



# YOUR HOME AWAY FROM HOME



**MEMBER HANDBOOK  
YMCA OF SOUTHERN NEVADA**



# BETTER TOGETHER



**MIKE LUBBE | CEO**  
YMCA OF SOUTHERN NEVADA

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

## WELCOME TO THE Y!

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.

Sounds like more than just a convenient place to get a workout in, right?

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,

P.S. We’ve designed this handbook to provide an overview of the Y and answer your questions. Visit [www.lasvegasyymca.org](http://www.lasvegasyymca.org) or the YMCA of Southern Nevada app for schedules, program information, Y news, job openings, details about the Y you visit most...and just about everything else you can imagine!

## MISSION OF THE YMCA OF SOUTHERN NEVADA

Our mission is to put Christian principles into practice through programs that build healthy spirit, mind and body for all.



# TABLE OF CONTENTS



- MESSAGE FROM THE CEO
- Welcome to the Y . . . . . 1
- JUST THE FACTS
- Locations, hours & amenities . . . . . 3
- GETTING TO KNOW YOUR Y
- Fees & membership info . . . . . 4
- IMPORTANT INFO
- Membership & facility info . . . . . 5
- PROGRAMS & POLICIES
- Nationwide membership, guests & more . . . . . 6
- WELLNESS CENTER GUIDELINES
- Youth orientations. . . . . 7
- MEMBER CODE OF CONDUCT
- YMCA code of conduct information . . . . . 8
- SWIM SAFELY
- Aquatic center guidelines. . . . . 9
- Y KIDS PROGRAM GUIDELINES
- Policies and procedures . . . . . 10
- Y KIDS GYM RULES
- Things to know . . . . . 11
- Y CHARACTER CONTRACT
- Guidelines for child counseling & more. . . . . 12

# 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, pickleball courts...even a rock climbing wall! Water parks are open seasonally. Rigorous cleaning protocols will continue based upon CDC recommendations throughout the facility. We will continue to ask for our members to use cleaning materials provided to wipe down equipment before and after your workout. Online reservations are required for group exercise classes, Kids Gym & Dreamr Lab.

Visit [www.lasvegasyymca.org](http://www.lasvegasyymca.org) or the app to learn about the special features of each location!

## BILL & LILLIE HEINRICH YMCA

4141 Meadows Lane  
Las Vegas, NV 89107  
702.877.9622

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

3521 N Durango Drive  
Las Vegas, NV 89129  
702.240.9622

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

6601 N Buffalo Drive  
Las Vegas, NV 89131  
702.478.9622

## 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

## OPERATING HOURS

**Monday - Thursday** (Heinrich, Durango Hills & SkyView)  
6AM - 8PM

**Monday - Thursday** (Centennial Hills)  
5AM - 8PM

**Friday** (Heinrich, Durango Hills & SkyView)  
6AM - 7 PM

**Friday** (Centennial Hills)  
5AM - 7 PM

**Saturday** (All Locations)  
7AM - 4PM

**Sunday** (All Locations)  
9 AM - 1 PM

**YOU GET THE SUPPORT YOU NEED TO REACH YOUR FULL POTENTIAL AT EVERY Y LOCATION!**

**Check out our member benefits by each location!**

	Bill & Lillie Heinrich YMCA	Durango Hills YMCA	Centennial Hills YMCA	SkyView YMCA
Free Weights	●	●	●	●
Selectorized Equipment	●	●	●	●
Cardio Equipment	●	●	●	●
Aerobics Studio(s)	●	●	●	●
Group Exercise Classes	●	●	●	●
Personal Training	●	●	●	●
Indoor Pool			●	●
Outdoor Water Park	●	●	●	
Basketball Gym(s)	●	●	●	
Showers & Lockers	●	●	●	●
Steam Room	●			
Sauna	●			
Youth Programs & Sports	●	●	●	●
Family Activities & Events	●	●	●	●
Summer Camp	●	●	●	●
Kids' Gym	●	●	●	●
Teen Programming		●	●	
AOA Programming	●	●		●
Room Rentals	●	●	●	●
Pool Rentals	●	●	●	●
Table Games (foosball, air hockey)		●	●	●
Rockwall	●			
Guest Passes	●	●	●	●
Nationwide Access	●	●	●	●
Pickleball	●	●	●	
Free Wellness Orientation	●	●	●	●
State Licensed Preschool	●	●	●	●
Online Access to Classes	●	●	●	●
EGYM app	●	●	●	●

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 purposes than providing educational and recreational activities. The YMCA does not and will not promote or advertise any religion at these centers.

