



FOR YOUTH DEVELOPMENT
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

YOUR HOME AWAY FROM HOME

**MEMBER HANDBOOK
YMCA OF SOUTHERN NEVADA**

Updated December 2011



lasvegasymca.org

BETTER TOGETHER WE'RE HAPPY YOU JOINED US

All of us warmly welcome you to the YMCA of Southern Nevada. You are now a member of one of the nation's leading nonprofits strengthening communities through youth development, healthy living and social responsibility.

Sound like more than just a convenient place to get in a workout? It is!

Your new Y membership provides much more than access to our state-of-the-art facilities and programs. It offers a sense of well being and belonging. It represents a positive attitude toward health, wellness and one another. As a Y member, you have joined a fellowship of families – individuals of all ages, backgrounds and fitness levels – who have accepted the mission of enhancing their quality of life.

Your membership is an invitation to an opportunity that will change your life.

For the better.

Best of all, we'll be here for you every step of the way.

Sincerely,



Mike Lubbe
President & CEO

P.S. We've designed this handbook to provide an overview of the Y and answer your questions. Visit lasvegasyymca.org for schedules, program information, Y news, job openings, details about the Y you visit most...and just about everything else you can imagine.



Y TIP! New look. Same Y. We look different, but one thing remains certain...

We're dedicated, and always will be, to making sure that everyone, regardless of age, income or background, has the opportunity to LEARN, GROW and THRIVE. You are our #1 priority.



Y staff members pose in front of the "classic logo" monument, which is now part of our history.

JUST THE FACTS

As a member of the YMCA of Southern Nevada, you receive access to all of our state-of-the-art facilities. One membership – four Ys. You'll discover comfortable wellness centers, impressive indoor aquatics centers, outdoor water parks, slides, preschools, kids' gyms, basketball courts, tennis courts...even a rock climbing wall. Water parks are open Memorial Day through Labor Day. Visit lasvegasyymca.org to learn about the special features of each location.

Y TIP! Visit lasvegasyymca.org for programs, schedules and details about renting the Y for your private event.

BILL & LILLIE HEINRICH YMCA

4141 Meadows Lane
Las Vegas, NV 89107
702.877.9622

Across from Meadows Mall between S. Decatur Blvd. and S. Valley View Blvd.

Monday – Thursday: 6 a.m. to 8 p.m.

Friday: 6 a.m. to 6 p.m.

Saturday: 8 a.m. to 4 p.m.

Sunday: Closed

CITY OF LAS VEGAS DURANGO HILLS COMMUNITY CENTER, OPERATED BY THE YMCA

3521 N. Durango Dr.
Las Vegas, NV 89129
702.240.9622

Just north of W. Cheyenne Ave.

Monday – Thursday: 6 a.m. to 9 p.m.

Friday: 6 a.m. to 6 p.m.

Saturday: 8 a.m. to 5 p.m.

Sunday: 12 to 4 p.m.

CITY OF LAS VEGAS CENTENNIAL HILLS COMMUNITY CENTER, OPERATED BY THE YMCA

6601 N. Buffalo Dr.
Las Vegas, NV 89131
702.478.9622

Between Sky Pointe Dr. and Deer Springs Way

Monday – Thursday: 6 a.m. to 9 p.m.

Friday: 6 a.m. to 6 p.m.

Saturday: 8 a.m. to 5 p.m.

Sunday: Closed

CITY OF NORTH LAS VEGAS SKYVIEW MULTI-GENERATIONAL CENTER, OPERATED BY THE YMCA

3050 E. CENTENNIAL PARKWAY
NORTH LAS VEGAS, NV 89081
702.522.7500

Between Losee Road and N. Pecos Road

Monday – Thursday: 6 a.m. to 8 p.m.

Friday: 6 a.m. to 6 p.m.

Saturday: 8 a.m. to 4 p.m.

Sunday: Seasonal



The City of Las Vegas Community Centers at Centennial Hills and Durango Hills, and the City of North Las Vegas SkyView Multi-Generational Center are managed and provided to the citizens of these cities for no other purpose than providing educational and recreational activities. The YMCA does not and will not promote or advertise any religion at these centers.

GETTING TO KNOW YOUR Y

FEES AND PAYMENT

The Y's non-refundable, one-time **joining fee** (family \$75; individual \$50) is due on the day you register for membership. We apply this fee to our building fund, which allows us to make facility and equipment improvements to make your Y experience a great one. Our **monthly fees** were established to provide affordable fun and family wellness. The Y is the one place where every member of the family can get active, feel great and receive personalized attention! These monthly fees are effective January 1, 2012.

Youth (8-20 years): \$24 Adult (21 years+): \$33 Family: \$57 Senior (62+): \$29

Our **automatic bank account or pre-authorized charge/debit options** provide convenience and peace of mind – you never need to worry about being late with your payment. Bank draft or credit card debit cancellations require a 30-day written notice. No contracts!

