



FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY



# YMCA OF GREATER SYRACUSE MEMBER HANDBOOK



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## **OUR CAUSE**

### **Our Mission**

The YMCA of Greater Syracuse is a mission-led organization that strives to put Christian principles into practice through programs that build healthy spirit, mind and body for all.

### **Areas of Focus**

With a focus on **youth development, healthy living and social responsibility**, the Y nurtures the potential of every youth and teen, improves the nation's health and well-being, and provides opportunities to give back and support neighbors.

**Youth Development** – We believe that all kids deserve the opportunity to discover who they are and what they can achieve.

**Healthy Living** – 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.

**Social Responsibility** –Whether developing skills or emotional well-being through education and training, welcoming and connecting diverse demographic populations, or preventing chronic disease and building healthier communities through collaborations with policymakers, the Y fosters the care and respect all people need and deserve.

### **We Build Character**

The YMCA is an organization dedicated to developing strong character in people. Special emphasis is placed on developing the character traits of caring, honesty, respect, and responsibility. As members of the YMCA family, we will accept, demonstrate, and teach character values to all with whom we interact. Character development is more than a program at the Y: it serves as a foundation for all that we say and do.

### **Financial Assistance**

The YMCA recognizes the need to serve all members of the community, including those who are not able to pay the full cost of the membership or program fee. To apply for financial assistance, visit the YMCA Member Service Desk.

### **Annual Campaign**

The YMCA of Greater Syracuse Annual Campaign provides funds for those in need of financial assistance and subsidizes programs and services for children, families and individuals.

Each year, YMCA volunteers work to raise funds to help those in need. We encourage and welcome your participation in this worthwhile and rewarding effort. Please contact the Director of Philanthropy at 315-474-6851 x317 for more information.

### **YMCA of Greater Syracuse Board of Directors and Branch Board of Managers**

A volunteer Board of Managers or Directors serves to assure that our mission is being fulfilled and to provide oversight to planning programs, policy development, administration and fund raising. Board members also serve on a variety of committees and task forces. New board candidates are elected to the board at the YMCA of Greater Syracuse Annual Meeting held in June of each year.

### **Volunteers**

The YMCA of Greater Syracuse is a volunteer-led organization. Individuals of 14 years and older can donate their time and expertise to the YMCA as program volunteers, policy volunteers, and fund raising volunteers. These dedicated individuals serve as the lifeblood of our organization and make it possible for the YMCA to offer many great programs and services at little or no charge.

## LOCATIONS & FACILITY GUIDELNES

As a member of the YMCA of Greater Syracuse, you are able to enjoy the benefits of six full facility branches, our outdoor day camp and our Writer’s Center located in the Downtown branch.

**Downtown YMCA**  
340 Montgomery Street  
Syracuse, NY 13202  
315-474-6851

**East Area Family YMCA**  
200 Towne Drive  
Fayetteville, NY 13066  
315-637-2025

**North Area Family YMCA**  
4775 Wetzel Road  
Liverpool, NY 13090  
315-451-2562

**Northwest Family YMCA**  
8040 River Road  
Baldwinsville, NY 13027  
315-303-5966

**Manlius YMCA**  
140 West Seneca Turnpike  
Manlius, NY 13104  
315-692-4777

**Southwest YMCA at OCC**  
4585 West Seneca  
Turnpike  
Syracuse, NY 13215  
315-498-2699

**Day Camp Iroquois**  
4795 Sweet Road  
Manlius, NY 13104  
315-637-2025

**Y Arts**  
340 Montgomery Street  
Syracuse, NY 13202  
315-474-6851

## Facility Age Requirements

The care and safety of children utilizing our facilities is a top priority. Accordingly, guidelines have been established to provide children with a safe, secure, and nurturing experience during their visits to the YMCA. Age restrictions vary by program space. Please refer to the Aquatics, Health and Wellness and Sports area in this handbook for details.

### **Downtown & Southwest**

Members age 11 and under must be supervised by an adult or YMCA Program Leader at all times while in the facility

Members age 12 and older may use the facility without an adult present in the facility (some restrictions apply. See page 8)

### **North Area & Northwest Family**

Children 7 years of age and younger must be accompanied by an adult or a YMCA Program Leader at all times and in all areas at the YMCA, except in the case of special programs or classes. For example, if a child is using the gym

during open gym times, a parent should be present; however, if enrolled in a swim lesson, parent does not have to be present.

Children age 8 and older may use the facility without an adult present in the facility.

These age requirement policies are in effect during all hours of operation.

An adult is someone 18 years of age or older.

### **East Area & Manlius**

Children 7 years of age and younger must be accompanied by an adult or a YMCA Program Leader at all times and in all areas of the YMCA, except in the case of special programs or classes. Parents may leave the Y if the child is registered for any program except for Swim Lessons. Children ages 8+ may use the facility without an adult present in the facility and are encouraged to enroll in our "8 is Great" class.

## **Locker Rooms**

Cell phone use in the locker rooms is strictly prohibited. This includes but is not limited to: phone calls, messaging, photos and all apps.

For your protection, we strongly suggest leaving valuables at home or using locks. All lockers are day-use lockers only.

Our **Downtown** branch offers Valuable Check In. See the Front Desk for details.