## SCAN HERE FOR THE Y APP!

Download the Y app to stay connected with important facility info, sign up for programs, reserve your spot in a group exercise class, track your workouts & progress, take virtual Y classes and much more!



# GETTING TO KNOW YOUR Y

## FEES & PAYMENT

The Y's non-refundable, one-time **joining fee** 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! Please see the Membership Services desk or our website for the most current joining fees and membership rates.

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 you payment. Bank draft or credit card debit cancellations require a 7-day written notice (in person or through email.) No contracts!

- We can automatically draft your checking or savings account on the 1st of each month.
- With a pre-authorized charge, we'll charge your monthly fee to your Visa, MasterCard, American Express or Discover.
- Return payments are subject to a \$30 fee for insufficient funds and a \$10 for fraud or any other reason.

## DAY PASSES

The YMCA offers day passes for non-members. Please check the front desk for current rates and offerings. Please note that Kids' Gym is not included in the use of a day pass. Day passes are not available during the summer months or peak periods. Please check with the front desk for our summer membership specials, in order to continue to use the Y.

## PREPAID MEMBERSHIPS

6 months or 12 months. Members receive one free month of membership for every 6 months pre-paid. Please note there are no cancellations on prepaid memberships.

## RENEWAL

We make renewing your membership quick and easy! Just visit Member Services or go online at [www.lasvegasyymca.org](http://www.lasvegasyymca.org) to renew your Y membership.

## Y FOR ALL | FINANCIAL ASSISTANCE

Thanks to the generous contributions from donors, the Y is able to offer financial assistance to make memberships and programs more affordable for all families. 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 Y Annual 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 online at [www.lasvegasyymca.org](http://www.lasvegasyymca.org).

## MEMBERSHIP FREEZE

You can put your membership on hold for 2-6 months if you're planning an extended absence. The Y just needs a 7-day written notice or email prior to your draft date. Visit the Member Services desk to complete paperwork and receive more information.

## CANCELLATIONS

We hate to see you go! However, if you need to cancel your membership please notify the Membership Director in writing or by email, 7 days prior to your next draft day.

## COMMENTS

We *encourage* you to share your thoughts! Please use your branch-specific email below to write us a comment!

- Heinrich YMCA: [feedbackH@lasvegasyymca.org](mailto:feedbackH@lasvegasyymca.org)
- Centennial Hills YMCA: [feedbackCH@lasvegasyymca.org](mailto:feedbackCH@lasvegasyymca.org)
- Durango Hills YMCA: [feedbackDH@lasvegasyymca.org](mailto:feedbackDH@lasvegasyymca.org)
- SkyView YMCA: [feedbackSV@lasvegasyymca.org](mailto:feedbackSV@lasvegasyymca.org)





# IMPORTANT INFO

## YOUR Y MEMBERSHIP KEY TAG & PREVA@ KEY FOB

- 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
- Membership Key Tags are non-transferable
- You can replace a lost Key Tag for \$2
- You can replace a lost Preva@ Key FOB for \$5
- Download our app & use your phone to check-in instead - no more key tag!

## EQUIPMENT CHECK OUT

The Y has equipment available for check out to help enhance your member experience. Items available for check out include fitness equipment, table game items, pickleball paddles, basketballs and more.

## Y PROGRAMS

Program registration is offered on a first-come, first-served basis. Additional registration fees, including an annual program participant fee may apply for non-members.