- We can automatically draft your checking or savings account on the 1st or 15th of each month (determined on your joining date).
- With a pre-authorized charge, we'll charge your monthly fee to your Visa, MasterCard, American Express or Discover.

Day passes also available (Child Watch not included.) Youth (8-20 years): \$5 Adult (21 years+): \$10 Family: \$15 Senior (62+): \$5

NO ONE IS TURNED AWAY BECAUSE OF AN INABILITY TO PAY

We offer financial assistance based on household income and size, and review special circumstances like medical expenses and unemployment. Assistance is made available through our annual YMCA Strong Kids Campaign, United Way funding and grants from generous donors. Financial assistance can make it more affordable for you to benefit from everything we offer, from swim lessons to summer camps and sports. Complete an application at the member services desk or lasvegasymca.org.

MEMBERSHIP FREEZE

You can put your membership on hold for 2-6 months if you're planning an extended absence. Visit the member services desk to complete paperwork at least 30 days prior to the freeze. You'll receive more detail at that time.

COMMENTS

We encourage you to share your thoughts! Visit the front desk to complete a comment card or speak to the manager.

CANCELLATIONS

Membership fees are non-refundable. However, we want your Y experience to be memorable and beneficial! Please speak to a manager.

YOUR Y MEMBERSHIP KEY TAG

- We'll get to know you well, but we'll still scan your card.
- For your security, we'll take your photo when you register.
- Key tags are non-transferable.
- You can replace a lost key tag for \$2.

EQUIPMENT CHECK OUT

When you check out equipment, we'll hold your driver's license or keys.

Y PROGRAMS

Program registration is offered on a first-come, first-served basis. Additional registration fees, including an annual program participation fee (\$40 individual; \$55 family), may apply for non-members.

RECORDING DEVICES

To protect your privacy and others' privacy, the use of video recorders, cameras, camera phones and all other recording devices is not permitted in our facilities without the permission of a Y administrator.

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.

Y TIP! Like us on Facebook, facebook.com/lasvegasymca.
Follow us on Twitter, twitter.com/ymcasn.



MOVING? VACATIONING?

If you're relocating, you'll likely find a Y in your new city. Many Ys will waive the enrollment fee, but Ys are operated independently so policies vary. We'll be happy to help you locate a new Y to ease the transition.

Ever flip over your member key tag and wonder about that little A.W.A.Y. symbol? It stands for "Always Welcome At YMCAs." It gives you access to every Y in the 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 policies. Visit ymca.net and search on "Find your Y" to see participants. We participate.

YOUR GUESTS ARE OUR GUESTS

As a member benefit, you receive four guest passes each year, per membership. A guest member can use a maximum of four passes each year. Visit the member services desk with your guest to enjoy this service. If a guest is 17 or under, a parent/guardian must accompany the minor to sign a consent form.

ACCIDENTS AND INCIDENTS

Immediately notify a staff member if there is an accident, injury or unusual incident. We are here to assist you and provide first aid supplies and treatment as necessary. Please cooperate if asked to complete an accident/incident form. We encourage you to use protective equipment as necessary and be alert to the signals of over exertion. You are fully responsible for yourself and your children.

PARENTAL CONSENT/MEDICAL CLEARANCE

Our application includes a parental consent that, as a parent, you must sign for children under 18. If you have a child under 8, you or an adult (18+) must accompany the child at all times, unless the child is enrolled in a supervised program. Youth (8-12 years) are invited to enjoy our facilities for up to three hours daily. Some areas have age restrictions. Please obey restrictions, designed for safety purposes. Disobeying could lead to loss of membership privileges. All members over age 18 must complete a health history form. We screen forms and may request a physician's medical clearance for your protection.

KIDS GYM (FREE for members)

No sitter? No problem! It's easy to accomplish your wellness goals at the Y. Bring your child (3 months – 7 years) to Kids Gym while you use the facility. Children can play, under trained supervision, for up to two hours while you're at the Y. Check each facility for hours.

AT OUR CORE

Caring. Honesty. Respect. Responsibility. At the Y, they're more than words. They're words to live by. Character development has been at the heart of the YMCA movement since the beginning. We proudly incorporate our four core values into all of our programs, activities and interactions. The more positive assets a child has, the more likely he or she is to behave well and mature into a responsible adult. Adults too benefit from an encouraging environment and activities that incorporate the core values.

Y TIP! As a nonprofit, we rely on your generosity to make the Y accessible to everyone.

Please consider donating to our Strong Kids Campaign so we can assist those who might not otherwise be able to participate. Visit the member services desk or lasvegasyymca.org.



GUIDELINES FOR WELLNESS CENTER YOUTH ORIENTATIONS

(Effective January 2012)

Those under the age of 18 must have a youth membership card (red) to use the wellness center.

