



FAMILY YMCA OF MARION AND POLK COUNTIES



MARION POLK FAMILY YMCA MEMBER HANDBOOK

Feb. 2023

Withnell Family YMCA

685 Court St NE Salem, OR 97301

503.581.9622

membership@theyonline.org

Silver Falls Family YMCA

601 Miller St Silverton, OR 97381

503.873.6456

SilvertonPool@theyonline.org

Mon.-Independence Family YMCA

870 N Main St Independence, OR 97351

503.838.4042

MIYmca@theyonline.org



MARION POLK YMCA MEMBER HANDBOOK

Welcome to the Family YMCA of Marion and Polk Counties! We're with you for life.

As a member of our Association, you have access to each of our Association's branches in Salem, Silver Falls and Monmouth-Independence.

We are focused on providing supports in 5 key areas;

- Early Child Development
- Youth Development & Asset Building
- Adult & Family Strengthening
- Aging Together
- Community Centering

Your YMCA is passionate about meeting the needs in our community, and you are a part of this work just by being part of our community. We aim to provide stability, health, and well-being for all and are excited to be part of your journey to living your best life.

YOUR MEMBER HANDBOOK

Please read this handbook in order to become more oriented with the amenities and policies that apply to members of the Family YMCA of Marion and Polk Counties. This handbook is not an exhaustive resource; please inquire with any additional questions that you may have.

PRE-ENTRY MEMBER SCREENING

All persons who enter the facility over the age of 18 must provide a valid state issued ID and will be screened for Sex Offender status.

We will not accept any other form of ID (i.e. work badges, prison/jail ID, school ID, etc.).

YMCA CHECK-IN

YMCA members are required to have their photo taken to ensure safety and security for all. Members are required to scan their membership card on each visit to verify current membership, and program participants must sign a non-member liability waiver.

Minors who have completed area safety training must get a bracelet at check-in before using any age restricted areas.

GUEST PASSES

All of our members are able to utilize our guest pass benefit. Each account may use 5 guest passes each calendar year. These passes may be used for an individual or a family and require that the member redeeming the pass accompanies their guests in the facility.

All guests over the age of 18 will be subject to our pre-entry screening protocols and guest waiver. Individuals may visit as a guest up to 5 times in a calendar year, after which they would need to purchase a membership or guest pass. Members will be held liable for the behavior of their guests while in the facility.



MARION POLK YMCA MEMBER HANDBOOK

BILLING INSURANCE FOR YOUR MEMBERSHIP

We are proud to partner with Renew Active and Silver & Fit/Active & Fit programs, which allow you to bill your insurance for your membership!

Please contact the customer service number on the back of your insurance card to verify eligibility and enroll.

These programs cover the cost of an adult or senior membership, or half of the cost of a family membership. Those utilizing these programs are encouraged to participate in all YMCA programming and are able to utilize their membership during all open hours.

MEMBERSHIP CANCELLATIONS

Membership fees and joining fees are non-refundable/non-transferrable. All membership cancellations need to be made in writing with at least 30 days' notice. Please read our full membership cancellation policy for more details.

PROGRAM REFUND

The YMCA does not issue cash refunds for program fees. Program fees may be issued as a system credit. Please see our Billing Policy for further details.

RETURNED CHECK OR BANK/CREDIT/DEBIT DRAFT

Returned checks and/or EFT or credit/debit card drafts are subject to a \$30 processing fee.

BUILDING CLOSURES

The YMCA is closed on certain holidays throughout the year. For specific closures, please check our website at www.theYonline.org. For unexpected closures or hour changes due to inclement weather, etc., we will do our best to notify members of these changes as early as possible. Notifications will be posted on our website at www.theYonline.org as well as on each Branch's social media pages.

NATIONWIDE MEMBERSHIP

Members of the Family YMCA of Marion and Polk Counties are eligible to participate in Nationwide Membership, which grants them access to 2,700 YMCAs across the country; some exclusions apply. Those using Silver and Fit or Renew Active may not be eligible. Please inquire at the Welcome Desk for more information.