## RECORDING DEVICES

To protect your privacy and the privacy of others, 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 & FOUND

The Y is not responsible for lost or stolen items. Currently, we are not permitted to have a lost & found. Items of value are kept for 1 week. Please check with Member Services.

## LOCKERS

Lockers are for day use only. Please bring your own lock. Locks that are not removed daily will be removed by staff. All items left in lockers will be kept for one week, and then donated to charity.

## HOLIDAY SCHEDULE

Please check your local Y's Member Services desk, our website, the Y app or our social media sites for holiday closings and/or changes to normal operating hours. The Y is closed or has limited hours on the following holidays:

- New Year's Eve | Close at 6 PM
- New Year's Day | Closed
- Memorial Day | Facilities Closed & Outdoor Water Parks Open
- Independence Day | Facilities Closed & Outdoor Water Parks Open
- Labor Day | Facilities Closed & Outdoor Water Parks Open
- Thanksgiving Day | Closed
- Christmas Eve | Close at 12 PM
- Christmas | Closed

## INCLEMENT WEATHER & EMERGENCY CLOSINGS

Please check the Y app or our social media sites for any closings related to inclement weather and/or emergencies.

## SECURE YOUR BELONGINGS

The Y is not responsible for any valuables left in your vehicle - please remove all valuables and lock your vehicle before using the Y.





# PROGRAMS & POLICIES

## **MOVING? VACATIONING?**

If you're relocating, you'll likely find a Y in your new city. Our Y Nationwide Membership enables you to visit any participating YMCA in the United States, outside of the Las Vegas area, through membership at your home YMCA. We offer this because we want to help you reach your health & wellness goals wherever you live, work or travel. This is an essential part of our mission to strengthen communities!

## **YOUR GUESTS ARE OUR GUESTS**

As a member benefit, you receive four guest passes each year for individual memberships and six guest passes for each family 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.

## **VIRTUAL WELLNESS**

Continue using the Y, even when you're not able to make it to the facility! Check out our website for all of our virtual wellness options, that can be accessed from the comfort of your own living room!

## **ADDITIONAL WAIVERS**

Some areas and amenities in the Y may require additional waivers, including Kids' Gym, rockwall and the Youth Engagement Center. Please check with the Member Services Desk before using these amenities and complete the waivers.

## **ACCIDENTS & 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 12, you or an adult (18+) must accompany the child at all times, unless the child is enrolled in a supervised program. Some areas have age restrictions. Please obey restrictions, designed for safety purposes. Disobeying could lead to loss of membership privileges.

## **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. Children must be on an active family membership to use this amenity. Additional waiver required. Online reservations required.

## **Y KIDS PROGRAM**

With a youth of family membership, your kids can enjoy group exercise classes like Y Kids Play, Dance, Yoga and more. All of the classes are age appropriate and taught by instructors specializing in children's fitness. Schedules vary by branch.

## **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 core values.



# WELLNESS CENTER GUIDELINES

## YOUTH ORIENTATIONS

*Effective January 2020*

**THOSE UNDER THE AGE OF 18 MUST HAVE A YOUTH FITNESS ORIENTATION TO USE THE WELLNESS CENTER & TO OBTAIN A MEMBERSHIP CARD.**

- New members, **5-7 years old**, have access to Y Kids classes and Kids' Gym.
- New members, **8-11 years old**, **MUST** have a cardio orientation with a parent and receive a membership card upon completion. Once a youth membership card is obtained, the youth member must be accompanied by a parent/guardian while utilizing the cardio equipment. These members have access to Y Kids classes as well.
- New members, **12-17 years old**, **MUST** have a fitness orientation and receive a membership card upon completion. **MUST BE 15 YEARS OLD TO USE FREE WEIGHTS WITH A SPOTTER.**
- If a member isn't going to use the wellness center, no equipment orientation is needed.





# MEMBER CODE OF CONDUCT

At the YMCA of Southern Nevada, creating a safe and welcoming environment is a team effort.

