



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

YOU BELONG AT THE Y

MEMBER HANDBOOK
WILSON FAMILY YMCA

TABLE OF CONTENTS

2	Y Staff
	Hours of Operation
	Contacting Us
3	Entrances and Exits
	Parking
	Checking In
	Information Changes
4-5	Membership Changes
	Membership Cancellation & Hold
	Rejoining
	Guest Policy
6	Locker Rooms, Lockers
	Towels
	Valuables & Personal Belongings
	Lost & Found
7	Comment Cards
	Vending Machine
	Cell Phone Usage Policy
8-9	Member Code of Conduct
10-11	Member Facility Use
	Health & Wellness
	Adult Fitness Orientation
	Youth Orientation & Wellness Center
12-13	Wellness General Guidelines
	Child Watch
	Facilities Policy
14-15	Member Communications
	Holiday Closures, Community Outreach

Y STAFF

All Y staff are here to serve you. If you have any questions, concerns, or comments, please see one of our staff to lead you in the right direction. For emergency situations please ask to speak to a Director.

HOURS OF OPERATION

Y Hours

Mon – Fri	5:00 am – 8:00 pm
Sat	7:00 am – 3:00 pm
Sun	1:00 pm– 6:00 pm

Business Office Hours

Mon – Fri	8:00 am – 5:00 pm
-----------	-------------------

CONTACTING US

3436 Airport Boulevard
Wilson, NC 27896
252-291-9622 phone
252-291-9664 fax
www.wilsonymca.org

ENTRANCES AND EXITS

Please enter and exit the facility through the main entrance located at the front of the facility facing Airport Boulevard.

PARKING

Please park in a designated parking space to ensure the safety of all members. Our parking lots are often quite busy, especially during the early winter and summer months. Please be careful when driving through the parking lot, as well as backing out of your parking space. Drive slowly, watch for children, and follow the One Way signs.

CHECKING IN

All members are required to scan in at the Front Desk upon entering the Y, using their Y issued membership card. Membership and scan access cards are non-transferable. All members on an account ages 14 and up must have their own scan access card.

INFORMATION CHANGES

Please stop by the Front Desk and complete a change form for the following: new address, new phone number, new email, name change, membership type change and draft information change (must bring a new voided check or credit card: Visa or Mastercard). If you move, please be sure to complete this form so we can continue sending you information about the Wilson Family Y.

MEMBERSHIP CHANGES

You may change your membership type at any time. Please see the Front Desk Staff for detailed information. You may also add or delete dependents by completing the necessary paperwork at the Front Desk.

MEMBERSHIP CANCELLATION & HOLD

Membership cancellation requires a 30 day written notification. Come to the Front Desk to complete a cancellation form or email the Member Engagement Director. If you have paid a year in advance, you will receive the prorated difference. Refunds may take 45 days to process.

Membership hold also requires written notification. You may complete a Hold Form at the Y or email the Member Engagement Director your request.

REJOINING

If your membership lapses, you may rejoin within 90 days and the joining fee will be waived. After 90 days, the full fee will be required to rejoin.

FEES

Membership dues are payable the first day of the month and must be paid by the fifteenth of the month to stay in good standing.

Y GUEST POLICY AND FEES

Nationwide Membership

Nationwide Membership enables you to visit any participating YMCA in the U.S.

- Nationwide Member visitors must use their home Y at least 51% of the time to remain eligible to check in at other Ys.

- Program-only participants (including Silver Sneakers, Silver and Fit or similar programs) are not eligible.
- Members will need to sign a universal liability waiver and privacy policy
- All Y's reserve the right to restrict or revoke these privileges

Visiting Guest (Non-Y Member)

Wilson Family Y Guest Fees:

\$10 Guest Fee/day

\$15 Guest Fee/week

Child Watch \$3/visit first child; \$1/visit per sibling

Prospective members may use the Y facilities according to the following guidelines:

After completing a facility tour, the prospective member may be issued a pass granting them one free visit. When using the pass, the prospective member does not need to be accompanied by a Y staff member. Thereafter, the appropriate guest fees apply.

Bringing Guests to the Y

Guests are welcome at the Y. Please be aware of these general policies concerning guests:

- All guests **MUST** show a photo ID with name, address or Y affiliation when checking in.
- Guests must have a current guest pass or pay the guest fee when checking in.

LOCKER ROOMS

We have two locker rooms to serve you.

