FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

WELCOME TO OUR FAMILY

Member Handbook
YMCA BUFFALO NIAGARA

YMCABN.org

June 2016

OUR MISSION

YMCA BUFFALO NIAGARA

is a **CHARITABLE**, community based organization committed to providing programs designed to build a **HEALTHY spirit, mind, and body for all.**

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We're Glad You're Here

This handbook has been created to serve as a guide for members to become familiar with YMCA Buffalo Niagara's membership policies and procedures. The procedures and policies outlined by this handbook may be updated from time to time and the YMCA reserves the right to alter any policy or procedure without notice.

Above all, the Y is here to serve its members and looks forward to working with them to make the community a healthier and happier place to live.

HOLIDAY HOURS

All YMCA Buffalo Niagara facilities are closed on the following holidays:

- New Year's Eve (branches close at 6:00 pm)
- New Year's Day (open 10:00 am-2:00 pm)
- Easter
- Memorial Day (open 8:00 am-12:00 pm)
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Eve (branches close at 3:00 pm)
- Christmas Day

ANNUAL BRANCH SHUTDOWN

Each year around Labor Day branches close part of their facilities for several days to one week. During this time necessary repairs and facility enhancements are made such as draining and cleaning the pool, painting, etc.

Members are invited to utilize other YMCA Buffalo Niagara locations as their shutdown schedules allow. Volunteers are always welcome to assist with the various projects and can contact the Welcome Center for more information or to sign up.

Membership

MEMBERSHIP ELIGIBILITY

YMCA Buffalo Niagara is committed to serving the community by providing quality programming to help children, families, individuals, and seniors live, grow, and thrive. As a member of the Y we look for our members to live up to the standards and commitments of the YMCA. It is the sole discretion of the Y that should a member fail to do so, they may be terminated.

MEMBERSHIP CATEGORIES

YMCA Buffalo Niagara offers the following membership categories:

Youth: 5-18 years of age (Under 12 must be accompanied by a YMCA facility member.)

Young Adult: 19-26 years of age

Adult: 27-62 years of age

Senior Adult: 63 years of age and older

Couple: Two adults residing in the same household.

Family with Children: Two adults residing in the same household and all unmarried dependent children through the age of 26.

Individual Family: One adult and all unmarried dependent children through the age of 26. Must reside in the same household.

Senior Couple: Two adults residing in the same household with either individual being 63 years of age or older.

NOTE: Age-specific memberships automatically convert to the next level on member's birth date.

COMMITMENT TO NONDISCRIMINATION, DIVERSITY, & INCLUSION

YMCA Buffalo Niagara is an organization that embraces nondiscrimination, diversity, and inclusion. We welcome all people regardless of age, ability, ethnicity/race, faith, gender, gender identity, or sexual orientation. The Y believes that, in a diverse world, we are stronger when we are inclusive, and when everyone has the opportunity to learn, grow, and thrive.

MEMBERSHIP TYPES

The YMCA offers the following membership options:

Individual Branch Membership

An individual branch membership entitles members to utilize the programs and services offered at the branch where the membership was purchased.

Masterkey Membership

A Masterkey membership entitles members to utilize any branch of YMCA Buffalo Niagara.

MEMBERSHIP FEES & PAYMENT PLANS

Pay in Full

Members may pay the full amount of their annual dues. MasterCard, Visa, Discover, AMEX, cash, check or YMCA gift certificates are accepted for all transactions.

Credit Card Drafting

Membership fees as well as School Age Child Care and camp fees can now be paid automatically through credit card drafting. The charge will appear on your monthly statement. Membership remains continuous until the member requests a cancellation with a 30 day written notice.

Bank Draft Payment Option

Low monthly fees are deducted automatically from your checking account or credit card. There is no finance charge. A completed authorization form and voided check are necessary for all transactions. Membership remains continuous until the member requests a cancellation with a 30 day written notice.

Join Fee

In addition to membership dues, the join fee is a one-time fee for new members only. Memberships that are expired for more than 30 days are considered new members.

NOTE: YMCA rates are subject to change. Thirty days advance notice will be given.

HOLD POLICY

Members may place their membership on hold for a maximum of 90 consecutive days one (1) time per calendar year. A thirty (30) day advance written notice is required along with approval from the membership director. Bank draft will automatically resume at the end of the hold period.