We ask everyone – staff, members, and guests – to follow our Code of Conduct, which is based on our core values of Caring, Honesty, Respect, and Responsibility. By engaging with the Y, you agree to:

- Present an active membership card or valid government-issued photo ID to staff each time you enter the facility.
- Have your picture taken for your account.
- Consent to regular sex offender screening for the protection of our patrons. If a sex offender match occurs, the Y reserves the right to cancel membership, end program participation, and remove visitation access.
- Speak with a respectful tone and refrain from using vulgar, obscene, harassing, or threatening language.
- Resolve conflicts in a respectful, honest, and caring manner; never resorting to physical contact, intimidating gestures, or behavior that causes others to feel unsafe.
- Abstain from the demonstration of any activity, contact, or conversation that is sexual in nature.
- Uphold the Y's drug-, alcohol-, weapon-, and smoke- free environment.
- Only seek the support of an authorized YMCA employee/agent for personal training, coaching, advice, demonstrations, or similar. Only authorized YMCA employees/agents may offer goods or services, for fee or otherwise, to others on YMCA grounds.
- Refrain from soliciting patrons or staff on the premises or during off-premises events, including but not limited to solicitations for political or religious purposes, media interviews, business opportunities, and competitive products or services.
- Abstain from photography/videography of facilities, patrons, or staff without prior Y staff approval.
- Be respectful of others by never using cameras or recording devices in the Locker rooms or Fitness Areas.
- Create a safe, nurturing, and welcoming environment that is free from theft, destruction, and damage to property of the YMCA and others.
- Actively engage in activities while refraining from loitering or sleeping within the facilities or on YMCA grounds.
- Wear appropriate attire in wellness centers, including athletic shoes and clothing that is free of studs, hooks, and zippers (e.g., jeans). Attire that contributes to creating a hostile environment is prohibited. Shoes, bottoms (e.g., pants/shorts), and a shirt that covers the chest, back, and abdominal areas must be worn at all times outside of the aquatics areas. Proper and modest bathing suits are required in our sauna, steam rooms, and family-friendly pools.
- Welcome service animals trained to perform tasks for a person with a disability. Service animals must remain by the owner's side at all times, except when performing a specific task for the owner. The owner must maintain control of the animal through a leash, voice, signal, or other effective control.

Cooperation among staff and patrons is an important part of making our Y welcoming to all. Please report behavior that goes against our Code of Conduct to a Y team member. The YMCA of Southern Nevada reserves the sole discretion to determine whether an individual has violated the Code of Conduct and reserves the right to refuse access to such person. This Code of Conduct is not exhaustive and is subject to amendment by management.

## 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 the 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 2,700 Ys in the U.S. We've grown to serve 57,000 Southern Nevadans annually.*



# SWIM SAFELY

At the Y, safety is our top priority. It's especially important in our aquatic 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 12, you or a guardian (18 years or over) must accompany him or her at the pool. Unaccompanied youth, ages 12-17, can be at the pool for a maximum of 3 hours.)
- Swimming is only permitted when a lifeguard is on duty.
- If your child doesn't pass the swim test and the water is a 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 pool deck.
- Coolers with sealed drinks & snacks are allowed at the outdoor pools only. All patrons are responsible for cleaning up their trash.
- Flotation devices are not allowed in the pool except for U.S. Coast Guard-approved life vests.
- 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 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 & everyone in-between.

Learning to swim is the best thing you can do to stay safe around water. See details at [lasvegasymca.org](http://lasvegasymca.org).

# Y KIDS PROGRAM GUIDELINES

The Y Kids Program has been created to acclimate children to a variety of physical activities and specified class curriculum. Through our programs, your child will be exposed to the Y's core values of caring, honesty, respect and responsibility. All Y Kids classes have been specifically designed for your child and are dedicated towards their best learning potential.

We are excited that the Y Kids programming continues to grow and gain popularity. As class attendance gets larger, the following guidelines have been created in order to utilize class time in the most effective and safest manner possible. Please review these guidelines with your child and make sure that they are aware of what is expected from them during class.