All gym bags, coats, clothing and other personal belongings should be secured in a locker before using the YMCA facilities. Gym bags, coats, and other larger personal belongings will not be permitted in program areas.

Locks may not be left on lockers overnight. If a lock is found on a locker at closing time, it will be cut off and the contents of the locker will be saved for a maximum of 15 days.

Wallet and cell phone lockers are available outside both the men's and women's locker rooms at the North Area and Northwest locations. Wallet lockers require a quarter per use.

Member Services has combination locks available for purchase. Combinations can be stored on membership accounts. See a Member Service Representative for assistance.

## Locker Room Age Guidelines

North Area & Northwest: Children ages 3+ must use gender specific locker rooms or utilize our family locker room.

East Area & Manlius: Children ages 5 and older must use gender specific locker rooms or utilize the family changing rooms.

Downtown: Children ages 3+ must use the gender specific locker room or the Family Changing Room. Please see the front desk if you need to use the Family Changing Room.

## Personal Property and Lost & Found

The Y is not responsible for any lost or stolen items. We recommend using locks and lockers for all personal belongings while visiting the Y. There are lockers throughout the facility for Member use. These lockers are for use during facility hours only. If a lock is found on a locker after closing time, it will be removed and the contents stored for a maximum of 15 days.

Clothing, equipment, and other personal property left within the YMCA facility overnight will be collected and placed in lost and found by YMCA staff.

## Lost and Found Locations

**Downtown:** Locker Rooms and Front Desk

**Southwest:** Valuable items such as wallets, electronics and jewelry are sent to campus security for storage

**Manlius:** Maintenance office; valuables are stored in a safe. Please see Member Services for assistance.

**North Area:** lobby coat closet. Valuables such as wallets, jewelry and electronics are stored in a safe. Please see Member Services for assistance.

**Northwest** Under north stairwell. Valuables such as wallets, jewelry and electronics are stored in a safe. Please see Member Services for assistance. Items that have been identified by the owner will be held at Member Services for 72 hours. If not claimed in 72 hours they will be returned to the lost and found.

## Digital Devices

Audio: The Y requires headphones or earbuds to be used at all times for members wishing to add music to their workout.

Cell Phones: For the privacy and safety of our members, cell phone use is prohibited in locker rooms and changing areas.

## **Snacks and Beverages**

Food, snacks, and beverages are permitted in the YMCA lobbies only. Please help us by placing your bottles and cans in the recycling receptacles.

## **Suggestions**

Members are encouraged to share, in writing, their ideas, comments and concerns with YMCA management. Comment forms are available at each location.

## **Family Prime Time**

Family Prime Time is designed to allow all family members an opportunity to utilize the YMCA at the same time. Children age 6 weeks and older can participate in Family Prime Time activities with an option of parental involvement. Family Prime Time is more than just baby-sitting! Within Family Prime Time, we will offer activities that involve children in a variety of interactive ways. Family Prime Time is free to members with family memberships only.

For the convenience of all Family Prime Time participants, please note the following:

- Membership cards are to be presented upon checking into Prime Time.
- Family Prime Time participants (both the child and parent) must wear a blue identification band at all times.
- There is a 2.5 hour maximum time limit per day, per child.
- Food is not permitted in the Infant, Clubroom and Power Zone. Bottles and sippy-cups only are allowed in the infant room.
- Age limits for Family Prime Time areas are subject to change, depending on participation levels.
- Children must arrive in a clean, disposable diaper. Parents must provide supplies for diapering their child. Please provide a change of clothes for potty training children.
- Parents must stay on the YMCA property when using Family Prime Time.

## Health & Wellness Center

Please adhere to the following guidelines when using the Wellness Center:

- Observe the 30 minute maximum workout on all cardiovascular equipment when others are waiting.
- No food is allowed in the Wellness Center. Beverages, with the exception of water in non-breakable containers, are not permitted.
- Gym bags, coats, and other large personal belongings are not permitted in the Wellness Center.
- Members are expected to wipe down strength and cardiovascular equipment after use with the antibacterial cleaner provided in the wellness centers.
- Please re-rack your weights and plates in the free weight area upon completion of your exercise.
- Members must extend courtesy to others who are utilizing the “circuit” style of strength training.
- Please wear proper exercise attire while utilizing our fitness center. Sandals, flip-flops or open toe shoes are not allowed. Please do not wear street shoes in the Fitness Center. Shirts must be worn at all times while in the fitness center.
- Inappropriate behavior and/or lack of respect for staff and/or the facilities will not be tolerated.
- Manlius: due to the small size of the cardio room, cell phone use is prohibited.

## Health and Wellness Age Guidelines

Wellness Centers are open to all members 17 years of age or older. Members 12-16 years of age may use the center after completion of the teen fitness center orientation. Equipment orientation is strongly recommended for adult members. Children ages 8-12 are permitted to use the cardiovascular equipment only while accompanied by a parent during specified times. Please see your branch wellness center for days and times. The parent must use the cardiovascular equipment adjacent to their child

### **Personal Training**

Only YMCA of Greater Syracuse staff that is certified in the appropriate areas may train, instruct or lead members in athletic and strength and fitness programs. Personal training is conducted only for those who are registered in the corresponding programs or classes. No member or outside contractor may use the our facilities to conduct personal training or instruction whether compensated or not. Violations can result in suspension or termination of membership privileges.

