



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

TELFORD YMCA

Owner's Manual

Our Mission:

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

The Telford YMCA is pleased to welcome you as a member. You are one of the three and a half million members who belong to over two thousand different Y's in the United States. Members are our first concern. We strive to provide the best programs, services, and facilities possible. We hope you become as proud of your Y as we are.

This handbook contains information that will help you understand who we are, what our policies are and what your membership can do for you. If you have any further questions, our staff is here to help. Please do not hesitate to call upon us for any additional needs.

Sincerely, The Y Team

Youth Development: Nurturing the potential of every child and teen

We believe that all kids deserve the opportunity to discover who they are and what they can achieve. That's why, through the Y, hundreds of youth today are cultivating the values, skills and relationships that lead to positive behaviors, better health and educational achievement.

Healthy Living: Improving the nation's health and well-being

In Madison County and across the nation, the Y is a leading voice on health and well-being. With a mission centered on balance, the Y brings families closer together, encourages good health and fosters connection through fitness, sports, fun and shared interests. As a result, millions of youth, adults and families are receiving the support, guidance and resources needed to achieve greater health and well-being for their spirit, mind, and body.

Social Responsibility: Giving back and providing support to our neighbors

The Y has been listening and responding to our communities' most critical social needs for 160 years. Whether developing skills or emotional well-being through education and training, welcoming and connecting diverse demographic populations through global services, or preventing chronic disease and building healthier communities through collaborations with policymakers, the Y fosters the care and



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respect all people need and deserve. Through the Y, 500,000 volunteers and thousands of donors, leaders, and partners across the country are empowering millions of people in the U.S. and around the world to be healthy, confident, connected and secure.

PLEASED TO SERVE YOU:

- Erin Jones, CEO
- Pam Ruchka, Business and HR Director
- Jacob Roberts, Program Director
- Chelsea Whitson, Child Care Director
- Morgan Leo, Aquatics Director
- Calvetta Winstead, Assistant Child Care Director
- Olivia Hatter, Member Experience Coordinator
- Taylor Flake, Healthy Living Coordinator
- Taylor Workman, Kids Club Coordinator

Hours of Operation

- Mondays—Thursdays 5:00 a.m. – 10:00 p.m. (Pools close at 8:30)
- Fridays 5:00 a.m. – 8:00 p.m.
- Saturdays 8:00 a.m. – 6:00 p.m. (Pools close at 4:30pm)
- Sundays 1:00 pm. – 6:00 p.m. (Warm Water Pool is closed)

If not listed above, Swimming Pools will close 30 minutes prior to facility closing.

Facility Closings/Holidays/Reduced Hours

- New Year’s Eve Reduced Hours
- New Year’s Day Reduced Hours
- Easter Closed
- Memorial Day Closed
- July 4th Closed
- Labor Day Closed
- Thanksgiving Closed
- Christmas Eve Reduced Hours
- Christmas Day Closed



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Y Membership

Membership cards are required for admittance to the Y. They are not transferable and may not be loaned to others.

Entry to the Y will be through the main doors on N. Maple Street. Please swipe your card at the courtesy counter upon entering. This procedure is essential so that we know who is in the facility in case of an emergency and also to maintain a secure environment for those using the Y. All other doors will be emergency only exits. Your cooperation will be appreciated. Security cameras are located throughout the facility for the safety of our members.

If you forget your card, please let the courtesy counter staff know who you are so they can confirm your membership in the computer. If our staff sees an ongoing problem with the absence of membership cards, the member will be given a warning to bring the card in future visits. If the member does not comply, we reserve the right to deny admittance into the facility or to charge the guest fee. Any member that allows another person to use his or her card will have his or her membership revoked.

If your membership card is lost or stolen, please contact the courtesy counter staff so that we arrange for a new card to be made for you. There is a \$2.00 charge for each reissued card.

Classifications

Teen: Ages 13-18

Young Adult: Ages 19-25

Individual: Ages 26-64

Household: Two adults and children through age 23 who are living in the same household. Children up to age 23 who are enrolled in school full time may also be part of this membership.

Two Person Household: Two people residing in the same house.

Senior: Ages 65 and over

Two Person Senior: Two people living in the same household, one of whom is age 65 or over.

Silver Sneakers: Membership partnered with your Insurance, other than AARP, for active seniors.

AARP Silver Sneakers: Membership partnered with your AARP Insurance for active seniors.



