



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



MEMBER GUIDE

Membership Benefits, Guidelines and Services
VALLEY POINTS FAMILY YMCA

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WELCOME TO THE VALLEY POINTS FAMILY YMCA!

Welcome to our Y family!

Throughout the Alle-Kiski Valley region, countless people know the Valley Points Family YMCA. But there's so much more to the Y than one might think.

From athletics to advocacy, exercise to education, preschool to preventive health, and volleyball to volunteerism, the Y doesn't just strengthen our bodies, it strengthens our community. The Y is so much more than a gym...we're a cause, dedicated to youth development, healthy living and social responsibility.

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



ABOUT US

Valley Points Family YMCA

The Y is a cause-driven, non-profit charitable organization dedicated to youth development, healthy living and social responsibility. We utilize resources to help youth develop to their fullest potential, provide health and wellness opportunities for people of all ages and abilities, foster community and economic development, and serve as a valuable community asset to ensure that everyone has the opportunity to learn, grow and thrive.

Youth Development:

All kids deserve the opportunity to discover who they are and what they can achieve, under the guidance of adults who care about them and believe in their potential. We see every interaction with young people as an opportunity for learning and development.

Healthy Living:

Health and well-being are all about balance. That's why we help people build and maintain healthy habits for spirit, mind and body in their every-day lives. By helping young people, adults, families and seniors from all backgrounds improve their health and well-being, we build a stronger community for all of us.

Social Responsibility:

With our doors open to all, we work every day to bridge the gaps that divide people and neighborhoods across our region and to bring our cause to the people and neighborhoods that need us most. Our members, volunteers, supporters and staff demonstrate the power of what we can achieve by giving back together.



YOU BELONG

The Valley Points Family YMCA is a membership organization. “Belonging” to the Y means sharing in the values and mission the Y has offered to its members since it originated in 1844. Today our Y offers the following member benefits:

- Unlimited access to three branch locations
- Orientation to and use of all equipment and facilities
- Kid Watch services
- Open swims for adults and families
- Open gymnasium time
- Priority registration for programs and classes
- National Reciprocity
- Discounts on fee-based programs
- 100+ Group exercise classes

MEMBERSHIP INFORMATION

General Membership Information

Renewing a membership: Annual members receive a renewal notice in the mail approximately 30 days prior to their renewal date. To renew, simply return the notice with payment to the Y prior to the renewal date. Draft memberships do not expire.

Upgrading/Downgrading a membership: Memberships can be upgraded or downgraded from one type to another. To do so, please stop by the Welcome Center for additional information.

Terminating a draft membership: Memberships can be cancelled at any time with 14 days written notice. This can be done by completing a termination form at one of our branch welcome centers or by emailing admin@vpfymca.org. Memberships cannot be terminated retroactively for non-use.

National Reciprocity

The Valley Points Family YMCA is a member of Nationwide Membership. You are welcome to visit Ys outside of the Valley Points Family YMCA as long as you use our three branches at least 51% of the time. Policies and processes may vary at other Ys. Our recommendation is to call another Y prior to your visit.

Financial Assistance

At the Y, no child, family or adult is turned away due to the inability to pay. We recognize that for communities to succeed, everyone must be given the opportunity to be healthy, confident, connected and secure. Financial assistance is available for those who require assistance for programs and memberships. Please see a Welcome Center Associate for more information and an application. Applications may also be printed from vpfymca.org.

Membership Policies

- Membership card must be presented upon entry to the Y.
- Membership is non-transferable and may be revoked for cause.
- Lost membership card replacement fee is \$1.
- Membership dues are non-refundable.
- Members of the Y receive a discount on programs.
- Members can register during the 3rd week of the month prior to a program starting. Non-Members can register the 4th week of the month prior to a program starting. Members of other Y's may register at member rates (with the exception of Child Enrichment programs) during the open registration period.
- Day passes are currently available to non-members for \$10 .
- To provide a safe environment for all, our Y monitors the sexual offender registry. Persons on the list will not be eligible for membership, program participation, volunteer, or employment opportunities with this Y. For identification purposes, a photo is required at start of membership.
- If you register for a program as a member at one of our member rates, the membership **MUST** be maintained through the completion of the program.