### **Group Exercise Studio, Mind Body Studio & Small Group Training Studio**

Please adhere to the following guidelines when using the Group Exercise Studio and Mind Body Studio.

- Please wear proper exercise attire while utilizing the Group Exercise Studios. Sandals, flip-flops or open toe shoes are not allowed. Please do not wear street shoes in the studios.
- Shoes are not allowed in Mind Body classes. Participants may wear socks or be barefoot.
- No food is allowed in the studios. Beverages, with the exception of water in non-breakable containers, are not permitted.
- Gym bags, coats, and other personal belongings are not permitted in the studios.
- Members should return all equipment utilized during programs back to proper storage areas.
- Members are not allowed to use or occupy the studios without staff present.

### **Cycling Studio Guidelines**

Please adhere to the following guidelines when using the Cycling Studio:

- Please wear proper cycling attire while utilizing the Cycling Studio. Fitted shorts and sneakers with a hard sole are strongly recommended.
- Members who use cycling shoes with cleats should remove them before exiting cycling studio.
- North Area and Northwest: A cycle bike ticket is required to take a cycle class. Tickets are available at Member Services 15 minutes before the class starts. Tickets are issued on a first come first served basis.

- Members are encouraged to arrive 15 minutes prior to the start of class, especially if you are new to allow for proper set up and instruction.
- Members should bring a water bottle and a towel to class with them.
- No food is allowed in the cycling studio. Beverages, with the exception of water in non-breakable containers, are not permitted.
- Gym bags, coats, and other personal belongings are not permitted.
- Members should wipe down their cycle after class and return all equipment utilized during their programs back to the proper storage areas.
- Members are not allowed to use or occupy the Cycling Studio without staff present.
- Members are not allowed to reserve a cycle at any time, unless a specific procedure or program has been put in place by YMCA staff.

### **Group Exercise Age Guidelines**

#### **Downtown, North, Northwest & Manlius**

- Unless otherwise specified, participants must be at least 8 years old and accompanied by an adult to take a group exercise class.
- Participants must be at least 12 years old to participate in Les Mills or Zumba classes.
- Participants must be at least 14 years old to participate in TRX
- Participants must be at least 16 years old to participate in Hot Yoga
- Participants must be at least 18 years old to participate in HotWORX.

### **Gymnasium & Turf Guidelines**

At the Y, our core values are honesty, respect, caring and responsibility. Strengthening community is our cause. Help us keep our gymnasium a fun, safe, family- friendly space for our community by following the rules below. Violation of these rules may result in the loss of privileges.

- No food is allowed in the gymnasium. Beverages, with the exception of water in non-breakable containers, are not permitted.
- No profanity
- No fighting
- Keep walkways clear

- Wear proper clothing: Shirts must be worn at all times. Sneakers only
- Help keep our gym clean. No food allowed. Water only. Throw away any trash.
- Store all belongings in locked lockers. Do not leave valuables unattended.
- For your safety, do not sit on, climb or hang from hoops or nets
- Children under 8 must be accompanied by an adult at all times.

### **Turf Field**

- Lacrosse is allowed on the turf field during designated lacrosse times only. See the gym/turf schedule for designated times.
- Hard lacrosse balls are not allowed on the turf. Please see a gym monitor for a pink practice lacrosse ball.
- Cleats are not allowed
- Non walking children are prohibited on the turf
- Helmets and goggles are required at all times for Lacrosse

### **Gymnasium Specialized Activities**

From time to time a specialized activity will be posted and require certain areas to be utilized for certain time periods. The rest of the gymnasium will still be available for use during these events.

### **Track**

#### **Northwest**

- Please honor the direction change using the track:
  - CLOCKWISE ← Monday/Wednesday/Friday/Sunday
  - COUNTERCLOCKWISE → Tuesday/Thursday/Saturday
- Please stay in appropriate lane based on walking, jogging or running.
- Please do not walk or run side by side.
- Children 8-11 years must be accompanied by an adult at all times on the track.
- Children 7 and under are not permitted for safety reasons.
- Stroller are allowed on the inside lane of the track as long as children are in the stroller.

### **Downtown**

- Please honor the direction change using the track:
  - CLOCKWISE ← Even Days
  - COUNTERCLOCKWISE → Odd Days
- Children 11 and under are not permitted on the track.

### **Manlius Sprint Track**

- Ages 12+ only.
- No sports equipment allowed in the track

## **Aquatic Center**

### **Swim Safety Policy**

Children ages 17 and under are required to wear a band during open swim. Children can see a lifeguard at anytime to complete a deep end assessment to upgrade their bands.

RED Band: Not yet able to pass the deep-end test

Ages 7 and younger

May swim the shallow end of the pool only.

Parent or guardian must be within arm's reach at all times.

Life Jacket optional, but must be Coast Guard – approved.

