



## MERRIMACK VALLEY YMCA MEMBER HANDBOOK

### Welcome to the Merrimack Valley YMCA

#### Impact Statement

Our engaged and diverse community is reaching its full potential through vibrant, confident, and connected community members taking responsibility for health, safety, and well being.

#### Strategic Advantage

We are a diverse, inclusive, and dependable organization that strengthens community. As a member of a national federation of YMCAs, we have a long history of adapting to changing needs, providing stability, and living our core values.

#### Core Values

The Merrimack Valley YMCA welcomes all people regardless of age, race, gender, religious, affiliation, or socioeconomic background. The organization identifies and responds to community needs in areas including recreation, aquatics-based programming, housing for the homeless and near-homeless population, child care, outdoor and camping opportunities, arts and humanities programming, teen development, community development, and community health and wellness.

### MEMBERSHIP TYPES

#### Family Membership- I, II, and Household

Allows one, two or up to 4 adults and their dependents living in one household to have full access to the YMCA. Children ages 9-12 are eligible to use the Wellness Center with a parent. The Free Weight Room and Wellness Center are available for ages 13 and up. Guest passes, use of the Lawrence and Methuen branches, substantial discounts on classes, and free Child Watch services are also included.

#### General Membership- Adult/Couple/Senior/Young Adult/Youth/Teen

Full access to the YMCA Wellness Center for ages 9-12 with a parent and Wellness Center and Free Weight Room for ages 13 and up as well as guest passes, use of the Lawrence and Methuen branches and reduced rates on classes are included.

#### Preschool General Membership

Allows for a child ages 6 months through 5 years old to receive a discount on classes and guest passes. Member has the ability to register earlier than non-members and use of the Lawrence and Methuen branches.

#### Full Facility/Full Privilege Membership

As a full facility/full privilege Y member, you have access to all the resources and benefits at all three (3) branches of the Merrimack Valley YMCA.

## **Branch Specific Membership**

As a branch specific Y member, you have access to all of the resources and benefits of your home branch (Lawrence or Methuen).

**Both Full Facility/Full Privilege members & Branch Specific members can register for programs at the member rate at all branches.**

## **Program Participant**

Allows non-members to register with the YMCA to participate in programs at the community rate. Use of the facility other than classes requires an additional day pass fee. Non-members participating in aerobics classes pay on a daily basis per class.

## **MEMBERSHIP BENEFITS**

Variety, convenience and opportunities provided through extensive facilities including:

- Access to the pool, gymnasium, Wellness Center and Free Weight Room (Please see the Welcome Center for current schedules.)
- Priority registration and reduced rates for classes, programs, and events
- Wellness Center offers one free appointment to orient members with the equipment
- Child Watch - Baby-Sitting (only available with a Family Membership)
- Free group exercise programs (age appropriate up to 100 offered each week)
- Drop-in lunchtime basketball and evening volleyball, pickleball, and badminton
- Access all branches (Andover/North Andover, Lawrence, and Methuen), facilities, and programs (Available to full privilege and full association members only.)
- Participation in the AWAY Program
- Access to online registration
- My Y is Every y (Reciprocity program, available to full privilege and full association members only.)

See our Program Guide for a complete list of the many programs and services available including swim lessons, sports, martial arts, camps, and childcare.

## **MEMBERSHIP PAYMENT OPTIONS**

### **Automatic Bank Draft**

The automatic monthly bank draft using a check, credit, or debit card, is a continuous membership plan. It is understood that the membership will remain in effect permanently or until it is terminated by the member.

- If a member wishes to terminate his or her membership, written advance notice must be submitted 5 business days before the bank/credit card draft date in order to stop the draft.
- When a membership is terminated, a copy of that document confirming the request will be given to the member.
- Should any membership draft be returned or refused by the financial institution for any reason, the YMCA will automatically resubmit the returned draft for payment as well as a service charge, up to \$25, at its earliest convenience. If the member fails to make restitution, the YMCA reserves the right to not offer the draft payment option to the member and the membership will be terminated immediately. It is understood that the membership will not be renewed until any outstanding balance is paid in full.
- It is the member's responsibility to regularly review his/her monthly bank statements to check for accuracy of the membership draft payment.
- If bank accounts are changed or membership is upgraded or downgraded, a new draft authorization form must be completed by the member before any change becomes effective.
- The YMCA Board of Directors may, at their discretion, adjust the monthly rate applicable to the membership. The member will receive at least a 30 day written notice prior to any such change, and it is the member's responsibility to inform the YMCA of any mailing address change.