INSURANCE DISCOUNTS

A variety of insurance discounts are available for: Independent Health FlexFit, Healthy Univera Plus (Univera Solutions), and BlueCross BlueShield of WNY Wellness Card holders. The Y also takes part in the SilverSneakers®, Healthy Benefits, and Silver & Fit programs. Contact your insurance provider for details.

FINANCIAL ASSISTANCE PROGRAM

Within its available resources, YMCA Buffalo Niagara will provide services to anyone who desires to participate in our programs and membership regardless of his/her ability to pay. Partial financial assistance will be awarded to those who can demonstrate their inability to pay the full fee. Funds are secured by volunteers during the YMCA's Annual Campaign. Visit the Welcome Center to apply.

Y FRIENDS & FAMILY PASS

Members 18 and over may invite friends or family members to accompany them to their YMCA branch for a $7 fee per visit, per person. Each guest is allowed a maximum of five visits per year. The Y member must stay with their guests during the visit and all visitors must present photo ID and complete appropriate forms. All building rules and restrictions apply.

AWAY PROGRAM

As a YMCA member, you often are able to use other participating Ys across the USA at no charge or half of their guest fee.

Member Code of Conduct

The YMCA expects persons using the YMCA to act maturely, to behave responsibly, and to respect the rights and dignity of others. The code of conduct outlines prohibited action, but the actions listed below are not an inclusive list of behaviors considered inappropriate in the facilities or programs.

- Being under the influence of controlled substances, illegal drugs or alcohol while on YMCA property or program sites at any time; and using, dispensing, distributing, possessing or manufacturing alcohol, controlled substances or illegal drugs on YMCA property or program sites at any time.
- Smoking on YMCA property – the YMCA and its property is a smoke-free environment.
- 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 angry or vulgar 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 or on the grounds of the YMCA.

The YMCA reviews sex offender lists and reserves the right to deny access or membership to any person who is or has been a registered sex offender, and/or has been accused or convicted of any crime involving sexual abuse. Allegations or suspicions of child abuse are taken very seriously at the YMCA and will be reported to the proper authorities for investigation.

Additionally the Y reserves the right to deny access of membership to any person who that has ever been convicted of any offense relating to the use, sale or 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.

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.

The branch executive has the authority to suspend or terminate a YMCA membership/ privileges if, in his/her judgement, deems the conduct a violation of the YMCA member code of conduct.

Any changes to YMCA policy or procedures will be clearly communicated to our members in the member handbook (which can be accessed online) and/or through our YMCA monthly eblast communication.

Policies

MEMBERSHIP KEY TAG

YMCA membership key tags must be presented upon each visit. Membership key tags verify the agreement to receive the benefits of membership and to abide by the rules and policies of YMCA Buffalo Niagara. If a member forgets to bring their membership key tag, a valid photo ID must be shown. Lost key tags may be replaced for a nominal fee.

AGE REQUIREMENTS

All children under the age of 12 must be accompanied by an adult in the building unless participating in a youth program. Please note the following age requirements for unsupervised activities for members:

- Open Swim: 12 years old (must pass swim test)
- Open Gym: 12 years old
- Wellness Center:
- 10-12 years old with Tween Orientation (and use with parent or guardian)
- 13-14 years with Teen Orientation
- Group Exercise Class: 14 years old; 12 years old with parent/guardian
- Lap Swim: 12 years old with pool orientation
- Track: 12 years old, 10 years old with parent/guardian (branch specific restrictions apply)
- Sauna, steam room, and spa: 18 years old
- Pick-Up Adult Basketball: 18 years old

Mature behavior is expected in all areas and the YMCA reserves the right to exclude anyone who does not adhere to YMCA guidelines and safety standards.

CHANGES TO INFORMATION

The YMCA requires a thirty (30) day notification on changes in membership information (name, phone, bank account, to add or delete family members, etc.). Membership update forms are available at the Welcome Center.

CANCELLATIONS AND CLOSINGS

In the event that the Y must cancel a class or close the facility due to inclement weather, announcements will be aired on local TV and radio stations, on the YMCA Facebook page, and on the YMCA web site. Make up classes will be scheduled when a class is cancelled by the Y. Make up classes will not be scheduled for individuals who miss a class due to their own inability to attend.

CREDIT/REFUND POLICY

Fees are nonrefundable however if there are extenuating circumstances please contact a member service representative.

