## **Health Issues**

The YMCA, as well as most wellness professionals, recommends that everyone have a medical exam prior to beginning any exercise program. Some programs may require a written and signed physician's approval prior to participation. Please make sure the YMCA has your current address, phone number and emergency contact information in case of an emergency.

## **Member Code of Conduct and Enforcement Policy**

Once again, we welcome anyone in the community to join our association and reap the benefits of a YMCA membership. However, we are a private organization and reserve the right to cancel the membership of any member who does not live up to the standards and commitments of being a member of the YMCA as stated in the Member Code of Conduct and Enforcement Policy.

The YMCA is committed to providing an atmosphere that is free of offensive and unlawful conduct. Fighting, use of abusive language, disrespect for property rights of the YMCA or others, conduct or actions of a sexual nature, derogatory or unwelcome comments based on an individuals' sex, race, ethnicity, age, religion, marital status, citizenship, disability, sexual orientation, or any legally protected status are examples of the conduct that will not be tolerated. Inappropriate behavior (as defined by YMCA staff) will result in suspension or termination of your membership. Individuals who experience or observe this type of conduct are encouraged to promptly report their concerns to YMCA staff. Every effort will be made to ensure that reports are investigated and resolved promptly, confidentially and effectively.



## **Fees and Payments**

We will happily coordinate a draft through the bank or credit card of your choice. You will not have to worry about due dates or accidentally terminating your membership. We will deduct your monthly membership fees directly from your bank or credit card account. The draft is continuous and, as such, will continue as long as you are a member.

1 Should you decide that you no longer wish to be a member, or you need to change your bank account information, we will gladly make those changes for you. However, we do need a 30 day written notice for any of these changes to go into effect. Please visit the member service desk at the YMCA to sign a Change or Cancellation Form.

2 Please check your bank or credit card statement regularly. In the event that an error has been made, notify us within 90 days and we will happily adjust any discrepancies.

For those of you who prefer to be billed, we also offer an invoice option. You may choose to pay annually (once a year).

1 You will receive an invoice at least 30 days prior to the due date. If we do not receive your complete payment by the payment due date, we will assume you are canceling your membership.

2 If you change your mind and opt for our easy, hassle-free monthly draft, we ask you to complete a simple Bank Draft Authorization Form and provide a voided check or credit card information.

**"Satisfaction Guarantee"**-If you are not completely satisfied with your membership within the first 15 days, we will refund your joining fee and monthly dues in full.



## **Changing Your Membership**

You may need to change your membership for several different reasons: adding a child, removing a grown child, change of address, change of bank account information, etc. Should you need to change any of your membership information, please stop by the Member Service Desk.

### **Upgrading**

Do you have a new addition in your family? Have you recently been married? We want your entire family to enjoy your YMCA membership. However, should your new addition put you in a new membership category, you will be responsible for any changes that will occur in your membership dues.

### **Downgrading**

Have your children grown and you now qualify for a couple or adult membership? We will happily adjust your membership category as well as your membership dues. All you need to do is stop by the Member Service Desk and we will be happy to assist you with your change. (Please allow 30 days to adjust bank draft amount.) Refunds will be made for remaining dues paid by annual invoice; however, we cannot refund or credit for the original joining fee.

### **Moving**

If you are moving and would like to have a YMCA membership in your new city, you will need to cancel your membership with the YMCA of Talbot County and join the YMCA in your new hometown. At your request, we will be happy to provide a letter stating the cancellation date of your YMCA membership here and the amount of joining fees paid. Be sure to contact the YMCA where you will be living to find out their policies concerning joining fees, dues, etc.

### **Cancellations**

Should you decide to part ways with the YMCA, we ask that you complete and sign a YMCA Cancellation Form. Forms are available at the Membership Service Desk. Unfortunately, verbal, fax, e-mail and phone notices cannot be accepted. Thirty (30) days notice is required to stop your bank draft. The YMCA reserves the right to cancel a membership with appropriate notice.

## **Guests**

The YMCA is a member organization and we encourage membership through the use of guest passes and guest privileges.

Facility members will receive four free guest passes at the beginning of each year. These passes can be used throughout the coming year for guests accompanying them to the YMCA. Members have the option of using these passes for an individual or family. Some restrictions may apply, check with the Member Service Desk before using your passes. Arrangements for longer guest use should be made through the Membership Director.

## **Children in the YMCA**

Effective October 1, 2005 parents (or legal guardians) of children under the age of 10 must remain on property or program location at all times unless the child is participating in an organized activity or program with a YMCA instructor. Parents (or guardians) must provide direct supervision of the child at all times if the child is not participating in an organized activity or program.

Examples of “organized activities” include all instructional classes and child watch. Use of the gym or swimming pool during open times is not considered an organized activity.

Please be aware of areas that have age restrictions. These restrictions are intended to ensure the safety and well being of all of our members. Please check with the Member Service Desk for information on which areas have age restrictions.

After 7:00 pm members under the age of 14 must be accompanied by a parent or legal guardian.