- Draft memberships are continuous with no renewal notices issued.
- Any changes/errors in your checking account status *must be reported* to a Membership Representative at the Welcome Center immediately.
- Memberships may be put on hold for up to three months in one calendar year. The hold must begin and end on the first of the month. Your bank or credit card draft will start automatically on the hold end date. Members also have the ability to donate that membership period to the Merrimack Valley YMCA Annual Campaign.

### **Annual Full Pay**

This method allows members to pay in full using cash, check, debit, or credit card. Membership hold is not available for this payment option.

## **MEMBERSHIP OPPORTUNITIES**

### **Financial Assistance**

**Purpose:** It is the goal of the Merrimack Valley YMCA to provide services for individuals and families who wish to participate in the activities and benefits of the YMCA, regardless of ability to pay. Our financial assistance program serves those who have the greatest need in the community and will be awarded based on demonstrated need and available funds.

Financial assistance is private and confidential. Funds raised during the Merrimack Valley's Annual Campaign and other special events help support this scholarship program. You may pick up an application for financial assistance at the Welcome Center or download it at [www.mvymca.org](http://www.mvymca.org).

### **Hand Up Program**

This program provides a three-month Merrimack Valley YMCA membership to current members who have recently lost their jobs as a result of layoffs. Letter of termination or some form of verification from a previous employer is required for participation. Hand Up membership is for the same membership category as prior to the layoff. Others are encouraged to apply for financial assistance.

## **YMCA CODE OF CONDUCT**

### **Anti-Harassment**

We endeavor to provide an environment for our members and employees free from all forms of harassment. Your membership reflects your commitment to our values of honesty, caring, respect, and responsibility.

### **Loitering**

Loitering inside and outside of the building is prohibited.

### **Nondiscrimination**

Membership is available to all persons regardless of race, color, religion, gender, age, marital status, sexual orientation, national origin, disability, or financial circumstance.

### **Sexual Offenders**

Our Y routinely checks a national database to ensure we are protecting our members from sexual offenders. All sexual offenders appearing on the National Sexual Offender registry will be denied membership.

### **Violence Policy**

The Merrimack Valley YMCA strives to eliminate unsafe behavior by anticipating and closely supervising any potentially dangerous situation. We believe all persons and staff have the right to be safe from the threat of physical harm or injury, verbal assault, and intimidation.

Any act of verbal or physical violence by a member of the Merrimack Valley YMCA will result in disciplinary action, from suspension of membership to immediate termination.

### **MEMBERSHIP RESTRICTIONS POLICY**

The protection of members and guests who are participating in programs or are using YMCA facilities is of paramount concern to the staff of the Merrimack Valley YMCA. We reserve the right to deny access or membership to any person who:

- Is a registered sexual offender
- Has plead guilty to or been convicted of any crime involving sexual abuse
- Has plead guilty to or been convicted of any crime against persons such as child, spousal, or parental abuse
- Has plead guilty to or been convicted of any offense relating to the sale or transportation of illegal narcotic, habit forming, or dangerous drugs
- Is presently clearly under the influence of intoxicating beverages or behavior-modifying drugs
- Has plead guilty to or been convicted of a violent crime
- Engages in conduct that violates our code of conduct or YMCA values

Those members with outstanding or delinquent balances at any branch or department of the Merrimack Valley YMCA, including Camp or Childcare, will be denied access or use of the YMCA until the balance is current.

### **Weapons Policy**

The Merrimack Valley YMCA will not tolerate the possession of and/or use of articles commonly used or designed to inflict bodily harm and/or intimidate, coerce, or harass. This policy shall apply to all Y staff, members, participants, and volunteers.

### **Policy for Use of Cell Phones, Audio, Camera, and Video Recording Devices**

In an ongoing effort to maintain a safe environment for children, adults, and families, The Merrimack Valley YMCA has established this policy to protect the safety and privacy of all of members and guests.

### ***The use of cell phones, audio, camera, and video recording devices is strictly prohibited in all locker rooms and rest rooms.***

Talking on cell phones is restricted to offices, conference rooms, hallways, and lobby areas. Talking on cell phones is not allowed in locker rooms, rest rooms, or any program space including but not limited to: childcare center(s), the gymnasium, multi-purpose rooms, Wellness Center, and all work out areas. Please refrain from wearing pagers and cell phones while working out or in locker rooms. If you require your cell phone for emergency calls, please set it to vibrate and take/make the call in an authorized area.

