



FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY



# WELCOME TO OUR FAMILY!

Member Handbook  
YMCA OF GREATER CLEVELAND

REV. July 11, 2024



# WELCOME TO THE YMCA

As a new member of the YMCA of Greater Cleveland, you have joined something much larger than a gym or a program. You are now part of a powerful association of men, women and children committed to making our community a place where everyone has the opportunity to learn, grow and thrive.

For more than 165 years, the YMCA of Greater Cleveland has been guided by its mission and values to strengthen the foundations of our community and nurture the potential of the men, women and children who call our region home. As a leading nonprofit dedicated to meeting community needs, we engage people across five counties, giving more than 150,000 of our neighbors the chance to learn, grow and thrive.

We've compiled this handbook as a quick reference for you. Please refer to this information to learn about policies, programs and the purpose behind our organization. We want to do whatever we can to help you make the most of your YMCA membership.

Thank you for being a part of the Y!

Sincerely,

**Timothy M. Hilk**, President & CEO

A handwritten signature in black ink, reading "Timothy M. Hilk".

# THE YMCA AND YOU

**The Y is committed to strengthening community because we are the community.** Together with you, your family and your neighbors, our movement strengthens America through promoting three things: youth development, healthy living and social responsibility. Our presence helps people of all ages and backgrounds to grow and thrive. We became America's leading nonprofit by helping people everywhere develop the skills and relationships they need to be healthy, confident and connected to others. We nurture life lessons in kids, foster health and well-being among people of all ages, bring people together to pursue passions old and new, and provide mutual support for everyone in our communities.

**The YMCA of Greater Cleveland is a membership organization.** "Belonging" to the Y means sharing in the values and mission the Y has offered its members since it originated in 1854.

## OUR MISSION

To put Christian principles into practice through programs that build healthy spirit, mind and body for all.

## OUR VISION

To be the premier community-based, charitable organization that embraces collaborations to build strong kids, strong families and strong communities.

## OUR VALUES

The character development core values of caring, honesty, respect, responsibility, and faith will guide all our interactions and decisions.



## STATEMENT OF DIVERSITY AND INCLUSION

The YMCA of Greater Cleveland is an organization of people joined together by a shared commitment to ensure that everyone has the opportunity to learn, grow and thrive. By prioritizing diversity and inclusion, we seek to ensure that all segments of society have access to the YMCA and feel welcome and fully engaged as participants, members, staff and volunteers.

## THE YMCA ANNUAL CAMPAIGN

Each year YMCA members and friends donate tax-deductible contributions to help fund programs for youth and provide scholarship assistance to those in the community who are in need.

The Y believes that no one should be turned away because of inability to pay. We count on you, our members and special friends of the Y, to help those who may otherwise not be able to participate in our programs. Donations to the Annual Campaign allow more kids to be involved in YMCA programs. Please give generously.

# MEMBERSHIP

## MEMBERSHIP BENEFITS

- Access to all YMCA of Greater Cleveland locations (must use your home branch 50% of the time)
- Free orientation and use of our Wellness Center
- Free group exercise classes
- Free child watch while you are utilizing the facility with family membership
- Free Family Fun Nights (Locations vary)
- Free open swim for adults and families
- Free open gym time
- Free use of virtual reality and game rooms (Locations vary)
- Member-only classes and reduced rates on programs
- Nationwide YMCA Reciprocity

## ACCESS TO FACILITIES

Membership cards are nontransferable and remain the property of the Y. You will be expected to present your membership card to the Member Service Desk each time you enter the facility and when registering for programs. Lost cards may be replaced for a nominal fee.

Alternatively, you can use your YMCA360 mobile app to sign in at any YMCA of Greater Cleveland location.

Scan the QR code below with your phone camera to download the YMCA360 app.



