WELCOME TO THE Y!

Membership Handbook
YMCA OF SNOHOMISH COUNTY

YMCA-SNOCO.ORG
YOU’VE JOINED A GREAT COMMUNITY

The YMCA of Snohomish County has been serving and strengthening our communities since 1901. We’ve been here through economic booms and busts, wartime and peace, and social upheavals both subtle and life-changing.

Our movement is made up of people of all ages and from every walk of life, all working side-by-side to ensure that everyone, regardless of gender, income, or background, has the opportunity to live life to the fullest.

This handbook will help you get acquainted with what the Y has to offer through your membership.

As a Y member, you now belong to a community of men, women, and children who strive every day to be healthy, confident, and connected. That’s why we’re working to make sure that you, your family, and your community have the resources and support needed to learn, grow, and thrive.

At the Y, we exist to strengthen community. Together with people like you we nurture the potential of kids, help people understand and improve their health, and provide opportunities to give back and support our neighbors. Your membership will create meaningful change not just for you, but in your community too.

Financial assistance keeps the Y available for kids and families who need us most. We count on the generosity of our members and community to help people of all ages and from all walks of life be more healthy, confident, connected, and secure. When you give to the Y, your gift will have a meaningful, enduring impact right in your own neighborhood. The Y’s Financial Assistance Program is supported by contributions to our Annual Campaign and United Way.

And finally, the Y could not survive without the dedication of our volunteers. From youth tutors to committee members, teen mentors to fund raisers, board members to fitness instructors, volunteers lend their time, talents, and energy to help strengthen our community.

You’ve taken the first step toward achieving a healthy spirit, mind, and body. Our first priority is to see that you feel at home—this is your Y and you belong here. Enjoy your membership.
Your Y membership gives you so much more than access to our facility. It sets you on a path to good health in spirit, mind, and body helping you to enjoy living a full and balanced life.

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

**YOUTH DEVELOPMENT**

**NURTURING THE POTENTIAL OF EVERY CHILD AND TEEN**

- **Child Care** – Safe, nurturing environment for children to learn, grow, and develop social skills.
- **Education & Leadership** – Knowledge, character development, guidance and encouragement to help youth develop and realize their potential.
- **Swim, Sports & Play** – Positive, fun activities that build athletic, social, and interpersonal skills.
- **Camp** – Exciting, safe community for young people to explore the outdoors, build self-esteem, develop interpersonal skills, and make lasting friendships and memories.

**HEALTHY LIVING**

**IMPROVING THE NATION’S HEALTH AND WELL-BEING**

- **Family Time** – Bringing families together to have fun and grow together.
- **Health, Well-Being & Fitness** – Resources and guidance to maintain or improve physical activity, health, and wellness.
- **Sports & Recreation** – Healthy lifestyle activities that bring together people with shared athletic and recreational interests.
- **Group Interest** – Social networks and activities that bring together people that share common passions and personal interests.

**SOCIAL RESPONSIBILITY**

**GIVING BACK AND PROVIDING SUPPORT TO OUR NEIGHBORS**

- **Social Services** – Training, resources, and support to empower our neighbors to make change, bridge gaps, and overcome obstacles.
- **Global Services** – Support systems that welcome, celebrate, educate, and connect diverse demographic populations in the U.S. and around the world.
- **Volunteerism & Giving** – Voluntary contributions that fund, lead, and support the Y’s critical work.
- **Advocacy** – Collaborations with policy makers, community leaders, and private and public organizations to develop youth, prevent chronic disease, and build healthier communities and encourage social responsibility.
MEMBERSHIP CARD
Your membership card is valuable and important. A valid membership card or photo ID is required every time you enter the Y. If you lose your card, please visit Member Services for a replacement. You can also create a digital card to scan at the branch with our Mobile App.

To ensure the safety of everyone in our facilities, we check all members and guests against Sexual Offender registries.

GUESTS
Your membership includes 12 complimentary guest passes per year - please use them! Each pass is good for one redemption at any branch of the YMCA of Snohomish County, and admits one person or one family to join you at the Y. At busy times, the Y reserves the right to limit guest usage.

All guests must present photo identification and adhere to facility guidelines. A guest may use Y facilities up to three times in one calendar year with a member. Thereafter, a day pass or membership must be purchased.

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 Welcome Center. We pledge to acknowledge each comment and respond appropriately. If you prefer to email or telephone your comment, please contact the Membership Director.

VOLUNTEER OPPORTUNITIES
No matter what your special talents or interests, you can help change someone’s life at the Y. Share our commitment to the continued well-being of our youth and community by considering becoming a Y volunteer. Contact your local branch for details.

