



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

WE'RE HERE FOR YOU

**Member Guide
THE FAMILY YMCA**



**1450 Iris Street
Los Alamos, NM 87544
505.662.3100
www.laymca.org**



**The Y is a 501c3 charitable
organization serving
Los Alamos and Espanola**

We Are a Charitable Organization:

The Family YMCA is a non-profit, charitable 501c3 organization. Subject to available resources and space, no person will be denied membership or program participation due to inability to pay fees. Thanks to contributions from the United Way of Northern New Mexico and others, financial assistance is available for people who have limited financial resources.

The Annual campaign is the way our Y supports individuals and families in our community who cannot otherwise afford the Y experience. Every dollar is a 100% investment in our community and our future. Your tax-deductible contribution can make an incredible difference in the life of a child, a teenager, an adult, a family, or a senior citizen. Y programs focus on strong character development through leadership provided by positive role models. We do this every day, whether people can pay or not. Please give generously when contacted to help us provide experiences that will last a lifetime.

Welcome:

From the time you walk through our front door to the time you leave we want you to feel welcome, relaxed and at home. You are a member of the Y! At the Y, there are many opportunities for members to be involved as vested partners in the programs and services in which they participate.

Y Mission:

The mission of the Y is to build strong kids, strong families, strong communities in spirit, mind and body. When you buy a membership in The Family YMCA your dollars are invested in this mission!

The National YMCA of the USA:

The Y is a chapter of the YMCA of the USA. The Y was founded in 1855, is an independent not-for-profit association of members, volunteers, contributors and staff whose mission is to put Christian principles into practice through programs that promote healthy spirit, mind and body for all.

Responsibilities of Membership:

In an effort to ensure the safety and welfare of everyone, we require that all members and guests agree to the Y Code of Conduct and Core Values. The purpose of this code is to ensure the highest respect and courtesy toward one another and to guarantee the proper use, maintenance and care of Y property and equipment. Use of the Y facility is a privilege. Because these rules are vital to the safety and well-being of all, failure to abide by the Code of Conduct, Core Values, or The Policy Against Harassment and Discrimination may result in suspension or termination of membership. Members are responsible for ensuring their guests follow Y rules and policies while in the Y. We reserve the right to refuse service to anyone. *In keeping with our mandate to build strong kids and families and to maintain safe and comfortable facilities, convicted and/or registered sex offenders are excluded from the Y.

Closing Time:

The Y closes at the posted closing times. Please plan your workout so you are prepared to leave the building by closing time.

Emergency Closing or Inclement Weather :

If for any reason the building must be closed due to an emergency, please follow the instructions given to you by a staff member. Occasionally, the facility may close due to inclement weather. Listen to KRSN 1490 AM or call 662-3100 for information.

This manual has been developed to help ensure that all who enter our facility enjoy a safe and comfortable environment. The rules, policies and guidelines contained in this document are subject to change.

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.

Our Member's Code of Conduct outlines prohibited action, but the actions listed below are not an all-inclusive list of behaviors considered inappropriate in our facilities or programs.

- Using or possessing illegal chemicals or alcohol on Y property, in Y vehicles or at Y sponsored programs
- Smoking or use of tobacco products on Y property is prohibited – 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 word, 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
- Sexual explicit conversation or behavior: any sexual contact with another person
- Inappropriate, immodest, or sexually revealing attire
- Theft or behavior that results in the destruction or loss of property
- Loitering within or on the grounds of the Y after closing hours
- No Cellular phone usage is allowed in the locker rooms or bathrooms

In addition, the Y reserves the right to deny access or membership to any person who has been accused or convicted of any crime involving sexual abuse, is or has been a registered sex offender or predator, has ever been convicted of any offense relating to the use, sales possession or transportation of narcotics or habit forming and/or dangerous drugs, or is presently or habitually under the influence of dangerous drugs or chemicals, narcotics, or intoxicating beverages. Members and guest 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 in confronting a person directly should report the behavior to a staff person or the building supervisor on duty. Y staff members are eager to be of assistance. Members or guests should not hesitate to notify a staff member if assistance is needed. In order to carry out these policies, we ask that members and guests identify themselves when asked. The Branch CEO (or designee) will investigate all reported incidents. Suspension or termination of Y membership privileges may result from a determination by the Branch CEO in her discretion, a violation of the Code of Conduct has occurred.

