



# FIND YOUR PASSION. FIND YOUR PURPOSE. FIND YOUR Y.

Member Handbook  
YMCA OF CENTRAL NEW YORK  
(updated April 2024)

» [YMCACNY.ORG](https://ymcacny.org)

# WHO WE ARE

## Our Mission

The YMCA of Central New York is a mission-led organization that strives to put Christian principles into practice through programs that build healthy spirit, mind, and body for all.

## Our Cause

Strengthening the foundations of community through youth development, healthy living and social responsibility.

**Youth Development** – We believe all kids deserve the opportunity to discover who they are and what they can achieve.

**Healthy Living** – With a mission centered on balance, the Y brings families closer together, encourages good health, and fosters connections through fitness, sports, fun, and shared interests.

**Social Responsibility** –Whether developing skills or emotional well-being through education and training, welcoming and connecting diverse demographic populations, or preventing chronic disease and building healthier communities through collaborations with policymakers, the Y fosters the care and respect all people need and deserve.

## Our Values

Caring, Honesty, Respect, Responsibility

## Statement of Diversity and Inclusion

The YMCA of Central New York is an inclusive organization open to all. The Y believes that in a diverse world we are stronger when we are inclusive, when our doors are open to all, and when everyone has the opportunity to learn, grow, and thrive. At the Y, we welcome all people regardless of dimensions of diversity including race, faith, color, national origin/ancestry, sex, gender identity, marital status, age, sexual orientation, genetic information, disabilities, or socio-economic status.

## One Membership, Many Branches

Membership to any branch of the YMCA of Central New York provides access to all locations within our service area. While working or traveling, it also offers you the ability to participate at other Y facilities across the United States as a Nationwide Member.

Each branch within the YMCA of Central New York is unique, with distinct facilities, classes, and programs...and you can discover and enjoy them all by being a member. All members of the YMCA of Central New York have priority registration on fee-based programs at reduced prices.

Arts & Education Branch	340 Montgomery Street, Syracuse, NY 13202	(315) 474-6851
Downtown Branch	340 Montgomery Street, Syracuse, NY 13202	(315) 474-6851
Hal Welsh East Area Family Branch	200 Towne Drive, Fayetteville, NY 13066	(315) 637-2025
Manlius Branch	140 W Seneca Street, Manlius, NY 13104	(315) 692-4777
North Area Family Branch	4775 Wetzel Road, Liverpool, NY 13090	(315) 451-2562
Northwest Family Branch	8040 River Road, Baldwinsville, NY 13027	(315) 303-5966
Southwest Branch at OCC	4585 W Seneca Turnpike, Syracuse, NY 13215	(315) 498-2699



# MEMBERSHIP POLICIES

As a member of the Y, you are part of an organization committed to helping everyone in our community have the opportunities they need to learn, grow, and thrive. Our membership policies are designed to ensure we can continue to provide a safe, positive, and nurturing environment where individuals and families feel welcome and at home.

## Member Code of Conduct

The YMCA is committed to providing a safe and welcoming environment for all members and guests. That's why we ask everyone to act responsibly and to respect the rights and dignity of others at all times when in our facility or participating in our programs. The following actions are prohibited in our facilities, vehicles, and programs. The list is not all inclusive.

- Using or possessing alcohol or drugs
- Smoking – 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
- Solicitation of members and guests within the YMCA facility or grounds without authorization by YMCA management
- Offering and/or performing individual or group training services to members while not employed by the YMCA
- The YMCA of Central New York conducts regular sex offender screenings on all members, participants, and guests. If a sex offender match occurs, the Y reserves the right to cancel membership, end program participation, and remove visitation access.

In addition, The YMCA will deny access and membership to any person on the national or New York State registry of sex offenders (level 1, 2, and 3). The YMCA reserves the right to deny access and membership to any person who has been charged or convicted of a crime involving sexual abuse but is not on the sex offender registry.

The YMCA reserves the right to deny access and membership to any person who has ever been convicted of any offense relating to the use, sale, possession, or transportation of illicit drugs, or is presently or habitually under the influence of illicit drugs, including 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 their behavior to a staff person or the Building Supervisor on duty. To be able to carry out these policies, we ask that members and guests identify themselves to staff when asked.

