



YOUTH DEVELOPMENT®  
HEALTHY LIVING  
SOCIAL RESPONSIBILITY

# Winona Family YMCA Member Handbook

We are a community committed to strengthening bodies, minds, spirits, and communities. Since 1886, the Winona Family YMCA has been dedicated to building healthy, confident, connected and secure children, adults, families and communities. We are a non-profit deeply rooted in our community. Every day our impact is felt when an individual makes a healthy choice, when a mentor inspires a child and when a community comes together for the common good. At the heart of the YMCA lies the power to transform—both yourself and the world around you.

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## **1. The Y Mission**

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

## **2. The Y Vision**

To connect and engage people by enhancing lives and building community.

## **3. Areas of Focus**

### **Youth Development: Nurturing the potential of every child and teen**

We believe that all kids deserve the opportunity to discover who they are and what they can achieve. That's why, through the Y, millions of youth today are cultivating the values, skills and relationships that lead to positive behaviors, better health and educational achievement.

### **Healthy Living: Improving the nation's health and well-being**

In communities across the nation, the Y is a leading voice on health and well-being. 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. As a result, millions of youth, adults, and families are receiving the support, guidance and resources needed to achieve greater health and well-being for their spirit, mind, and body.

### **Social Responsibility: Giving back and providing support to our neighbors**

The Y listens and responds to our communities' most critical social needs. Whether developing skills or emotional well-being through education and training, welcoming and

connecting diverse populations through global services, or preventing chronic disease and building healthier communities through collaborations with policymakers, the Y fosters the care and respect all people need and deserve. Through the Y, thousands of volunteers, donors, leaders, and partners across the country are empowering millions of people in the U.S. and around the world to be healthy, confident, connected, and secure.

#### **4. The Y Values**

Our core values unite us as a movement with a common cause. They are the shared beliefs and essential principles that guide our behavior, interactions with each other and decision-making.

**Caring:** Show a sincere concern for others

**Honesty:** Be truthful in what you say and do

**Respect:** Follow the golden rule

**Responsibility:** Be accountable for your promises and actions

#### **5. Welcoming Statement and Policy of Nondiscrimination**

The Winona Family YMCA is an inclusive organization open to all. We welcome all people regardless of ability, age, cultural background, ethnicity/race, faith/religion, gender, gender identity, ideology, income, or sexual orientation. We believe 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, to grow and to thrive.

It is the policy of the YMCA to make membership available to all persons regardless of race, color, religion, sex, age, marital status, sexual orientation, gender identity or expression, national origin, disability, or financial circumstances without discrimination.

#### **6. Membership Privileges and Conditions**

**Continuity of Membership:** Memberships will automatically renew unless a hold or cancellation form has been received by the 20th of the month. Please contact the Member Service desk at [info@winonaymca.org](mailto:info@winonaymca.org) or visit <https://www.winonaymca.org/forms-documents> for these forms.

**Annual Memberships:** New members who pay for their yearly membership with credit card or bank draft get joiner's fee waived. Annual memberships will automatically renew unless cancellation form is received by the 20th of the month prior to the annual renewal month. A reminder is sent 2 months prior to termination in case member would like to cancel. Members receiving financial assistance will need to reapply based on the financial documentation they provide.

**Holds:** A membership may be placed on hold for up to 6 months for a fee of \$10 per month.

**Cancellations:** The YMCA does not require contracts. Forms for membership holds, cancellations or requests to cancel ad-ons (24/7 access, coffee service, towel service, or kit locker rental) must be received by the 20th of the month. Forms are available at the front desk and <https://www.winonaymca.org/forms-documents>. A join fee of \$25.00 will be charged when re-joining 30 or more days after canceling your membership.

Nationwide Membership: The Winona Family YMCA participates in the Nationwide Membership program. This means you may utilize your membership at any participating Y across the nation, provided you utilize your home Y the majority of the time. An additional waiver will be required to utilize this program. Please contact the Y you intend to visit to see if they accept Nationwide Membership and to complete this form.

Program Enrollment: Members may receive priority privileges for most programs, including pricing. Members of a YMCA other than the Winona Family YMCA are considered non-members for program usage.

Services for People with Disabilities: The Y serves people of all abilities. We provide reasonable accommodations to enable all people to participate in our programs and services. Please contact us if there is an accommodation that you need.

Join Fee: All memberships are subject to a Join Fee. If a member cancels their membership, they have a grace period of up to thirty (30) days to rejoin before they will have to pay the join fee again. The Join Fee is waived for active Military, Veterans, and those receiving financial assistance.

### **Involuntary Membership Cancellation**

Lack of Payment: If payment for membership is not received by the end of the month, membership will be canceled before the first of the following month, with a late fee of \$7.50 added to the balance.

Code of Conduct Violations: membership to the Winona Family Y can be terminated at any time for violations to our code of conduct at the discretion of the CEO or Board of Directors. Further information on the Code of Conduct and violations follow.