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Full Membership Includes:

Racquetball Court

Gymnasium – 2

Group Exercise Rooms - 2

Running Track (Upstairs and downstairs)

6 lane indoor competitive pool

Warm water instruction/therapy pool

Hot tub

Sauna/Steam Room

Cycle Room

4 Locker Rooms

2 Fully equipped fitness centers including cardio equipment, resistance equipment and free weights.

FREE Group Exercise Classes

FREE Child watch

FREE Instruction on Equipment

FREE Blood Pressure Checks

FREE Water Fitness Classes

Your Y membership is NOT transferable to another person.

Payment

Membership fees are set and annually reviewed by the Board of Directors. Your dues reflect the costs of operating the building, delivering program services, and maintaining, expanding, or replacing the equipment. Membership applicants may choose to have your membership dues deducted monthly from your checking account, savings account or credit card through electronic funds transfer (EFT). You may also pay in full by cash, check or credit card. Membership privileges are valid for the period time covered by your payment. As a full facility member of the Telford YMCA, you are entitled to use the facility



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during all open hours. Members are also entitled to participate in most programs at reduced rates or at no additional charge.

Joining Fees

Joining fees are designated for facility upkeep/renovation and for equipment purchases. This is a one-time fee, provided your membership payment does not lapse more than 30 days. The Join Fee can be waived if the membership is withdrawn automatically each month from a bank account or credit card. This is the only method of waiving the Join Fee and can only be applied at the time of sign up.

Discount Groups

We offer a variety of discount groups pertaining to local businesses and companies around the area. If your business is interested in starting a discount group for your employees, please contact the Healthy Living Director or the Program Director.

P.A.C.E. (Providing Assistance and Christian Enrichment)

The Telford YMCA strives to serve everyone regardless of age, gender, ethnic origin, or the inability to pay. Membership and program aid is available on an individual or family basis. Pick up a Financial Assistance application at the desk if you're interested in this. For additional information contact Lauren Sutton, Financial Assistance Coordinator.

Renewals

For members that pay in full on an annual basis, your membership can be renewed up to 30 days after your original expiration date. However, you will not be permitted to use the facility from the time of your membership expiration until the time of your renewal.

For members that pay using our EFT method, your EFT will continue until we receive a written notice from you requesting that your membership be terminated. This written notice takes 30 days to take effect, **so your account will be drafted one more payment after the notice is written.** After this written notice is turned you Front Desk will be able to give you information on when the draft will be pulled, and how long you should use the facility prior to your last draft date.

Membership Suspension

A violation of the Telford YMCA membership policy may result in a non-refundable suspension of membership. Temporary suspension may be executed by the Professional Staff, while permanent suspension may be executed by the Executive Director.



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Cancellation of membership

The Telford YMCA must receive **at least 30 days notice in writing** to cancel bank draft or credit card draft memberships.

The Y can terminate or suspend a membership at any time due to the following reasons:

- Non-payment of membership dues.
- Acts that endanger members, employees, themselves, or others.
- Theft or misappropriation of funds or property of the Y, its members or guests.
- Unauthorized possession, sale, use, or consumption of alcoholic beverages, narcotics, or controlled substances while on Y premises.
- Repeated disregard for established activity or building rules and regulations.
- Blatant and/or repeated disregard for Y values, including care and respect for others and for property.

Refund/Credit Policy

When 33% or more of a program session has been cancelled by an act of God or because of some action on the Y's part, a pro-rated refund or credit will be awarded. To receive a program credit or refund, contact the Executive Director. The amount awarded will equal the amount of time lost in the program. If less than 33% of a program is canceled, credits will not be issued. When possible, the Y will offer times to make up cancelled classes as opposed to giving credits. Programs that are offered on a monthly basis cannot be prorated unless the registrant is a new member.

*Please note that some programs may have their own special credit policy, which would supersede this policy.

Medical Freeze

The Telford YMCA understands that due to extended illness or physical disabilities, some special arrangements related to membership may be necessary. If this arises, the member will need to contact the Executive Director. The freeze will begin with written notification from the member, along with medical verification. The Y will establish a time limit for the freeze. However, the Y cannot freeze only one member of a family membership.

Nationwide Membership

Always Welcome At Ys! Don't leave home without your Y membership card. It grants you entrance to over 90% of Ys across the country for free or reduced fee. We would be happy to check for the Y closest to your travel destination or you may find a Y by internet at www.ymca.net



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Guest Policy

The Y is first and foremost a membership organization. Non-member children, age 12 and under, may not use the facility unless continually supervised by an adult age 18 and over. A Y member is entitled to bring as many guests as they want for free, and that guest can use the Y twice for free per calendar year. That guest must be accompanied by the member at all times. Otherwise, the individual guest fee is \$10.00 per day for those 18 years old and over, and \$5.00 for those 17 years old and under.

