BETTER TOGETHER

New Member Handbook

ANN ARBOR YMCA

400 West Washington Street
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www.annarborymca.org
Welcome to your Ann Arbor YMCA! With the Y’s focus on nurturing kids and teens, improving health and well-being and supporting neighbors, your membership can bring about meaningful change in both your life and your community. This handbook will help you get acquainted with Y membership offerings.

A YMCA membership is about more than the weight rooms, gyms and pools. It’s about making the community a better place to live. The goal is for you and your family to have fun, see old friends, make new friends, explore new activities, and become involved.

**SOMETHING FOR EVERYONE**

Your Y membership gives you much more than access to a facility: it can set you on a path to good health in spirit, mind and body and help you enjoy a full and balanced life.

All Y programs, initiatives and events support a common cause of strengthening our community and are categorized into three areas of focus:

**Youth Development**

*Nurturing the potential of every child and teen*

*ChildCare* programs provide a safe, nurturing environment for children to learn, grow and develop social skills.
- Early Childhood Program
- School Age After School
- Child Watch

*Enrichment and Leadership* programs emphasize knowledge, character development, guidance and encouragement to help youth develop and realize their potential.
- Dance, Guitar, Piano, Theater and Art
- Teen After School
- Leaders Club
- Youth in Government
- Youth Volunteer Corps

*Swim, Sports and Play* programs offer youth positive, fun activities that build athletic, social and interpersonal skills.
- Youth Sports Leagues
- Youth Martial Ways
- Gymnastics
- Youth Swim Lessons and Barracudas Swim Team
- Youth Fitness Classes
Camps provide a safe community where young people explore, build self-esteem and interpersonal skills and make lasting friendships and memories.

- Camp Birkett, Sports and Specialty Day Camps
- Camp Al-Gon-Quian

Healthy Living

Improving the nation’s health and well-being

Family Time programs bring families together to have fun and grow together.

- Adventure Guides
- Parent/Tot Swim Lessons
- Family Yoga
- Parent/Child Dance

Health, Well-Being and Fitness programs provide guidance and resources to maintain or improve physical activity, health and wellness.

- Group Classes, including Dance, Yoga, Pilates, Aerobics, Studio Cycling & Martial Arts
- Personal Training
- Adult Swim Lessons
- LIVESTRONG® at the YMCA Cancer Survivor Program

Sports and Recreation programs bring together people with shared athletic and recreational interests for healthy activities.

- Adult Team sports, including Netball, Volleyball, Futsal and Basketball
- Recreation Groups, including 5k training groups, running and walking groups

Social Responsibility

Giving back and providing support to our neighbors

Social Services provide the training and support to help our neighbors make change, bridge gaps and overcome obstacles.

- Chain of Plenty at the Delonis Center

Volunteerism and Giving initiatives fund, support and lead the Y’s critical work in the community.

- Youth Volunteer Corps
- Annual Strong Kids Campaign
- Program Volunteers (youth sports, events, and summer camp volunteers)
- Policy Volunteers (board of directors, committee members)
GETTING STARTED

Every time you enter the YMCA, please scan your membership card. If you have a family membership, please have your children scan their cards too. If you forget your card, ask the Membership Desk staff to check you in. If you haven’t yet received your membership card, please stop at the Membership Desk and let the staff know you need to pick up your membership card. For your security, your photo will be taken on your first visit. Key tags are non-transferable.

Take a tour of the YMCA if you have not already done so. On the tour you will get a feel for the layout of the facility, and your tour guide will be able to answer any questions that you may have.

Towels are available at the Membership Desk for all members. Each member receives one towel per visit. If you require more than one towel during your visit, please bring any additional ones with you from home.

The Y has five locker rooms (Men’s and Women’s locker rooms for adults over 18, Girls’ and Boys’ locker rooms for youth between the ages of 8–17 and accompanying adults of the same gender, and a Family locker room, with private cabanas and changing rooms, plus a communal locker area.) Please use any full-length locker in the locker room, and bring your own lock from home for use during your work-out if you like. If you forget your lock, you can borrow or purchase one at the Membership Desk. Small lockers are also available on the Health and Wellness Floor as well as the gymnasium. In addition, small security lockers are available in the locker room hallway. Tokens for these lockers are available at the Membership Desk.

DECIDING WHAT TO DO

The best advice is to get involved right away. Take a fitness class, make use of the Health and Wellness Center, go swimming with your children, shoot baskets, sign up for a program or volunteer.

WHAT DO I NEED TO KNOW ABOUT STARTING AN EXERCISE PROGRAM?

Here are four tips for getting started:

1. Wear comfortable clothing and rubber-soled shoes.
2. Have a water bottle with you during exercise and drink often.
3. Remember to listen to your body. It is okay if you need to slow down and rest.
4. Communicate to your instructor any questions or concerns you have about the class.

PROGRAM REGISTRATION

The YMCA offers programs for seniors, adults, teens, young children and families. Current program and session information is available on the website. A current Program Guide is also available at the Membership Desk. The membership staff will also mail you a postcard to remind you of the registration dates for classes and programs.
To register for a program, you can register in person at the YMCA at the Membership Desk, over the phone or online for most programs. Payment is required at the time of registration if a fee is charged.

**GETTING TO KNOW YOUR Y**

**NO ONE IS TURNED AWAY BECAUSE OF AN INABILITY TO PAY**

Through the Open Arms Program, financial assistance is offered based on household income and size. Special circumstances such as medical expenses and unemployment can also be considered.