1. New members, **8-12 years old**, MUST have a cardio orientation with a parent and receive a youth orientation certificate upon completion. The member then gives the certificate to the front desk to receive a youth membership card.
2. New members, **13-17 years old**, MUST have a strength orientation and receive a youth orientation certificate upon completion. The member then gives the certificate to the front desk to receive a youth membership card. **MUST BE 15 YEARS OLD TO USE FREE WEIGHTS WITH A SPOTTER.**
3. Wellness staff will observe and log existing members to give further orientation to meet standards. A youth orientation certificate will be given upon completion. The member then gives the certificate to the front desk to receive a youth membership card.
4. If a youth member **15-17 years old** declines orientation, a parent/guardian must sign a release form, and the child will get a youth membership card.
5. If a member isn't going to use the wellness center, no equipment orientation is needed.



MEMBER CODE OF CONDUCT

Based on our four core values of caring, honesty, respect and responsibility, the following code of conduct ensures that all who enter one of our facilities enjoy a safe, welcoming and comfortable environment.

We ask everyone who enters to act in a manner that upholds these principles. When you use the Y, we expect you to behave in a way that shows respect and caring for others – this includes refraining from language or actions that could hurt or frighten another person, or behavior that falls below a generally accepted standard of conduct.

Specifically, action that does not show respect to others and is not permitted includes:

- Wearing inappropriate attire. Appropriate attire includes swimsuits only in the pool area, and shoes and acceptable workout attire in other areas of the facility. Provocative clothing, clothing with vulgar or profane writing or pictures is not allowed.
- Using angry or vulgar language including swearing, name-calling or shouting.
- Making physical contact with another person in an angry or threatening manner.
- Engaging in sexual activity or contact with another person.
- Harassing or intimidating by words, gestures, body language or any other menacing behavior.
- Stealing or other behavior that results in the destruction of property.
- Carrying or concealing any weapons, devices or objects that may be used as weapons.
- Using or processing illegal chemicals or alcohol on Y property or in Y vehicles.
- Smoking. All Y facilities offer a smoke-free environment.
- Any other conduct of an inappropriate, threatening or offensive nature.

Please be responsible for your own comfort and safety. The Y is a family-oriented environment, and we ask you to please use good judgment at all times.

In the rare instance that someone's behavior threatens you, please ask that person to refrain from the behavior, and feel free to immediately report the behavior to a Y director if you feel uncomfortable confronting the person.

We will investigate any reported incident and suspension or termination of the membership privileges may result if it's determined that a violation of the code of conduct occurred.

Services for Fees or Trade

YMCA members, participants, day pass users and guests may not use Y facilities to provide services (e.g., personal training, basketball/swim coaching, etc.) for fees or trade. Acting as an independent contractor in a Y facility may lead to membership suspension and/or removal from facility. If you are interested in volunteering or renting space, please contact a branch executive.

Y TIP! Established locally in 1944, we're one of more than 2,600 Ys in the U.S. We've grown to serve 40,000 Southern Nevadans annually.

View our timeline and vintage photos at lasvegasyymca.org.



SWIM SAFELY

At the Y, safety is our top priority. It's especially important in our aquatics centers. Our beautiful pools and water parks provide a venue for lessons, swim team practices and hours of fun. Pool rules vary by Y location, so please refer to the posted rules at each facility. However, we encourage you to familiarize yourself with these general rules before making a splash at the Y!

- If your child is under age 8, you or a guardian (18 years or over) must accompany him or her at the pool. Unaccompanied youth, ages 8-13, can be at the pool for a maximum of three hours.
- Swimming is only permitted when a lifeguard is on duty.
- If your child doesn't pass the swim test and the water is at chest level or higher, you/a guardian (18 years or over) must be in the pool within arms' reach at all times or your child must wear a U.S. Coast Guard-approved life vest.
- Pushing, shoving, pulling and running are not allowed.
- Dunking, splashing and "rough-housing" are not allowed.
- Glass is not allowed in pool area, and alcoholic beverages and drugs are not allowed on Y property.
- New/unopened water and sports drinks are allowed on the pool deck.
- Flotation devices are not allowed in the pool except for U.S. Coast Guard approved life jackets.
- Children in diapers must wear a pool-friendly swim diaper in the water (available for \$2).
- All those (including adults) who wish to swim in the deep end of the pool or ride a slide must take a swim test.
- Bathing suits are required. Cut-offs, street clothes and cloth/cotton clothes are not permitted.
- All patrons must shower before entering the water.
- Unsafe games (e.g., "chicken") are not allowed.
- Breath-holding games are strictly prohibited.
- Diving is not allowed except in designated areas.
- We reserve the right to ask you to leave if you disregard rules.

Y TIP! Long recognized as "the nation's swim instructor," we offer lessons for infants, seniors and everyone in between.

Learning to swim is the best thing you can do to stay safe around water. See details at lasvegasyymca.org.

