



COMMITMENT TO ALL

The Y is made up of people from all backgrounds working together to strengthen their communities.

Together we work to ensure that everyone, regardless of ability, age, cultural background, disability, ethnicity, faith, gender, gender identity, ideology, immigrant status, income, race, sex, or sexual orientation has the opportunity to reach their full potential.

We share the Core Values of Caring, Honesty, Respect, and Responsibility – they guide everything we do.

The Y is committed to providing programs and services that are inclusive and welcoming to all. We value an environment that fosters dignity, respect, fairness, and appreciation for all aspects and dimensions of diversity.

MEMBERSHIP POLICIES

Our policies are designed to ensure all members, program participants, staff, and guests feel safe and welcome at the Y. All parties agree to follow the policies outlined below while visiting the Stevens Point Area YMCA facility or program sites. By adhering to these guidelines, together we are able to maintain an environment reflective of the Y's core values of caring, honesty, respect, and responsibility.

CODE OF CONDUCT

The Y is committed to providing a positive environment that is safe and inclusive to all. We have adopted a Code of Conduct to govern the actions and behaviors of all members, program participants, and guests while in our facilities and while participating in Y programs. All individuals using any of our facilities are expected to conduct themselves in a manner consistent with the Y's Core Values of Caring, Honesty, Respect, and Responsibility. Failure to do so may result in suspension or termination of membership privileges. The actions listed below are not an all-inclusive list of behaviors considered inappropriate in our facilities and programs. Other behaviors not listed below may, nevertheless, be considered unacceptable and may result in suspension or termination of membership privileges or of program participation.

- Profanity or abusive language
- Inappropriate or revealing attire
- Smoking, use of alcohol or drugs, sexually explicit conversation or behavior.
- Any sexual contact with another person.
- Harassment or intimidation.
- The removal of YMCA property
- Carrying or concealing a weapon
- Criminal conduct of any type.

Such inappropriate behavior or conduct is unacceptable, and the Y consequently retains the right to deny memberships to its applicants and to revoke a membership of any current member or participant at its sole discretion. For the safety and well-being of all YMCA members and participants, the YMCA takes every allegation of abuse seriously and will fully cooperate with authorities as needed.

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 child and/or sexual abuse, has ever been convicted of any offense relating to the use, sale, 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.

THE STEVENS POINT AREA YMCA TAKES A NO TOLERANCE STANCE FOR ANYONE REGISTERED AS A SEXUAL OFFENDER.

GENERAL FACILITY POLICIES

1. **Sign in/check in and registration is required with every visit:** All members and guests will be required to sign the YMCA Assumption of Risk, Release, and Waiver of Liability and Indemnity Agreement. Each member on the account is required to have their picture taken with their face visible on their first visit. Membership cards must be scanned each time the member enters the facility. In addition, a government-issued photo ID is required for all Nationwide Members at check in.
2. **Safety:** All members, program participants, and guests are required to follow all posted rules and staff directives.
3. **Appropriate attire must be worn at all times:** Shirts or cover-ups are to be worn over sports bras, midriffs must be covered. Shirts and shoes are to be worn at all times, with the exception of in locker rooms and aquatic areas. Athletic shoes or closed-toe shoes are required in all Wellness Center areas. Shirts and shoes are not required where bathing suits are permitted. No clothing with vulgar language, obscene gestures, racial slurs, or anything that contributes to a hostile environment or would be considered inappropriate in a family environment may be worn.
4. **Cameras and video equipment is prohibited; mobile phone use is limited:** Camera and/or video equipment use is not allowed inside of the facility without express approval from a Y staff member. Phone calls should only be made or taken away from program areas, Wellness Center areas, pool areas, classrooms, child activity center areas, and locker rooms. If you do need to make or take a phone call, please do so in authorized areas, speak quietly, and be respectful of other members.
5. **Media and entertainment should be family-friendly and should not disrupt other members:** Music devices should be used with headphones and set at a volume that does not disturb other members or create a safety hazard. Watching videos and movies is allowed as long as they are family-friendly, non-violent, appropriate, and do not create a safety hazard.
6. **Threatening physical contact or language is prohibited:** Physical contact with another person in any hostile or threatening manner is not permitted. Hostile or vulgar language, including swearing, name-calling, or shouting is also prohibited. Use of social networking websites in a manner that is contrary to the Y's mission, is detrimental to the community, or is in violation of the law also is not permitted.
7. **Tobacco, smoking, vaping, drug and alcohol use is not permitted:** Using, possessing or being under the influence of alcohol or illegal drugs, including marijuana or any substance containing THC, cannabis or similar substance (whether legal or not under Wisconsin law) in or outside of Y facilities or programs or on Y property is prohibited at all times. Similarly, smoking or vaping any substance (whether legal or not under Wisconsin law) in or outside of Y facilities or programs or on Y property is prohibited at all times. Smoking is defined as the "act of lighting, smoking, or carrying a lighted or smoldering cigar, cigarette, or pipe of any kind." Vaping refers to the use of electronic delivery systems or electronic smoking devices, such as e-cigarettes, e-pipes, e-hookahs, and e-cigars.
8. **Any demonstration of sexual activity, contact, or conduct is prohibited.**
9. **Loitering is not permitted inside or outside of Y facilities or programs. The Y limits solicitations, surveys, petitions, distributions, and conducting non-Y business on its premises:** Individuals who are not employed or authorized by the Y may not solicit or distribute literature on Y property at any time for any purpose nor may they use the Y's facilities or premises to conduct their own personal business.
10. **Weapons are prohibited:** Bringing dangerous or unauthorized materials, such as explosives, firearms, knives or other sharp objects, weapons, guns, hazardous materials or other similar items into a Y facility or onto Y property is strictly prohibited. This includes items that appear to be real, such as toy guns.
11. **Certain criminal convictions may result in immediate termination of Y membership:** The protection of our members, program participants and guests participating in our programs and/or using our facilities is of paramount importance to the Y. The Y conducts regular sex offender screening on all of its members, program participants, and guests. If a sex offender match occurs, the Y reserves the right to cancel membership, end program participation, and remove visitation access.
12. **The All Gender Locker Room is designated for use by individuals with special needs, dads with daughters and mothers with sons.**
13. **Transgender:** The Y welcomes all ages, genders, races, ethnicities, faiths, economic backgrounds, abilities, gender identities & sexual orientations without discriminating & without being judgmental. Those who are pre-operation and transitioning are welcome and will use the All Gender Locker Room.