### **Photography and Video Policy**

Members and participants are not allowed to take video or photos at the Merrimack Valley YMCA without permission from all individuals involved. There are opportunities for pictures and video to be taken. Please check with the program supervisor to find out the appropriate times.

**Violators will be subject to appropriate sanctions including revocation of membership.**

### **Termination/Suspension of Membership**

Any person who supports the purpose of the Merrimack Valley YMCA may become a member of this organization in accordance with such provisions as may be established by the Boards of Directors and shall continue to be a member unless the Board or its authorized agent concludes, in its sole discretion, that a member has failed to live up to the standards and commitments of being a member of the Merrimack Valley YMCA.

## GENERAL INFORMATION

### Information Change(s)

Please let our Welcome Center staff know of a change in address, phone number, emergency contact, or email address to ensure prompt receipt of brochures and other information.

### AWAY Program

Members of the Merrimack Valley YMCA are welcome at more than 2,400 YMCAs nationwide. This program offers members the convenience of staying in shape when they travel. Presenting your membership card at participating YMCAs will allow usage of facilities nationwide within visiting member guidelines.

AWAY members of other YMCAs are welcome at the Merrimack Valley YMCA by presenting their current membership card and valid ID. If your Y is located outside of New England, the daily rate is applied.

### My Y is Every Y (Reciprocity Program)

The Reciprocity Program is for full privilege and full association members. My Y is Every Y currently provides free access to any YMCA membership facility in New England and will soon offer privileges nationwide. All YMCA members from Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island, and Vermont will be welcome - free - with their current YMCA ID card anywhere in New England. Some restrictions may apply so please check the Y you plan to visit by going to their website and clicking on My Y is Every Y to learn more. Photo ID also required.

### Building Hours

See Welcome Center and/or website for building hours and holiday closings as our hours change seasonally. (Visit [www.mvymca.org](http://www.mvymca.org) to download all posted schedules.)

### Child Watch

**Andover/North Andover Branch** – Children ages 6 weeks and older are cared for in the YMCA Child Watch room with a maximum of 25 children at a given time.

**Lawrence Branch** – Times and ages vary

**Methuen Branch** – N/A

**Child Watch Guidelines:** There is a two-hour limit per day that a child may participate in Child Watch.

- All children participating must have an emergency card on file.
- Your membership card is necessary to sign your child in.
- Label all pacifiers with first and last name of your child.
- Sick children will not be permitted.
- Please bring your child fed to Child Watch. We do not bottle feed.
- Parents must remain in the building while using Child Watch.
- YMCA staff is not allowed to change diapers. Please have your child freshly diapered before drop off. In addition, please have older children use the bathroom before drop off.

### Comment Cards

We welcome comments and suggestions about our programs and facilities from our members. Comment cards may be obtained and returned to the Welcome Center or at a drop box in the branch lobby.

### Guest Passes

General and family members are entitled to free guest passes. A guest may visit with a member three times for free (within a lifetime). Guests must be accompanied by a member. Preschool members are entitled to two parents per visit as a guest. Only annual and draft members are entitled to guest privileges.

### **Daily Visits**

Non members using the facility must sign in and leave identification at the Welcome Center. The following are the daily fees per visit: Family \$15, Adult (18+) \$15, Youth (17 and under) \$10.

### **Handicap Accessibility**

Merrimack Valley YMCA facilities are accessible to people with disabilities. Handicap parking spaces are available in the upper driveway in front of the building and there is elevator access for wheelchairs to most areas.

### **Inclement Weather**

During inclement weather, the YMCA does reserve the right to close the building or cancel classes at any time if the safety of our members, participants, and staff is at risk. If a class is cancelled due to inclement weather, we will issue a YMCA credit voucher. For inclement weather updates visit our website at [www.mvymca.org](http://www.mvymca.org) or our Facebook page.

### **Insurance**

The Merrimack Valley YMCA does not carry accident insurance for members or program participants, nor is it responsible for any items lost on the premises. All members, guests, or program participants using a YMCA facility do so at their own risk.