## **7. Fitness Benefits and Conditions of Membership**

### **Physical Readiness**

Before starting any exercise program, members will be encouraged to check with their primary care physician.

### **First Steps to Fitness**

The Winona Family YMCA offers a First Steps to Fitness program free to all members. One of our Certified Personal Trainers will meet with any member in a private, one-on-one session to determine what classes and activities are best for you as well as provide a fitness assessment to determine current fitness level.

## **8. Code of Conduct**

The Winona Family YMCA is committed to providing a safe, comfortable and welcoming environment for all and we ask all persons to act maturely, behave responsibly and to respect the rights and dignity of others at all times when in our facility, on our property or participating in our programs. Our Code of Conduct below outlines prohibited actions. This

list is not all-inclusive and the YMCA reserves the right to deny, suspend or revoke membership or access privileges to any person if, in the YMCA's sole discretion, the actions or inactions of a person are detrimental to the health, safety or enjoyment of its employees, volunteers, members or participants. The following are not permitted on YMCA premises, in YMCA vehicles or at YMCA sponsored functions:

- Card sharing, presenting false identification, or intentional abuse or non-compliance of YMCA policies
- Using tobacco, smoking, using or possessing alcohol or illegal drugs on YMCA property, in YMCA vehicles or facilities or at YMCA-sponsored programs is prohibited
- Carrying or concealing a weapon of any kind
- Harassment, verbal abuse 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
- Inappropriate sexual conduct including explicit conversations or any sexual contact with another person
- Theft or behavior that results in the destruction or loss of property
- Loitering within facilities or on the grounds of a YMCA
- Use of cell phones in locker room or bathrooms
- Wearing inappropriate (i.e., containing profanity or illegal product marketing), immodest or revealing attire
- Use of social networking websites in a manner that is contrary to the YMCA's mission, is detrimental to the community, or is in violation of the law
- Any behavior or activity that is against the law

If members are in violation of the Y's policies and procedures, or for any other improper and/or inappropriate conduct, they may be disciplined. Disciplinary action taken is at the sole discretion of the YMCA's Conduct Committee, and it reserves the right to take whatever action is deemed appropriate based on the nature of the violation. Discipline may result in a verbal, written or final warning, suspension, or immediate termination of membership if deemed appropriate.

In addition, the YMCA reserves the right to deny access or membership to any person who has been accused or convicted of any crime involving sexual abuse, is, or has been, a registered sex offender, has been arrested for or convicted of any crime involving weapons, violence, sexual abuse, or the sale, possession and/or transportation of illegal drugs. Please notify a YMCA staff person immediately if there is an accident, injury, unusual incident or you believe that this Code of Conduct is being violated. Suspension or termination of YMCA membership may result from a violation of this Code of Conduct. While an incident is being investigated, the membership of the person(s) accused of violating this Code of Conduct may be temporarily suspended pending a final decision.

### **Device Etiquette**

- Cell phone use is not permitted in locker rooms or restrooms.
- Keep phone calls to a minimum.
- Use earphones if playing music.
- Photos and videos with anyone in the background are not permitted without written consent.
- Cell phones and electronic devices are discouraged in the whirlpool, sauna and steam room.

## **9. Dress Code**

To create a welcoming, safe and respectful environment for all, our dress code applies to members, program participants and guests for all facility use and program participation, on or offsite.

Required attire throughout the facility (except for the pool and locker room):

- Shirt or tank top
- Shorts or pants
- Soft sole, closed-toed shoes (except in the pool, Family Fun Center, and for designated barefoot classes such as Pilates, Yoga, or Barre, and programs such as Martial Arts)

In the Wellness Center and Fitness Studio:

- Please bring a change of shoes to avoid tracking in excess dirt, water, snow, etc. Sandals or flip-flops are not allowed.
- Jeans are not allowed due to buckles, rivets and zippers that can wear on the equipment.

Pool Deck, Whirlpool, Sauna, Steam Room:

- Appropriate swimwear

Clothing with offensive language or graphics is prohibited. The YMCA reserves the right to define inappropriate/offensive attire.

## **10. Membership Dues**

The Winona Family Y is committed to providing financial assistance to those who are unable to afford the membership dues. Thanks to the generous support of individual and corporate contributions, the Y is able to subsidize membership and program fees on a needs-based sliding scale, based on family size and income. The process is easy and confidential. Download the application form at <https://www.winonaymca.org/join-us> or pick up an application from the front desk and return it to Member Services.

Membership rates are approved by the Board of Directors. They will be reviewed on an annual basis. Notice of membership rate changes will be communicated via electronic newsletter and website at least 30 days in advance.

## **11. Payment Policy**

Programs must be paid for at registration. Any payment plans must be made with the Accounting Coordinator.

Please note there is a \$15 processing fee for late registrations made for Child Care, Camp Wenonah, and Sports.