MEMBERSHIP TERMINATION

The YMCA reserves the right to terminate any membership at any time. Membership can only be terminated in writing and at the branch only. Members may terminate their membership according to the following guidelines:

Fixed Term (Invoice) - Memberships are for one year and are non-refundable. Memberships terminate automatically and must be renewed if you wish to continue your membership.

If a medical condition restricts a member from using the YMCA, future membership dues may be cancelled. Ask a member service representative for more information.

Continuous (Monthly Draft) - Memberships may be terminated within thirty (30) days of submitting a bank draft termination form and the return of all membership key tags.

VISUAL RECORDING DEVICE POLICY

The use of video recorders, cameras, or any other visual recording devices including cellular phones with photo capabilities, is prohibited in the locker and rest room areas of the YMCA. Violators will be subject to appropriate sanctions including revocation of membership.

LOCKER ROOM POLICY

1. Children are not allowed in Adult locker rooms.
2. Families are encouraged to use the Family Locker Room.
3. Children may be accompanied by parent/guardian of the same gender in boys/girls locker room.
4. The policy of YMCA Buffalo Niagara is to allow each individual to self-identify their gender.

Under all circumstances, parents must be aware of the privacy of others. If you have any questions regarding this policy or need suggestions on how to ease into this transition, please speak to the Manager on duty.

LOCKERS

Lockers are available for daily use. Members must bring a lock to secure their belongings in lockers while working out. The YMCA is not liable for articles damaged, lost or stolen. Members should never leave valuables inside the lockers. Locks left on overnight will be removed so that other members can use the lockers.

ACCIDENTS/INCIDENTS

All accidents, injuries or unusual incidents must be reported immediately to a YMCA staff member.

General Information

PROGRAM MINI-GUIDES

Program mini-guides are available at all branches and can also be found on the web at **YMCABN.org**. Each guide lists the programs, schedules, and pricing for the upcoming session. Information contained in the program guides is subject to change without notice. Please speak to a member service representative if you have any questions.

REGISTRATION

Members and program members may register in person at the branch, by phone, or online at **YMCABN.org**. Accessing your online account allows you to register for programs, pay balances, make donations, view payment history and more. Stop by our Welcome Center today and our staff will help make it even easier for you to log on to our online registration site.

PROGRAM FEES

Some programs are fee-based, representing the cost of providing program activities or services not included in membership dues. Specific program fee information is available online or in your branch specific program guide.

YMCA GIFT CARDS

The YMCA encourages you to Give the Gift of Good Health by purchasing a gift card. Gift cards are available in any amount and can be used toward membership or program costs. Visit the Welcome Center for more information or to purchase.

MEDICAL RELEASE

While a physician's release is not required, members are advised to consult their physician before participating in any vigorous physical activity.

INSURANCE DISCLAIMER

YMCA Buffalo Niagara does not carry medical, accident or loss of personal property insurance for any participants due to the fact that it would drastically increase the cost of our program fees. Please review the insurance policies that protect you and your family to be certain that proper coverage is in place. Please be advised that you are participating in all activities at your own risk. In becoming a member of the YMCA you agree to hold YMCA Buffalo Niagara harmless from any claims or injury sustained during your participation in any YMCA Buffalo Niagara activity or during use of YMCA Buffalo Niagara property.

FOOD AND BEVERAGES

Food and beverages are sold through the vending machines and are restricted to certain areas. Food and beverages are not allowed in the locker rooms, gym, fitness center or pool. Water bottles are acceptable with a cap. We appreciate your help in keeping your YMCA clean. The YMCA is not responsible for money lost in vending machines.

LOST & FOUND
Items are held in lost and found for two weeks. Any unclaimed items are either discarded or donated to a local charity. Lost and found items will be held at the Welcome Center.

PARKING
All YMCA facilities offer free parking for members and guests. For the safety of members and staff, members are asked to exercise caution and reduce speed as they drive through the parking lot. Members are also asked to avoid blocking the entrance ways and respect the designated handicapped spaces. Members should not leave valuables in their cars. The YMCA is not responsible for lost or stolen items.

SECURITY
The front door (and side door at Southtowns) is used for both entering and exiting the building. In an effort to limit security problems, all other exits are alarmed. It is strongly recommended that members use a lock when storing personal belongings in the lockers.