## MEMBERSHIP CATEGORIES

**YOUTH /TEEN-** A youth membership is available for adolescents up to age 17. A youth/teen who turns 18 while still in high school can remain in the youth/teen membership until graduation. Children ages 11 and under in the Y building or on the grounds are required to be under the supervision of a parent or guardian who is 16 or over, or registered and participating in a Y program. Youth ages 12 and over may, at parents discretion, use the Y facility for up to three hours in youth approved program areas.

**FAMILY -** A family is defined (solely for the purpose of classifying Y membership) as any two adults living in one household and any dependent children under the age of 24 residing at the same address.

**ADULT -** An adult membership is for an individual 28+ years of age.

**YOUNG ADULT -** For any individual member between the ages of 18-27.

**SENIOR -** For any individual member ages 65+.



## MEMBERSHIP DUES

**MONTHLY PAYMENT PLAN** – Under the monthly payment plan you make a down payment to cover your first month of membership. Payments may be made by bank draft or debit/credit card (Visa, American Express, MasterCard or Discover). Debit/credit card drafts will be assessed a 3% infrastructure fee.

- Your membership will automatically continue on a month-to-month basis until canceled in writing.
- If at any time there is to be a change in membership status please request a change through our membership program at least 7 days prior to the bank draft date. A membership representative can assist you at any time.
- The YMCA reserves the right to cancel membership due to unpaid returned payments.
- Members, both current and past, who cancel a membership with an outstanding balance will be unable to register for programs or renew their memberships until the account is in good standing.
- Should the account be terminated as a result of past due balances, the entire amount of remaining months will be owed in full.
- Sales tax is added at time of transaction.
- Membership dues are not refundable.
- Membership dues and similar payments are not deductible as charitable contributions.
- Membership rates are subject to change; notice of any change in membership rates will be mailed out 30 days in advance.
- All drafts returned due to non-sufficient funds (NSF) will be drafted as soon as funds are available. A fee of \$30.00 will be collected by a third party agency for the "NSF" re-draft. If the second draft attempt is returned "NSF" the membership will be terminated.
- Monthly membership dues and other fees (joiner fees, program costs, etc.) are each separate transactions and therefore may be drafted separately.

**ANNUAL PAYMENT** – An annual payment plan is available for purchase as well.

## FINANCIAL ASSISTANCE

Every day, the YMCA of Greater Cleveland offers quality, affordable programs and services designed to benefit people of all incomes and backgrounds. The Y uses contributed funds to ensure that those unable to pay the stated amount are able to participate.

Those unable to pay the full fee may receive financial assistance based on their demonstrated ability to pay and the Y's ability to fund the subsidy. Check with your branch if you need financial assistance.

**All records are kept confidential.**

## RECIPROCITY

Members may visit other Cleveland & National Ys as often as they like, as long as they use their home Ys, on average, at least fifty percent (50%) of the time. If nationwide members have a family membership or some other inclusive membership arrangement and regularly use two Ys with the same frequency, they need to belong to the Y that is used the most frequently by the family. If use is higher at a branch other than your home Y, you will be notified by a letter prior to your membership being transferred. Membership fee may increase/decrease depending on the new home branch membership rates. Members wishing to end their membership must do so at their home Y.

## SPECIAL NEEDS

The YMCA provides opportunities for people with physical and mental disabilities to participate in our programs. So that we may provide a positive experience, please contact the Y about any accommodations needed for participation.

We encourage individuals who require assistance while using our facility to bring their own caregiver. The caregiver will be required to sign the Assumption of Risk Release and Waiver of Liability and Indemnity Agreement at the time of each visit and may only enter with the member.

Caregivers who wish to use the facility for their own personal use must have a valid membership.

# FACILITY USAGE

The YMCA of Greater Cleveland is committed to the principles of caring, respect for others, personal responsibility, integrity and honesty. All members and guests are expected to reflect these values in their personal conduct toward staff and other members and guests.

The YMCA of Greater Cleveland retains the right to deny access or suspend or cancel a membership when a member's conduct is determined to endanger the safety of others or interfere with another member's enjoyment and reasonable use of YMCA facilities.