Ages 8 and older

May swim in the shallow end of the pool only

Coast Guard- approved lifejacket required unless parent or guardian is within arm's reach at all times

YELLOW Band: Partially passed the deep-end test or at least five feet tall

Age 7 and younger

May swim in the shallow end of the pool only

Parent or guardian must remain in the pool area at all times

Ages 8 and older

May swim in the shallow end of the pool only

May swim without a parent present

Green Band: Passed the deep-end test

Ages 7 and younger

May swim in any part of the pool

Parent or guardian must remain in the pool area at all times

Ages 8 and older

May swim in any part of the pool

May swim without a parent present

### **Hygienic Swimwear Policy**

At the Y, your safety and wellness is our highest priority. You can help us keep our pools as clean as possible by following these policies:

- Shower thoroughly with soap and water in our showers prior to entering the pool. This keeps microorganisms, personal care products and other contaminants out of the water.
- Everyone entering the water must wear acceptable swim attire. We recommend swim caps as well.
  - Acceptable attire includes:
    - Attire made for swimming and composed of spandex, nylon, elastane and/or polyester.
    - Rash guards: commonly used under scuba gear.
    - Head coverings/scarves: made of spandex, nylon, elastane or polyester and no longer than shoulder length.
    - Swim diapers and proper swimwear with appropriately-sized rubber pants are required for all children who are not toilet-trained and any individual with incontinence issues.
  - We do not permit the following:
    - Clothes made of materials that absorb chemicals in the water, break down, clog filters and are more likely to harbor microorganisms that disturb the chemical balance of the pool.
      - Attire made of cotton, cotton blends or heavy-weight material.
      - "Street clothes" and work-out clothes such as cut-off jeans, skirts, shorts, leotards, leggings and underwear or undergarments.
    - Head coverings/headscarves made of cotton or cotton blends and/or are longer than shoulder length.

- Any attire that is excessively revealing.
  
- Acceptable footwear includes:
  - Aqua shoes, flip flops or bare feet are allowed in the shower area and aquatic center.
    - Aqua shoes and flip flops worn outside the shower area and aquatic center must be cleaned prior to use in these areas.
  - Street shoes, gym sneakers and other shoes are not allowed in the shower area and aquatic center.
  - Shoe covers are provided for your use.

Our YMCA staff will educate and remind our members of the above policy. You are also encouraged to notify YMCA management of any violations of, or concerns about, the policy.

### **Art Studio and Music Rooms**

Completed work can be picked up when an instructor or the Art Director is available in the studio. Please contact the Art Director at 303-5966 x225 to arrange a time to pick up your completed artwork.

### **Tennis Courts**

Please present your YMCA membership card at the member services desk upon arrival.

- Jogging shoes, running shoes and street shoes will not be permitted on tennis courts because they lack lateral support.
- Please refrain from taking children onto the courts while playing.
- Please provide 24 hour notice when canceling a court.
- Lessons will not be made-up or rescheduled unless 6 hours notice of cancellation is provided.
- All tennis fees are collected at check in and prior to going on the court.
- There are no refunds, make-ups, or credits for missed classes in programs or pre-booked lessons.
- The YMCA has the right to make changes to policies, procedures and/or fees at any time.

## **Safety and Security at the YMCA**

Please take the time to follow proper hygiene and common sense safety habits while at the YMCA. Safety guidelines have been posted in several locations throughout the YMCA facility. Please adhere to these rules and notify our staff if you have a safety concern.

If the fire alarm sounds or the YMCA facility must be evacuated, all activities must stop and all individuals must exit the facility immediately. Please note the location of the emergency exits throughout the facility and follow the directions provided by the YMCA staff during an alarm or evacuation.

## **Emergency Assistance**

If you or anyone around you requires emergency help, please note the following procedures for each location

### **Northwest:**

Blue Emergency Alarms are located throughout our facility. If you or someone near you needs emergency assistance, please press the Emergency Alarm to summon help. Blue Emergency Alarms are located

- At the PrimeTime Check In Desk
- Men's Locker Room Entrance
- Women's Locker Room Entrance
- Aquatics Center (near the Director's Office)
- 2nd Floor Restrooms

Grey Box Emergency Phones are located outside the Women's Locker Room and on the 2<sup>nd</sup> Floor in front of the Group Exercise Studio. To use the phone, lift the receiver and the phone will automatically dial Member Services where they will be able to assist you.

Please report any incidents or injuries to the Member Service Desk.

## **MEMBERSHIP**

### **Satisfaction Guarantee**

We want you to fully enjoy your YMCA membership and participation in YMCA programs and services. If you are not satisfied with the quality of our services, please let the Program Director know so that we can address your concerns.

### **Participation Goal**

The YMCA of Greater Syracuse is a membership organization. Our YMCA requires all members who use our facilities or participate in our programs to be members in good standing and to agree to conduct themselves in a manner supportive of the Mission of our YMCA. As a membership organization, it is our policy to encourage participation by and retention of current members, as well as recruitment of new members.

### **Eligibility**

Membership is available to all individuals and families regardless of age, gender, religion, ethnicity, or income level. Please see page 18 regarding financial assistance.

### **Term of Membership**

Membership is effective on the date the application is submitted and required fees are paid. Membership is continuous subject to the payment of the required fees. All memberships regardless of payment method will have an anniversary one year from the date of joining.

### **Conditions of Membership**

A YMCA of Greater Syracuse Member is a full facility member and is entitled to full use of the entire YMCA facility, with many programs and services provided at little or no cost. A Nationwide Member is defined as a member who belongs to any YMCA (other than the YMCA of Greater Syracuse) whose organization participates in the Nationwide Membership Program. Participation in YMCA of Greater Syracuse programs may be limited for Nationwide Members or have an additional fee. Please see our Program Guides for details. A Program Member is registered for a specific program and is limited to facility usage based on the time and location of that program.

