



We build strong kids, strong families, strong communities.

Policy and Procedures

Quick reference guide

REGISTRATION INFORMATION

A Program Membership is required to participate in any YMCA class or program.
Registration continues until all available spaces are filled.

Walk-In Registration

Registration can be taken at the courtesy counter at the YMCA

***NEW YMCA PARTICIPANTS MUST REGISTER IN PERSON or online ***

On-Line Registration

Access via website at www.ymcadetroit.org

NORTH OAKLAND FAMILY YMCA STAFF

Phone: (248) 370-YMCA

Executive Director	Patti Swanson
Branch Operations Director	Carrie Pagel
Membership and Marketing Director	Josh Anton
Business Operations Manager	Malinda Riley
Aquatics Coordinator	Kristina Harris
Sports Director	Joel Schroeder
Youth & Family Director	Joe Kolvacheck
Aquatics Director	Stephanie Dzwik
Health & Fitness Director	Jennifer Garner
Group Exercise Coordinator	Lee Reckinger
Membership Consultant	Jaclyn Lessl
Membership Consultant	Matthew Fortescue
Facility Supervisor	Mike Presta
Generalist	Steven Webb

Direct Ext.

E-mail Address

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x243	mfortescue@ymcametrodetroit.org
x214	mpresta@ymcametrodetroit.org
x230	swebb@ymcametrodetroit.org

HOURS OF OPERATION

Program areas close 15 minutes prior to closing.

Monday-Friday	5:30am - 10pm
Saturday	7am - 6pm
Sunday	9am - 6pm

BUSINESS HOURS

Mon.-Friday 9:00 am – 5:00 pm

HOLIDAY HOURS

July 4 th , 2008	4 th July	8am-12pm
Nov. 22, 2008	Thanksgiving Day	8am-12pm
Dec. 24, 2008	Christmas Eve	5:30am-5pm
Dec. 25, 2008	Closed	
Dec. 31, 2008	New Years Eve	5:30am-5pm
Jan. 1, 2009	New Years Day	12pm – 4pm

CHILDWATCH HOURS*

(For Family Facility Members only)

Monday-Friday	8am-1pm
Mon, Wed, Fri	4:30pm-8pm
Tue, Thurs	4:30-8:45pm
Saturday	8am-1pm

KIDS CLUB HOURS*

(For Family Facility Members only)

Mon, Wed, Fri	4:30pm-8pm
Tue, Thurs	4:30-8:45pm

*Holiday hours may vary

Kids club may be combined with Child watch

FINANCIAL ASSISTANCE

The YMCA offers affordable programs and services designed to benefit people of all incomes and backgrounds. Fees are based on the actual cost to provide each program. The YMCA uses contributed funds from the Strong Kids Campaign to ensure those unable to pay the stated fees are able to participate. If fees are a concern, please inquire at the Courtesy Counter for a scholarship application form. All records and inquiries are kept confidential, and the form is simple to complete.

OUR MISSION

The mission of the YMCA of Metropolitan Detroit is to put Judeo-Christian principles into practice through programs that build healthy spirit, mind and body for all.

MEMBER CHECK-IN POLICY

All Facility Members are given a key FOB to gain access to the facility. Members are required to swipe their key FOB every time they visit the facility to ensure current membership standing and safety. If you forget your key FOB or lose it you are required to show picture ID or a valid Drivers License.

PROGRAM MEMBER CARDS

Program Members receive entry slips to be able to access the program they have registered for. All Program Members are required to show the Courtesy Counter Staff their Program Card to gain entry to the facility.

CHILDWATCH

(For Family Facility Members only)

AGES 6 weeks - Kindergarten

We are committed to providing the highest quality care. The purpose of Child Watch is to provide parents the opportunity to use the facility and know their children are being well cared for.

KIDS CLUB

(For Family Facility Members only)

The Kids Club is designed with your 6-10 year old in mind! Kids Club activities include basketball, games, arts and crafts and homework help; all under the supervision of a fun, trained and experienced adult role model! Kids Club kids even have their own room in the Loft! Remember tennis shoes, and homework if you want your child to do it here!

The following guidelines must be adhered to when using Child Watch and Kids Club services:

- While children are in our care, a parent or grandparent must be in the building. A parent, grandparent, or adult sibling must sign-in and sign-out child/ren.
- Each visit is limited to two hours.
- Child Watch is a member benefit for our facility members only. Any child in Child Watch must be a facility member.

Check-in/out procedures:

- A completed child information card must be on file before a child can be accepted.
- The adult dropping off the child must be listed on the information card in order for the child to be accepted or released.
- Valid state issued identification and member id card are required when dropping off or picking up a child.

- Please provide diapers & wipes for non-potty trained children
- Childwatch and Kids club charges \$1 per minute after 2-hour time limit, or at closing time.
- Last drop off is 30 minutes prior to closing.

CHILD SUPERVISION

The YMCA of Metropolitan Detroit strongly encourages parents to supervise all children under the age of 18 while in the facility. All children under the age of 13 must be accompanied by an adult at all times, unless the child is participating in a program or supervised area.

- For safety reasons children 17 & younger are not allowed in the wellness center, free weight room or group exercise studio.
- Children 12 & younger may only use the walking track if accompanied by a parent.
- Teens 13 & older may use the wellness center and free weight room after receiving an orientation with a trainer, and have consent form signed by their parent.
- For safety reasons, guests under the age of 18 will not be allowed access to the 2nd floor.