## **PICK-UP PROCEDURES**

Please discuss where you would like your child to go after class. If they are 8 years of age or older, they will be released at the end of class. If they are under 8, they must be picked up at the end of class by a parent or guardian. Staff will not take children to Kids Gym, they need to be taken from class and signed into Kids Gym by their parent or guardian. Children who are not picked up from class will be taken to a Manager on Duty.

## **ATTIRE**

It is recommended that children wear loose-fitting clothing that is comfortable and easy for them to move around in. Sneakers are required in all classes, except yoga (barefoot.) If you are attending Y Kids Water Sports, bathing suits are required. If your child is a non-swimmer, please notify the lifeguard on duty.

## **BREAKS**

Students should use the restroom and get drinks prior to class. Water bottles are the only food/drink allowed in class.

## **COURTEOUSNESS**

Y Kids Programs are meant to be FUN! This being said, please discuss with your child that they are still attending an actual class where the primary goal of the instructor is to teach them skills. Basic manners (talking, interrupting, hitting, pushing, etc.) should be reviewed with your child.

## **PARTICIPATION**

If your child does not want to attend class or is not enjoying the program, please reconsider their participation in the program. We want all of our participants to enjoy the class, and if they attend, participation is expected.

## **CLASS SIZE**

Y Kids classes have a maximum class size of 25.

## **CHARACTER CONTRACT**

The goal of our program is to provide a positive atmosphere for participants to develop a variety of satisfying skills and relationships, while enjoying healthy activities (see page 12.)





# Y KIDS GYM RULES

## THING TO KNOW FOR ALL KIDS GYM PARTICIPANTS:

Must maintain a Family Membership to have access to Kids Gym and must complete registration prior to use. Please stop by the front desk or complete online.

Online reservations are required in order to utilize Kids Gym.

Parents must present their YMCA ID card or valid identification/Drivers License.

Only one parent is allowed at the sign in/out area at a time.

Allow 10-15 minutes before and after your workout for sign in/out procedures.

Parents must remain in the building while children are in Kids Gym.

Children can participate in Kids Gym for a maximum of 2 hours.

Only YMCA Staff are allowed in the Kids Gym area.

Children must have closed toe shoes when attending Kids Gym.

No food or open drinks are permitted in Kids Gym.