### **Locker Rooms**

(Day use only) – Adult locker rooms and saunas are for individuals ages 18 and up. Youth locker rooms are for individuals under age 18. Family locker rooms are for children under age 18 with an accompanying parent, or for those who need special assistance. YMCA members and program participants are responsible for securing their lockers with their own padlocks. Also, cell phones are strictly prohibited in the locker rooms and bathrooms.

### **Lost and Found**

Check with the Welcome Center for lost articles or items. These items will be held for a limited time. The Merrimack Valley YMCA is not responsible for lost or stolen items.

### **Membership Cards & Identification**

Membership cards are issued to all members. Your coded membership card is required for access to the Merrimack Valley YMCA. For your safety and security, we require a card swipe or a pass with a photo I.D. at the Welcome Center on your arrival. Presentation of your card will be required for use of the facility or class attendance.

For security purposes, we require a photo to be taken of each member, which displays on the screen each time he/she scans his/her card. The photo remains in our database only and may be viewed by the Merrimack Valley YMCA branches.

If your card has been lost or stolen, please notify a Welcome Center staff member and you will be issued a new one.

### **Parking-(Andover/North Andover YMCA ONLY)**

Please do not use the driveway closest to the building for pick up and drop off. This area is strictly reserved for handicapped parking. Parents with children under the age of 13 must park in an appropriate designated area in the lower lot and escort their child(ren) to program area or class. Parents are required to come in to the building to pick up their child(ren).

### **Program/Event Cancellation Policy**

The Merrimack Valley YMCA reserves the right to cancel classes and events or change program hours if necessary. Information will be posted at the Welcome Center.

## **Rentals**

Merrimack Valley YMCA facilities are available for rentals including the Family, Lap, and Teaching Pools (ANA branch only), Gymnasium, and Dance Studio, as well as other designated spaces for parties. Our YMCA Camp Otter in Salem, NH is also available for rental.

## **Towel Service**

Members may borrow towels at the Welcome Center. Please remember to return towels on your way out. There is a fee for towel service in the Lawrence YMCA.

## **Valuables**

We encourage members to leave all valuables at home. We recommend using a locker and keeping it locked while you're at the Y. Pouches are also available at the Welcome Center as well as small lockers to store your valuables. Do not leave items on site in cars in the parking lot and do not leave unlocked items unattended. Do not leave valuables at the Welcome Center with staff. The Merrimack Valley YMCA is not responsible for lost or stolen articles.

## **PAYMENT METHODS**

Payments for membership, programs, and services must be made directly to the Merrimack Valley YMCA. No payment should be made to any other entity other than the YMCA. Payment for classes is due in full at the time of registration. The **YMCA accepts cash, check, and credit/debit cards- including Visa, MasterCard, American Express, and Discover.**

## **Check Policy**

Personal checks are accepted. There is a \$25.00 service charge for all returned checks. If two checks are returned during a one-year period, you may be required to make future payments by cash, money order, or credit card.

## **REFUND POLICY**

### **Memberships**

We feel that our facilities, program, and caring staff are the best you'll find. We're willing to back our membership with a 30-day money-back guarantee. If within the first 30 days of YMCA health, fitness, and fun, you're not satisfied, we'll refund your money. This applies to new memberships only.

### **Program Fees, Credits, Refunds & Policies**

- Program fees will not be prorated if signing up after the program commences unless called off the waitlist.
- No refunds will be made unless the program or class is cancelled by the YMCA. Credits will not be provided for participants who are unable to attend classes due to a personal issue. The Merrimack Valley YMCA reserves the right to cancel classes due to minimum enrollment requirements, in which case a credit or refund may be issued.
- Before the session begins, an individual may cancel his/her class and request a class credit. A credit voucher will be issued less a \$5.00 nonrefundable service charge. This type of cancellation will be issued only as a credit voucher, not a refund voucher.
- After the first or second class, an individual may cancel their class; however, they will be issued a credit voucher, less a \$5.00 nonrefundable service charge and the cost of one or two classes.
- Starting the third week of classes, a credit will not be issued if an individual does not wish to participate. During the summer sessions, a credit will not be issued after the first week of classes in an individual does not wish to participate.
- If a member registers for a class and their credit card is refused, a check is for the wrong amount, or no payment is included, we cannot secure a class.

## **Waitlist Policy**

If you or your child is waitlisted for a class, you will pay a prorated amount based on the number of classes remaining. Calls must be returned within 24 hours.