Suggestions & Comments

Your suggestions and concerns are always welcome. Y staff are known for being friendly, responsive and caring people. Please feel free to contact any of our staff to ask questions, place a suggestion in our Comment Box at each branch or email admin@vpfymca.com.

Children and Youth Access

Our expectations are that parents are responsible for children under 8 years of age at all times. We need your support in ensuring that children and youth will:

- Accept direction from Y staff.
- Show courtesy and respect for others while at the Y.
- Refrain from using offensive or hurtful language anywhere within the Y.
- Take care of the facility and equipment.
- Abide by the guidelines outlined in this handbook.

Kidwatch

As part of our commitment to our participating families, our Y offers free babysitting services for children (ages 6 weeks to 12 years) of parents/legal guardians who are Adult or Family members. If you are not the parent/legal guardian and wish to make use of this service, then the child(ren) must be members of our Y. Parents/legal guardians must remain on the Y premises at all times. Please check with the Welcome Center for usage guidelines, ages and specific hours as they may vary by location.

Lockers

Lockers are available for daily use during your visit to our Y. We strongly advise the use of locks to protect your personal items, such as clothes and other valuables. Locks left on overnight may be removed to allow use by other members. Valuables are best left at home. Permanent lockers may be available to rent; please check with the Welcome Center for more information.

Lost and Found

The Valley Points Family YMCA is not responsible for lost or stolen items. We try to keep found items whenever possible. Please check at the Welcome Center if you have lost an article. Valuable items will be secured and arrangements must be made for identification and pick-up. Unclaimed items will be donated to a local charity.

CODE OF CONDUCT

The Y 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 facilities or participating in our programs. We expect persons using the Y to act maturely, to behave responsibly, and to respect the rights and dignity of others.

Using the principles of Caring, Honesty, Respect and Responsibility as a guide, the Valley Points Family YMCA implemented the following Code of Conduct. Our 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. Specifically, actions that do not adhere to these guidelines include:

- Using, possessing or being under the influence of illegal chemicals or alcohol on Y property.
- Smoking: The Y 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, including clothing with vulgar/profane writing or language.
- Theft or behavior that results in the destruction or loss of property.
- Unauthorized photography within the Y, including the use of cell phone cameras.
- Refusing to adhere to staff requests.

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 confronting a person directly should report the behavior to a Y staff person immediately.

Members and guests should not hesitate to notify a staff member if assistance is needed. In order to carry out this Code of Conduct we ask that members and guests identify themselves when asked.

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

FACILITY USE GUIDELINES

- For your safety, glass containers are not permitted in locker rooms, swimming pool and pool lobby area.
- Only non-marking shoes are permitted on wood floors.
- Proper exercise footwear must be worn in all areas.
- Proper attire must be worn.
- Only swimsuits may be worn in the pool (no street clothes are allowed). Children who are not potty trained must wear swim diapers (no regular diapers are allowed in the pool).
- Children under 14 years of age are not permitted in the Cardio or Weight Rooms. Exception: Children ages 7-9 may use the STRIVE equipment at the Allegheny Valley Branch with the company of an adult after completing a free orientation program. Children ages 10-11 may use CARDIO equipment only at all three branches with the company of an adult after completing a free orientation program. Children 12-13 may use STRENGTH circuit machines at all three branches with or without the company of an adult after successfully completing a free orientation program. Please stop by or call one of our welcome centers for more information on how to register for one of our equipment orientation programs.
- Children under 14 years of age must be accompanied by an adult member on their membership unit after 8:30pm.