The YMCA of Greater Syracuse Board of Directors establishes the membership fees. The one-time registration fee, paid when joining or re-joining the YMCA, is used to fund the YMCA's building replacement reserve fund. The registration fee is non-refundable and non-transferable.

### **Payment Options**

Membership dues can be paid in the following ways:

APP (Automatic Payment Plan): Under this plan members make a down payment equal to one month's fee and pro-rated fee (if applicable) plus the registration fee and authorizes the YMCA of Greater Syracuse to automatically debit his/her checking account or credit card account for the amount of the monthly fee on approximately the 20th of each month. The down payment covers the membership until the first withdrawal is made. The down payment may be paid with cash, check or credit card.

Full Payment: Under this plan a member may pay his/her membership in full for the year in the form of cash, check or credit card. A yearly membership is equal to 12 times the monthly fee plus the joining fee.

Membership dues are subject to change at any time. A thirty-day notice will be sent by mail notifying all monthly bank draft members of any dues changes. Members paying their dues on an annual basis will be notified of any changes in dues on their membership renewal invoice.

### **Membership for All Application and Renewal**

Our scholarship program is available for those unable to pay the YMCA monthly fees. Families with a household income of less than \$60k and individuals with a household income of less than \$30k may be eligible. In order to apply for a scholarship, the membership requires a copy of the applicants most recent tax return, social security or benefits distribution checks.

Proof of income must be supplied within one week of joining. Failure to provide the required documentation will result in membership dues reverting to full price on the next scheduled draft. If proof of income is later provided, membership dues will be adjusted in the next scheduled draft. Previous full rate drafts will not be refunded.

Updated income verification is required on an annual basis. Members will receive a renewal notice by mail requesting updated income verification. Documentation and resubmission of automatic payment information is required by the expiration date in order to receive continuous, uninterrupted membership.

Any renewal submissions received within 30 days of the expiration will be back dated and the missed automatic payment will be due at the time of renewal. Expired memberships who wish to renew their membership following a 30 day expiration period will be required to pay the registration fee again.

### **Membership Cancellations**

A member on the APP plan may cancel their membership by informing the YMCA in writing and surrendering their membership card by the 5th of the month they want their membership payments to cease. Members terminating their bank draft will be permitted to use the YMCA for thirty days following their last full bank draft payment.

Members who are paid in full for 12 continuous months may cancel their membership by non-renewal. Annual membership fees are refundable on the unused portion of the membership with 15 days written notice and the surrender of membership card(s).

A "refuse service order" will be given by the Member Services Department to any member who is responsible for a bad check, bank draft, or returned credit card transaction. The member will be informed of this action immediately by mail. In all cases, a \$10 charge per occurrence will be assessed on all bad drafts, returned checks or credit card transactions.

Memberships will be cancelled by the YMCA after 2 bad drafts, returned check or credit card transactions. The outstanding balance on the account at the time of cancelation must be repaid in full before a member is eligible to rejoin.

The registration fee is non-refundable.

Expired or discontinued members may reinstate their membership within thirty (30) days of expiration or discontinuation without losing their membership status. Membership renewals, in this case, will be backdated, as membership must be continuous. Expired or discontinued members, who wish to renew their membership following a thirty day expiration period, will be required to pay the registration fee again.

### **Membership Cards**

All members of the YMCA of Greater Syracuse will receive a Photo ID membership card upon enrollment. Your YMCA Photo ID membership card is required in order to gain access to the facility. The Photo ID membership card is valid for the duration of the YMCA membership. All members are required to check in at the Member Service

Desk by presenting their membership card to the YMCA Member Service Representative when entering the YMCA. A member who allows any other person to use his/her card will risk the forfeiture of his/her own privilege for YMCA use.

Members who do not have their membership card with them will be required to submit a license or photo ID and will be required to purchase another membership card in the event of loss. Membership cards are not transferable and can be replaced for a cost of \$5.00. All lost cards should be reported to the YMCA office immediately. YMCA membership cards are the property of the YMCA of Greater Syracuse.

### **Membership Changes**

A member may submit for changes to his/her category of membership anytime after enrollment. Changes must be received by the 5<sup>th</sup> of the month in order to go into effect that month. Please see the Member Services Desk for a Membership Change form.

### **Membership Holds and Automatic Renewals**

YMCA of Greater Syracuse members may temporarily suspend their membership once a calendar year for a maximum of three months. Due to the Y's billing cycle, holds begin and end on the 20<sup>th</sup> of the month. Written hold requests must be received by the 5<sup>th</sup> of the month in which the hold is to begin. Requests made after the 5<sup>th</sup> of the month will take effect the following months. Use of Y is suspended during the hold period. Program registration is suspended during the hold period. Membership payments will automatically resume after the agreed upon suspended period.

### **Nationwide Membership**

Nationwide Membership enables you to visit any participating YMCA in the United States through membership at your "home" YMCA (your home Y is the local association that enrolled you as a member and collects your membership dues). We offer this because we want to help you reach your health and wellness goals wherever you live, work or travel. This is an essential part of our mission to strengthen communities.

