



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

LIVING OUR CAUSE

MEMBERSHIP HANDBOOK
DANVILLE FAMILY YMCA



WELCOME TO THE DANVILLE FAMILY YMCA

HELLO AND WELCOME!

Congratulations! You now belong to a powerful association of men, women and children joined together by a shared commitment to nurturing the potential of kids, promoting healthy living and fostering a sense of social responsibility. Every day we work side by side with our neighbors in the communities we serve to ensure everyone has the opportunity to learn, grow and thrive.

This handbook serves as your guide to get to know the policies and procedures at the Danville Family YMCA. As a member, you are entitled to a variety of programs and services designed to help you strengthen your spirit, sharpen your mind, and build your body. Personal training, yoga, pilates, group cycling, aquatic exercise, and swim lessons are just part of what you will find offered at the Danville Family YMCA. No matter what your age or fitness level, the Y has something for everyone.

As a community-based, charitable and collaborative organization that is volunteer-driven, the YMCA derives its strength from its community roots and strong volunteers. Through collaborations with schools, hospitals and other non-profit organizations, we are able to further enhance and expand the programs and services we offer.

We encourage you to take full advantage of your membership and get to know the staff and members at your Y. Please stop by the Membership Services Desk if you have questions.



Strengthening
community is our
CAUSE

MISSION

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

VISION

To be the premier community-based, charitable organization that embraces collaborations to build strong kids, strong families and strong communities.

VALUES

To practice the principles of caring, honesty, respect, and responsibility, drawn from our foundation of faith in God.

STATEMENT OF DIVERSITY AND INCLUSION

The Danville Family YMCA is an organization of people joined together by a shared commitment to ensure that everyone has the opportunity to learn, grow and thrive. By prioritizing diversity and inclusion, we seek to ensure that all segments of society have access to the YMCA and feel welcome and fully engaged as participants, members, staff and volunteers.

MEMBERSHIP MEANS MORE

What's included in my Y membership?

As a Y member, you will belong to a health movement. You will support the Danville-Pittsylvania County community through social service initiatives, preventable disease programs, and youth achievement programs. No other gym compares to the impact the Y makes on individual lives and communities each and every day. The Y gives back to individuals in need through the Annual Campaign which supports the scholarship program ensuring that no one is turned away due to an inability to pay.

In addition, you will have access to over 40,000 square feet of wellness services including:

- Wellness Center: 100+ pieces of premium, networked fitness equipment (watch your favorite channels while you work out, challenge friends to burn more calories or run more miles) including treadmills, ellipticals, recumbent bikes, and stair climbers
- Aquatics Center: 6 lane, 25 yard pool with handicap accessible ramp
- Women's sauna, and men's steam room
- A New Member Orientation with a certified personal trainer and FREE enrollment in Activtrax to establish goals and keep you motivated
- Friendly, educated Wellness Coaches available during all hours of the day to answer questions, show you how to use equipment, and schedule wellness services appointments (personal training, wellness screenings, etc.)
- Free weights and strength equipment
- Access to 60+ land and water Group Exercise classes
- Indoor Walking Track
- Locker rooms, and accessible family locker rooms
- Indoor Group Training Studio which houses our Cycle classes, TRX and much more
- Main Group Exercise Studio with varying levels of yoga (including POWER yoga) and pilates
- Group Training classes such as strength training, Box & Sulpt, TRX, Cycle & Cycle 30
- Evidence-Based Programming such as Activtrax Program, In-Body Wellness Program (body fat screening)
- Social gathering space in the lobby, cafe-style seating in the gallery, and a space to host lunchtime learning classes through workplace wellness
- Free coffee provided to our members Monday - Friday from 5am to 12pm
- Access to all other YMCAs through the Nationwide Membership program
- Volunteer opportunities

GO MOBILE

Download the YMCA DANVILLE Mobile App on your iPhone or Android smartphone for up-to-the-minute program and class schedules.

YOUR Y IS EVERY Y

The Y movement is for youth development, healthy living and social responsibility. We want to encourage members to utilize the Y as often as they can. Sometimes, it's more convenient for members to utilize a Y in a different location when traveling, near a workplace or in another region. Full facility YMCA members have the flexibility to use other Y facilities throughout the United States, at no extra charge. Simply present your active YMCA membership card and photo ID at the YMCA you are visiting.