### **Hang Time**

During the school year members in grades 6-8 must participate in the Hang Time program during the hours of 3:00-7:00. During this time members who wish to use their Teen Fitness Pass must first check-in at the Hang Time program and receive permission from the Outreach Director. After 7:00 pm members in the Hang Time Program must be accompanied by a parent or legal guardian to remain in the facility.

### **Child Watch**

Your children are your greatest treasure and we take our responsibility seriously whenever you entrust them to us. For the safety of your children, please make note of the following guidelines when using the YMCA’s child watch.

- Please remain in the YMCA whenever your child is in the child watch.
- Parents or legal guardians are the only adults authorized to leave a child in the child watch or kid’s club. Nannies, babysitters and friends, among others, are not authorized.
- When a parent or legal guardian leaves a child in the child watch they must sign their child in using the security system in place.
- The child watch is available for ages 6 weeks to 6 years, for up to 90 minutes per day. This service is free and available to those with family memberships only.

## **Membership Policies**

### **Attire**

Please keep in mind that the YMCA is a family-oriented facility and wear attire that is appropriate at all times and in all areas of the facility. (Swimsuits in the pools-no cut offs or street clothes. Proper gym shoes and workout attire should be worn in the wellness center, gym, aerobics studios and other program areas. Towels/wraps/appropriate clothing should be worn in locker rooms, steam rooms and saunas.)

### **Locker Rooms**

You will be responsible for any personal belongings accompanying you into the locker rooms. Please bring and use a secure lock for your protection. Day use lockers are for use during normal operating hours. Unauthorized locks left overnight will be removed at the discretion of YMCA staff and the contents held for one week. After one week, the contents will be donated to charity.

Lockers may also be rented in periods of 6 months and 1 year.

We offer two locker rooms: adult and family. Family locker rooms are suitable for parents accompanied by children of the same gender, or children under 6 of either gender. In addition, we offer special needs changing rooms for families and individuals who require assistance.

When using all locker rooms, please respect that others may not be comfortable with nudity. We ask that you wear a towel or clothing at all times in all areas of the locker room, steam room and saunas.

### **Security**

The YMCA makes every effort to ensure that your visit to our facility is a safe and enjoyable one. However, we cannot be responsible for any theft or damage to your property. Should you experience theft or damage, please complete an incident report at

the Member Service Desk. This enables us to track such incidents and prevent them from happening again. It also helps us apprehend the perpetrators whenever possible. The YMCA will prosecute those engaging in criminal activity on its premises. The best way to protect your property is to bring a lock and secure property in a locker. Valuables should be left at home. The YMCA staff WILL NOT hold your valuables for you and we do not encourage leaving valuables in a locked car. (Should you choose to leave valuables in a locked car, we recommend that you make sure they are not visible or lock them in your trunk.)

## **Lost and Found**

We have all forgotten something at one time or another. The YMCA will make every effort to hold any items found within the facility in a designated Lost and Found area within the building. Any items not claimed within one week will be donated to a charity.

## **Rejoining the YMCA**

Should you cancel your membership with the YMCA and wish to rejoin, we will be happy to assist you in becoming a member again. Please note that once you cancel your membership and you choose to rejoin, you will be responsible for paying the current membership dues as well as any outstanding fees you may owe. If your membership has lapsed for more than 60 days a joining fee may be assessed.

## **Holds**

Membership in the YMCA is an ongoing commitment. Should a member need to suspend his/her membership, they may cancel their membership by completing and signing a Cancellation Form, available at the Member Service Desk. The form should be submitted 30 days in advance. Exceptions to this guideline may be made due to medical or other circumstances, at the discretion of the YMCA Membership Director.

## **Membership Refunds**

Should you decide to cancel your membership with the YMCA of Talbot County after the 15-day "Satisfaction Guaranteed" period, we will happily refund the unused portion of any membership dues paid by annual invoice, or stop the automatic withdrawal from your checking, savings or credit card account upon written request. We are unable to refund membership dues based upon lack of use or non-attendance.

Please monitor your monthly bank statement for discrepancies. Should you discover an error on our part please report it within 90 days, we will correct the error and refund the appropriate amount (after 90 days we will only be able to correct the error).

## **Open Doors Fee Assistance Program**

The YMCA of Talbot County is dedicated to keeping our programs and services available to all, regardless of ability to pay. It is the policy of the YMCA to provide services for persons who desire to participate and who understand the philosophy of the YMCA, regardless of the ability to pay standard program or membership fees. The benefits are dependent upon the YMCA's financial resources. Those unable to pay the full amount may be awarded partial or full assistance, based on their demonstrated need. Those receiving financial assistance will be required to re-apply every 6 months.

## **Membership Cards and Photo IDs**

Please present your membership card at the Member Service Desk every time you enter the YMCA. Another form of photo identification may be used in the event that a member forgets his/her official membership card.

Membership cards are issued to all members. If your card does not scan we will verify your membership by other means, such as an additional form of identification. If your membership is not current you may not enter the facility. If your card is misplaced we will happily replace it. Your first replacement card is free and additional replacements will be \$5 each.

Your membership is for your use only. Please do not share your membership card with others or attempt to transfer your membership to another person. These actions may put your membership status in jeopardy.

**Thank you and WELCOME to the YMCA!**