Members are encouraged to pay membership via Electronic bank draft or credit card. Your fees are automatically withdrawn from your checking, savings, or credit card account on the 1st of the month. A \$2 per billing processing fee is added to membership or program payments made by check.

A \$7.50 processing fee is added for invalid bank or credit card information for processing failure, in addition to a \$7.50/month late fee.

If payment for membership is not received by the end of the month, membership will be canceled before the first of the following month, with a late fee of \$7.50 added to the balance.

Members or participants with a balance noted on their account cannot rejoin, use the facility, or participate in programs until the balance is paid, or a payment plan has been established with the Business Office. This does not apply to youth 17 and under paying for a day pass.

## **12. Refund Policy**

Refunds may be requested up to 60 days after the date the expense was incurred. A request for refund may be made in person, over the phone, or through email. We will accept written requests for refunds where special circumstances and hardships warrant consideration. A refund request form is used to document and process refunds. Refunds take up to 30 days to process.

A full refund will be made automatically when:

- Programs are canceled by the Y
- If cancellation occurs before program start date

A partial refund will be awarded:

- When participant moves from the Y's service area
- Due to medical reasons

Refunds will not be awarded:

- If you do not use the membership or choose to attend scheduled meetings/sessions/programs
- After the program has started
- After the deadline for one-day / one-time programs (Ex. Special event)
- For late registration fees and deposits
- For Personal Training

- For gift cards

**Types of refunds:**

- Credit - A credit of the refunded amount will be posted on your YMCA Membership account. These monies must be used within one calendar year.
- Back to card - If you made payment by credit card, the returned payment will go back on the card. It is your responsibility to notify the YMCA if your card number changes.
- Refund check - If requested, a refund check may be issued. Checks may take up to 30 days.

**13. Facility Access & Use**

**Locker Room Access :** You must be 18 years of age or older to access the Men's and Women's Locker Rooms. The Inclusive Locker Rooms are open to all ages, genders, and abilities. There is a lactation room available in the Inclusive Locker Rooms reserved for nursing parents.

**Wellness Center Access:** The Wellness Center is open to those 16 and older with no adult supervision and those 12-15 with adult supervision. The adult supervision stipulation may be waived with successful completion of a Weight Room Orientation. Please contact the Fitness and Wellness Director to schedule your orientation.

**Pool Access:**

Children 7 years old and under must have an adult in the pool with them at all times within arm's reach during non-program related swim times

Children 8-10 years old may be in the pool independently if they pass a swim test and have a supervising adult watching from the deck

Anyone over 11 years old can be in the pool independently but must stay in the shallow end

if they cannot pass a swim test

**Whirlpool, Sauna, Steam Room Access:**

Under 16 years old must be supervised by an adult at all times to use the whirlpool.

Must be 18 years or older to use the steam room or sauna.

Exfoliating, shaving, or brushing teeth is not permitted in the whirlpool, sauna, or steam room.

**Family Fun Center Access:** Children aged 10 and under with adult supervision at all times.

**Gym:** Ages 10+. Younger children allowed with adult supervision at all times.

**Group Fitness Classes:** Ages 10+ with an adult or at instructor discretion.

**Children younger than age 10 cannot be dropped off at the Y by themselves. They must be supervised by someone 18 years of age or older. Children may be denied access if they do not have an up to date Liability Waiver on file.**

#### **14. Holiday Schedule**

The Winona Family YMCA is closed, and is only accessible to 24/7 members, for the following holidays:

Labor Day, Thanksgiving, Christmas Day, New Year's Day, Easter Sunday, Independence Day and Memorial Day.

The Y closes at 3 p.m. on Thanksgiving Eve, Christmas Eve and New Year's Eve.

The Y is closed on Sundays between Memorial Day and Labor Day.

#### **15. Guest Passes**

**Guest Passes:** single-day guest passes are awarded to the following memberships:

Adult - 5 guest passes per calendar year

Young Adult - 5 guest passes per calendar year

Family 1 Adult - 5 guest passes per calendar year

Family 2 Adult - 10 guest passes per calendar year

**Only the primary adult/s on each membership may utilize guest passes.** If you would like to utilize a pass for your child/ren and their friends please contact the Front Desk at [info@winonaymca.org](mailto:info@winonaymca.org) or 507-454-1520 to let our Member Services staff know.

All guests must follow all rules and the Code of Conduct of the Winona Family Y.

#### **16. Member Communication**

Email, Facebook and website are the Y's primary methods of communication to members. It is the member's responsibility to inform the Y if they change their email address. Notice of membership rate changes will be communicated via electronic newsletter and website at least 30 days in advance.

#### **17. Photo Release Policy**

The Winona Family YMCA reserves the right to use photographs/videos taken within YMCA facilities and at YMCA events and activities for marketing and promotional purposes.

#### **18. Member Input**

We value suggestions for improving the Y. Please let our staff know directly if you have comments, or fill out our member input form at <https://www.winonaymca.org/feedback>

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