MEMBER INFORMATION

MEMBER CODE OF ETHICS

- 1. Members will not verbally, physically, emotionally, or sexually abuse a child.**
- 2. Members will not be alone with children except with prior approval of senior management or in an emergency.**
- 3. Members will not use profanity in the presence of children, parents, participants, or other staff.**
- 4. Members will not display intimate affection towards others in the presence of children, parents, or other participants.**
- 5. Members will report any suspected abuse or neglect of a child to the Director of Childhood Sexual Prevention.**
- 6. Members will, at all times, portray a positive role model for children and youth by demonstrating respect, loyalty, patience, courtesy, tact and maturity.**
- 7. Members will treat all staff and children, regardless of age, race, religion, gender, or disability with respect, compassion and kindness.**
- 8. Members will never leave a child unsupervised. (After School, Camps, Basketball, Cheerleading etc.). There must be an instructor with children at all times.**
- 9. Members must be appropriately dressed.**
- 10. Members will not attend the Danville Family YMCA with physical or psychological conditions that might adversely affect children's, staff, or other member's health or safety.**
- 11. Members will not use tobacco products during open hours at the Danville Family YMCA (We are a tobacco free campus).**
- 12. Members will not use, possess, or be under the influence of alcohol or illegal drugs during working hours.**

Members are responsible for those in their membership. If any member of any membership violates any of these rules and regulations, the entire membership will be subject to a disciplinary action, which includes up to termination.

MEMBER CODE OF CONDUCT

The Danville Family YMCA is an organization that is committed to the principles of caring, respect for others, personal responsibility, integrity and honesty. All members and guests are expected to reflect these values in their personal conduct toward staff and other members and guests.

The Danville Family YMCA retains the right to deny access, or suspend or cancel a membership when a member's or Non-Member's conduct is determined to endanger the safety of others or interfere with another member's enjoyment and reasonable use of YMCA facilities. Law enforcement assistance may be requested if situation deems necessary.

Grounds for Denying Access or Membership

The Danville Family YMCA reserves the right to deny access or membership to any person who:

- Has been convicted of any crime involving sexual abuse or other sexual offense.
- Is a registered sexual offender or sexual predator.
- Is intoxicated or exhibits signs of misusing narcotics or dangerous drugs.
- Is currently suspended or terminated per the 'Grounds for Suspension or Termination' listed below.
- Membership revoked or suspended at another YMCA.

MEMBER INFORMATION

Grounds for Suspension or Termination

The Danville Family YMCA does not tolerate inappropriate, threatening or harassing behavior including but not limited to:

- Use of profanity.
- Destruction of property.
- Sharing membership card.
- Theft.
- Being in possession or under the influence of alcohol or drugs.
- Sexual misconduct.
- Disorderly conduct.
- Physical fights.
- Verbal or other forms of harassment.
- Nudity outside of Locker Room areas.
- Selling or promoting products and services without YMCA authorization.
- Any behavior that is determined to be unacceptable by the YMCA, and detrimental to those we serve.
- Inappropriate use of the Men's, Women's, and Family Locker Rooms.

Such conduct will be grounds for the immediate suspension or termination of membership. No refund will be issued.

A \$10 fee will be charged for all returned checks. Members will be terminated until their obligations are fulfilled.

Wellness Center Rules

We strongly recommend all members participate in the New Member Orientation program prior to using any fitness equipment.

Members and guests under the age of 13 are required to be under the direct supervision of an adult (18 and older) at all times. Certain areas of the YMCA are restricted by specific guidelines regarding age as indicated by the following policies.