## **AQUATICS DEPARTMENT POLICIES (Where applicable for each branch)**

- The lifeguard is in charge at all times.
- By order of the Board of Health, a full, cleansing shower must be taken by all swimmers before entering the pool.
- All bandages must be removed before entering the pool.
- Street shoes are not allowed on the pool decks.
- Strollers are a safety concern and therefore are not allowed on the deck at any time.
- Bathing caps must be worn by participants with collar length hair or longer.
- Diving is not allowed in the teaching pool (Andover) or the shallow end of the lap pool.
- Twists, turns, or flips off the side of the pool are not allowed.
- Please do not run on the pool decks.
- Horseplay on shoulders or throwing of children is not permitted in our pools.
- Please do not walk in the gutters.
- Adults may use kickboards and pull buoys during Adult Lap, Leisure Lap, or in the Lap Lanes during All Member Rec.
- Masks, fins, and snorkels may be used by Adults in the Lap Lanes.
- You must be 16 years or older to attend Adult Lap or Leisure Laps.
- If they have passed the YMCA's swim test, members 13 years and over may attend the members only or open swims by themselves.
- Any non-swimmer under the age of 13 must have a parent or another adult in the water with them at all times.
- Any swimmers who are 7-12 years old and have passed the YMCA swim test may be in the pool by themselves, however, an adult (aged 18 or over) must remain in the pool area (lap pool) or observation room (Teaching Pool) at all times.
- Any child who is 6 or under, regardless of swimming ability, must have a parent or another adult (aged 18 or over) in the water with them at all times.
- If a child is wearing a flotation device, a parent or another adult (ages 18 and over) must be in the water and keep the child within arm's reach at all times.
- Adults with 2 or more non-swimming children, one child may be in a bubble, and all other children must be in a PFD (lifejacket).

## **Member Only Swim (All Ages)**

Swim time that is available to people with memberships (Family Membership, General Membership, Preschool General Membership).

**Teaching Pool (ANA branch):** Generally, no lanes are available for lap swimming. This swim allows for fun in the pool for family and friends.

**Lap Pool:** Lanes are available for Adult Lap.

**Family Pool:** This pool is open for family recreational activities and occasional lap swimming.

## **Open Swim (All Ages)**

Swim time that is available to members and guests of the YMCA.

## **Leisure Lap (16 Years and Older)**

This swim is for the leisure swimmer or individual looking for therapeutic swim. Participants swim in the Teaching Pool. No lane lines are used at Leisure Lap.



### **Adult Lap (16 Years and Older)**

Participants swim "circle swim" laps in the Lap Pool. Lanes are divided by swimmers' ability and speed. All lanes are available in the pool unless noted otherwise. Please be aware of other swimmers in your lane. Lap lanes may be changed at the lifeguard's discretion.

### **GYMNASIUM RULES**

- No sitting on the mats.
- Open gym hours are available at the Welcome Center and are subject to change without notice.
- Please observe the Gymnasium Code of Conduct posted in the gym.
- Anyone under 13 must be accompanied by a parent or guardian at all times.
- Please, no bouncing basketballs in the hallways.
- No food or drink in the gym except water.
- Appropriate footwear must be worn. No marking shoes, boots, or sandals.
- Adult Basketball is for ages 18 & up.

### **WELLNESS CENTER POLICIES**

- Wellness Center Orientations are recommended for all members.
- Wellness Center Orientations are required for ages 10-13.
- Members may make one free appointment with the Wellness Center Staff to orient themselves with the equipment.
- Please wipe down machine when finished with towels and spray.
- **Ages 9-12:** Allowed to use Strength Circuit machines and cardio equipment. Parent/adult must be alongside child while working out at all times. Must have fitness center orientation with a parent/adult present. Check with wellness staff to set up orientation. Absolutely no one under 13 can use the Free Weight Room.
- **Ages 13-17:** Allowed to use Free Weight Room, Strength Circuit machines, and cardio equipment. Does not need parent/adult chaperone while working out. Teen Orientation of fitness center is required.

### **GROUP EXERCISE CLASSES (Andover/North Andover YMCA only)**

To sign up for one of our Group Exercise classes, go to our website: [www.andover.mvymca.org/grouplex](http://www.andover.mvymca.org/grouplex). Classes are open for sign-up two days in advance.

### **Additional General Use Policies**

- Athletic attire and sneakers are required.
- Only water in capped bottles is allowed.
- Coats and bags must be hung or stored.