General Information Accidents:

Contact a staff member immediately if there is an accident, injury or unusual incident. We are here to assist you. An incident report form will need to be completed for all accidents.

Lost and Found:

The YMCA is not responsible for lost or stolen property. However, items that are found and turned in are kept at the facility for a period of time. Unclaimed articles are given to charity.

Suggestion Box:

Your constructive comments are always welcome! A suggestion box is located in the gym hallway. Y staff are responsible people who care about your Y experiences. Suggestions are utilized to provide quality service to our members. Replies to the suggestion box suggestions are posted on the member bulletin board in the main hallway. Please report equipment problems and other timely issues to our front desk staff. Also, please feel free to talk with any member of our staff.

Holiday Hours:

Holiday hours are posted on the front window and door and on our on-line calendar at www.laymca.org.

Emergency Drills:

We periodically conduct emergency drills. When you hear an alarm or are asked by staff to evacuate the building, please exit immediately through the nearest exit. Muster in the breezeway in front of the Bradbury Science Museum which is across Iris Street. Remain there until dismissed by Y staff.

Parking:

The Y parking lots are for member and program member use only while in the facility. Our lot becomes full several times a day, therefore Y staff park in the back lot during while working. Staff who come to or leave work in the dark may also park in main lot.

Membership Benefits:

Membership in the Y signifies an association with other members in facilitating the work of Y's across the United States and an association with the World Alliance of YMCA's in accordance with its purpose and goals.

"Belonging" to the Y means sharing in the values and mission the Y has offered its members since it originated in 1844 in England. Today the Y offers the following member benefits:

- Free orientation and use of our wellness center.
- Free Child Watch-Child care while you work out at the Y*
- Free open Gym time
- Mobile Fit-Our new work out and Nutrition system
- Free membership classes
- 2 Strength Training Rooms- Free weight and Circuit
- Climbing Wall
- Squash/Handball/Racquetball Courts
- Cardio Fitness Room
- Discount on fee based programs
- AWAY privileges (Always Welcome at Y)
- Unlimited Guest Passes
- Men/Ladies Sauna

Membership Payment:

When you join a portion of your New Member Fee is set aside for capital improvements, renovations, and equipment purchases for your facility.

Once you cancel your membership, a reinstatement fee is charged to reactivate it. Family memberships include member, spouse or significant other, and dependents under the age of 25 who reside at the same residence.

When You Pay:

Membership dues are payable through a monthly automatic deduction of funds through your checking account, savings account, or credit card. The monthly draft system allows you to pay membership fees without ever writing a check. Semiannual or annual invoice payments are also an option, either by semi-annual/annual automatic deduction or by invoice.

A service fee is charged for all returned drafts resulting from insufficient funds, closed accounts or denied credit cards. A service fee is charged for all returned checks. You must pay outstanding balance by the 15th of the month or your membership will automatically be terminated. Scholarships are always available. We are here to ensure that no one is turned away due to an inability to pay.

Invoices are mailed by the 15th of the last month of membership and payment must be received by the 1st day of the anniversary month to continue as an active member. If the membership lapses for 1 month, a reinstatement fee will be charged.

Family memberships include member, spouse or domestic partner, and dependents under the age of 25 who reside at the same residence. Individuals or families who wish to include a relative aged 25 or older who reside at the same residence may do so by adding him / her as an additional adult for an additional fee of \$20/month.

When You Change Your Membership:

For types of memberships available see our current program/membership brochure. If you desire to change your membership (i.e. add or delete family members) a Change of Status form must be completed and signed. There is a fee to change the type of membership from Single to Family 2 or 3 and from Family 2 to Family 3. There is also a fee to remove one family member and add another, or to add an additional member to an F3 membership.

Putting Your Membership on Hold:

Members can put their membership on hold once a year for up to 6 months. Holds run from the start of the month until the end of the last month requested. Memberships will begin again automatically on date specified by member at instigation of hold period.