Wellness Center Policies

- Wipe down equipment after use. Disinfectant and paper towels are provided for your convenience.
- Be considerate. Limit use of cardio equipment to a maximum of 30 minutes when others are waiting.
- When using the strength equipment please be courteous to other members and do not sit on the machine between sets. Be considerate and allow members to "work-in."
- Please return weights, mats and all equipment to their designated spaces.
- Report any malfunctioning or broken equipment to a staff member immediately.
- No food. Only beverages in spill-proof containers are permitted.
- No coats or bags in the Wellness Center. Please lock up all personal belongings in the locker room.
- Wear appropriate workout attire. No boots or sandals permitted.
- Cell phones permitted in the Wellness Center for use as music players, however, use of headphones are required. No talking on phone, or camera use permitted.
- Youth under the age of 9 are not allowed to be in or use the Wellness Center or Free Weight equipment at any time. They can be placed in Childwatch during any workout.
- Youth ages 9-12 may only use cardio machines and circuit strength machines in the Wellness Center under direct parent/guardian supervision at restricted times and locations designated by the branch. Use of free weight equipment is prohibited. Youth must successfully obtain F.A.S.T. (Fit Adolescents Safely Training)
- Teens ages 13-17 do not need direct parental supervision if they have completed the F.A.S.T. Program and submitted a waiver signed by a parent. Please see the branch Wellness Center staff for policies dealing with teens and free weight equipment.
- The YMCA is a family environment, so please refrain from the use of inappropriate or profane language.
- Dropping free weights causes a distraction to our members and guests and could cause personal injury to the user; therefore, when an individual is using free weights, the weights should gently be placed on the ground.
- In accordance with the YMCA Insurance Policy, no individual may use any Y facility to work with a client for a fee unless employed by the YMCA.

MEMBER INFORMATION

Group Fitness

Value-added land exercise classes are available to members at no cost. Additional fees may apply to specialty classes. Members ages 9 and above may participate in adult classes at the discretion of the YMCA staff. Unless specifically designated, youth ages 8 and under may not participate in adult-level classes. Youth participating in Youth Classes must be signed into that class by the parent or guardian of the child. The child can only be picked up by that person, unless otherwise noted during check-in. The parent or guardian must update the Wellness Desk if their location changes.

Locker Room Policies

1. Children of the opposite gender, ages 3 and older, must use the Family Locker Room with their Parent or Guardian.
2. Do not bring valuable items into the facility. A lock does not guarantee the safety of your belongings. **The YMCA is not responsible or liable for items damaged, lost, or stolen.**
3. The Family Locker Rooms are exclusively for Danville Family YMCA Members only.
4. The Family Locker Room is designated for Families and Handicapped individuals only. All youth 13 and older must use the Main Locker Rooms.
5. Children under the age of 13 must be accompanied by an Adult.
6. All Y Members must shower before entering the Pool.
7. Lockers in the Men's and Women's Locker Rooms are assigned by the YMCA Administrative Staff. Please use your assigned locker. Any locker assignment changes have to be recorded in our system.

Sauna and Steam Room Policies

1. The steam room and sauna may be used by members 18 and older.
2. Pregnant women, elderly persons, and persons suffering from heart disease, diabetes or high or low blood pressure should not enter the spa without medical consultation and permission from their doctor.
3. While using the sauna or steam room, please sit on a towel or wear swim shorts. Proper attire is required.
4. Observe reasonable time limit of 15 minutes or less, then leave the area and cool down before returning for another brief stay if you wish.
5. Shaving is not permitted in the sauna or steam room.
6. No rubber suits allowed in the sauna or steam room.
7. No alcoholic or tobacco products allowed.
8. Street Clothes are prohibited; however, use of a towel or swimsuit is required.
9. No scents or oils are to be used inside the Steam Room or Sauna.
10. Hanging clothes is not allowed in the Steam Room or Sauna.

Open Swim & Family Swim

YMCA members 18 years and older may use the pool during any scheduled Adult Open or Adult Lap Swim time. Lap Swim is for continual lap swim only. Due to facility needs, Open Swim times may change without notice. Youth under the age of 13 must be directly supervised by an adult while using the Aquatics Center. Children who cannot pass the deep water safety test must wear a life jacket or be within arms reach of an adult at all times.

