

We Are a Charitable Organization

The Family YMCA is a non-profit, charitable 501c3 organization. Annually, we raise funds so that everyone can be a part of the Y regardless of their ability to pay. 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 donation 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 positive experiences. We are here for everyone 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 Family YMCA is to build individual, family, and community strength by focusing on youth development, healthy living, and social responsibility. When you become a member at The Family YMCA your dollars are invested in this mission.

The National YMCA of the USA:

The Family YMCA is a chapter of the YMCA of the USA. The Y was founded in 1851, in the USA, as an independent not-for-profit association of members, volunteers, contributors and staff. The mission of the YMCA of the USA is to put Christian principles into practice through programs that promote healthy spirit, mind and body for all.

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. The following list is not all inclusive, but some prohibited actions include:

- Using or possessing illegal drugs, chemicals or alcohol on Y property, in Y vehicles or at Y sponsored programs
- Smoking on Y property – the Y and its property is a smoke-free environment, this includes E-Cigarettes
- 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

- Cellular phones, Ipads, etc. usage is not 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. This also includes anyone who has ever been convicted of any offense relating to the use, sales, possession or transportation of narcotics, habit forming and/or dangerous drugs. This includes those who are presently or habitually under the influence of dangerous drugs or chemicals, narcotics, or intoxicating beverages. Members and guests 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 CEO in her discretion, if a violation of the Code of Conduct has occurred.

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.

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. All members are required to have a picture on file for child protection policies and YMCA best practices. Your membership card is required for access to the Y. All persons who enter the Y must have a liability waiver on file. 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.

Facility Usage- Age Guidelines:

For the safety of children and members the Y has developed the following age appropriate room guide.

Ages 13+: May use any area of the facility.

Ages 10-12: May use the basketball gym and racquetball courts alone as long as a parent or guardian is in the facility. This age group may also use the cardio room, take fitness classes and use climbing wall with direct adult supervision. NO WEIGHT ROOM.

Ages 9 and under: May only use the basketball gym, racquetball courts and climbing wall under direct supervision. (Unless registered for a program) NO CARDIO ROOM OR WEIGHT ROOM.

Closing Time:

The Y closes at set and posted 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. Please check our Facebook, The Family YMCA, and/or our website at laymca.org, or call (505) 662-3100.

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.

Insurance:

The YMCA 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.

Lost and Found:

Members should lock up their possessions and valuables. 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 then given to charity on the 1st and 15th of every month.

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 these suggestions are posted on the wall above the suggestion box. Please report equipment problems and other timely issues to our front desk staff immediately. Also, please feel free to talk with any member of our staff.

Holiday Hours:

Holiday hours are posted on the front window/door, on our website, www.laymca.org, as well as our Facebook page.

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:

Please refrain from parking in the museum parking lot during the hours of 11 AM- 2 PM, as this is parking for those businesses. We have alternate parking available for all members in the Y Express parking lot.

Membership Benefits:

Membership in the Y signifies an association with other members in facilitating the work of YMCA'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 our Y offers the following member benefits:

- Free orientation and use of our wellness center.
- Child Watch for children with memberships.
- Open Gym time.
- Free to member fitness 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's around the country)
- Unlimited Guest Passes

- Men/Ladies Sauna

Access to Y Express studio use

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 for little or no cost. You can access Y locations at www.ymca.net.

At our Y visiting AWAY members from other cities are charged a small fee to The Family YMCA.

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.

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 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 also charged for all returned checks. You must pay outstanding balance by the end of the month or your membership will be automatically 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 beginning 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 more than 1 month, a reinstatement fee will be charged.

Family memberships include member, spouse or domestic partner, and relatives who live in the same household. Individuals who have corporate memberships may include an additional child, anyone ages 12 and under, for an additional fee of \$15 a 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 prorated dues difference to change the type of membership from Single to Family 2 or 3 and from Family 2 to Family 3.

Putting Your Membership on Hold:

Members can put their membership on hold once a year for up to 6 months. A hold form is required for this. Holds run from the end of the current 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.