Should You Terminate:

We hope it never happens, but should you terminate your membership, the Y requires members paying by automatic draft to submit their written intent to terminate by the last business day of the month in order to make the cancellation effective by the next draft. Cancellation forms are available at the front desk. Once you cancel your membership, a reinstatement fee is charged to reactivate it. All membership identification cards must be returned at time of cancellation notification.

Membership Refunds:

Refunds are given for the unused portion of membership dues pre-paid semi-annually or annually only, less a service charge. There is no refund of a partial month. Refunds are not available for those paying on a monthly basis.

Youth & Family and Sports

In addition to the no-fee fitness classes for members, the Y offers a variety of programs for children and adults with reduced rates for Y Members. Most programs run on a monthly fee basis. Sports programs run per session. Martial arts, fencing, dance and CPR/1st Aid classes are examples of program offerings. For a current list of classes, please pick up a copy of The Family YMCA program brochure at the Welcome Center.

Program Payment Policy

Registration is required for program participation. Participants assume responsibility for knowing start and end dates of a program, and maintain the responsibility to register. Most programs start at the beginning of each month, however it is up to participants to know program dates.

The Family YMCA has two tiers of program pricing:

- 1) **Early Registration** features the most cost savings, and
- 2) **Day-of Registration** at a higher cost

If a regularly attending person shows up for an ongoing class and is not registered/paid, the Y will register that person at the higher cost and the participant will have an outstanding balance; the person must pay prior to the next class or will not be allowed to attend. People who have outstanding balances will not be allowed to register for other programs until past balances are paid.

Other than regular participants attending ongoing programs, all fees must be paid at time of registration in order to ensure placement in the program.

To avoid paying higher prices, program participants can schedule payments in advance, detailed below. **Initial registration must be made in person at the Y and requires a completed liability waiver.** Registration must be made in the name of the person who will be attending the class.

Prices increase the first day of the class. To ensure obtaining a lower price, participants can:

- **Register in advance by completing an EFT (electronic fund transfer) form authorizing scheduled, automatic payments by bank draft or credit card** (48 hours notice required to stop any automatic schedule payment)
- **Register in advance in person**
- **Register in advance over the phone with a credit card**
- **Register in advance online at www.laymca.org**
- **Register in advance by mailing in a check** that notes class name and month, which must be received at the Y a week prior to class start date
- **Pay for several months in advance with cash, check, or credit card**

Other program policies follow:

Program sessions are open for registration at least one month prior to the session's start date and up to several months in advance. EFT scheduled payments are deducted on the first of the month.

Refund Policies: Participants may cancel registration for a program session for any reason and will receive a full refund or credit under these conditions: the request for refund must be completed **48 hours prior to the close of registration (sports programs), or 48 hours before the start date of the program (classes)** whichever occurs first; **no refunds will be given if participant cancels less than 48 hours prior to the start date of a session.** Membership and Camp payments are not refundable/transferrable. Partial refunds with two weeks advance notice are allowed in the After-School program. If the Y cancels a program for any reason, participants will have the choice of a full refund or credit. The Y reserves the right to postpone or cancel a class due to inclement weather or other unforeseen circumstances such as evacuation and natural disaster. Classes cancelled due to such will not be issued a refund. **All policies, fees, classes/programs and hours are subject to change without notice.**

The replacement fee for a lost or damaged card is \$5. Cards are non-transferable; only YOU may use your membership card.

Insurance

The Y does not provide medical indemnity insurance. Use of Y Facilities and equipment is at your own risk. In the event of an accident or injury, please contact a Y staff person immediately. If a staff person is unavailable, contact the Welcome desk. The Y has first aid certified staff who can administer aid and assess emergency protocol. An accident report must be completed for any injury, accident or incident reported.

Courts:

Eye guards/goggles are required; loaner eye guards are available at the Member Services Desk.

Non-marking shoes only. Reservations are recommended.

Court reservations are a MEMBER privilege (non-members may make court reservations after they have purchased a day pass for that same day).

Beginning at 9:30 a.m. members may reserve a squash court for the following day. Racquetball players may reserve a court beginning at 10 a.m. On Saturday, members may reserve for Sunday or Monday.