MEMBER INFORMATION

Pool Policies

1. Swim only when a lifeguard is present.
2. The lifeguard has full authority over the pool!
3. All Children ages 12 & Under must be accompanied by an adult in the pool area and participate in a swimming skills assessment and will be provided a green or red wrist band for that day.
4. All Children ages 12 & Under who do not pass the deep water safety test must wear a red wrist band, remain in the shallow end of the pool, and be directly supervised by an adult 18 years or older, within arm's reach.
5. One adult can be responsible for no more than 3 non-swimmers.
6. All non-swimmers must remain in the shallow end and wear a red wrist band.
7. Only swimmers who have passed the deep water safety test that day will be marked with a green band will be allowed in the deep end of the pool.
8. All swimmers must shower before entering the pool.
9. Only appropriate swim attire is permitted in the pool. No street clothes, rubberized or plastic clothing permitted.
10. If you hear one long blast of a whistle, please clear the pool immediately.
11. No running on the pool deck.
12. No diving in marked shallow areas, only in specified deep areas.
13. No jumping or diving off the starting blocks unless in a supervised YMCA Program.
14. No pushing, dunking, "chicken fights", or horseplay.
15. Breath-holding contests are prohibited.
16. No band-aids, bandages, or open wounds in the pool.
17. No food, beverages, or gum in the pool area.
18. Only YMCA-approved flotation devices are allowed.

19. No lifejackets in the deep end unless in supervised YMCA Program.
20. No playing, sitting on stairs, guard chair, or ladder.
21. Emergency equipment is for lifeguard use only.
22. Parents are responsible for supervision of children.
23. Lap lanes are for lap swimming only.
24. Circle swim when there are more than 2 swimmers per lane.
25. Do not hang on lane lines.

Gymnasium Policies

1. Inappropriate behavior including profanity, fighting, arguing, or aggressive talk may cause membership to be revoked.
2. Players are subject to showing proof of membership purchased to YMCA staff when requested.
3. Do not bring valuable items into the facility. A lock does not guarantee the safety of your belongings. **The YMCA is not responsible or liable for items damaged, lost, or stolen.**
4. In accordance with the YMCA Insurance Policy, no individual may use any Y facility to work with a client for a fee unless employed by the YMCA.
5. Athletic shoes & appropriate attire required for all activities.
6. **Food and beverages are not allowed inside the Gymnasium.**

Afterschool/Summer Camp Policies

1. Have respect for other people.
2. No touching of any kind.
3. Use listening ears.
4. Share with everyone.
5. Help each other.
6. Clean up after yourself.
7. Respect each other's feelings.
8. No electronics or cell phones.

MEMBER INFORMATION

Childwatch Policies

1. Parents/adult guardian must sign children in and out at every visit.
2. Only one family in the pickup/drop off area at a time.
3. Only on duty Danville Family YMCA staff behind the gate.
4. Only Y staff touches/opens/closes the gate.
5. Child must leave with parent/adult guardian who signed them in unless noted by parent/adult guardian at sign in.
6. Parents must remain in the pickup/drop off area while signing in/out child.
7. If your child cries, screams, or is clearly anxious or distraught for longer than 15 minutes, parent/adult guardian will be called back to the child.
8. Sick children are not allowed to participate in Child Watch. Level of sickness to be determined by staff discretion.

Program Registration

Members may register for youth and adult programs during program registration. Most registrations are taken at our Membership Services Desk, however, registrations for some programs may be performed at www.ymcadanville.org. Members participating in free, drop-in classes are not required to register.

Program Fees

Program fees represent the cost of providing program activities or services not included in membership dues. Program fees must be paid in full at the time of registration in order to guarantee your spot in the program.

Credits/Refunds

Refunds will not be issued once a program session begins, unless warranted by a doctor's note stating a valid medical reason.

Personal Training/Muscles for Youth

Personal Training packages expire three months from date of purchase and are non-transferrable. Refunds are given with a doctor's note stating a valid medical reason.

Cancellation of Classes

To ensure a quality experience for all participants, the YMCA may choose to combine or cancel classes due to low enrollment. Low enrollment is considered a class which averages under 8 participants on a regular basis. If the YMCA cancels a class, a replacement class will be suggested.

Water Aerobics

Value-added water aerobics classes are available to members at no cost. Additional fees may apply to specialty classes. Members ages 9 and above may participate in adult-level classes. Unless specifically designated, youth ages 12 and under may not participate in adult-level classes.