- No children over the age of six years old are permitted to enter a locker room of the opposite sex. Family changing rooms are available.
- There is a 30-minute time limit on cardio equipment.
- Please wipe down equipment when finished (wipes are provided) and return weights to racks.
- Y facilities and grounds are smoke-free, drug-free and alcohol-free environments.
- No solicitation is allowed on Y property, unless authorization is received from Y management.
- Photography, including the use of cellphone cameras, is prohibited unless agreed upon by all participants photographed, including guardian permission for anyone under the age of 18.
- Cameras of all kinds are prohibited in locker room/restroom areas.
- Cellphone conversations are limited to the lobby areas.
- Security cameras are located throughout the Y facilities. Please report any suspicious behavior to a staff member immediately.
- Children under the age of 8 are required to be under the supervision of a parent or guardian, or registered and participating in a Y program.
- Certain areas of the Y are restricted to use by specific age groups or restricted by specific supervision guidelines— such as the cardio room, weight room, swimming pool, locker rooms, etc. Please check with the Welcome Center for specific details.
- Family Swims/Community Family Swims: All children under the age of 8 must be accompanied—in the water—by an adult 18 years of age or older in the same immediate family.
- The hours of operation vary between the three branches and may change without prior notice. Always check with the Welcome Center for specific details. We make every effort to give advanced notice when changes are made.
- Business hours at all three branches are 8am–8pm Monday–Friday, 8am–4pm Saturday and closed on Sunday.

EMERGENCY PROCEDURES

Evacuations

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

Fire Alarm

If the fire alarm sounds, please STOP all activity and respond immediately to instructions from staff.

First Aid / Incident Reports

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

Member Responsibility

Members are expected to assist us in an emergency by following the staff instructions in order to resolve the situation as efficiently and safely as possible. We appreciate your cooperation.

SUPPORT YOUR Y!

Financial Assistance

If you are unable to pay the full cost of Y membership or program fees, you may apply for assistance based on your financial situation. Funds for financial assistance are raised by the volunteers of our Y's Youth Development Campaign and come from generous individuals and businesses within our community.

Annual Youth Development Campaign

The Valley Points Family YMCA seeks to ensure that everyone has the opportunity to participate in programs and services that assist them in living fuller, healthier lives. Every year, Y volunteers solicit contributions through the Annual Youth Development Campaign to ensure that our community's children, youth and families have the

opportunity to participate regardless of their ability to pay. If you would like to make a donation and help make a difference in the lives of our community's children and youth, please see a Welcome Center Associate.

Volunteer Opportunities

Volunteers are the strength of our organization. They make it possible for us to offer the wide range of quality programs and services that we do. Some of the areas in which volunteers assist our Y include program committees, events, fundraising, youth sports coaching and more. Become a vital part of the Y — your special talents will really make a difference!

FREQUENTLY ASKED QUESTIONS

Can I register at member rates?

Current members of the Valley Points Family YMCA can register at member rates for all programs. Members of another YMCA can register at member rates (with the exception of Child Enrichment programs) during the open registration period. **If you register at the member rate, the membership MUST be maintained through the completion of the program.**

What happens if the class is full when I try to register?

If your desired program is full, ask to be added to the wait list and we will contact you if additional openings become available.

Can I register for a class after it has already started?

Yes, if the class is not full! Fees may or may not be prorated depending on the date of registration.

Am I able to receive a refund for a class?

If the Y cancels a program, a refund or a program credit will be issued to each participant. If you cancel your registration for a program prior to the first class, a refund or a program credit will be issued less a \$5 processing fee. After a class has begun, there are no refunds or credits issued to a participant. There will be no make-up classes or refunds for classes that fall on a holiday unless otherwise stated in the program description.



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HOURS OF OPERATION

All Branches:

Monday–Thursday	6am–9pm
Friday	6am–8pm
Saturday	7am–4pm
Sunday	CLOSED

***Hours may change with the seasons**

Weekday Office Hours: 8am–8pm

Saturday Office Hours: 8am–4pm

***Office Hours designate when transactions may take place**

**Virtual group exercise classes are available at
www.facebook.com/VPFYMCA
or at [vpfymca.org](https://www.vpfymca.org) under Y Wellness 24/7.**

Valley Points Family YMCA Mission

**To put Christian principles into practice through
programs that build healthy spirit, mind and body for all.**

**Allegheny Valley Branch
5021 Freeport Rd
Natrona Heights, PA
724.295.9400**

**Kiski Valley Branch
511 Hyde Park Rd
Leechburg, PA
724.845.1968**

**New Kensington Branch
800 Constitution Blvd
New Kensington, PA
724.335.9191**

www.vpfymca.org | www.facebook.com/VPFYMCA

Contact us at admin@vpfymca.org