ACCESSIBILITY

Your comfort and safety are a priority to us. Please contact each branch directly to inquire about location-specific accessibility considerations or any additional accommodations needed for participation.

LOCKER ROOMS AND CHANGING AREAS

The locker rooms and restroom options vary amongst our locations and may include personal changing areas, single-stall restrooms, group locker rooms, and gendered restrooms.

- No persons under the age of 18 will be permitted in the locker rooms at the Withnell Family YMCA.
- Use of cell phones, cameras, and recording devices while in changing areas is strictly prohibited.
- We ask that all visitors make an effort to remain covered when not actively changing or showering.
- Individuals who fail to adhere to these policies may lose access to locker room/changing room areas.

USE OF LOCKERS

All lockers are day use only; please bring your own lock to utilize day-use lockers. Please be aware that all locks will be removed at the end of business, and any items left inside will be brought to lost and found.

LOST AND FOUND

Any recovered items found in the building will be brought to our lost and found, where they will be stored for 7 days. Any items not claimed at the end of the 7-day period may be donated. To inquire about lost property, please visit our Welcome Desk to share a description of the item.

USE OF FACILITIES BY MINORS

- Children 0–9 years of age must be directly supervised by a parent/guardian, or under the direct care of YMCA Staff when participating in a program.
- Children 10+ years of age may check-in to a facility without a parent/guardian. Children of this age may also have access to the gymnasium during open/family gym time.
- Youth 14+ years of age may swim without a parent/guardian present.
- Please inquire about age limits for the wellness floor and the rooftop track at our Withnell Branch.

SUGGESTIONS

Comments and suggestions are welcomed at the YMCA. Comment cards may be available at our Welcome Desks or may be completed through the Contact Us option on our website.



MARION POLK YMCA MEMBER HANDBOOK

FAMILY MEMBERSHIP BENEFITS

Our Family Memberships have access to benefits not available to other membership types. This includes use of Play and Learn, free youth sports, and discounts on program fees.

PLAY AND LEARN

Our Play and Learn space is available to members for up to two hours of care per day, for children ages 6 weeks - 10 years old. Children may only be checked in and out by those listed as approved persons. Parents and/or guardians must remain onsite at the Withnell YMCA when using this service. Please inquire for more details and the Play and Learn Handbook.

YOUTH SPORTS

Did you know that we offer opportunities for children in grades K-6 to participate in various team sports throughout the year? We offer micro sports for those aged 3-5 years old too! Youth sports are included in our family membership, with late registration fees applying to those who sign up after the deadline. Please note that micro and K-2 are co-ed.

DISCOUNTED PROGRAMS

Family memberships are able to utilize discounts on program fees, which includes gymnastics, swim lessons and summer camp. Gymnastics are offered at our Monmouth-Independence branch, with swim lessons year-round at Silver Falls and Withnell Branches.

The Family YMCA of Marion and Polk Counties operates two summer camps: Camp Greider and Camp Silver Creek.

- Camp Greider is our day-camp which is located at the 4H Center in West Salem for campers in grades K-8.
- Camp Silver Creek is an overnight camp located at Silver Falls State Park for campers in grades 1-10, with Leader in Training/Counselor in Training programs for older students.
- Also at Camp Silver Creek is family camp- a unique opportunity for families to experience summer camp together!

MEMBER AND PARTICIPANT DRESS CODE

We ask that all visitors adhere to our dress code when utilizing the Withnell Family YMCA.

Please see below for dress code and attire expectations.