- Nationwide Membership is valid for active, full facility YMCA members whose home Y participates without restriction or blackout periods.
- Nationwide member visitors must use their home Y at least 50% of the time.

- Program-only participants (including Silver Sneakers, Silver and Fit or other like programs) are not eligible for nationwide membership.
- Special memberships established by any Y for group homes, other agencies, etc., are not eligible.
- When visiting a Y, nationwide members will be required to show a valid YMCA membership card and photo ID as well as provide basic membership data such as name and email address.
- Members will need to sign a universal liability waiver and privacy policy.
- Ys should allow nationwide members access to services typically offered to full-facility members. Check with the Y for schedule and availability. Nationwide members visiting other Ys for a period greater than 28 days must transfer membership affiliation for continued use.
- All Ys reserve the right to restrict or revoke these privileges.
- Registered sex offenders are prohibited from participating.

To locate YMCAs participating in Nationwide membership visit [www.ymca.net](http://www.ymca.net)

## **POLICIES**

### **Member Code of Conduct**

The YMCA is committed to providing a safe and welcoming environment for all members and guests. That's why we ask everyone to act responsibly and to respect the rights and dignity of others at all times when in our facility or participating in our programs.

The following actions are prohibited in our facilities, vehicles and programs. This list is not all inclusive.

- Using or possessing alcohol or drugs
- Smoking - the YMCA and its property is a smoke-free environment
- Carrying or concealing a weapon or any device or object that may be used as a weapon
- Harassment 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
- Verbally abusive behavior, including angry or vulgar language, swearing, name-calling, or shouting
- Sexually explicit conversation or behavior, any sexual contact with another person
- Inappropriate, immodest, or sexually revealing attire
- Theft or behavior that results in the destruction or loss of property
- Loitering
- Solicitation of members and guests within the YMCA facility or grounds without authorization by YMCA management
- Offering and or /performing individual or group personal training services to members while not employed by the YMCA

The YMCA will deny access and membership to any person on the national or New York State registry of sex offenders (level 1, 2, and 3). The YMCA reserves the right to deny access and membership to any person who has been charged or convicted of a crime involving sexual abuse but is not on the sex offender registry.

The YMCA reserves the right to deny access and membership to any person who has ever been convicted of any offense relating to the use, sale, possession, or

transportation of illicit drugs, or is presently or habitually under the influence of illicit drugs, including intoxicating beverages.

Members and guests are encouraged to take responsibility for their personal comfort and safety by asking any person whose behavior threatens their comfort to refrain from such behavior. Anyone who feels uncomfortable in confronting a person directly should report the behavior to a staff person or the Building Supervisor on duty. YMCA staff members are eager to be of assistance. In order to be able to carry out these policies, we ask that members and guests identify themselves to staff when asked.

The Branch Executive will investigate all reported incidents. Suspension or termination of YMCA membership privileges may result from a determination by the Branch Executive if in his/her discretion a violation of the YMCA Member Code of Conduct has occurred.

## **Guest Policy**

At the Y, your friends are our friends. If you know someone who could benefit from the Y the way you have, bring them along as a guest. Please remember that our first priority is to serve our members, who have made a commitment to the Y by joining. Our guest policy is intended to enhance member service to current members who are encouraging a friend to join. It also accommodates out-of-town family and friends of current members.

Adult YMCA of Greater Syracuse Members are welcome to bring guests under the following conditions:

- Members are responsible for the behavior of their guests.
- Members must accompany guests at all times during their visit.
- Adult guests must present a valid picture I.D. for each visit and sign a liability waiver form upon entering the Y.
- There is a one guest limit per member, per visit.
- Each local guest may visit the facility twice. To visit more, guests must become members. All YMCA of Greater Syracuse branches are part of one association, so a visit to one location counts as a visit to all branches.
- Out-of-town guests are not required to join after two visits if they provide proof of residency.

- During high facility usage, the Y may limit the number of guests permitted in the facility.

**NORTH AREA FAMILY YMCA:** Guests are not allowed from 2 PM to closing Mon-Sun.

**NORTHWEST FAMILY YMCA:** Guest privileges are currently suspended at this location due to high facility usage.

**DOWNTOWN YMCA:** Guests are not allowed after 4pm on weekdays or any time on weekends.

**SOUTHWEST YMCA:** Guests are not allowed after 4pm Monday-Thursday, or at any time Friday-Sunday.

There are no restrictions on guests at the **EAST AREA FAMILY** or **MANLIUS YMCA**.

## **Dress**

All individuals entering the YMCA of Greater Syracuse branches and off-site program locations will be required to wear appropriate attire including a shirt and shoes. Individuals utilizing the program areas will be required to wear appropriate exercise clothing including non-marking athletic shoes in all areas.

Please see our Hygienic Swimwear Policy for additional requirements for dress in the Aquatic Center.

## **Severe Weather Policy**

The YMCA of Greater Syracuse is dedicated to meeting the needs of the community. That's why we'll always do our best to stay open and run programs. In the event of severe conditions, branch executive directors will make closure-related decisions to limit risks to members and staff.