14. **The parking lot is for use by members and participants who have a valid Y parking sticker while they are present in the YMCA building:** All day parking is strictly prohibited. Repeat offenders may be ticketed and towed at owner's expense. Participants who use the parking lot must sign in at the front desk. University or overnight parking is NOT allowed. Parking in designated areas only. Please do not park in the loading or drop off zones, fire lanes, or on the soccer field.
15. **Bike racks are located on the west side of the YMCA building:** Please make sure to lock your bike securely. The YMCA is not responsible for any lost, stolen, or damaged bikes.
16. **Food and drink are permitted in designated areas only. No glass bottles or containers are allowed in the facility.**
17. **No running or bouncing balls in halls or locker rooms.**
18. **Due to liability reasons, the YMCA does not allow skill instruction, coaching, or personal training by anyone in any area of our facility other than certified YMCA staff.**

AGE GUIDELINES

MEMBERSHIP

- Ages 7+ may join as individuals, however, youth 6–17 must have a parent or legal guardian sign the membership agreement and waiver.

FACILITY USE

- Ages 16+ may be considered the supervising guardian for siblings age 5 and younger when using Y facilities, provided responsible and appropriate behavior is exercised at all times.
- Children should be supervised in the lobby, hallways, locker rooms, or meeting rooms.

HEALTH & WELLNESS

- Ages 16+ may use all fitness equipment, including free weights, without adult supervision.
- Ages 14+ may participate in all Group Exercise classes without a parent or supervising guardian.
- Ages 10-15 may use the Wellness Center while accompanied by a parent/guardian after completing the Youth Orientation.
- Children under the age of 12 are not allowed to use the free weights and must always be accompanied by a parent or guardian while in the Wellness Center.
- Proper attire is also important for minimizing skin-to-mat or padded surface contact and helps maintain a sanitary area.
- Please change out of street shoes; non-marking, closed toe athletic shoes are required.

AQUATICS

Children 7 and under must always be accompanied by a parent or guardian in the water. For health concerns, a full body shower with soap is required before entering pool area. Safety breaks may be taken as often as every 30 minutes during Open Swim to ensure the safety of our swimmers. Please allow 5-10 minutes for pool format changes. This allows our lifeguard staff to move, remove, or add lane lines to change the configuration of the pool.

- **Lap swim:** Lanes are available for patrons to swim or walk laps.
- **Open swim:** Swim time for all YMCA members and guests. Daily membership is required for guests. Water exercise classes: please see the program guide under Health & Wellness for class descriptions.

LOCKER ROOMS

- Members who are 18+ may use Adult Locker Rooms located downstairs by the Wellness Center.
- Women/Girls General Locker Room, located upstairs near the main entrance, may be used by:
 - Females age 7 and older
 - Girls age 3-6 escorted by a female guardian
 - Children under 3 of either gender escorted by a female guardian
- Men/Boys General Locker Room, located upstairs near the main entrance, may be used by:
 - Males age 7 and older
 - Boys age 3-6 escorted by a male guardian
 - Children under 3 of either gender escorted by a male guardian
- All Gender Locker Room may be used by:
 - Boys age 3-6 escorted by a female guardian
 - Girls age 3-6 escorted by a male guardian
 - Children 7 and older who require assistance from a guardian of the opposite gender
 - Individuals with Special Needs
 - Transgender who are pre-operation (pre-op) and transitioning.

CHANGES TO YOUR MEMBERSHIP

Monthly bank drafts for membership will continue indefinitely, regardless of usage, until you give the YMCA a written notice of your intent to cancel 15 days in advance of your automatic withdrawal date. A \$20 service fee will be charged on any returned draft. Fees are non-refundable. If you or any family member is registered for a class during the session, your membership will not cancel until the end of that program.