Your Y membership gains you access to any YMCA in the state. You must use your home YMCA at least 50% of the time; your Y membership from outside the state of KY.

Volunteer Opportunities

No matter what your talents, interests or schedule, you can help change someone's life at the Y. Please consider becoming a Y volunteer. For more information on volunteer opportunities contact our Program Director.

Insurance

Personal property and personal injury insurance is the responsibility of the individual. Insurance is not provided by the Y.

Inclement Weather Policy

When Eastern Ky. University is closed due to severe weather ALL Y classes and child watch before noon will be cancelled. Late afternoon classes will be determined by 3:00 when possible. Please check local TV stations for updated details about our classes. After 5:00 p.m. cancellations will be determined on an hourly basis.

Programs

Program Philosophy

The Telford YMCA offers a large curriculum of classes, special events, and other programs. The programs are designed to strengthen the spirit, mind, and body of the participant, consistent with the goals of the Y. The Y strives to provide programs of the highest quality possible through highly qualified instructors and staff. It is the policy of the Telford YMCA that each program participant will conduct themselves in a manner that will foster Christian character and create fellowship among fellow participants.



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Registration

Y member receive a discount on most program fees. Fees are due at the time of registration. Registration is available at all times for full members. Many classes have a required minimum and maximum number of enrollees. Register early to secure a place in the class. We reserve the right to cancel any class if the minimum enrollment is not met. Please check each program listing for specific starting dates. Payment for programs may be made by cash, check, or credit card.

Credit/Refund Policy

Y program fees will be refunded in full if the Y cancels the program. If the enrollee cancels prior to the first class, a \$5.00 service charge will be assessed. If the enrollee cancels during the first week of class, a credit of 50% will be given with no refund. After the first week of class, no refund or credit will be provided.

General Information

It is not the intent of the Y to be unnecessarily negative by making “please do not” statements, but it is the feeling of the policy establishing, governing body of the Y (Board of Directors) that certain Rules of Conduct and other usage policies should be established for your safety and the upkeep of the Y facility. For your protection, many areas of the Y are under video surveillance.

Behavior Policy

All adults and children using Y facilities should feel comfortable and have positive feelings about their participation as members, program participants and guests. Inappropriate behavior or language deemed to be in conflict with the welfare and safety of members and staff is strictly prohibited at the Y facilities. Such behavior may take the form of cursing, abusive language, fighting, unwanted sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual or abusive nature. Additionally, persons who are under the influence of drugs and alcohol may be asked to leave the premises and may be subject to having their membership or participation privileges terminated. The Y also reserves the right to deny facility access or membership to any person who is a sexual offender or who has been convicted of any crime involving sexual abuse.

Tobacco Products

It is the policy of the Y to seek the promotion of a healthy lifestyle. Because we are for you, smoking and other tobacco products **are not allowed in or on Y property.**

Alcohol, Illegal Substances and Fire Arms Are Not Permitted On Y Property.



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Accidents/Incidents

If there is an accident, injury or unusual incident, contact a Y staff person immediately. We are here to assist you. Please be advised that you are fully responsible for yourself, your children and your guests. It is imperative that you cooperate with Y staff to complete an incident form in the event of an accident, injury, or incident.

Weapons

No weapons are permitted on Y property.

Cell Phone Policy

Any person caught taking inappropriate pictures or taking a picture without that person's permission or knowledge, will have his/her membership terminated by Y. Please be considerate of all who utilize our facilities by avoiding the use of a cell phone while in the locker room. Contact member services if you have any concerns or questions.

Parking

Parking is provided in the parking lot to the west and north of the main entrance to the Y. Designated parking for the handicapped is available in the west lot. There is no parking allowed in the driveway by the Ys Main Entrance.

General Attire

1. Shoes and shirt/tops must be worn in all areas of the facility, except the pool.
2. Street shoes are not permitted on any wood floors or in the pool area.
3. Proper swimsuits must be worn when using the pool, sauna, steam room, and whirlpool.
4. No swimsuits are allowed outside of the locker and pool deck.
5. We strongly recommend the use of eye guards for racquetball.
6. All attire must be consistent with our character values.

Attire for Physical Areas

Proper athletic attire is required for physical activities. T-shirts, shorts, sweat suits, and workout clothing are suggested for exercise. Shirts and shoes must be worn in the weight room, fitness center, lobby at all times. Jeans and cut-offs are not permitted in the fitness center. Only swim wear (not cut-offs or T-shirts) is allowed in the pool. If you have special needs regarding attire in the pool, please talk with the Aquatic Director. Suggestive clothing or clothing with inappropriate language or pictures are not allowed.