GET STARTED!
An easy first step to getting started at the Y is to contact the Welcome Center to schedule a free Wellness Orientation within your first 30 days of membership. A trained Y professional will meet with you to discuss your goals, answer any questions you may have, and recommend appropriate wellness programs for you.

HOLIDAY SCHEDULE
The Y will have limited hours and program offerings on certain holidays. Please refer to the Facility Closures calendar on the Y website or at your local family branch.

LOCKERS
Lockers are available for day use by members and guests. You must bring your own lock and remove it at the end of each visit. Items left overnight will be removed from the locker room and placed in lost and found. Always secure your belongings. We recommend that you not bring valuables into the facility; the Y is not responsible for lost or stolen items. Security lockers for small items are available at no cost. Check with your local family branch for the availability of locker rentals.

Family changing rooms are available at some branch facilities. These rooms are meant for family (adult with child/children) changing only. Check with the Welcome Center at your branch for availability and guidelines.

FOOD AND BEVERAGES
No food or drink, other than water, is permitted in the workout and gym areas or on the pool deck.
NATIONWIDE MEMBERSHIP
Nationwide Membership enables Y members to visit any participating YMCA in the United States. It is valid for active, full facility members. Nationwide members must visit their home Y at least 50% of the time. Program-only participants are not eligible for Nationwide membership.

To find a Y in another location, visit ymca.net.

MEMBERSHIP CATEGORIES
The YMCA of Snohomish County offers membership based on age and family status. Please see the member services desk for details.

ATTIRE
As a family organization, the YMCA of Snohomish County encourages members and their guests to maintain an appearance that is not disruptive, distracting, nor offensive in any regard or attire that does not present health or safety concerns. Accordingly, Y staff may restrict appearance and attire with special consideration for those specific issues. The list below is meant for example purposes and may not be inclusive of all expectations.

• Clothing and jewelry that carry sexual, vulgar, or offensive messages or references, including pictures of the use of alcohol, tobacco, drugs, and gang affiliation will not be permitted.
• Any apparel item that can be used as a weapon is not permitted at the Y.

ADDITIONALLY, IN WORKOUT AREAS:
• Closed-toe athletic shoes and shirts or workout tops are required.
• To preserve our equipment, jeans are not permitted.
• Eye guards must be worn in the racquetball courts.
• Proper swim attire is to be worn in the pool and spa areas.

ELECTRONIC USAGE GUIDELINES
Due to the advances in cellular and video technology, and for the privacy and protection of all our members, the YMCA of Snohomish County asks that members and participants adhere to the following guidelines:

• Use of electronic devices is not permitted – at any time – in Y locker rooms and youth program areas.
• As a courtesy to other members, please set phones to silent while working out.
• Please limit phone conversations to the lobby or non-workout areas.
• Taking photos or video without permission is not permitted on Y premises.

SMOKE – FREE ENVIRONMENT
In keeping with YMCA health and wellness advocacy, smoking (or chewing of a tobacco product) is not permitted on YMCA facility grounds. The YMCA of Snohomish County properties are smoke/tobacco/drug-free environments.

Violation of these guidelines may result in suspension and/or revocation of Y membership or guest privileges.
PAYMENT OPTIONS
Bank draft and credit card payments are a convenient way to pay membership fees and ensure your membership is current. New membership activation requires a one-month payment of membership dues and pro-rated monthly fees at time of enrollment as well as banking account information or a credit card.

Annual payments are perfect for members who want to pay for their membership one year at a time. This option requires payment of 12 months at time of enrollment.

FINANCIAL ASSISTANCE
Unable to afford the full cost of YMCA memberships and programs? Apply confidentially for financial assistance, forms are located in the lobby and are also available on our website. Welcome Center staff are available to assist you with your request.

SATISFACTION GUARANTEE
If, within 30 days of joining you are not completely satisfied with your experience with the YMCA of Snohomish County, we will refund your monthly membership dues.

LEAVE OF ABSENCE
Members may have their membership held in abeyance once per calendar year upon 15 days advance written notice if membership dues are current. All members on Leave of Absence will be charged a convenience fee of $7 per month for the duration of the Leave of Absence. A minimum abeyance of 30 days and a maximum abeyance of 120 days is permitted. Membership will be automatically activated after a term of abeyance expires. Please visit the Welcome Center for more information.

TRANSFERRING OR CANCELING YOUR MEMBERSHIP
Your membership may be transferable to another Y. Stop by the Welcome Center for assistance before you join another Y. To cancel your membership, you must return your membership card and provide written notice at least 15 days prior to next bank draft date.

PROGRAM REFUND GUIDELINES
The following guidelines are for programs that do not have required deposits (which are non-refundable). Special restrictions apply to Camp, Child Care, Membership and other programs that are clearly stated in their brochures and registrations. Program Directors have the final say to make any allowances other than the following:

Cancelling a program one week prior to first day of the program start date = 100% full refund less a minimum of a $5 service fee may apply

Cancelling a program after the program start date = refunds will be prorated less a minimum of a $5 service fee may apply

Cancelling a program half-way or more after the program start date = no refund.