Membership Card

New members will be issued a YMCA membership card. Members must scan their membership card at the Member Services Desk each time they enter the facility. Lost cards may be replaced at the Membership Services Desk for a fee of \$3. The Danville Family YMCA has the right to suspend or cancel a membership if a member shares his/her membership card, if the member's behavior or language is judged to be in conflict with the welfare of members or staff, or is in conflict with the YMCA's mission and values. Members may download the YMCA Danville Mobile App and add their YMCA Card to avoid the \$3 replacement card fee.

MEMBER INFORMATION

Clothing & Attire

Shirts and shoes must be worn at all times. Appropriate shirt, athletic shoes and shorts or pants are required for the fitness facilities. The YMCA staff reserves the right to deem what is appropriate. Street clothes, non-athletic shoes and open-toed shoes and sandals are not permitted. Swim suits are required for all aquatic programs. Cut-offs are not permitted in the pool. The YMCA is a family place. Inappropriate or offensive dress will not be tolerated.

Tobacco Policy

The Danville Family YMCA facility is a tobacco-free campus. This includes parking lots and playing fields. We ask that if you need to use tobacco products you leave the YMCA premises before doing so.

Photos and Video Recording

The use of audio, camera and video recording devices is prohibited in all YMCA facilities owned or leased unless there is implied authorization. Implied authorization is when a person is taking a picture, using an audio device or taking video of a member of their family, family friends or others from whom prior permission has been obtained while participating in a YMCA activity or event such as swim meets, basketball games, family events, graduation ceremonies, classes and the like. YMCA staff reserve the right to ask members or guests, who they are taking pictures of or recording during programs or activities to determine if there is implied authorization.

YMCA staff or authorized designees of the YMCA when given authorization shall be allowed to use cameras or video recording devices to create promotional, educational or advertising content. To communicate with members and the general public, signage will be posted when this occurs and written authorizations will be required in special cases when a person is going to be the focus of a marketing piece.

Medical Situation

If a member is unable to temporarily participate at the YMCA due to medical/health reasons, the member may place their membership in a medical cancellation and resume their membership when they are cleared by a doctor to return. Members must present a doctor's note to cancel their membership for medical reasons, and when the member brings a doctor's note clearing the member to return, we will reactive your membership. Members who return from a medical cancellation with the proper documentation will not be subject to paying another Joiner Fee.

Cell Phone Policy

The use of cell phones is limited to designated areas within the YMCA facility. Cell phone use is strictly prohibited in the locker rooms and pool area. In order to protect the privacy of all members, the use of still and video cameras (including those on cell phones) is prohibited in all areas of the building unless permitted by YMCA Administrative Staff.

Membership Cancellation

YMCA members may cancel their membership at any time. A written notice of cancellation, however, must be received by the membership office thirty (30) days prior to your next draft date to ensure no further debits to your account. Members who rejoin the YMCA more than 90 days after their membership was terminated will pay another joiner fee.

MEMBER INFORMATION

GUESTS, VISITING OTHER Ys, AND USING THE NEW Y AS A MEMBER OF ANOTHER BRANCH

Guests

Members 18 years of age and older and on an Adult and Family membership have the benefit to bring up to two guests per visit into the YMCA. Once per calendar year, guests are permitted at the Danville Family YMCA if they are 18 years of age or older unless otherwise approved by leadership. Each guest may visit the Y once per calendar year at no cost. All guests and vendors must register at the front desk with a valid state I.D. or driver's license and agree to Y policies and procedures. All guests are subject to YMCA tour and membership presentation. Please contact the YMCA prior to visiting for updated policies and procedures. The YMCA reserves the right to deny access per our member code of conduct.

Nationwide Membership

- Nationwide Membership is valid for all YMCAs in the US.
- Visitors to other Ys must present a valid YMCA membership card and photo ID upon the first visit and complete a visiting member waiver or standard membership application form with liability waiver.
- YMCA Members who take part in the Nationwide Membership program must use their home YMCA facility at least 50% of the time. Access may be denied if this rule is broken.
- Participating YMCAs reserve the right to restrict facility or program access.
- Agencies exclusive to the Danville Family YMCA do not qualify for Nationwide Membership.