Lockers

Daily use lockers are available for your convenience. Please bring your own lock and clear out your locker when you leave. A limited number of rental lockers are available for an annual fee. Check with the Front Desk Staff if you are interested in renting a locker for the year.

TOWELS

Due to health safety concerns, towels are no longer offered. If you need a towel for your workout, please make sure to bring one or check with the Front Desk Staff to purchase a Y logo towel (subject to availability).

VALUABLES & PERSONAL BELONGINGS

All valuables should be kept in a safe, locked location. Please do not leave valuables unattended, inside your vehicle or in an unlocked locker. **The Y is not responsible for lost, stolen or damaged belongings.**

LOST & FOUND

If you have lost an item at the Y, please check the lost and found bin in the lobby or check with the Front Desk. Please note the Y places all found valuable items such as jewelry, iPods, mobile phones, money, etc. in a locked area, which is not accessible during non-business hours.

COMMENT CARDS

We love hearing from our members! Do you have a comment or suggestion for the Y? Please take a moment to fill out a comment card, located in the lobby. We strive to respond to all comments within one week of receiving them. If you would like a personal response, please print your name and email address or phone number on the comment card.

VENDING MACHINES

For member convenience we have beverage vending machines located in the lobby. If you are having problems with these machines, please notify the Front Desk Staff.

CELL PHONE USAGE POLICY

For the comfort and safety of our patrons and guests, cell phone, camera and/or video use is limited to the lobby. Should you have any questions, please see Y leadership for assistance.

MEMBER CODE OF CONDUCT

The Y is committed to providing a safe and welcoming environment for all. To promote safety and comfort, the Y asks all persons to act appropriately when in our facilities, on our property 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. The actions listed below, which are **not** intended to be an all-inclusive list of behaviors, are considered inappropriate and are prohibited in our facilities or programs:

- Using or possessing alcohol or illegal drugs on Y property.
- No smoking on Y property – All of our Y buildings and grounds are smoke-free environments
- Carrying or concealing a weapon or any device or object that may be used as a weapon
- Harassment or intimidation by words, gestures, body language, or any type of menacing behavior
- Physical contact with another person in an angry, aggressive, or threatening way
- Verbally abusive behavior, including profanity, angry language, swearing, name-calling, or shouting
- Sexually 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 facilities or on the grounds of the Y after being requested to depart the Y's property

- 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
- All members and guests are required to wear a face mask/ covering over their mouth and nose inside the Y facility even after being fully vaccinated for COVID-19. If you have a medical concern about wearing a mask while exercising, please submit a note from your doctor (we don't need to know why you cannot, just that you cannot), and we will issue you a pink wristband.

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, has ever been convicted of any offense related to the sale, possession and/or transportation of illegal drugs, or is currently under the influence of illegal or dangerous drugs or chemicals, narcotics, or intoxicating beverages.

Anyone who feels that this Code of Conduct is being violated should immediately report the behavior to a staff person on duty.

Suspension or termination of Y membership may result from a violation of this Code of Conduct. While an incident is being investigated, the membership of the person(s) accused of violating this Code of Conduct may be temporarily suspended pending a final decision.

Our facilities utilize video technology to protect all persons. Cameras are installed in open/public areas only and not in private areas such as locker rooms, restrooms, etc.

MEMBER FACILITY USE

Members ages 14 and up may use the Y facility and attend classes without adult supervision.

HEALTH & WELLNESS

The Y's goal is to help our members grow in spirit, mind and body. Our Wellness Department is an integral part of that goal. We strive to provide our members with the best facility, equipment and opportunities to improve and maintain their fitness.

Our Wellness Center is equipped with state of the art cardio, strength training and free weight equipment to ensure you get the best possible workout. Wellness Staff is available to provide guidance and answer questions. We want you to have a safe and enjoyable workout, so please take advantage of our knowledgeable staff whenever you need!

ADULT FITNESS ORIENTATION

To assist members ages 14 and up in getting the most out of their membership we provide a complimentary Fitness Orientation.

The purpose of the orientation is to familiarize members with the Wellness Center, demonstrate how to operate and adjust the machines, and assist you in establishing a generic workout schedule. You may schedule your Fitness Orientation with the Member Engagement Director. You will meet with one of our Personal Trainers for your orientation. Orientation typically takes about one hour, but may last longer depending on the needs of the individual. Come ready to work out during the orientation.

YOUTH ORIENTATION & WELLNESS CENTER

Once a youth turns six years old, they are eligible to use our Youth Wellness Center. In order for a youth member to take advantage of this privilege, he or she must complete a Youth Equipment Orientation. Upon completion of the orientation, the child will receive a color-coded lanyard that must be worn when working out.