In cases of deteriorating conditions and possible delayed opening or building closings, please check branch Facebook pages, our Twitter page, our web site ([www.ycny.org](http://www.ycny.org)), or Channels WSTM 3, WTVH 5, WSYR 9 or Spectrum News 10. All members with a valid email address in the YMCA's database will receive an email notification. East YMCA and Manlius YMCA members who use our M-Dock app will receive a text message.

Closure levels will generally increase with the severity of the weather:

#### LEVEL 1

All YMCA activities will be held, with the possible exception of School Age Child Care programs, which will follow local school cancellations. Our Southwest branch will follow OCC's closure policy. Please use caution when traveling.

#### LEVEL 2

Branch events, programs, and classes are cancelled, but facilities will remain open.

School Age Child Care programs will follow area school cancellations.

Our Southwest branch will follow OCC's closure policy.

#### LEVEL 3

All YMCA events, programs, and classes will be cancelled and all facilities will be closed, with the exception of the Downtown YMCA residence.

#### EXTREME TEMPERATURES

Some programs of the YMCA of Greater Syracuse (running and triathlon, for example) have outdoor components. In the event of severe weather or extreme high or low temperatures, program directors, following National Weather Service guidelines, have discretion to move or cancel outdoor classes and activities and will communicate to members on site and through the group Facebook pages.

### EXTERNAL PRIVACY NOTICE

This privacy notice will advise you about our guidelines concerning the use of your personal information, including the reasonable efforts we make to protect your personal information in accordance with these guidelines, and about what choices you have concerning our use of such information. Please read this notice carefully

#### 1.0 PRIVACY

We keep your private information private by

- **Not selling your information.** You have entrusted the National Council of Young Men's Christian Associations of the United States of America and its independent and autonomous member associations (collectively "The Y") with your personal information, and we're committed to using it wisely. The Y will not sell, share or otherwise transfer your personal information to anyone without your consent.
- **Restricting who has access to your information.** The Y takes reasonable precautions to restrict access to your Internet account and personal information only by employees who are authorized to have such access for business purposes. If you have any questions or concerns about our privacy policy, please contact us at [snoble@syracuseymca.org](mailto:snoble@syracuseymca.org) or 315-474-6851 x352.

Please refer to this policy regularly. The Y may need to change this policy from time to time to address new issues and reflect changes on our websites or within YMCA branches. We will post material changes on our websites or otherwise notify you and update the "Last Date Updated" field in the "Revision History" at the bottom of this page so that you will always know our policies regarding what information we gather, how we might use that information, and whether we will disclose that information to anyone.

### **Scope of Privacy Policy**

This policy applies to the personal information that you provide to The Y, either through our websites and mobile applications or in person at a YMCA branch or program site. This policy does not apply to your use of unaffiliated sites to which our websites link. This policy does not apply to Personal Health Information ("PHI") collected through the YMCA Diabetes Prevention Program or any other program offered by The Y that requires the collection of PHI or other HIPPA protected information.

### **Collection of Personally Identifiable Information**

The Y collects personally identifiable information (PII) from you when you voluntarily submit such information to us. The collection of PII may occur in person or on a website or mobile application operated, provided or otherwise controlled by The Y. This information may include your name, home address, email address, telephone number, date of birth, demographic information, sex-offender status, membership status, emergency contact information, and other information that we may need to collect in connection with certain events, including but not limited to:

- registration for, or participation in, events, classes, camps, and other activities or programs offered by The Y;
- participation in YMCA Nationwide Membership
- registration for surveys, forums, content submissions, chats, bulletin boards, discussion groups, requests for suggestions, or other services or activities offered on our website;
- answering your inquiries about our websites, organization, membership, or other services or activities;
- registration as a member of The Y.

### **Collection of Photographs**

The Y may also collect your photograph, by capturing your image at a YMCA or scanning your personal identification card, for the purpose of identifying you as a member, volunteer or program participant. Your photograph will not be used for any commercial purpose without your authorization, and shall not be retained longer than three years from your last interaction with The Y.

### **Use and Disclosure of PII**

If you do provide us with PII, The Y may contact you based on the information you provide to communicate with you about YMCA activities that may be of interest to you and your family.

The Y will use its best efforts to never disclose any PII about you to any third-party for purposes unrelated to the YMCA without having received your permission except as provided for herein or otherwise as permitted or required under applicable law.

We do not rent or sell PII, including information provided about children, to third-parties. The Y may share PII with trusted service providers, such as payment processors, technology partners or other providers that need access to your information to provide operational or other support services while you are a YMCA member or program participant. In certain circumstances, we may also share information with select similar nonprofit organizations that may offer activities of interest to you.

We may also provide PII to regulatory authorities and law enforcement officials in accordance with applicable law or when we otherwise believe in good faith that the provision of such information is required or permitted by law, such as in connection with the investigation or assertion of legal defenses or for compliance matters.

### **Collection of Payment Transaction Information**

When you make a payment or donation, we collect information to process the financial transaction and may use that information to contact you in the future about The Y and its programs. Your payment information is transmitted to us, using a secure Internet method that helps maintain the privacy of this information. During the time your payment information resides on our computers, it is in an encrypted format and can only be accessed by authorized personnel with a decryption key.