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Footwear

Please use only proper athletic shoes when using the gymnasium, track, racquetball courts, group exercise rooms or fitness centers. Spiked, cleated, turf or street shoes, or bare feet are not permitted on the floor surfaces. Clean athletic shoes must be worn in the fitness centers. Exceptions to this rule are **class specific**.

Lost and Found

The Y is not responsible for personal items. We will make every attempt to put all lost items in our lost and found bin for a period of time. Please check at the courtesy counter if you lose an item.

Child Supervision

Children under the age of 13 may use the Y facility with the supervision of a parent or guardian, excluding the free weight area. Children must be the age of 16 to use the free weight area.

Child watch

For parents who are using the Y facilities, the Y provides Child watch for children from newborn to age twelve. This service is offered free for children of Y members. Child watch hours are Monday through Friday morning 8:00—11:30 a.m. and Monday through Thursday evening 4:15—8:15p.m, Friday evening 4:15pm-7:30pm, and Saturday morning 9:00am-12:00pm.

Vending/Waiting Area

Food and drinks are restricted to the vending area in the lobby of the Y. ***Food and drinks (other than water) are not allowed in any other area of the facility.*** Please help keep our Y clean, report spills to the staff.

Music

Only personal listening devices with headphones are allowed in facility except for use by staff in a Y conducted fitness class, etc.

Equipment Check-Out

Basketballs and racquetball equipment is available for sign-out at the courtesy counter. If they are not returned, the member who has the equipment signed out will be charged the value of the equipment. When using equipment that belongs to the Y, please use the utmost respect as you would for your own belongings. If property is being abused, we reserve the right to deny further use of the equipment.



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More about Your Y

Facility Rental

The Telford YMCA facilities are, first and foremost, provided for the members and the programs of the Y. However, when all or a portion of the Y is not in use, the facility may be available for rental to groups whose purposes are congruous with the mission of the Y. Specific rules, agreements and rental rates can be obtained at the courtesy counter.

Annual Giving Campaign

The Telford YMCA holds an annual giving campaign, to allow those who believe in the Y's mission to contribute to the benefit and well-being of all members of our community. Your tax-deductible contribution would help the Y provide financial assistance and program subsidies to those with financial need. Please consider donating to this fund. Any amount helps.

Endowment Funds

Contribution to the YMCA is governed by a volunteer Board of Directors. This board represents the Y to the greater community, leads in fundraising activities, employs the Executive Director, established program priorities, oversees the operating budget, and approves operating policies. Persons interested in serving on the Board or any of its related committees should contact the Executive Director or Chairman of the Board.

Basic Rules of Conduct

The Y is an organization that maintains an atmosphere that is conducive to family activities. The Y will not permit the use of obscene language or improper behavior in any activity.

Gymnasium

1. During open gym time full court games are permitted, unless, in the judgment of the Y staff, it is too crowded. ½ court games only will be allowed in crowded conditions.
2. Hanging or climbing onto the basketball goals will result in payment for damages and suspension from the Y.
3. Profanity and improper behavior is not permitted. The Y fosters an environment that is wholesome and conducive to families. Those not complying will be asked to leave.
4. Proper athletic clothing only on the gym floor. Street shoes, bare feet, spiked, cleated or turf shoes are not allowed.
5. Shirts must be worn at all times.
6. Expectoration on the flooring is not allowed.
7. The use of soccer balls, volleyballs or kick balls are not allowed in the gym except during supervised Y programs.



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Indoor Running/Walking Track

1. Walkers and slow joggers should use the inside land closest to the rail.
2. Use care when passing.
3. Run/Walk in the direction indicated by the sign on the track.
4. Children under age 14 are not allowed on the upstairs track at any time. Do not stop suddenly or stand on the track.
5. Do not use the track for stationary exercise.
6. No food, gum or drinks on track at any time!
7. The track cannot be used for observation.

Wellness Centers

The back wellness center is for youth ages 16 and up. For youth rules in front Wellness Center please contact the Front Desk or Wellness Staff.