All youth members (13 and under) must attend an equipment orientation and only use the equipment in the Youth Wellness Center.

Youth ages 6-9 must be accompanied by a parent and may only use equipment under parent supervision. Parent must attend orientation with child.

Youth ages 10-13 may use the youth equipment, after having orientation, without parent supervision, but parent must be in facility at all times.

WELLNESS GENERAL GUIDELINES

- Athletic attire is required to work out in the Wellness Center.
- Jeans, street shoes, flip flops, sandals and bare midriffs are not permitted.
- Shirts are required.
- Children under age 14 are not allowed in the Wellness Center for any reason unless they are part of a youth class with one of our Wellness Staff.
- We provide care for children 6 weeks to age 12 when Child Watch is open.
- Please store your workout bags and other belongings in a locker to ensure their safety and reduce the clutter in the Wellness Center.
- We provide antibacterial gym wipes for use on the cardio machines and weight equipment pads. Please wipe down the machines after each use to prevent the spread of germs.
- During peak usage times in the Wellness Center you may be limited to 30 minutes of cardio use on a machine.
- When using the free weight area, please replace the weights and cable attachments to their appropriate places and allow members to work in between your sets.

CHILD WATCH

While you take a group fitness class, lift weights, hit the cardio deck or do any other activity in the facility, your child may be a part of our Child Watch. Child Watch offers safe, age-appropriate

and fun experiences for your children. Child Watch is located in the main area of our facility and has staff to play with your children ages 6 weeks – 12 years.

Beginning May 2021, Child Watch will be open Saturdays
8:00 a.m. – 11:30 a.m.

FACILITIES POLICY

Y facilities and grounds are to be cared for and protected at all times to ensure their long-term availability. Members and program participants are expected to use the facilities and grounds only in a manner that does not damage or destroy these areas or interfere with the business of running a successful Y. The following policies have been established for members to ensure our Y facilities and grounds are protected.

- Y facilities and grounds are for members and program participants only. Properly registered guests are considered members for the day of their registration and are expected to abide by all member rules and regulations.
- Members abiding by the Member Code of Conduct, the Member Handbook and all posted rules and regulations are free to use the Y facility at their leisure.
- The Y does not rent facilities and grounds which are regularly used by members to outside groups.
- Members are not permitted to use Y facilities for personal financial gain. This includes, but is not limited to, personal training for other members, private coaching of sports, and selling goods or services of any kind. Any activity deemed to be for personal financial gain will be stopped immediately and may be cause for termination of membership.

MEMBER COMMUNICATIONS

- The member email you provide at joining will be added to our email list.
- A monthly e-newsletter is sent at the beginning of each and contains information on upcoming events and programs.
- We occasionally send emails regarding special events.
- If your email changes, please notify the Front Desk Staff.
- The Wilson Family YMCA mobile app is available for free download on iTunes and Google Play.
- Our mobile app contains the Group Fitness schedule and allows you to receive notices on class cancellations as well as facility closures.
- Our official Facebook page is Wilson Family YMCA
- Our website is www.wilsonymca.org

HOLIDAY CLOSURES

We are closed on the following Holidays:

- New Year's Day
- Easter
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

COMMUNITY OUTREACH

The YMCA exists to strengthen the foundations of our community through Youth Development, Healthy Living and Social Responsibility. We do it by teaching kids new skills that build self-confidence, character values and leadership. We do it by helping adults and families lead healthy lifestyles. We do it by connecting older adults to an active support network. We do it by providing outlets to give back to those in need and volunteer your time. Here are just a few of the YMCA programs helping to strengthen the greater Wilson area:

- Christmas Opportunities at Save-A-Youth
- Diabetes Prevention Program
- Emergency Preparedness Kits for Seniors
- Father Daughter Dinner & Dance
- Fitness Center at Save A Youth
- Girls on the Run & STRIDE Running Programs
- ZBFit Physical Education Program & Fit Friends
- Junior Board of Directors
- Learn to Swim - Wilson County Schools & City of Wilson
- Robin Run 5K
- Senior Senior Prom
- Weekly Classes at Diversified Opportunities
- Wilson County Schools, Healthy Schools Advisory Committee
- Young Leaders Institute & Youth and Government
- Youth Triathlon with a Special Needs Category

**WILSON FAMILY YMCA
3436 AIRPORT BLVD
WILSON, NC 27896
252-291-9622**

www.wilsonymca.org