### **Collection of Non-Personally Identifiable Information**

We collect non-personally identifiable information without limitation, through the use of the following types of methodology:

- **“Cookie” technology:** A cookie is an element of data that a website can send to your browser, which may then store it on your system to help enhance your experience in using our sites and to provide us with technical information about your usage.
- **IP address tracking:** An IP address is a number that is assigned to your computer when you are on the Internet. When you request pages from our Sites, our servers log your IP address.
- **Web beacons:** A web beacon, or “clear gif,” is a small graphic image on a webpage or web-based document that a website can use to determine information about a user.

Non-personally identifiable information might include the browser you use, the type of computer you use, technical information about your means of connection to our websites (such as the operating systems and the Internet service providers utilized), and other similar information. Our systems may also automatically gather information about the areas you visit and search terms you utilize on our websites and about the links you may select from within the sites to other areas of the World Wide Web or elsewhere online.

Although an industry-standard do-not-track (DNT) protocol has not yet been established, The Y's information collection and disclosure practices and the choices it offers to consumers will continue to operate as described in this Policy.

### **Use of Non-Personally Identifiable Information**

We use non-personally identifiable information for our purposes related to running YMCAs and their programs, and, in particular, to administering websites, and, in the aggregate, to determine what technologies are being used. We may also share aggregate, non-personally identifiable information with third-parties.

### **Collection of Sensitive Information**

Where necessary, The Y may collect certain sensitive information from you, including

- payment card or bank account information to process fees or donations;
- health information in connection with various fitness programs, programs in which we are responsible for supervising children, health screenings, or other health service events that we may provide from time to time.

Access to sensitive information is restricted to those individuals who have a legitimate need for access. We will not use or disclose your information to third-parties unless such disclosure is necessary to accomplish the purpose for which the information is collected.

### **Privacy of Children**

We are mindful that young people need special safeguards and privacy protection. We realize that they may not understand or be able to meaningfully consent to the provisions of our policy or be able to make thoughtful decisions about the choices that are made available to our adult users. We strongly urge all parents or legal guardians to participate in their children's exploration of the Internet and any online services and to teach their children about protecting their personal information while online.

To provide the services we offer, we sometimes need to collect certain information about children in both online and offline contexts. If we ask for PII from children under 13 in connection with our online services, where required we will comply with the Children's Online Privacy Protection Act (COPPA), including taking additional steps to protect the privacy of such information, including

- obtaining verifiable consent from the parent or legal guardian of the child before collecting or using the child's PII;
- notifying parents about what PII is being requested and how that PII will be used and/or shared, such as through this policy;
- limiting the online collection of PII from children to no more than is reasonably necessary to accomplish the purpose of the collection;
- giving parents a description of and access to the PII we have collected from their children;
- offering them the opportunity to request that such PII be changed or deleted;

- offering them an opportunity to prevent any further use or collection of information about their children; and
- maintaining reasonable procedures to ensure the confidentiality, security and integrity of the personal information collected.

We may also need to collect certain information about children and minors in an offline context, such as when

- a parent or legal guardian of a minor signs up for a membership including the child at a local YMCA, or for a program or camp we offer at one of our locations; and
- minors visit our facilities without a membership, where we may collect information about them to be able to contact their parent or legal guardian to notify them of an injury or other issues involving the minor.

### **Links to Other Sites**

Users may find other content on our websites that link to the sites and services of other third-parties. We do not control the content or links appearing on these sites. Third-party sites or services, including their content and links, may be constantly changing and may have their own privacy policies and customer service policies. We encourage you to review the privacy policies of any third-party sites or services before providing any of them with your personal information.

### **Choice/Opt-Out**

If you opt-in to receive information from us, you can change your mind later. If at any time you would like to stop receiving such information or opt out of a feature, you may change your options by contacting [snoble@syracuseymca.org](mailto:snoble@syracuseymca.org). You should be aware, however, that it is not always possible to completely remove or modify information in our databases and servers, although we will make reasonable efforts to do so upon your request, and we are unable to have your information removed from the records of any third-party who has been provided with your information in accordance with this policy.

### **Personal Data Access and Accuracy**

You may contact The Y with inquiries or complaints regarding the use of information about you. We will use reasonable efforts to grant reasonable requests to access data about the requester. We will also make reasonable requests to correct any incorrect or misleading data about the requester.

## **2.0 SECURITY**

YMCAs take appropriate administrative, technical, and physical measures to safeguard against unauthorized processing of personal information, and against the accidental loss of, or damage to, personal data. However, The Y cannot provide an absolute guarantee of the security of any of our websites or any other site on the Internet.

### **Consent to Transfer**

YMCA websites are operated in the United States. If you are located outside of the United States, please be aware that any information you provide to The Y will be

transferred to the United States By using YMCA websites, participating in any YMCA services, and/or providing us with your information, you consent to this transfer.

**California Privacy Rights**

The California “Shine the Light” law permits California residents to annually request and obtain information free of charge about what personal information is disclosed to third-parties for direct-marketing purposes in the preceding calendar year. The Y does not distribute your personal information to outside parties for their direct marketing without your consent.

**Updating your Personal Information**

You can update your personal information by emailing us at [snoble@syracuseymca.org](mailto:snoble@syracuseymca.org) or via a written request mailed to: Stefanie Noble, Director of Marketing and Communication, 340 Montgomery St., Syracuse, NY 13224. Please do not send Social Security numbers or other sensitive information to us via unencrypted email.