The Branch Executive will investigate all reported incidents. Suspension or termination of YMCA membership privileges may result from a determination by the Branch Executive if in their discretion a violation of the YMCA Member Code of Conduct has occurred.

## Membership Cards

All members aged 13 and older will receive a barcode upon enrollment for entry into any YMCA of Central New York location. Your barcode can be in the form of a key tag, as a text to your smart phone to be stored in your phone's wallet, or you can download our APP and store your barcode number on the app. All members are required to check in at the Member Service Desk by presenting their barcode to the Member Service Representative when entering the YMCA. A member who allows any other person to use their card will risk the forfeiture of their own privilege for YMCA use.

Members who do not have their membership card with them may show another form of photo ID, such as your license. Members who repeatedly do not bring their membership card will be asked to purchase a new one. Key tags are not transferable and can be replaced for a cost of \$5.00.

## Safety and Security at the YMCA

We have taken many precautions to provide for your safety while you visit the YMCA. Safety guidelines have been posted throughout the YMCA facilities. Please adhere to these rules and notify our staff if you have a safety concern.

If the fire alarm sounds or the YMCA facility must be evacuated, all activities must stop, and all individuals must exit the facility immediately. Please note the location of the emergency exits throughout the facility and follow the directions provided by the YMCA staff during an alarm or evacuation.

Please report any incidents or injuries to the Member Service Desk.

## Child Abuse Prevention

The YMCA enforces its policies and practices to prevent child abuse. Allegations or suspicions of child abuse are taken very seriously at the YMCA and will be reported to the proper authorities for investigation. We have abuse reporting procedures, there are unscheduled visits from supervisors, we have an open door for parents, and we have a code of conduct for staff. We minimize opportunities for abuse to occur and make sure youth in our programs are informed about personal safety and touching limits. The YMCA has a zero-tolerance policy regarding child abuse. One of the goals of the Y is to provide a safe environment for all members and participants.

## Youth Facility Policy

The YMCA of Central New York has a standardized system for monitoring youth in our facilities. We do expect parents to always be responsible for their children. We need your support in ensuring that youth ages 17 and younger will:

- accept directions from Y staff.
- show courtesy and respect for others while at the Y.
- not use offensive/hurtful language anywhere within the Y.
- take care of facilities and equipment.

Please remember that youth ages 12 and under must be accompanied at our facilities by a parent or guardian aged 18 or older. They must always remain with a parent or guardian unless registered and participating in a program or class. Youth ages 12 and under will be able to receive a member key tag when they turn 13. The YMCA does provide additional supervision as needed in areas of our facilities and/or activities where youth of differing ages are mixed but that will vary by location.

Please be aware that this facility age policy may be altered by the YMCA of Central New York at our discretion without prior notification.

The YMCA of Central New York works to identify which youth are utilizing our facilities and/or program sites daily to assist us with youth safety. This is done by program attendance or scanning into the membership database upon entering the YMCA.

## Guest Passes

Adult members (18+) are welcome to bring a guest under the following conditions:

- Members are responsible for the behavior of their guest and must always accompany them during their visit.
- Guests will be identified in the branches by wearing a purple wristband while they are in the facility.
- If a guest is 18 years of age or older, they must present a valid picture ID for each visit and sign a code of conduct and a waiver of liability.
- There is a limit of one guest per membership unit, per visit. If there is more than one guest requesting access – subject to Executive Director leadership determination on a case-by-case basis.
- No Day Passes are permitted.
- Guests, who must be accompanied by a member, are granted 2 free visits per calendar year; each subsequent visit will be \$20. (This guest may visit a maximum of 10 times in that calendar year)
- The membership unit has no limit to the number of guests they can bring in one calendar year. The limit of the 2 complimentary visits is attached to the guests only.
- Child Watch is a member benefit; guests are not permitted to utilize this service or amenity.
- Number of visits by guests with an out-of-town physical address, who are with a member, is subject to Executive Director leadership determination on a case-by-case basis.