- The YMCA will allow members to freeze their membership once a year (during 12-month period) for a fee of \$10 per month and automatically restart on the date provided by the Member, not to exceed a period of one year. Following one year the membership will automatically revert back to full pay, active membership. The new member fee will not apply.
- Member must notify staff proactively of absence, not retroactively in writing.
- Absence must be a minimum of 30 consecutive days to freeze the membership.

METHODS OF PAYMENT

- **Monthly Bank Draft:** The YMCA will draft your checking, savings, or credit card account monthly. A voided check along, or card information, with your first month's payment are required upon joining. Monthly bank draft memberships continue indefinitely, until you give the YMCA written notice 15 days in advance of your automatic withdrawal date. A \$20 service fee will be charged on any returned draft. Fees are non-refundable.
- **Annual Payment** Annual memberships require a 12-month membership commitment. Membership is non-refundable. The YMCA reserves the right to change membership fees with 30 days written notice to members.

CHECK-IN PROCEDURE

Sign in/check in and registration is required with every visit. Members without a valid membership card may be denied entry. A government-issued photo ID is required for all Nationwide Members. Lost or stolen cards must be reported and replaced. Program participants must register at the Member Service Desk prior to attending class.

COMMUNICATIONS

There are many ways we communicate with our members, including the following:

- YMCA website
- YMCA App
- E-mail
- Direct mail
- Facebook and Instagram
- Comment cards

Most member communications go out through EMAIL. If you are using an at home email, or are not receiving correspondence from the Y, please email info@spymca.org put "EMAIL UPDATE" in the subject line. Be sure to email from your preferred email and include your name. PLEASE share this message with others who say they are not receiving YMCA communications. You can also follow us on Facebook and Instagram for other Y news. If you have any questions about your membership, please contact the Member Services Desk for assistance.

LOST AND FOUND

The YMCA suggests that you invest in a strong lock and always secure your belongings. If you do lose an item, please inquire at the front desk. The YMCA is not responsible for lost, stolen or damaged items.

PHOTOGRAPHS

The YMCA reserves the right to take photographs of adults and children participating in YMCA programs to be used in promotional literature.

GUEST POLICY

Welcome to the Stevens Point Area YMCA. We hope your visit is enjoyable! Please remember that our priority is to serve our members who have made a commitment to the Y by joining. The purpose behind our guest policy is to enhance service to current members who are encouraging a friend to join and make reasonable accommodations for members of other Y locations traveling in our area, for out-of-town family of current members and for out-of-town visitors. Guests must be accompanied by a Member in good standing and will be required to sign the YMCA Assumption of Risk, Release and Waiver of Liability and Indemnity Agreement and have their picture taken with their face visible on their first visit.

NATIONWIDE MEMBERSHIP

- The Stevens Point Area YMCA is proud to serve members across the country through the Y's Nationwide Membership Program.
- Nationwide Membership enables Y members to visit any participating Y in the United States.
- Valid for active full-facility Y members only
- Nationwide Membership visitors must use their home Y at least 50% of the time
- Program-only participants are not eligible for Nationwide Membership

PROGRAM REGISTRATION

Some session dates may vary; please see specific program for details. Members of the Stevens Point Area YMCA receive substantial discounts on programs as well as preferred registration. You can register online at www.spymca.org, in-person, by phone or drop off a registration form during regular business hours. If you have questions about registration, call 715.342.2980. Online registration is easy and convenient. You can sign up any time of day for many classes. You can also pay for programs and child care. Our online system is safe, secure, and easy to use.

Program Cancellation Information

1. Payment of class fee is required at time of registration in order to secure your enrollment.
2. Certain programs have a separate registration form.
3. Refunds/Credit Vouchers

Definitions:

- **Refund** – The YMCA will send a check for the amount owed to the member/participant. Processing a refund may take up to two weeks and processing fees may be deducted from your refund.
- **Credit Vouchers** – The YMCA will electronically deposit the credit amount into the member/participant's YMCA account. It can be redeemed toward any program, product or service the Stevens Point Area YMCA offers. It is valid for 12 months.
 - The YMCA reserves the right to cancel, reschedule or combine classes that do not have sufficient enrollment. In the event of a cancelled class due to lack of enrollment, a full refund or credit will be issued.
 - A pro-rated refund will only be given if participation ceases due to medical reasons. A note from the doctor will enable one to receive a refund.
 - No refunds/credits given for individual classes missed.
 - No refunds/credits given on individual classes cancelled due to weather.
 - Some programs require a deposit/registration fee that is non-refundable. Participant cancellation in these programs will result in loss of the deposit.
 - Credit vouchers expire 12 months after date of issue.
 - The YMCA will not make up or refund any programs (i.e. swim lessons, aerobic classes, camps, etc.) that fall on a holiday.
 - Any cancellation made 1 week prior to the start of a new program is eligible for a credit voucher. A \$5 cancellation fee will be retained by the YMCA.
 - For School age care, Preschool, Group Day Care, and/or camp payments, please refer to the specific handbook or registration form for any variation to this policy.