



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



MEMBER GUIDE

**Membership Benefits, Guidelines and Services
VALLEY POINTS FAMILY YMCA**

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 everyday 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.



Mary, a scholarship recipient, is a firm believer in all that the Y has to offer—not only its members, but the community as a whole. “I believe that our Y is a great place to start off our kids in life. Our community’s children can grow with the Y through various stages in their lives and will always be a “go to” point for them. Somewhere to trust. Somewhere to belong. This trust and belonging carries throughout adulthood and can be passed on to the next generation.”

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 two branch locations
- Orientation to and use of all equipment and facilities
- Child Watch babysitting at two branch locations
- Open swims for adults and families
- Open gym time
- Priority registration for programs and classes
- AWAY privileges (Always Welcome at YMCA)
- Discounts on fee-based programs at all locations
- Group exercise classes

MEMBERSHIP INFORMATION

General Membership Information

Renewing a membership: Annual members receive a renewal notice in the mail approximately 90 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. Memberships cannot be terminated retroactively for non-use.

Always Welcome at YMCAs (AWAY)

The Valley Points Family YMCA is a member of the AWAY program and you are welcome to visit Ys across the country...and around the world! Policies and processes vary according to individual Ys. When inquiring about facilities and visitation, please have your current membership card with you.

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.

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 one week prior to program participants; members of other Y's may register at member rates during the open registration period.
- Day passes are available for \$10 and provide access to facilities and classes which are available for free to members (with the exception of the NKB swimming pool).
- 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.

Children and Youth Access

Our expectations are that parents are responsible for their children 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.

Children's Fun Zone

As part of our commitment to our participating families, our Y offers free babysitting services for children (ages 6 weeks to 7 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 time. 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. However, we do try to keep lost and 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.

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 as well as to make suggestions in the Comment Box at each branch. If you have a specific concern which has not been resolved by our Welcome Center staff, please feel free to ask to speak to the Branch's Member Engagement Specialist.

**CARING | HONESTY
RESPECT | RESPONSIBILITY**

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 facility 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 12-13 may be permitted in the Cardio and Weight Rooms IF they have completed Youth Strength Training AND are accompanied by an adult member.
- Children under 14 years of age must be accompanied by an adult member on their membership unit after 8:30pm.
- There is a 30-minute time limit on cardio equipment and time slots must be reserved in advance.
- 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 authorization is received from Y management.
- Cellphone usage is 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 two 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.

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.

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 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. Want to get involved? 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?

If you are a current member of the Valley Points Family YMCA, you can register at member rates for all programs. If you are a member of another YMCA, you can register at member rates during the open registration period.

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

We make every attempt to accommodate interested participants in our programs. If your desired program is full, simply ask to be added to the wait list and we will contact you if additional openings become available or notify you of a new class offerings.

Why am I unable to sign in to the online registration site?

The online registration tool is simple to use. However, if you are not a member of the Y and have not signed up for a program in the past, our database has no record of you and you need to personally contact our office to register. If you have previously registered for a program, please search for your account by using your name, date of birth and zip code. If you have any other trouble registering online, please contact us by phone or email (admin@vpfymca.org).

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

Yes! The majority of our classes have additional space available after a class has begun and welcome a new face to join at any time. Fees may or may not be prorated depending on the date of registration, and online registration will be closed after the first day of class so please come in to your local branch to register.

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

Kiski Valley Branch

511 Hyde Park Road | Leechburg, PA 15656 | 724.845.1968

Summer (Memorial Day-Labor Day)		Winter	
Monday-Friday	6am—9pm	Monday-Friday	6am—9pm
Saturday	7am—2pm	Saturday	7am—5pm
Sunday	1-5pm	Sunday	1pm—5pm

New Kensington Branch

800 Constitution Boulevard | New Kensington, PA 15068 | 724.335.9191

Summer (Memorial Day-Labor Day)		Winter	
Monday-Thursday	5:30am—10pm	Monday-Thursday	5:30am—10pm
Friday	5:30am—9pm	Friday	5:30am—9pm
Saturday	7am—6pm	Saturday	7am—8pm
Sunday	1-5pm	Sunday	1pm—6pm

YMCA Mission

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

Valley Points Family YMCA

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511 Hyde Park Road
Leechburg, PA 15656
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**New Kensington Branch
800 Constitution Boulevard
New Kensington, PA 15068
724.335.9191**

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