# MEMBERSHIP FEES AND PAYMENTS

Your prompt, consistent payment of membership fees helps us continue to offer our community-focused programs and services. The YMCA of Central New York's Board of Directors establishes the membership fees. The one-time joining fee, paid when joining or re-joining the YMCA, is used to fund the YMCA's building replacement reserve fund. The joining fee is non-refundable and non-transferable.

## Term of Membership

Membership to the YMCA of Central New York is effective on the date the application is submitted and required fees are paid. Membership is continuous subject to the payment of the required fees.

## Payment Options

Membership fees can be paid in the following ways:

**APP (Automatic Payment Plan):** Under this plan members make a down payment equal a pro-rated fee plus the joining fee and authorizes the YMCA of Central New York to automatically debit their checking account or credit card account for the monthly fee on the 1st of each month. The down payment covers the membership until the first withdrawal is made. The down payment may be paid with cash, check, or credit card.

**Quarterly, Semi-Annual, Annual Payment:** Under this plan a member may pay their membership in full for 3, 6 or 12 months in the form of cash, check, or credit card. The membership fee is equal to a pro-rated fee to the 1st of the next month, and 3, 6, or 12 times the monthly fee plus the joining fee.

Membership fees are subject to change at any time. A thirty-day notice will be sent by mail notifying all monthly bank draft members of any fee changes. Members paying their fee on a quarterly, semi-annual, or annual basis will be notified of any changes in fees on their membership renewal invoice.

Should a payment be returned as uncollected, the balance will need to be cleared before facility usage can resume. The member will be informed of this action by email, a follow-up letter, and a phone call. In all cases, a \$35 charge per occurrence will be assessed on all bad drafts, returned checks or credit card transactions.

## Membership Cancellation

Because the YMCA of Central New York does not have a membership contract, a member on the APP plan may cancel their membership any time by informing the YMCA in writing, via email or through their online Daxko account by the 25th of the month they want their membership payments to cease.

Members who are paid in full for 3, 6, or 12 continuous months may cancel their membership by non-renewal. Membership fees are refundable on the unused portion of the membership with 15 days written notice and the surrender of membership card(s).

Expired or discontinued members may reinstate their membership within 30 days of expiration or discontinuation without losing their membership status. Expired or discontinued members, who wish to renew their membership following a 30-day expiration period, will be required to pay the joining fee again.

## Membership Hold

Members may be eligible to put their membership on hold one-time for up to 3 consecutive months in a 12-month period by informing the YMCA in writing, via email or through their online Daxko account by the 25th of the month they want their membership payment to cease. At the end of the hold period the membership will automatically resume.

## Membership Changes

**Upgrades or Downgrades:** A member may submit for changes to their category of membership or add/remove individuals from their membership any time after enrollment via email or in person. Changes must be received by the 25th of the month to go into effect that month.

**Payment Method:** A member may submit for changes to their method of payment through their Daxko account online.

# PROGRAM CANCELLATION POLICY

## 6-Week Programs

Cancellations must be made 7 days prior to the start of the program. Cancellations requested within the appropriate time frame will receive a program credit to be used in another YMCA program. If you request to withdraw after the deadline, you will be responsible for the full cost of the program, regardless of whether you attend the program.

## Monthly Programs

Cancellations are due by the 10th of the month prior in writing to the Department Leader. For example, all June class cancellations are due by May 10th.

# FACILITY GUIDELINES

## Inclement Weather

The YMCA of Central New York takes pride in maintaining normal operations and class schedules during periods of inclement weather. Service to our members is our top priority. The YMCA of Central New York will remain open except in rare cases of a power outage, state of emergency, exceptional snowfall, or severe ice. If in question, please call our Member Service Desk.

## Child Watch

Child Watch is designed to allow all family members an opportunity to utilize the YMCA at the same time. Children aged 6 weeks and older can participate in Child Watch Activities with an option of parental involvement. Child Watch is more than just babysitting! Within Child Watch, we will offer activities that involve children in a variety of interactive ways. Child Watch is included in a Family Membership for active members.