Only one prime-time court per person may be reserved each day. Prime-times are 6 a.m., 11:30 a.m., 12:30 a.m., 4:30 p.m., 5:30 p.m. and 6:30 p.m.

During prime time hours, the courts may be reserved only for wallyball, handball, racquetball or squash.

A person may reserve a court for a non-court sport only during NON prime-time hours. If court players want to come in then, we will try to move the non-court player to another court. If we are unable to do so, the non-court sport users have the court.

If players are late, their court will be held for 15 minutes after the reserved time. After that the court may be assigned to another member.

Members may play on a court alone only if the court is not requested by a member who has a partner.

Reserving a court is a member privilege. Non-members may reserve a court only after purchasing a day pass.

Childcare:

In all Y childcare programs the Y core values of caring, honesty, respect and responsibility are emphasized. Registration for all programs is required and early registration is encouraged to ensure a space for your child. Inquire at the Y, 662-3100 for more specific information about childcare programs. Financial assistance is available.

Child Watch:

Child watch is available for children of Y members while parent(s) is/are on the premises using facilities. This is a free service for members only. Child watch is open to children 6 weeks to 7 years old with a daily cumulative **two hour maximum**. Additional rules and restrictions do apply. For more information please visit one of our Welcome Center Representatives.

After School Care:

The Y offers enriching child care programs at each elementary school in Los Alamos and White Rock. We provide a fun, safe, secure, supervised environment with a variety of quality experiences for children. Children can attend specialized activities such as arts and crafts, group games specialty centers and homework help. Inquire at the Welcome Center Desk for current offerings in the after school program.

Y Camp:

The Y offers day camps for summer, winter and spring breaks and Teacher In-Service Days. Camps run from 7:30 a.m.- 5:45 p.m. Children have a ball going on field trips, playing group games and doing arts and crafts projects in a well-supervised environment. Advance registration is required. Fees vary according to the number days the child is enrolled. Contact the Y for more information.

The Policy Against Harassment and Discrimination:

The Y respects diversity among its members and values each "member" of our family. We are committed to providing an environment free of discrimination and harassment. Therefore, any conduct that is demeaning to another's gender, race, ethnicity, age, sexual orientation, ability, or religion is not tolerated; and considered a code of conduct violation.

Gymnasium:

Your Y membership includes access to the gymnasium. Access may also be obtained by purchasing a day pass or being the guest of a member. Hours are designated Open Gym for the specific sports of volleyball and basketball. Open Gym is available on a first-come, first-served basis. In the event that no one is playing the designated sport during the open gym times, the gym may be used for another activity. However, if participants arrive who want to play the designated sport and a compromise cannot be worked out, the court must revert to the designated sport.

Aside from Open Gym hours, the gym may be used anytime when there is no scheduled program offered. You may check with Members Services or the on-line calendar at www.laymca.org for specific times.

Youth are welcome in the gymnasium during youth specific hours (see schedule) without an adult. Youth ages 10-12 may use the gymnasium as long as an accompanying adult is in the facility. *Youth 9 and under may do so only under the direct supervision of an accompanying adult or during youth specific open gym hours (ages 6-17).

Dunking is not allowed. Please do not damage the baskets including those lowered for the youth. Only non-marking athletic shoes may be worn in the gym. For your safety, we ask that you keep your gym bags, etc. clear of the gym floor. Only water in covered, unbreakable containers is allowed in the gym.

Shirts are required to be worn in the gymnasium as well as the rest of the facility.

Participants are expected to honor the Y Core Values of CARING, HONESTY, RESPECT and RESPONSIBILITY which govern the facility and abide by our code of conduct.

The Climbing Wall Membership Access**Open Climb:**

The Wall is open for Open Climb during specified hours. All climbers ages 13 & up are required to pass the Y Belay Certification test prior to belaying. A belay-certified parent or legal guardian must accompany children under the age of 13. There is no charge for members to climb on the wall. For Open Climb hours or more information inquire at the Welcome Center Desk.