- Any article of clothing that is transparent or becomes transparent when wet, may not be worn while participating at the Y.
- Clothing and jewelry that portray negative messages and are deemed inappropriate by the Y management must be altered or removed. Tattoos deemed inappropriate must be covered.
- Appropriate swimsuits may only be worn in pool areas. When entering hallways or other areas of the Y you must be covered with a shirt, pants/shorts, and footwear. Given that the Y is for all, it is important that swim wear effectively cover the body to reduce risk of accidental exposure. For example, string bikinis would not be considered appropriate swim wear. Individuals with questions about appropriate attire are encouraged to contact the Aquatics Coordinator of the Branch.
- Activity appropriate footwear must be worn in all areas of the Y. To minimize damage to our floor surfaces, members and visitors are asked to wear clean athletic shoes. Closed toed shoes are required, no open-toed shoes or sandals while working out. Exceptions may be made for certain classes and programs such as Yoga or dance classes.
- Proper exercise attire is required and should cover the body appropriately:
 - Tops should cover the full torso
 - Tank tops and sleeveless shirts must cover full torso including chest and ribcage
 - Full coverage shorts need to be longer than your glutes for all activity



WITHNELL FAMILY YMCA

MEMBER HANDBOOK

Hours of Operation:
M-F 5am-9:30pm S 7am-7pm
Sun 1-6:30pm

YMCA CODE OF CONDUCT

The YMCA is a Christian based organization where children are often present, and to promote safety and comfort for all, we ask individuals to act appropriately at all times when they are in our facility or participating in our programs. The YMCA is committed to providing a safe and welcoming environment for all members and guests. This Code of Conduct does not permit language or any action that can hurt or frighten another person, or that falls below a generally accepted standard of conduct, as is further described below.

Individuals are expected to:

- Uphold the Y core values of caring, honesty, respect and responsibility.
- Provide an atmosphere free of derogatory or unwelcome comments, conduct, or actions of a sexual nature, or actions based on an individual's gender, race, ethnicity, age, religion, disability, sexual orientation, or any other legally protected status.
- Be respectful and cooperative with Y staff and others.
- Follow signs, use facilities and equipment with care.
- Support the Y brand in visual and verbal communications.
- Follow all Family YMCA of Marion and Polk Counties protocols related to preventative health measures and under the guidance and direction of the federal, state, and local authorities.

The following will not be tolerated at Y facilities or Y programs:

- Abusive, harassing, or obscene language and/or gestures
- Sexual harassment, including questions or comments regarding another's sexual orientation or identity, or any behavior of a sexual nature which causes others to feel uncomfortable
- Threats of harm, physical aggression, or violent acts
- Weapons of any kind, regardless of any government-issued license to have possession of the weapon
- Smoking or vaping
- Possession, sale, use, or being under the influence of alcohol or illegal drugs, including odor of drugs or alcohol upon entry
- Damaging or defacing Y property
- Offensive or unlawful conduct

Individuals who experience or observe inappropriate conduct are encouraged to promptly report their concerns to Y staff. Every effort will be made to ensure that reports are investigated and resolved promptly and effectively. Failure to follow this code of conduct will result in disciplinary actions, which may include immediate eviction from the premises, loss of privileges, suspension, or expulsion. The Y may contact security personnel, police, or other authorities for assistance or to take appropriate legal action.

We appreciate your cooperation in prioritizing safety and creating a welcoming and positive environment for all people at the Y.



WITHNELL FAMILY YMCA

MEMBER HANDBOOK

Hours of Operation:
M-F 5am-9:30pm S 7am-7pm
Sun 1-6:30pm

YMCA RELEASE, WAIVER AND INDEMNITY AGREEMENT

I realize that this and all Family YMCA of Marion & Polk Counties Programs involve certain inherent risks, and regardless of precautions taken by the YMCA or the participants, injuries may occur. I agree that I have been informed of, understand and acknowledge those inherent risks. I certify that the participant's present level of physical condition is consistent with the demands of active participation in this YMCA program.