In order to carry out the policies outlined in this handbook, we require that members and guests identify themselves when asked. Suspension or termination of membership may result due to a violation of the Code of Conduct.

## YMCA CODE OF CONDUCT

The YMCA of Greater Cleveland 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 they are in our facility or participating in our programs. Our Code of Conduct does not permit any language or action that can hurt or frighten another person or that falls below a generally accepted standard of conduct.

Specifically, this includes

- Inappropriate attire – Suitable family attire must be worn at all times.
- Angry or vulgar language, including swearing, name-calling or shouting.
- Physical conduct with another person in an angry or threatening way.
- Any demonstration of sexual activity/contact with another person.
- Harassment or intimidation by words, gestures, body language, or any other menacing behavior.
- Theft or behavior that results in the destruction of property.
- Carrying or concealing any weapons, devices, or objects which may be used as weapons.

## GROUNDS FOR DENYING ACCESS OR MEMBERSHIP

The YMCA of Greater Cleveland regularly verifies the sex offender registry and reserves the right to deny access or membership to any person who:

- Has been convicted of any crime involving sexual abuse or other sexual offense.
- Is a registered sex offender or sexual predator.
- Is intoxicated or exhibits signs of misusing narcotics or dangerous drugs.
- Is currently suspended or terminated per the Code of Conduct.

## CELL PHONE POLICY

Phone calls should only be made or taken away from program areas, healthy living centers, pool areas, classrooms, child activity center areas and locker rooms. If you do need to make or take a phone call, please do so in the lobby, speak quietly, and be respectful of other members.

# WELLNESS CENTER POLICIES

We strongly recommend that all members participate in an orientation prior to using any fitness equipment.

Youth ages 9-12 may only use cardio machines and circuit strength machines in the Wellness Center under direct parent/guardian supervision. Youth must successfully complete a Youth/Teen Orientation and their parents must sign a waiver.

Teens 13-17 do not need direct parental supervision if they have completed the Teen Fitness/Weight Room Orientation and submitted a waiver signed by a parent. Please see the branch Wellness Center staff for policies dealing with teens and free weight equipment.

The YMCA is a family place, so please refrain from the use of inappropriate or profane language.

- Wipe down equipment before and after use. Cleaning supplies are provided.
- Be considerate. Limit use of cardiovascular equipment to a maximum of 30 minutes when others are waiting.
- When using the strength equipment please be courteous to other members and do not sit on the machine between sets. Be considerate and allow members to "work-in."
- Please return weights, mats and other equipment to their designated spaces.
- Report any malfunctioning or broken equipment to a staff member immediately.
- No food is permitted in the wellness center or group exercise rooms. Only beverages in spill-proof containers are permitted.
- No coats or bags are allowed in the Wellness Center. Please lock up all personal belongings in the locker room.
- Wear appropriate workout attire. No boots or sandals are permitted.
- Cell phones are permitted in the Wellness Center for use as music players only using headphones. No talking on phone, texting, internet usage, e-mail, or camera use are permitted while utilizing workout equipment.
- Youth under the age of 9 are not allowed to be in the Wellness Center or use Free Weight equipment at any time.
- Only Y staff are allowed to provide personal fitness instruction.

## LOCKER ROOM POLICIES

- Please secure your valuables and personal belongings in a locker. The Y is not responsible for lost or stolen items.
- Please bring your own lock and remove it each day. Items left in lockers overnight will be removed.
- Use of cell phones or any electronic device with camera capabilities is strictly prohibited in locker rooms.
- If you are accompanying children of the opposite gender ages 6 and older, please use our Private Use Locker Room.
- All children under 10 must be accompanied by an adult.
- Please remain properly covered while in public areas of the locker room.