COMMON COURTESY
It is important for members to remember that they share the facilities with young children, teens, and people of all backgrounds. The YMCA is a positive environment where staff and members alike demonstrate the YMCA core values of caring, honesty, respect, and responsibility.

- Appropriate attire must be worn at all times – swimsuits in the pool area, and shoes, shirts, and shorts/pants in all other areas of the facility.
- Appropriate language must be used and all individuals should exhibit appropriate behavior at all times.
- All YMCA facilities and equipment must be used only for their appropriate purpose at all times.
- Members are asked to refrain from loitering in program areas or the Wellness Center.
- Locker room age and/or membership requirements should be respected and adhered to at all times. Facility usage age guidelines must be respected and adhered to at all times.

SUGGESTIONS
The YMCA welcomes suggestions and concerns. Members can contact any staff member or use comment card boxes to ask questions, make suggestions, etc. Specific concerns that have not been resolved by a member service representative can be directed to the branch Executive Director.

Other Amenities

RENTAL SPACE
YMCA facilities are available to rent for special occasions such as birthday parties, receptions, corporate team building, banquets, meetings, etc. The YMCA's Welcome Center can be contacted for information regarding offerings, rates, availability, and reservations. A variety of birthday party packages are available.

RENTAL FACILITIES INCLUDE (varies by location):
- Pool
- Gymnasium
- Multi-Purpose Room
- Outdoor Pavilion (Ken-Ton & William-Emslie only)
- Zero-depth Entry Pool (Southtowns & Independent Health Family Branch YMCA only)
- Adventure Room (Southtowns & Independent Health Family Branch YMCA only)
- Eggert Road Program Center (Southtowns only)
  Includes: Picnic pavilion, outdoor pool, volleyball courts, soccer field, and playground
- Rental space availability may vary per location

SPECIAL EVENTS
A variety of special events take place throughout the year at our branches including:

- Golf Tournament
- Healthy Kids Day
- Summer Camp Expo
- Family Nights
- Parents' Night Out
- YMCA Turkey Trot

For a schedule of dates and times for these and other special events, check with a member service representative.

Volunteer

VOLUNTEERS IN PARTNERSHIP PROGRAM

YMCA Buffalo Niagara embraces volunteers and their dedication to our community. We promote the collaboration of staff and volunteers to provide the best possible service and programs. YMCA Buffalo Niagara is committed to providing positive volunteer experiences by matching the individual's interests, talents, and needs to the YMCA's goals for the good of all members of our community. Volunteer opportunities include: program, fundraising, support, and policy volunteers. For more information on how you can help the YMCA by volunteering your time and talent call or visit our Welcome Center.

BOARD MEMBERS WANTED

We are seeking community minded individuals to serve on our Board of Managers. If you, or someone you know, has passion and shares our mission, please contact your branch Executive Director.

YMCA Annual Campaign

The YMCA prides itself on meeting the needs of the community. Families turn to us as a source to help provide togetherness and balance in their otherwise hectic lives. We provide children with positive role models and activities that build self-esteem, develop healthy habits, and offer fun and friendship for all in a safe environment. Adults and seniors come to us to enrich their lives not only physically but also spiritually and mentally.

Through the YMCA Annual Campaign we are able to ensure that no one is turned away based on their inability to pay the full cost of service. Please consider making a contribution to our annual campaign by making a donation online at ymcabn.org or by speaking to someone at our Welcome Center today.

YMCA Endowment Fund

You can help ensure the Y continues to make a meaningful and enduring impact on our community for generations to come through a gift to the YMCA Endowment Fund.

By choosing to make a future financial commitment to the Y through your estate plans you will help to provide a permanent source of funding for new programs or facility improvements and a safety net for times of crisis or economic uncertainty.

There are various gift plans that you can employ to meet personal and family tax, estate, and charitable planning objectives. Be sure to contact your own legal and/or financial advisor and then contact the YMCA financial development office to confidentially discuss the gift opportunity that best expresses your generosity.

For more information or to let us know if you have already made a provision for the Y in your estate plans, please contact the YMCA Financial Development Department at 276-5978.

Camp

SUMMER DAY CAMP

YMCA summer day camp adventures give children a chance to learn new skills and gain confidence through a wide range of activities including swimming, youth sports, environmental activities, health/nutrition information, field trips and more.