For the convenience of all Child Watch participants, please note the following:

- Child Watch is for family members only.
- Child Watch participants (both the child and parent) must be checked into the Y and the Child Watch security system.
- There is a 2.5-hour maximum time limit per day, per child.
- Food is not permitted in the Infant, Clubroom and Power Zone. Only bottles and sippy cups are allowed in the infant room.
- Age limits for Child Watch areas are subject to change, depending on participation levels.
- Children must arrive in a clean, disposable diaper. Parents must provide supplies for diapering their child. Please provide a change of clothes for potty training children.
- Parents must stay on the YMCA property when using Child Watch.

## Health & Wellness Centers

Members aged 8–11 are permitted to use the cardiovascular equipment only while accompanied by a parent. The parent must use the cardiovascular equipment adjacent to their child.

Members aged 12–16 may use the Center after completion of the Teen Fitness Center orientation. Per our Youth Facility Policy youth ages 12 and under must be accompanied at our facilities by a parent or guardian aged 18 or older.

Members aged 17+ may use all equipment anytime. Equipment orientation for all ages is strongly recommended.

Please adhere to the following guidelines when using the Health & Wellness Center:

- Observe the 30-minute maximum workout on all cardiovascular equipment when others are waiting.
- No food is allowed. Beverages, except for water in non-breakable containers, are not permitted.
- Gym bags, coats, and other large personal belongings are not permitted in the Center.
- Members are expected to wipe down strength and cardiovascular equipment after use.
- Please re-rack your weights and plates in the free weight area upon completion of your exercise.
- Members must extend courtesy to others who are utilizing the “circuit” style of strength training.
- Please wear proper exercise attire. Sandals, flip-flops, or open toe shoes are not allowed. Please do not wear street shoes. Shirts must always be worn.
- Inappropriate behavior and/or lack of respect for staff and/or the facilities will not be tolerated.

## Personal Training

Only YMCA of Central New York staff that are certified in the appropriate areas may train, instruct, or lead members in athletic and strength and fitness programs. Personal training is conducted only for those who are registered in the corresponding programs or classes. No member or outside contractor may use any branch of the YMCA of Central New York to conduct personal training or instruction, whether compensated or not. Violations can result in suspension or termination of membership privileges.

## Group Exercise Studio

Please adhere to the following guidelines when using the Group Exercise Studio:

- Please wear proper exercise attire while utilizing the Group Exercise Studio. Sandals, flip-flops, or open toe shoes are not allowed. Please do not wear street shoes in the Group Exercise Studio.
- No food is allowed in the Group Exercise Studio. Beverages, except for water in non-breakable containers, are not permitted.
- Gym bags, coats, and other personal belongings are not permitted in the Group Exercise Studio.
- Members should return all equipment utilized during programs back to proper storage areas.
- Members are not allowed to use or occupy the Group Exercise Studio without staff present.

## Cycling Studio Guidelines

Please adhere to the following guidelines when using the Cycling Studio:

- Please wear proper cycling clothes while utilizing the Cycling Studio. Fitted shorts and sneakers with a hard sole are strongly recommended.
- Members who wear cycling shoes with cleats should remove them before exiting the Cycling Studio.
- Members are encouraged to arrive 15 minutes prior to the start of class, especially if you are new, to allow for proper set-up and instruction.
- Members should bring a water bottle and a towel to class with them.
- No food is allowed in the Cycling Studio. Beverages, except for water in non-breakable containers, are not permitted.
- Gym bags, coats, and other personal belongings are not permitted.
- Members should wipe down their cycle after class and return all equipment utilized during their programs back to the proper storage areas.
- Members are not allowed to reserve a cycle at any time unless a specific procedure or program has been put in place by YMCA staff.

## Gymnasium Guidelines

All YMCA of Central New York gymnasiums are a wonderful place for families and individuals to have some fun and hone their skills at certain sports.

- No food is allowed in the gymnasium. Beverages, except for water in non-breakable containers, are not permitted.
- Only non-marking athletic shoes allowed on the floor.
- No spitting on the floor or walls.
- Inappropriate behavior, including but not limited to, poor sportsmanship, poor language, and dangerous play will not be tolerated.
- Bring a lock and put belongings in a locked locker in the locker room.
- No sitting, climbing, or hanging on basketball stand or rims.
- Do not pull, hang, or move gym nets.
- Do not move or alter basketball nets in any way.
- No gum or tobacco.
- For your convenience, a gym schedule is available at Member Services. Please adhere to the schedule.