The YMCA does not tolerate discrimination or harassment of any person on the basis of race, national origin, ancestry, color, creed, religion, sex, sexual orientation, gender, gender identity, age, disability, or any other basis protected by law. All members will have access to restroom and locker room facilities that correspond to their self-identified, self-reported gender identity to the extent permitted by applicable law. All members are expected to abide by the locker room guidelines and member conduct rules throughout the facilities. Questions regarding how this policy is applied should be directed to the YMCA Branch Executive.

Some facilities are equipped with family/universal locker rooms. Please visit the Member Services Desk for assistance or questions.

# FACILITY POLICIES

## OPEN GYM POLICIES

YMCA members may use the gymnasium during scheduled open gym times. Due to facility and program needs, open gym times may be changed without notice. Branches may have specific times for youth and teens to use the gym.

- No dunking or hanging from basketball rims and/or nets.
- No food, beverages or gum are permitted in the gym. Water is permissible.
- Athletic shoes with non-marking soles are the only footwear allowed on the gym floor.
- Return all YMCA equipment to the Member Services Desk.
- Youth under the age of 12 must be under the direct supervision of an adult at all times.

## CLOTHING & ATTIRE

Shirts and shoes are to be worn at all times, with the exception of in locker rooms and aquatic areas. All shirts must have a torso/midriff gap that is no greater than the width of your hand. However, athletic shoes or closed-toe shoes are required in all healthy living center areas. Shirts and shoes are not required where bathing suits are permitted. Street clothes, non-athletic shoes and open-toed or heel-less shoes and sandals are not permitted.

Appropriate swim-wear is required for all aquatic programs. Cut-offs are not permitted in the pool.

The YMCA is a family place. Inappropriate or offensive dress will not be tolerated. The YMCA staff reserves the right to deem what is appropriate clothing & attire.

## PHONES, PHOTOS & VIDEOS

The use of audio, camera and video recording devices, including cell phones, are prohibited in all YMCA facilities owned or leased unless there is implied authorization. The use of the devices are strictly prohibited in the Child Watch area, Wellness Center, free weight room, gymnasium, locker rooms and pool area. Implied authorization is when a person is taking a picture, using an audio device or taking video of a member of their family, family friends or others from whom prior permission has been obtained.

YMCA staff reserve the right to ask members or guests, who they are taking pictures of or recording during programs or activities to determine if there is implied authorization YMCA staff or authorized designees of the YMCA when given authorization shall be allowed to use cameras or video recording devices to create promotional, educational or advertising content. To communicate with members and the general public, signage may be posted when this occurs and written authorizations will be required in special cases when a person is going to be the focus of a marketing piece.

## GROUP FITNESS

Value-added land exercise classes and water aerobics are available to members at no cost. Additional fees may apply to specialty classes. Members ages 12 and above may participate in adult classes. Youth ages 11 and under may not participate in adult-level classes unless designated. Please keep talking to a minimum and refrain from using head phones while participating in a class.

## PERSONAL TRAINING

Personal training by individuals not employed by the Y is prohibited. All Personal Training sessions must be paid for at the Member Services Desk, through a Member Services representative. There are no exceptions. Advance payment is required for all sessions and packages.

Services exchanged in lieu of monetary payment and/or direct payment to the Personal Trainer are not permitted and may result in the termination of membership privileges.

## CANCELLATION OF CLASSES

To ensure a quality experience for all participants, the YMCA may choose to combine or cancel classes due to low enrollment. If the YMCA cancels a paid program or paid class, a credit will be issued.

## MAKE-UP CLASS POLICY

Due to the limited student-instructor ratio, there are no make-up lessons/classes for missed classes or classes canceled due to inclement weather. A credit will be issued to those who miss class due to a medical necessity.



# FACILITY POLICIES, CONT.

## POOL POLICIES

YMCA members may use pools located at our YMCA locations during the scheduled hours. Due to facility and program needs, open swim times may be changed without notice. Schedules may vary by YMCA location.