BIG BROTHERS BIG SISTERS (BBBS)
BBBS is an affiliate of the YMCA of Snohomish County. Research shows the positive results mentoring can have on a child’s life. If you are interested in making a "Big" difference in the life of a child, please visit www.bbbs-snoco.org for more information or call 425 252 2227.
CODE OF CONDUCT

BE RESPONSIBLE
Your Y is a Safe Zone. Use or possession of drugs, alcohol, or weapons is not allowed in Y programs or facilities.

Unsafe or dangerous behavior will not be tolerated.

BE CARING TO OTHERS
Fighting, physical confrontation, or threatening behavior is not allowed in Y programs or facilities.

TREAT OTHERS WITH RESPECT
Mistreatment or harassment of Y members or staff is strictly prohibited.

BE RESPECTFUL OF OTHERS
Intentional damage to another person’s property or Y property will not be tolerated.

Refrain from abusive or profane language.

Members are required to show their membership card upon entrance to a Y facility. Guests of the Y are required to present photo identification.

Please refrain from conducting any business activities at YMCA facilities, programs, or events without prior approval from YMCA staff.

BE HONEST TO YOURSELF AND OTHERS
Conduct that does not support the Y mission or core values of caring, honesty, respect, and responsibility is not acceptable.

VIOLATION OF THESE GUIDELINES MAY RESULT IN SUSPENSION OR REVOCATION OF MEMBERSHIP

SUSPENSION, EXPULSION AND DENIAL
It is the policy of the YMCA of Snohomish County that membership and participation in Y programs is provided at the discretion of the Board of Trustees. In certain circumstances when the safety of others is threatened, or for other reasons as determined by Y management, a member or participant may be permanently expelled, suspended, or denied membership or participation in all YMCA of Snohomish County branches. An individual may appeal this decision to the CEO/President within 30 days after notification of restriction. Circumstances that may lead to expulsion, suspension, or denial may include, but are not limited to:

• Failure to comply with the Member Code of Conduct or other applicable participant code of conduct
• Listing on the Snohomish County Sexual Offender Registry
• Violent behavior or the threat of such behaviors against a staff person or other member or participant.
In order to provide a safe and positive experience in structured activities for the youth of our community, the following guidelines related to facility use by Y members and guests will apply. These guidelines apply to Y branch facilities and may vary from other Y program venues such as off-site teen centers, outdoor facilities, and camps.

“Supervising individuals” are defined as persons 14 years or older.

The following general guidelines apply to all youth who are not participating in a supervised, structured program while in the facility:

**YOUTH AGES 6 AND UNDER**
Must have direct supervision at all times.

**YOUTH AGES 7 – 11 (if in 5th grade)**
Must be accompanied by a supervising individual who remains in the building. The supervising individual does not have to be in the same area as the youth. The youth may sign themselves in and out of the program areas if required and follow the age restrictions posted for specific rooms and activities.

**YOUTH AGES 11 (if in 6th grade) – 13**
Are not required to be accompanied by a supervising individual but are subject to the age restrictions for specific areas as outlined below.

**YOUTH AGES 14 AND OLDER**
Are considered adults only for the purpose of use of the facilities and programs. They may sign themselves in and out of program areas, if required, within the facility and may participate in adult fitness classes unaccompanied by an adult. Orientation to the facility and equipment is strongly recommended.

**AGE RESTRICTIONS FOR SPECIFIC AREAS**

**WEIGHT/CARDIOVASCULAR ROOMS**
Youth ages 12 and 13 may use these areas without supervision after completing an orientation with Y health and wellness staff. Youth ages 8-11 must be accompanied by a supervising individual who remains in the room and is actively monitoring the youth. Youth age 7 and under are not permitted in weight/cardiovascular rooms (exceptions may be made for infants that are secured in an approved device and that are in close proximity to an adult). Some branches may have youth fitness equipment. Please refer to the respective branch guidelines for use of this equipment.

**POOL**
(This applies to open/recreational swim times): Youth age 6 and under must be accompanied by a supervising individual who is present in the pool area. All youth are subject to swim testing and the applicable restrictions based on swimming ability which may include an adult accompanying the child in the water.

**EXERCISE CLASSES**
Youth may participate with a supervising individual if they are willing and able to follow class structure.

**SPA/WHIRLPOOL**
The Washington State Health Dept. does not allow children age 6 and under in spa/whirlpools (this includes sitting on the side and soaking feet and/or legs). Youth ages 7-13 may use the spa/whirlpool when accompanied by a parent or guardian. Please do not sit on or otherwise block stairs leading to the spa/whirlpool.