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.

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 member. The member must accompany his or her guest while in the facility. Members are responsible for their guests following all YMCA 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.

Health/Wellness:

Fitness Assessments (1st time is free), Consultations, Orientations and Body Composition Analysis are free with your 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 Family YMCA's trained and certified personal training staff is prohibited.

Fitness Classes:

As a member, you may participate in unlimited fitness classes. Some classes require a fee. Class selections include SilverSneakers®, ZUMBA®, Power Up!, Insanity, PiYo, Indoor Group Cycling, Yoga, Step and more.

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.

Cardio & Strength Training Room Policies:

Proper attire must be worn such as closed toed shoes and shirts.

Jeans and belts are not allowed while working out.

- Youth under the age of 13 are not allowed in either of the strength training rooms. There are no exceptions to this rule. See page 3 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. The sign in sheet is located on the wall to the left of the entrance.
- 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 to work in with you by not resting on machines/equipment in 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.

Locker Rooms and Amenities:

We strongly recommend 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 a monthly or 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 first and last name for borrowing. The borrower accepts responsibility for damage; a replacement/damage fee may be assessed.

Racquetball/Squash Court Use:

Policies regarding these courts follow:

- Ages 13 and up may use on their own accord
- 10-12 must have a parent/guardian in the facility
- 9 and under must be under direct supervision
- Eye guards/goggles are required;
- Loaner eye guards are available at the Welcome Center 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 handball, racquetball or squash.

- A person may reserve a court for a non-court sports only during NON prime-time hours.
- During non-prime time hours, it is first come first serve basis.
- If players are late, their court will be held for 15 minutes after the reserved time. After that the court will then be available to others.

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. The gym is considered open unless there is a scheduled program or activity. 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.

Youth are welcome in the gymnasium during youth specific hours without an adult. (see schedule). 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.

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.

Swearing is prohibited and conduct must always be respectful.

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 are required to pass the Y belay test prior to belaying. They must be 13+ in order to belay others. A parent or legal guardian must supervise 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, or check the online CW schedule.

Equipment Rental/Use:

Harness, shoes, and belay device are available to rent for \$5/Day. Members are allowed 30 days of gear usage during open climb at no cost. Helmets are free and required for youth 12 and under. Ages 12 and under must wear helmet while climbing.

Youth/Family Programs 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 season. 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 YMCA's 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. All fees must be paid at time of registration in order to ensure placement in the program.

If a regularly attending person shows up for an ongoing class and is not registered/paid, the Y will register that person and 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.

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.

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

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.

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.

Child Watch:

Child watch is available for children of Y members while parent(s) is/are on the premises using facilities for children who are also members. Child watch is open to children 6 weeks to 7 years old. Additional rules and restrictions do apply. For more information please ask one of our Welcome Center Representatives.

Kids Club: (extension of Childwatch)

Beginning June 1st, 2015, we will be offering kids club, an extension of childwatch, to be offered to child members ages 8-12, included in family memberships, to come while parents work out. This will be offered Monday-Wednesday 8:30 am- 12:30 pm from June 1st through August 12th.

Child Development Programs:

Families and members have a discount when enrolling in our child development programs including afterschool and camp.

Afterschool Program:

When school lets out, Y Kids enjoy a healthy snack, release their energy playing, enjoy the company of friends, get their homework done and learn something new. Seasoned staff engage kids in new projects that let them explore their creativity and encourages them in group games where honesty and fair play are reinforced. The Y's enriching afterschool programs are held at each elementary school from the time school lets out until 5:45 PM.

Y Camp:

Y Camp reinforces learning all summer long with fun and interactive science, sports, arts, and service minded projects. Y Camp includes lots of time for making friends and free play too.

iCARE Summer:

Our staff will engage your children's exploratory and adventurous nature, encouraging each participant to look closely at their connections to all our environments and through this active exploration—to establish healthy relationships with each other and the world around them.

*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 Family YMCA.

*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.