- Parents are responsible for their children at all times.
- Children ages 12 and under must be actively supervised by an adult in the pool area.
- YMCA will test the swimming competency of any swimmer and children ages 12 and under who want to swim in the deep end of the pool.
- Non-swimmers are not permitted in the deep end of the pool.
- Non-swimmers ages 12 and under who do not meet the height requirement must wear a YMCA provided U.S. Coast Guard approved life vest and remain in the shallow end of the pool.
- Parents may work one-on-one with their child on swimming skills in the shallow end without the use of a life vest as long as the child remains within arms reach.
- One adult can be responsible for no more than 3 non-swimmers.
- Lap Swim is for continual lap swim only.
- Only U.S. Coast Guard approved flotation devices are permitted.
- No diving is allowed. Enter the water feet first facing forward.
- Breath-holding activities are not permitted.
- The lifeguards have full authority and their word is final.
- No running or horseplay is allowed.
- No glass products of any kind are permitted in the pool area.
- Jumping is only permitted in lap pools.
- Swimmers currently experiencing sores, infections or diarrhea are not permitted to enter the water.
- All swimmers must shower before entering the pool.
- Lap swimmers may be required to share lanes with other members and "circle swim" during busy times.
- Individuals not employed or authorized by the Y are not permitted to provide swimming instruction.

## SPA/SAUNA/HOT TUB POLICIES

- Please show respect to others by showering before entering the spa/whirlpool.
- The spa/sauna/hot tub may only be used by members age 18 and older only.
- Pregnant women, elderly persons and individuals with health conditions such as heart disease, diabetes, high or low blood pressure, respiratory problems, should not enter the Spa.
- Do not use while under the influence of alcohol or medication which your physician has determined to be dangerous when used under heat and humid conditions.
- Wait at least 5 minutes after exercising to cool down before entering.
- Only appropriate swim attire is permitted in the spa/sauna/hot tub.
- Do not use alone or do not use without supervision or another person present.
- Do not exercise in the spa/whirlpool.
- Over exposure may result in nausea, dizziness or fainting.
- No food or drink allowed.
- No newspapers are permitted in the spa/whirlpool.
- Observe reasonable time limits of 10 to 15 minutes. Then leave the water and cool down before returning for another brief stay if you wish.
- Do not use if water temperature is greater than 104 F (40 C).

# ADDITIONAL INFORMATION

## VOLUNTEERS

Every year thousands of volunteers support the YMCA's overall purpose of helping people reach their God-given potential in spirit, mind, and body.

Become a vital part of the Y community — your special talents will really make a difference! Reach out to your branches Executive Director for more information on volunteering.

## MEDICAL SITUATION

If a member is unable to temporarily participate at the YMCA due to medical/health reasons, the member may place their membership in a medical cancellation and resume their membership when they are cleared by a doctor to return. Members must present a doctor's note to cancel their membership for medical reasons; When the member brings a doctor's note clearing the member to return, we will reactive the membership. Members who return from a medical cancellation with the proper documentation will not be subject to paying another joiner fee.

## SMOKING POLICY

Smoking or vaping any substance (whether or not legal) in or outside of Y facilities or programs or on Y property is prohibited at all times.

Smoking is defined as the act of lighting, smoking or carrying a lighted or smoldering cigar, cigarette or pipe of any kind. Vaping refers to the use of electronic nicotine delivery systems or electronic smoking devices, such as e-cigarettes, e-pipes, e-hookahs and e-cigars.

## ACCIDENTS OR INJURIES

Contact a Y staff person immediately if there is an accident, injury, or unusual incident. We are here to assist you. However, please be advised that you are participating in all activities at your own risk and are fully responsible for yourself, your children, and your guests.

## SUGGESTIONS

Your suggestions and comments are always welcome. Y staff are known for being friendly, responsive and caring people. Please feel free to contact any of our staff to ask questions as well as to make suggestions.