1. It is strongly recommended that all members receive a comprehensive equipment orientation prior to using the exercise equipment.
2. Please replace all weight to racks.
3. Music will be provided by the YMCA. Outside music is not permitted except personal headset devices.
4. Please report all broken machinery to the staff so we can make quick repairs.
5. Return all weight equipment, magazines, papers etc. to their proper place.
6. Use appropriate language and volume.
7. Wear appropriate workout attire. (Such as a t-shirt, athletic shoes, sweats, or shorts. No bathing suits, sandals, elastic suits and bands, jeans or other attire that is not safe, sanitary or appropriate).
8. Keep drinking water in a closed container to help prevent spills. NO food, pop, coffee, or other drinks, please.
9. Please keep coats, gym bags, and personal items in the locker rooms.
10. Respect equipment by using in a correct manner and by lowering weights gently to help ensure their longevity.
11. Do NOT drop weights.
12. Please keep equipment available to other members between your sets. (Do not rest on the equipment).
13. Please wipe off equipment after use.
14. Please clip your weights when using the bars.
15. Please limit your cardio workout to 30 minutes when the room is busy.



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16. Channels on the televisions may be changed, however, please be courteous to other members. Television shows that are not in the best interest of everyone are not allowed. The Y has the right to change the channel if the show is deemed inappropriate.
17. Personal training is prohibited except by Y staff for liability and professional reasons.

Youth Fitness Rules

The following are guidelines established by Telford YMCA for Youth Fitness Certification and the use of the front fitness area:

- The back fitness center is off limits to youth members under the age of 16. If a youth between the ages of 13-15 wants to use the back fitness center, contact the Healthy Living Coordinator about a youth fitness certification

Aerobic Room

1. Proper attire required. Please no jeans or cut-off in classes.
2. No food or drinks (other than water) permitted.
3. Spectators are not permitted in classes.
4. Children are not permitted in classes.

Locker Rooms

1. Please provide your own lock and be sure to lock your locker. All locks left overnight will be removed. The Y cannot be responsible for lost or stolen items.
2. Some lockers are available for rental. Please contact the courtesy counter staff to reserve a locker.
3. Children ages five (5) and over are not permitted in locker rooms designed for the opposite sex. We ask for your cooperation in respecting the feelings of others.
4. No food or drink permitted in locker rooms.

Swimming Pool Rules

1. Street clothing or shoes are not permitted on the pool deck.
2. Shower required before entering the pool or hot tub.
3. Proper swim wear only.
4. No running on the deck.
5. Jumping from the side of the pool is prohibited.
6. Use of diving blocks is prohibited unless in a Y program.
7. Use of Y equipment is only with the approval of a lifeguard.
8. No personal flotation devices allowed.
9. Swimmers must be tested before using the deep end of the pool.



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10. Profanity or improper behavior are prohibited.
11. No Diving.
12. No long breath holding.

Sauna and Steam room Rules

1. The use of the sauna is limited to members age 18 or older.
2. No shaving or other personal grooming permitted.
3. The body requires gradual adjustment to the heat that the sauna maintains. Recommended time of stay in the sauna is three to eight minutes. **Do not exceed ten minutes per sitting.**
4. Those with high blood pressure, circulation problems or a heart condition should not use the sauna or steamroom.
5. If you feel dizzy or light headed leave the room immediately and report your condition to the Y staff.
6. Only water is allowed, no other food or drinks allowed.
7. Always wear a bathing suit in the sauna and steamroom.

Hot Tub Rules

1. The use of the hot tub is limited to members age 14 or older.
2. The body requires gradual adjustment to the heat that the whirlpool maintains. Recommended time of stay in the whirlpool is three to eight minutes. **Do not exceed fifteen minutes per sitting.**
3. Do not lay down in the hot tub.
4. Those with high blood pressure, circulation problems or a heart condition should not use the hot tub.
5. If you feel dizzy or light headed leave the hot tub immediately and report your condition to the YMCA staff.
6. Please do not take food or drinks in to the hot tub.
7. Watch your step when entering and exiting the hot tub.
8. Please wear a bathing suit in the hot tub.

Racquetball

1. Only Y members may reserve a court.
2. Reservations can be made 24 hours in advance.
3. Eye guards are not mandatory but are strongly recommended.
4. Proper athletic footwear is required.

Child watch

1. Children may only be left when parent is in the Y or participating in a Y program or class.
2. Please, no food or drinks, except bottles.



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3. Please do not bring your child to the child watch if he/she is sick or contagious.
4. No one is permitted in the child watch except baby-sitters and parents/guardians picking up or dropping off children.

Please Note:

The Y will not be responsible for injuries or accidents while participating in Y programs or facilities. The possibility of certain unusual physiological changes during exercise does exist. These changes may include, but are not limited to, abnormal blood pressure and/or heart rate. If you should experience either of these, or if you should experience dizziness, nausea, a sharp pain the joint, or any other unusual physical discomfort or abnormality, stop the exercise immediately and seek assistance. A physician's examination is recommended for all participants prior to the involvement in an exercise program.

Responsible members have more fun!

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