ANNUAL CAMPAIGN

**EVERYONE
IS WELCOME**

The Danville Family YMCA welcomes all who wish to participate and believes that no one should be denied access to the Y based on their ability to pay. Through our Annual Campaign, we provide financial assistance to youth, adults and families based on individual needs and circumstances. We encourage everyone in the community to join our cause of strengthening community by giving back. Your financial gift to the Y makes an impact right in your community. For more information and to make a donation to the Annual Campaign, please visit www.ymcadanville.org

FREQUENT QUESTIONS

FACILITY

Where is the Danville Family YMCA located?

Get those steps in and walk or bike to our state-of-the-art YMCA! We are conveniently located along the Dan River on the edge of the River District. Bike racks are available outside the front entrance.

Will there be free Wi-Fi?

Yes. Wi-Fi is available for free for YMCA Members.

Can I rent a locker?

Lockers are available throughout the facility, including in the locker rooms, for daily use. Please bring your own lock. Locks left on daily use lockers after closing will be cut off. If you are interested in renting a top locker, see the Membership Services Desk for more information.

Will there be towel service?

Our facility does not provide towel service to members. Please remember to bring your own towel when visiting.

Do you have a handicapped accessible entrance, elevator, and bathrooms?

Absolutely. Our facility is designed to provide the best experience possible to all those who live and visit our community. We have automated doors at the entrance of our facility, an elevator towards the back of our facility, and all of our Locker Rooms are handicap accessible.

What are the hours of operation?

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

Saturday: 8:00am - 6:00pm

Sunday: 12:00pm - 5:00pm

Please note that hours vary during Holidays. Call us at (434) 792-0621 to verify hours before visiting our facility during holidays.

MEMBERSHIP

If I am a member at another YMCA location, can I use the Danville Family YMCA?

Absolutely! You may use your Y membership at any YMCA throughout the Nation, in fact! There are just one important thing to note:

If you begin to utilize the Danville Family YMCA more often than your current Y location (50% or more of the time), we ask that you transfer your membership to our Y at the current membership rates.

I have a SilverSneakers benefit. Can I still use this Y?

Absolutely. Simply present your ID card at the Membership Services Desk and we will get you signed up for your Silver Sneakers Membership.

What does my membership include?

Your membership to the Danville Family YMCA includes use of the entire facility (fitness center, basketball gym, swimming pool, child watch, and all of the group exercise programs) as well as discounted membership rates for the additional programs we offer (such as: swim lessons, sports programs, after school and summer camp, and facility rentals).

I have some co-workers who are interested in joining. Is there a group or corporate discount available?

Yes. A minimum amount of employees is required. Please see the Membership Services Desk for more information.

What makes the YMCA unique?

The YMCA is a charitable, volunteer-driven, community-based organization that offers a range of exciting activities designed to bring families together and promote a healthier lifestyle. The Y also gives you the opportunity to give back to your community through coaching, mentoring, or any number of volunteer opportunities.

Am I locked into a contract?

There are no contracts at the YMCA. If you need to cancel your membership, just give us 30 days written notice. Please be aware, however, that there are no refunds.

Is there a discount for College Students?

College students receive reduced membership rates. Student ID is required during Registration. College students are also welcome to volunteer for the Y's mentoring programs or to volunteer to coach our sports programs.

PROGRAMS

What are the hours of Childcare Services?

Child Watch Hours: 8 am - 1 pm (Monday - Saturday) and 4:30 pm - 8:30 pm (M-T). Weekend hours will vary depending class schedule and programs.

After School Care Hours: School close until 6:30 pm Monday - Friday, excluding Holidays and Teacher Workdays.

Summer Camp: Drop off until 6:00 pm Monday - Friday, excluding holidays.

What is there for my kids to do?

There are many things for children to do at the Y. We offer several programs for children including: youth swim lessons, sports camps, after school care, child watch, summer camp, the teen loft, and group exercise classes that are geared specifically toward kids.

Children are always welcome in the basketball gym during open gym times and in the pool during open/family swim.

How can I schedule a Personal Training, or Muscles for Youth appointment?

Stop at the Wellness Desk for more information on how to get started with our Personal Training, F.A.S.T., or Muscles for Youth Program. You can schedule an appointment here as well.



DANVILLE FAMILY YMCA
215 Riverside Drive Danville, VA 24540
www.ymcadanville.org