## LOST AND FOUND

The YMCA is not responsible for lost or stolen property. However, we do keep lost and found items whenever possible. Please check at your Y for the location of the lost and found. Items will be kept as space allows, then given to charity.

## SPECIAL SERVICES

Y facilities may be reserved for special occasions (birthday parties, meetings, etc.). Reservations should be made at your Y. Please review other available materials that explain the various facilities, activities, and program offerings at Y locations throughout our community.

## GUEST POLICY

Members are always invited to bring friends and encourage them to join. Young Adult, Adult, Family, and Senior memberships have the benefit to bring up to two guests per visit into the YMCA. Guests are permitted into the YMCA of Greater Cleveland if they are 18 years of age or older unless otherwise approved by branch leadership. Each guest may visit the Y up to three times in a 12-month period. All guests must bring a valid photo ID. Members are provided complimentary guest passes when they initially join. We reserve the right to limit guest usage.

**Guest Privileges and times vary by Y location.**

# TEST MARK PROTECT



## TEST

All children 12 years and younger must take a swim test to determine swimming ability. To pass swim test you must continuously swim (without stopping):

- Jump into the pool's deep end without assistance
- Tread water for at least 30 seconds
- Swim one lap of the pool, totaling two lengths.



## MARK

- If you successfully complete each component you can swim in any area of the pool with a green wristband.
- If you stop at any time during the test you will be marked with a red wristband, designating you as a non-swimmer.



## PROTECT

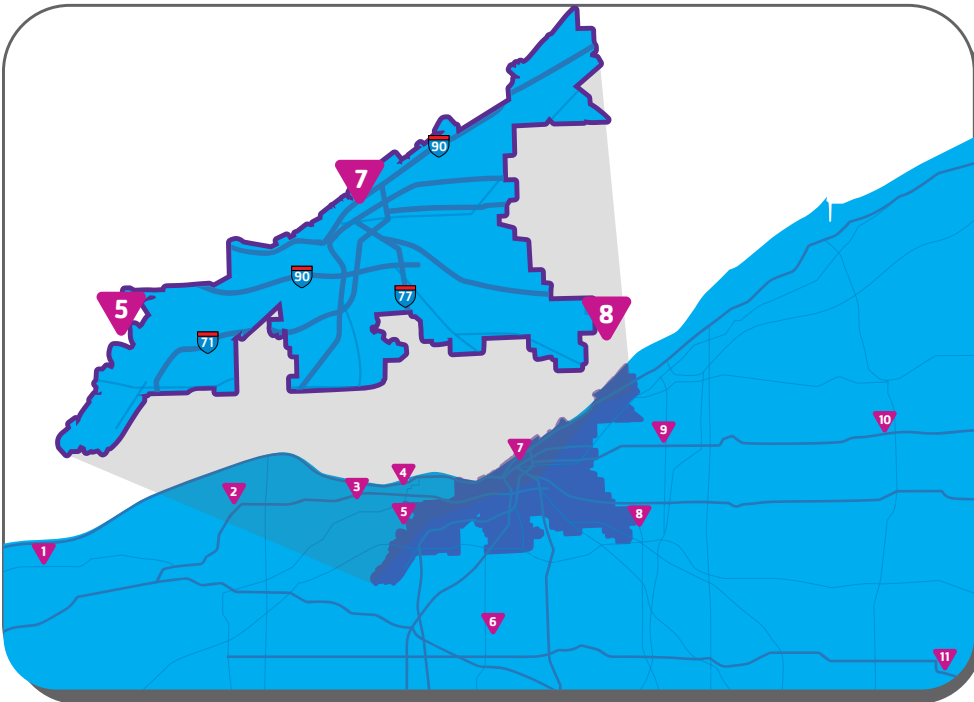
- If you do not pass or attempt the water test you will then be fitted with a Coast Guard approved life vest provided by the YMCA and be limited to only the shallow area of the pool.
- Children One-on-One with their parent or children that pass our height test are exempt from the life jacket rule.
- All non-swimmers must be accompanied by an adult within arms reach.
- One parent or guardian may be responsible for NO MORE THAN 3 non-swimmers.