- By agreeing to this waiver, I acknowledge that neither myself nor any person listed on this membership has ever been convicted of a sexual offense or registered as a sex offender in any jurisdiction. I understand that the YMCA conducts regular sex offender screenings on all members, participants, and guests. If a sex offender match occurs, the YMCA reserves the right to cancel membership, end program participation, and remove visitation access.
- I agree to forever release, discharge, and covenant not to sue the YMCA for liability from any and all loss or damage, whether or not caused by negligence, either active or passive, by or on the behalf of the YMCA. I will indemnify and hold the YMCA harmless from any and all claims made by others related to my membership or participation at the YMCA.
- I assume all the risks and hazards incidental to the conduct of YMCA programs, and I do further release, absolve, indemnify, and hold harmless the YMCA, the organizers, sponsors, supervisors, volunteers, and officials of any or all of them. In case of injury, I hereby waive all claims against the organizers, sponsors, staff, or any of the supervisors appointed by them. I understand the YMCA will not be held responsible of any communicable disease such as COVID-19 and any other bacteria and/or viruses.
- If enrolling in a program, I understand that there is a possibility my child may be asked to move to a different class/session time if the minimum enrollment is not met.
- I give my permission to the Family YMCA of Marion & Polk Counties to use limitation and obligation, photographs, film footage, or tape recordings which may include my image and the image of anyone on my membership for purposes of promoting or interpreting YMCA programs.

Minor Medical Release and Consent Form:

As Parent and/or Guardian, I do herewith authorize the treatment by a qualified and licensed medical doctor of this participant in the event of a medical emergency as deemed necessary by the attending physician.

Payment Details:

I understand that payment in full is due at time of registration and that there is a \$30 NSF fee for all returned checks, EFT, debit/credit card payments. Cash payment will not be accepted for membership dues. I will pay the NSF amount plus the NSF fee immediately upon my payment being returned to me by the YMCA. Members are responsible for changing their billing method when a card expires, is lost, or is stolen and will be liable for any NSF fees that may occur as a result.



WITHNELL FAMILY YMCA

MEMBER HANDBOOK

Hours of Operation:
M-F 5am-9:30pm S 7am-7pm
Sun 1-6:30pm

YMCA RELEASE, WAIVER AND INDEMNITY AGREEMENT

The Family YMCA of Marion and Polk Counties does not, under any circumstances, reimburse for bank fees or charges. Billing or payment errors of any nature will be remedied through in-house credits. Membership fees are non-refundable. Membership privileges may be revoked for failure to pay after 30 days.

Cancellation Policy:

Membership Termination:

A 30-day written notice is required for all membership cancellations in order to prevent the next month's charge. If seeking a cancellation, written notice must be provided to the YMCA 30 days before your next draft date; written notice may be provided via email or completion of a print form at the branch. For example: If your draft is scheduled for the 1st and give notice on the 5th, your membership will remain active through the end of the following month. If at the time of membership cancellation there is a balance that remains unpaid, the Family YMCA of Marion and Polk Counties may draft the unpaid amount from the pre-authorized account. Membership fees are non-refundable.

Membership privileges may be revoked at any time if it appears that you are involved in criminal acts, you are acting in ways that disrupts the YMCA's mission, operations or the activities of the members or staff. I further expressly agree that the foregoing RELEASE, WAIVER AND INDEMNITY AGREEMENT is intended to be as broad and inclusive as is permitted by the law of the State of Oregon and that if any portion thereof is held invalid, it is agreed that the balance shall notwithstanding, continue in full legal force and effect.

Sports/Program Termination of Registration:

I understand that if I remove my child from a sport/program that is currently in season then I will not receive a refund. If I remove my child from a sport 30 days before the season has officially started, then I may receive a refund that could take up to 21 business days. If I cancel my athlete within 30 days of the season starting, I may be eligible for a system credit that will expire in 6 months. If I cancel my family membership during the season, I will be charged the non-member rate for that particular sport. CHILDREN UNDER THE AGE OF 13 MUST BE ACCOMPANIED TO AND FROM ALL YMCA PROGRAMS.