**TALK TO US**

This is your Y. Please make your concerns and comments known! Member suggestion cards are available throughout the facility and at the membership desk. Each comment will be acknowledged and responded to appropriately.

**HOURS**

**Monday–Friday:** 5:30 a.m.–10:00 p.m.

**Saturday–Sunday:** 7:00 a.m.–7:00 p.m.

The Y will have limited hours and program offerings on certain holidays. Please refer to the Ann Arbor YMCA website for facility closures.

**LOST AND FOUND**

The Y is not responsible for lost or stolen items. Please bring a lock and use lockers to keep belongings safe. Locks not removed daily will be removed by Y staff. Contents will be placed in “Lost and Found.”

**GETTING THE MOST OUT OF YOUR MEMBERSHIP**

**GUEST POLICY**

Each individual member at least 18 years of age or each adult on a Family membership will have the privilege of bringing a guest three times per calendar year. Guest passes are stored electronically for your convenience. Simply stop by the Membership Desk and let the staff know that you have brought a guest. Your guest should complete all requested information in our guest book.

**Please note:** Every guest under age 18 must have an emergency contact form signed by a parent on file each calendar year. After using your three free guest passes, you may still bring guests at a daily rate of $15 for a teen or adult, $5 for a youth under 12 and $25 for a family.
MOVING? VACATIONING?
If you are relocating, you are likely to find a Y in your new area. Many Ys waive the joining fee, but Ys operate independently, so policies vary. The membership staff will be happy to help you locate a new Y to ease the transition.

Many Ys participate in the A.W.A.Y. program. A.W.A.Y. stands for “Always Welcome at YMCAs”. It gives you access to every Y in every country that participates in the A.W.A.Y. program. If you’ll be away from home, contact a Y near your destination to discuss their policies and fees. Visit ymca.net and search “Find your Y” to see participants or download the Y Finder app on your phone.

I’M GOING AWAY FOR A LITTLE WHILE
You can put your membership on hold for up to two months per calendar year with 30 days’ notice and completion of a Membership Hold form. This hold takes effect immediately following the date of your Automatic Monthly Withdrawal, on either the 1st or 15th of the month. During the hold period, you do not have access to the facility, to member pricing on classes or to the A.W.A.Y. program. At the end of the hold period, the monthly draft automatically restarts.

I NEED TO MAKE A CHANGE TO MY BILLING INFORMATION, ADDRESS OR MEMBERSHIP
No problem! Please inform the membership staff of any changes as soon as possible.

I NEED TO CANCEL MY MEMBERSHIP
To terminate your membership, you need give the Y written notice 30 days prior to your next scheduled withdrawal date. Memberships are non-refundable and non-transferable. Memberships not renewed within 60 days of expiration will be assessed a joining fee upon future reinstatement of the membership.

KEEP IN TOUCH WITH YOUR Y
Critical facility information about the building (including pool closures, snow days etc.) can be accessed on the website (www.annarborymca.org) or by signing up for EZTEXTING:
From your mobile device text the keyword “AAYMCA Facility” to 313131 for information about the building, and, if your child is involved in a field sport, keyword “AAYMCA YouthSports” to the same number: 313131. Regular data message rates will apply and you may unsubscribe at any time by texting “STOP” to 313131. Additional news about Ann Arbor YMCA events and programs can also be found on the Facebook page: search for Ann Arbor YMCA and “like” the page.
YOUTH GUIDELINES

In order to provide a safe and positive experience in structured activities for youth members and guests, the following facility guidelines will apply:

Youth under the age of eight must be under direct adult supervision at all times. Youth and teens are subject to age restrictions for specific areas.

HEALTH AND WELLNESS CENTER

Members/guests must be at least 12 years of age to use the Health and Wellness Center or to be present in the equipment areas. Members/guests ages 12–14 are required to receive an orientation before using the Wellness Center equipment. Members/guests ages 12–13 may use free weights under direct adult supervision only. Members/guests must be at least 14 years of age to use free weights without adult supervision.

POOL

Children under the age of 6 and children who are non-swimmers must be accompanied by an adult in the water who is within arm’s reach at all times while they are using either of our pools. Children in diapers must wear a pool-friendly swim diaper in the water.

LOCKERS/SHOWER FACILITIES

The Ann Arbor Y offers girls’, boys’ and family locker room facilities. Children are not permitted in the women’s or men’s locker rooms or saunas. Children under the age of 8 need a supervising individual with them in the locker rooms.

DEVELOPMENTAL ASSETS

Through its many programs and activities, the Ann Arbor YMCA provides the developmental assets, or building blocks, to help all people learn, grow, and thrive.

The Search Institute’s 40 Developmental Assets are concrete, common sense, positive experiences and qualities essential to raising successful young people. These assets have the power during critical adolescent years to influence choices young people make and help them become caring, responsible adults.

Developmental Assets are categorized into two groups of 20 assets. External assets are the positive experiences young people receive from the world around them. These 20 assets are about supporting and empowering young people, about setting boundaries and expectations, and about positive and constructive use of young people’s time.

Internal assets identify those characteristics and behaviors that reflect positive internal growth and development of young people. These 20 assets are about positive values and identities, social competencies, and commitment to learning.

If you would like to learn more about the Developmental Assets and how they are integrated into youth programming at the Ann Arbor YMCA, please visit the website. On the homepage, under “Quick Links” there is a dropdown menu which will take you to an extensive tutorial on these important aspects of the programming.