## Gymnasium Specialized Activities

From time to time a specialized activity will be posted and require certain areas to be utilized for certain time periods. The rest of the gymnasium will still be available for use during these events.



## Tennis Courts

The YMCA of Central New York Tennis Courts are open to all Members with reservation and an additional court fee.

Please adhere to the following guidelines when using the Tennis Courts:

- Appropriate tennis attire, including no black soled shoes, boots or heels.
- No food is allowed on the courts. Beverages, except for water in non-breakable containers, are not permitted.
- Talk quietly when standing near courts that are in use
- Never walk behind a court when a point is still in play. Wait until the point is over and then cross as quickly as possible.

## Turf Field

All YMCA of Central New York turf fields are a wonderful place for families and individuals to have some fun and hone their skills at certain sports.

- No food is allowed on the turf field. Beverages, except for water in non-breakable containers, are not permitted.
- Cleats are not permitted on the turf field.
- No spitting on the floor or walls.
- Inappropriate behavior, including but not limited to, poor sportsmanship, poor language, and dangerous play will not be tolerated.
- Do not pull, hang, or move gym nets.
- Sport specific helmets/goggles must be worn at all times while shooting on goal.
- No gum or tobacco.
- For your convenience, a gym schedule is available at Member Services. Please adhere to the schedule.

## Pool Area Guidelines

To maintain the safety of our youth, the YMCA of Central New York has implemented a Swim Band Policy:

- Red Band: swimmer must always be within arm's reach of an adult and cannot swim in the deep end of the pool
- Yellow Band: swimmer can swim in all pools, except in the deep end, if under 13 a parent must be in the pool area but does not need to be with the swimmer. A yellow band can also be for a swimmer who is over 5 feet tall.
- Green Band: swimmer can swim in all pools without an adult, if under 13 an adult must be in the pool area.

Additional Guidance:

- Red must wear a Coast Guard approved lifejacket when in the lazy river at the Northwest Family YMCA.
- The Large water slide at the Hal Welsh East Area Family YMCA is open to all persons (child and adult) 48 inches tall or taller.

## Locker Room Guidelines

For the privacy and protection of everyone, cell phone usage in locker rooms is prohibited.

For your protection, we strongly suggest leaving valuables at home or using a locker with a lock. All gym bags, coats, clothing, and other personal belongings should be secured in a locker before using the YMCA facilities. Gym bags, coats, and other larger personal belongings will not be permitted in program areas.

Locks may not be left on lockers overnight. If a lock is found on a locker at closing time, it will be cut off and the contents of the locker will be placed in lost and found. The YMCA is not responsible for any articles lost or stolen.

## Photography and Video Recording Policy

To create safe spaces and to protect the privacy of our members and participants, we restrict photography and video recording in certain areas of our buildings. Please note that the use of video recorders, cameras, mobile devices (phones or tablets), or any other equipment to record or take pictures in the locker room or other private settings is not permitted at the YMCA. Unauthorized video or audio recordings of any individual on Y property without their knowledge is strictly prohibited.

Please assist us in honoring these rules by bringing this policy to the attention of your fellow members and program participants. If inappropriate behavior or suspicious activity continues, please immediately report it to management.

## **Snacks and Beverages**

Food, snacks, and beverages are permitted in the YMCA lobby only. Please help us by placing your bottles and cans in the recycling receptacle.

## **Lost and Found**

Please contact the Member Services to return a found item or if you need assistance in locating a lost item. Clothing, equipment, and other personal property left within the YMCA facility overnight will be collected and placed in lost and found by YMCA staff. Lost and found items will be held for 15 days and will then be donated to charity or disposed of. The YMCA of Central New York is not responsible for lost or stolen property.

## **Suggestions**

Members are encouraged to share, in writing, their ideas, comments and concerns with YMCA management. Comment forms are available at Member Services.