



# FAMILY YMCA OF MARION & POLK COUNTIES

## MEMBER HANDBOOK

**Updated January 2026**

### **Withnell Family YMCA**

685 Court St NE Salem, OR 97301

503.581.9622

[membership@theyonline.org](mailto:membership@theyonline.org)

### **Silver Falls Family YMCA**

601 Miller St Silverton, OR 97381

503.873.6456

[SilvertonPool@theyonline.org](mailto:SilvertonPool@theyonline.org)

### **Monmouth & Independence Family YMCA**

425 Gwinn St E Monmouth, OR 97361

503.838.4042

[MIYmca@theyonline.org](mailto:MIYmca@theyonline.org)

### **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.



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## MEMBER HANDBOOK

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

**We are focused on providing supports in 5 key areas;**



**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.**

### **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.).

### **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.

### **MEMBERSHIP CANCELLATIONS**

Membership fees and joining fees are non-refundable/non-transferrable. All membership cancellations need to be made in writing prior to the last day of the billing month. Please read our full membership cancellation policy for more details.

### **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 (unit) is awarded 5 free guest passes each calendar year. After that, each pass is \$5. ONE pass may be used for 2 adults, a family, or up to 3 youth, 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. Members will be held liable for the behavior of their guests while in the facility.



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### 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 gender neutral, ADA, personal changing areas, single-stall restrooms, group locker rooms, and gendered restrooms.

No persons under the age of 18 will be permitted in the 2<sup>nd</sup> Floor adult 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.

### 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.

### BILLING INSURANCE FOR YOUR MEMBERSHIP

We are proud to partner with Renew Active (ONEPASS) and Silver & Fit/Active & Fit programs. These programs are third-party-payors that bill your insurance & provide payment to us 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 YOUR adult or senior membership. If you wish to add additional members of your household to your membership you will be responsible for paying the difference to the Y. Those utilizing these programs are encouraged to participate in all YMCA programming and are able to utilize their membership during all open hours.

### RETURNED CHECK OR BANK/CREDIT/DEBIT DRAFT

Returned checks and/or EFT or credit/debit card drafts are subject to a \$25 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](http://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](http://www.theYonline.org) as well as on each Branch's social media pages.

### 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 Wellness Desk to share a description of the item.

### FAMILY MEMBERSHIP BENEFITS

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



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### 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.

### 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 - 9 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. Late registration fees applying to those who sign up after the deadline. Please note that micro and K-2 are co-ed. There is a \$25 registration fee per participant per sport to secure your spot on the team.

### 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.

### 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 NON COTTON 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 in the gymnasium. 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

### SUGGESTIONS

Comments and suggestions are welcomed at the YMCA. Please utilize the "[Contact Us](#)" option on our website to give us feedback.





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### 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.**