**YMCA STAFF RESERVE THE RIGHT TO TEST OR RE-TEST ANY SWIMMER AT ANY TIME.**

# FACILITIES

	<b>French Creek Family YMCA</b> 2010 Recreation Lane, Avon, OH 44011	<b>Garrettsville Family YMCA</b> 8233 Park Avenue, Garrettsville, OH 44231	<b>Geauga Family YMCA</b> 12460 Bass Lake Road, Chardon, OH 44024	<b>Hillcrest Family YMCA</b> 5000 Mayfield Rd., Lyndhurst, OH 44124	<b>Lakewood Family YMCA</b> 16915 Detroit Rd., Lakewood, OH 44107	<b>North Royalton Family YMCA</b> 11409 State Rd., N. Royalton, OH 44133	<b>Parker Hannifin Downtown YMCA</b> 1301 E. 9th St., Cleveland, OH 44114	<b>Vermilion Family YMCA</b> 1230 Beechview Drive, Vermilion, OH 441089	<b>Warrensville Heights Family YMCA</b> 4433 Northfield Rd. Warrensville Hts, OH 44128	<b>West Park Family YMCA</b> 15501 Lorain Avenue, Cleveland, OH 44111	<b>West Shore Family YMCA</b> 1575 Columbia Rd, Westlake, OH 44145
<b>Adult Sports Leagues</b>			X	X	X	X			X	X	X
<b>Aquatics Center</b>	X		X	X	X	X	X		X	X	X
<b>Pathways/Childwatch</b>	X		X	X	X	X	X		X	X	X
<b>Day Camp</b>	X	X	X	X	X	X	X	X	X	X	X
<b>Family Programs</b>	X	X	X	X	X	X		X	X	X	X
<b>Gymnasium</b>	X	X	X	X	X	X			X	X	X
<b>Hot Tub/Sauna</b>	X		X		X	X	X		X		X
<b>Indoor Track</b>	X					X	X				X
<b>SilverSneakers™/Active Older Adults</b>	X	X	X	X	X	X	X	X	X	X	X
<b>Strength/Cardio Equipment</b>	X	X	X	X	X	X	X	X	X	X	X
<b>Swim Team</b>	X		X	X		X		X			
<b>VR/Gaming Room</b>	X										
<b>Youth Sports</b>	X	X	X	X	X	X	X	X	X	X	X

# FIND US HERE



- 1 Vermilion Family YMCA**  
1230 Beechview Drive, Vermilion, OH 44089  
440-967-4208
- 2 French Creek Family YMCA**  
2010 Recreation Lane, Avon, OH 44011  
440-934-9622
- 3 West Shore Family YMCA**  
1575 Columbia Rd, Westlake, OH 44145  
440-871-6885
- 4 Lakewood Family YMCA**  
16915 Detroit Rd., Lakewood, OH 44107  
216-521-8400
- 5 West Park Family YMCA**  
15501 Lorain Avenue, Cleveland, OH 44111  
216-941-5410
- 6 North Royalton Family YMCA**  
11409 State Rd., N. Royalton, OH 44133  
440-230-9339
- 7 Parker Hannifin Downtown YMCA**  
1301 E. 9th St., Cleveland, OH 44114  
216-344-7700
- 8 Warrensville Heights Family YMCA**  
4433 Northfield Rd. Warrensville Hts, OH 44128  
216-518-9622
- 9 Hillcrest Family YMCA**  
5000 Mayfield Rd., Lyndhurst, OH 44124  
216-382-4300
- 10 Geauga Family YMCA**  
12460 Bass Lake Road, Chardon, OH 44024  
440-285-7543
- 11 Garrettsville Family YMCA**  
8233 Park Avenue, Garrettsville, OH 44231  
330-469-2044