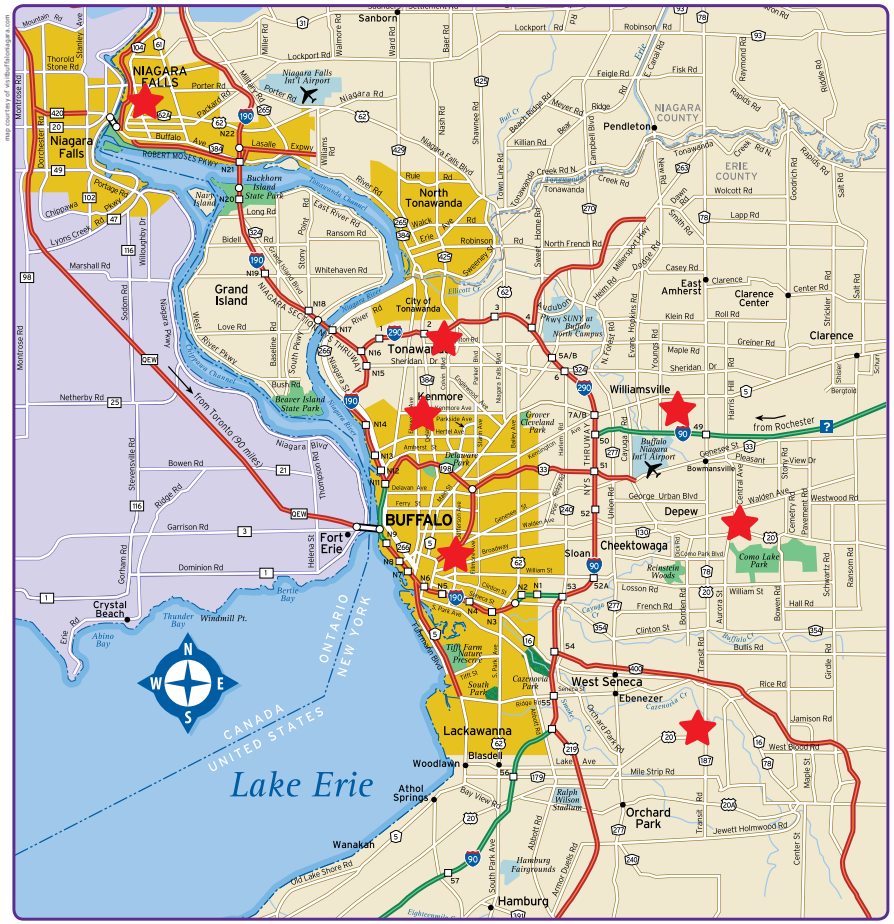
Safety is the YMCA's number one priority. Campers are under the skilled and watchful eye of our well-trained staff. These men and women are carefully selected based on their maturity, patience, understanding, and leadership capabilities.

RESIDENT CAMP WEONA

The YMCA overnight camp for children is just the right setting for encouraging physical, mental, and spiritual growth. For more than 115 years, Camp Weona has been committed to making the camp experience a special event that will last a lifetime in a child's memory! For more information visit CampWeona.org.

ADVENTURE GUIDES PROGRAM

YMCA Adventure Guides was created to foster companionship between parent and child. The YMCA core values of caring, honesty, respect, and responsibility provide direction as parents guide children on a journey of activities, including songs, skits, stories, ceremonies, arts/crafts and much more. Members can learn more about this unique parent/child program by speaking with a YMCA family program director.



YMCA BUFFALO NIAGARA

DELAWARE FAMILY YMCA
2564 Delaware Avenue
Buffalo, NY 14216
(716) 875-1283

INDEPENDENT HEALTH FAMILY BRANCH YMCA
150 Tech Drive
Amherst, NY 14221
(716) 839-2543

KEN-TON FAMILY YMCA
535 Belmont Avenue
Kenmore, NY 14223
(716) 874-5051

LANCASTER FAMILY YMCA
31 Central Ave.
Lancaster, NY 14086
(716) 684-2395

NIAGARA FALLS FAMILY YMCA
1522 Main St.
Niagara Falls, NY 14305
(716) 285-8491

SOUTHTOWNS FAMILY YMCA
1620 Southwestern Blvd.
West Seneca, NY 14224
(716) 674-9622

WILLIAM-EMSLIE FAMILY YMCA
585 William Street
Buffalo, NY 14206
(716) 845-5440

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