**SAUNA/STEAM**
Children age 6 and under are not allowed in sauna/steam facilities. Youth age 7-13 must be accompanied by a parent or guardian.

**LOCKER/SHOWER FACILITIES**
Youth age 5 and under may use the opposite sex locker room if accompanied by a supervising individual. Children 6 years and older must use the same gender locker room and showers.

Private changing rooms are available at some branch facilities. Check with the Welcome Center at your branch for availability and guidelines.
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.

The Developmental Asset framework is 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. External assets identify important roles that families, schools, congregations, neighborhoods, and youth organizations can play in promoting healthy development.

The 20 internal assets identify those characteristics and behaviors that reflect positive internal growth and development of young people. These assets are about positive values and identities, social competencies, and commitment to learning. The internal Developmental Assets will help these young people make thoughtful and positive choices and, in turn, be better prepared for situations in life that challenge their inner strength and confidence.

Through its many programs and activities, the YMCA of Snohomish County provides the building blocks for developing assets to help all people learn, grow, and thrive.

DEVELOPMENTAL ASSETS

SAFE PLACES
CARING ADULTS
POSITIVE ACTIVITIES
OUR MISSION

TO INSPIRE, NURTURE, AND STRENGTHEN CULTURALLY VIBRANT COMMUNITIES THROUGH YOUTH DEVELOPMENT, HEALTHY LIVING, AND SOCIAL RESPONSIBILITY.

PURPOSE
To enable and inspire individuals and families to live a more enriched, healthy and purposeful life who together will build a stronger more connected community.

VISION
The YMCA of Snohomish County will be the community center point where children and youth learn positive values, strengthen their commitment to service and their motivation to learn. Families will build stronger bonds by spending time together and becoming more engaged with their communities. Individuals will have an opportunity to strengthen their spiritual, mental and physical well-being. At every stage of life, the YMCA of Snohomish County will be there to help children, families and individuals reach their full potential.
STEPS TO SUCCESS

This is your Y. Make it work for you! Take the following steps to ensure you get the most out of your Y Membership.

SCHEDULE YOUR FREE WELLNESS ORIENTATION
Register for your Right Start appointment within 30 days of joining for a free orientation of the facilities and equipment. Work with a Wellness Coach to create a personalized plan to help you meet your goals. Register for your Wellness Connection at your branch Welcome Center.

TRY A CLASS OR PROGRAM
To get the most out of your membership, you have to use it! Try out a group exercise class or register for a program. Strive to come in to the Y at least 15 times in the first two months to get the most out of the Y.

STAY INFORMED
Our mobile app for Apple and Android devices supplies you with the latest schedules, programs and activities at the Y. You can also generate a virtual membership card so you’ll have it with you wherever you go. And be sure to like us on Facebook for updates on programs, new classes and more.

ATTEND A COMMUNITY EVENT
The Y is a community of people from all walks of life, working side-by-side to ensure everyone has the opportunity to live life to the fullest. Get involved by coming to an event and seeing the impact you have as a member of an organization that has been strengthening communities since 1901.

LET US KNOW HOW IT’S GOING
Fill out a comment card, and be sure to complete your new member survey. These help us improve our services and facilities to make sure your Y works for you. And don’t forget to check-in with your Wellness Coach every now and then. We’re here for you!

ONLINE REGISTRATION
Access your Member Account through online registration and manage your account information.
ENJOY MEMBERSHIP PRIVILEGES AT ALL SIX SNOHOMISH COUNTY FAMILY BRANCHES

YMCA OF SNOHOMISH COUNTY

EVERETT FAMILY YMCA
AND ASSOCIATION OFFICES
2720 ROCKEFELLER AVE., EVERETT 98201
425 258 9211

MARYSVILLE FAMILY YMCA
6420 60TH DRIVE NE, MARYSVILLE 98270
360 653 9622

MILL CREEK FAMILY YMCA
13723 PUGET PARK DRIVE, EVERETT 98208
425 337 0123

MONROE/SKY VALLEY FAMILY YMCA
14033 FRYELEANS BLVD., MONROE 98272
360 805 1879

MUKILTEO FAMILY YMCA
10601 47TH AVE. W., MUKILTEO 98275
425 493 9622

STANWOOD-CAMANO YMCA
7213 267TH ST NW, STANWOOD 98292
360 629 9622

YMCA-SNOCO.ORG

BIG BROTHERS BIG SISTERS
OF SNOHOMISH COUNTY
AN AFFILIATE OF THE YMCA OF SNOHOMISH COUNTY
10520 19TH AVE SE, EVERETT 98208
425 252 2227

BBBS-SNOCO.ORG