Equipment Rental/Use:

If you do not own your own gear, we have shoes, harnesses, belay devices, and carabiners available for rent. Members may register for a FREE one-time issue, non-transferrable punch card for 3 FREE equipment rentals. On Fridays students receive a ½ price discount for rental equipment. Helmets are FREE and required for youth 12 and under. If you are 13 or over and you choose not to wear a helmet, your parents must complete a helmet waiver.

Birthday Parties/Climbing Wall Rental:

We have a variety of options for renting our Climbing Wall and hiring staff for parties. Discounts are available for Non-Profit groups. Please inquire at the Welcome Center for details.

Monitors/Volunteers:

The Climbing Wall is kept open strictly through volunteer monitors. Monitors commit to a 1.5 hour weekly shift, and receive a staff membership. Monitors have the privilege of opening the Climbing Wall during non-scheduled hours. Monitor benefits include CPR & First Aid training as well as other Climbing Wall related trainings. If you would like to be a monitor contact the Adventure Program Director.

Volunteers are needed to help with classes and special events. Volunteers commit to 18 hours per calendar year, and receive CPR & First Aid training along with any other pertinent training. Volunteers have the privilege of opening the Climbing Wall during non-scheduled hours. If you would like to volunteer contact the Adventure Program Director.

Climbers may not wear climbing shoes in Y hallways.

Your membership card is required for access to the Y. All persons who enter the Y must have a signed liability waiver on file.

Using Your Y Membership While Traveling:

The AWAY symbol on your Y membership card allows a member to have certain temporary membership privileges at most YMCA's across the country and around the world. You can access Y locations at www.ymca.net.

Visiting AWAY members from other cities are charged a small admittance fee to the Y. This is a substantial reduction from the normal guest pass fee.

Guest Privileges:

Daily rates are available for non-members. These passes are for the calendar day. Day pass purchasers have access to the entire facility and no-fee fitness classes.

A non-member may visit the Y a maximum of four times per calendar year free of charge as a guest of a the Y member. The member must accompany his or her guest while in the facility. Members are responsible for their guests following all Y rules and policies.

A non-member who has used his or her limit of guest passes may purchase a guest-with-member pass 6 more times. After 10 visits by a guest, non-members may use the facility with a day pass or by joining the Y. To purchase a guest with-member pass the member must be present with the guest in the facility.

Cardio & Strength Training Room Policies:

Proper attire must be worn:

No jeans. No belts. Shirts are required. Closed-toe athletic-type shoes are required.

Youth under the age of 13 are not allowed in either of the strength training rooms. No exceptions! See page 10 for facility guidelines for youth.

Fitness machines may not be reserved. There is a 30-minute limit on all pieces of cardio equipment. You must sign up for the cardio equipment before using it, even if there is no one using the machine. Include the time you get on and when you will be off.

Food and beverages are not permitted in the aerobic, free weight, circuit or cardio training rooms. (Water in a covered, non-breakable container is okay.)

The weight stacks, weight plates, barbells and dumbbells must be lowered with control to prevent banging or dropping. Allow others full use of the equipment by not resting and/or visiting on it between sets.

Cardio and strength equipment must be wiped down after use with the gym wipes that are provided for you.

Foul language will not be tolerated.

Collars must be used on free weight bars at all times. If you use the free weight benches, you must have a spotter.

Re-rack weights and return other equipment to their proper place when finished. For your safety and others, no gym bags or personal belongings may be left on the cardio and strength training room floors. Day use lockers and locks are available for your use at no cost.

Health/Wellness:

Fitness Assessments, Consultations, Orientations and Body Composition Analysis are no-fee benefits of membership. All members are encouraged to receive an orientation on the proper use of the equipment. The Y may require a member to obtain an orientation if they are observed to be doing something that might cause injury to themselves or another member, such as improper lifting techniques or machine settings, overly heavy weights, misuse of the equipment, or for any other reason deemed appropriate by the Y Fitness Staff. Schedule your appointment with a nationally certified trainer at the Welcome Center desk; 24 hour notice is required to cancel an appointment.