**PLEASE SEE FRONT DESK FOR  
CURRENT KIDS GYM HOURS**



# Y CHARACTER CONTRACT

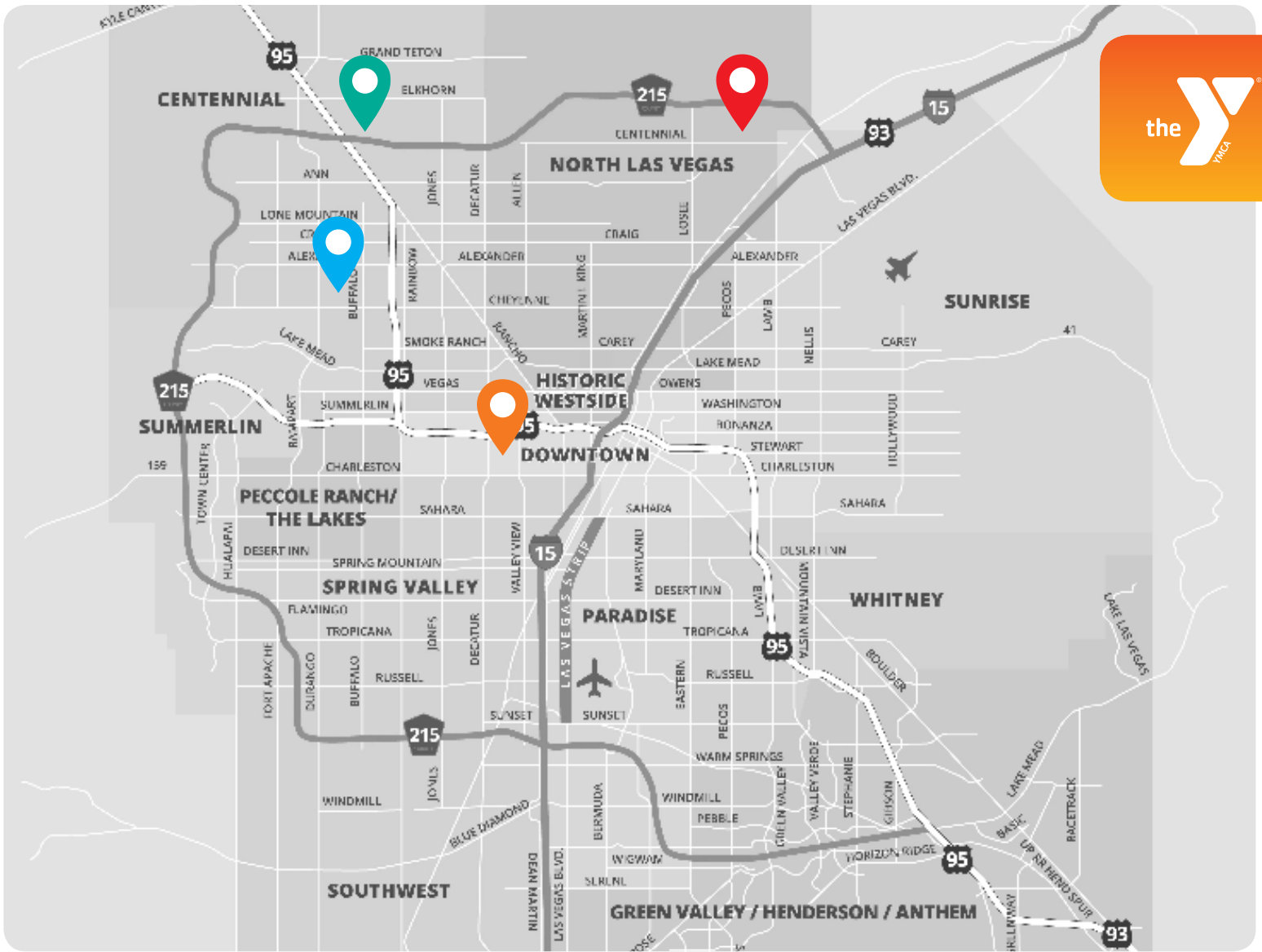
## Y KIDS ARE:

1. **Respectful:** They commit to treating others the way they want to be treated. This includes keeping hands and feet to ourselves, using appropriate words to settle differences, refraining from inappropriate or demeaning conversations, and following directions the first time given.
2. **Responsible:** They commit to remaining with their group and within eyesight of staff at all times. They also commit to keeping their belongings with them throughout the day and to honoring their promises.
3. **Caring:** They understand that it is important to use and care for equipment properly so that others can enjoy them also. Therefore, they commit to caring for the property of the YMCA, staff, and other children. They also commit to being kind to one another at all times.
4. **Honest:** They commit to being truthful, even when it is easier to be dishonest.

## YMCA OF SOUTHERN NEVADA GUIDELINES FOR CHILD COUNSELING

The following policy will be followed for the general misbehavior of children:

- 1st offense: Child will be given a verbal warning.
- 2nd offense: Child will be redirected. An About my Day Report will be written.
- 3rd offense: Child will speak with a YMCA Director and the child's parent will be called to discuss a positive action plan and/or be required to pick-up the child promptly. The child may be suspended from childcare programming for a period of time that is reflective of the severity of the offense.
- 4th offense: Child will speak with a YMCA Director and the child's parent will be required to pick-up the child promptly. The child will be expelled from childcare programming.
- **Children who engage in aggressive behavior (e.g., kicking, punching, biting, spitting) toward staff or other children will start at the 3rd offense guideline.**



**THE Y. FOR A BETTER US.**

**BILL & LILLIE HEINRICH  
YMCA**

4141 Meadows Ln  
Las Vegas, NV 89107  
702.877.9622

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Follow us @lasvegasyymca!



YMCA of Southern Nevada

**LASVEGASYMCA.ORG**