Fitness Assessments:

The assessment begins with the trainer checking your heart rate, blood pressure, and body composition, then continuing with a cardio respiratory test, a sit and reach flexibility test, and strength and endurance assessments for your abdominals and upper body. Once you have completed the evaluation, the trainer will review your results with you and help you get started on a fitness program. Please schedule an appointment at the Member Services Desk.

Personal Trainers:

Nationally certified personal trainers are available for a fee. Personal training by anyone other than the Y's trained and certified personal training staff is prohibited.

Mobile Fit:

Mobile Fit's interactive fitness program recommends a complete exercise program based on your goals and current level of fitness by suggesting and tracking workouts based on your personal fitness goals. It will also set you up with a trainer so that you can ask questions or advice regarding your workout. You can access your workouts from a personal computer or at the Y. A nutrition component is now available.

Fitness Classes:

As a member, you may participate in unlimited fitness classes. Class selections include SilverSneakers®, ZUMBA®, Power Up!, Aerobics, Indoor Group Cycling, Yoga, Step and more. Some classes are available in White Rock.

All of our fitness classes are taught by experienced, nationally-certified fitness instructors. Class days/times/types/instructors are subject to change/substitution/ cancellation without notice. **(Arrive early, class sizes are limited)**. Participants may not save space for others; participation is based on a first-come, first-serve basis. Participants may not set up for class until 15 minutes prior to the class provided there is not another class already using the room. Classes must meet minimum participation requirements to avoid cancellation.

Facility Usage – Age Guidelines:

For the safety of all, children are restricted to certain areas of the Y. At all times while in the facility, youth 12 and under must be under the direct supervision of an accompanying adult. *See courts and gym for exceptions.

Aerobic Room–Youth ages 12 and under are not permitted to be in the aerobic room unless under the direct supervision of an accompanying adult. Youth ages 10–12 may participate in an aerobics class provided they are under the direct supervision of an accompanying adult. Youth 9 and under are not permitted in the aerobic room during an aerobic class.

Cardio Room –Youth ages 10–12 may use the cardio equipment only under the direct supervision of an accompanying adult. Provided the equipment can be adjusted to fit properly and that it is used as it is intended. Youth 9 and under are not permitted in the cardio room.

Circuit Training Room–Youth ages 12 and under are not permitted to be in the circuit training room or to use the circuit training equipment.

Climbing Wall–Youth ages 12 and under may use the Climbing Wall during Open Climb only under the direct supervision of an accompanying, belay-certified adult.

Courts*–Youth ages 10–12 may use the courts as long as an accompanying adult is in the facility. Youth 9 and under may do so only under the direct supervision of an adult. Goggles must be worn.

Cycling Room-Youth ages 12 and under are not permitted in the cycling room.

Free-Weight Strength Training Room-Youth 12 and under are not permitted to be in the free-weight strength training room or to use the free-weight equipment.

Gymnasium*-Youth ages 10-12 may use the gymnasium as long as an accompanying adult is in the facility. Youth 9 and under may do so only under the direct supervision of an accompanying adult or during youth specific open gym hours (ages 6-17).

These privileges come with responsible, appropriate behavior and ability.

Locker Rooms and Amenities

We strongly suggest you lock up items of value. The Y is not responsible for lost or stolen items.

A limited number of lockers are available, free of charge, for day use. Please do not leave your lock on overnight because it will be removed. Locks may be borrowed at the Member Services Desk.

A limited number of lockers are available for an annual locker rental fee.

The soap in the shower stall is a body and hair shampoo.

Shower and rinse well before entering the sauna areas.

Towels are available for a small fee.

Adults with children age 4 and over of the opposite sex must use the lobby restroom.

Cameras and cell phones are prohibited from use in locker rooms.

Equipment Loan:

Locks, blow dryers, eye guards, basketballs, volleyballs, racquets, racquetballs, handballs and squash balls are available for loan. We require your member card for borrowing.

The borrower accepts responsibility for damage; a replacement/damage fee may be assessed.

Equipment Sales

Containers of racquetball and squash balls are available for purchase.

Children under 13 must be under direct adult supervision.

*In keeping with our mandate to build strong kids and families and to maintain safe and comfortable facilities, convicted and/or registered sex offenders are excluded from membership and program participation at the Y.