CLASS POLICY

- Operation of all classes and scheduled activities depend upon minimum enrollments and are subject to change.
- There is a maximum capacity of 35 participants in the large exercise studio and 12 in all Group Cycle classes.
- There will be no morning classes at the YMCA when the Avondale Schools are closed due to weather conditions. All classes after 12pm will follow the regular schedule. No refunds or credits will be given due to weather closings.
- Please plan to attend only the class date and time for which you registered.
- Missed classes due to illness and vacation are not eligible for make-up or refunds.

LOST & FOUND

The YMCA is not responsible for lost or stolen items. Please inquire at the Courtesy Counter if a personal article has been lost. Lost and found articles will be held for 30 days before being donated to a local charity

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ATTIRE

- The YMCA is a family organization. Members are required to wear appropriate sport clothing, athletic shoes with non-marking soles.
- Shorts and a shirt that covers the mid section and chest must be worn at all times in the Wellness Center and fitness classes
- All members must wear a swimsuit in the pool. Longer than shoulder length hair must be tied back or a bathing cap must be worn.
- Infants and toddlers learning to potty train must wear diapers manufactured specifically for swimming pool use.

SATISFACTION GUARANTEED

If for any reason you are not completely satisfied with any aspect of your YMCA Facility membership or the program for which you have registered, we will stand behind our services and gladly refund the remaining portion of your membership or program fee. We only ask that you help us improve by explaining how our services failed. A \$10 processing fee will be applied.

FAMILY LOCKER ROOM

The Family Locker Room is recommended for use by parents and their young children of the opposite sex and any person with special needs. The area meets ADA standards, and is available for both Facility Members and Program Members. For more information about use of the Family Locker Room, see the Courtesy Counter.

The first row in both the men's and women's locker rooms are wheelchair accessible.

LOCKERS

The YMCA is not responsible for lost or stolen items. Members must provide their own locks. Facility lockers are available for daily use only. Contents and locks must be removed when leaving the facility. Locks that are left on overnight will be removed and personal items will be taken to the Courtesy Counter to be claimed. They will be held for 30 days before being donated to a local charity.

VOLUNTEER OPPORTUNITIES

A cornerstone of the YMCA movement has always been volunteerism. Today, more than 300 volunteers contribute to the success of the North Oakland Family YMCA. We believe in the importance of volunteerism and the significance of volunteer leadership in fostering caring communities. Volunteers help our communities grow stronger in spirit, mind and body. YMCA volunteers contribute their time and talent in a wide variety of roles including health and wellness, member services, child care, fundraising, family support, child and youth programs, mentoring/tutoring, facility maintenance and policy support. Many volunteer opportunities exist in the YMCA. Look for the icon throughout this program guide for some of the opportunities available to you. If you are interested in becoming a part of the YMCA movement, let us know!

YMCA PARTY OPPORTUNITIES PARTY AND MEETING FACILITY RENTALS

The North Oakland Family YMCA offers a fabulous location for all occasions. It is a great meeting place for:

- Church Groups • Birthday & Anniversary parties
- Business Groups • Bridal and Baby Showers
- Scout Troops • Graduation Parties

Extended use of the facility can include:

- Use of the pool • Batting Cage
- Gymnasium • Multi-purpose Activity Center
- Teaching Kitchen • Indoor Running Track

Overnighters and after hour business parties are available for more exclusive use of the facility. The North Oakland Family YMCA is a great meeting place for small and home-based businesses. Perfect for team-building activities. Arrangements can be made to meet your specific needs. Call today for further information and availability, (248) 370-9101 ext. 202.

YMCA BIRTHDAY PARTIES

The North Oakland YMCA is a great place to have a birthday party! Our 2-hour party packages include “Splish Splash Bash”, “Gym Jamboree” or we can create a party package to accommodate your needs. Pick up a birthday party brochure at the front desk for more information.

For more information and additional options call (248) 370-9622

YOUTH BEHAVIOR MANAGEMENT PROCEDURES

Behavior Guidelines

- We are *responsible* for our actions.
- We *respect* each other and the environment.
- *Honesty* will be the basis for all relationships and interactions.
- We will *care* for ourselves and those around us.

When a member chooses to not follow facility rules, or behavior guidelines, the following three strike system Will apply:

Three Strike System

Strike 1. WARNING: A discussion will take place with the young adult member and they will be reminded of all YMCA guidelines and the three strike systems. The staff will document the situation. This young adult will receive a flag on their record and have a file created.

Strike 2. Conference with Guardian or Parent:

Member is not permitted to use facility until a conference is scheduled with the YMCA and the guardian or parent so they can discuss the young adult's behavior and determine the appropriate action to take place. A warning will be stated for future actions when in the facility. This conference will be documented and placed in the young adult personal file.

Strike 3 SUSPENSION:

If a problem persists with any member: the YMCA reserves the right to suspend the member from the facility.

- First offense after parent conference - 7 day suspension
- Second offense after parent conference:
1 month suspension
- Third offense after parent conference:
Termination of Membership for 1 year

The following may result in immediate suspension:

- Endangering the health and safety of another member, staff or volunteer
- Stealing or damaging YMCA or personal property
- Disruption of programs
- Refusing to following the behavior or teen center rules
- Frequently use of profanity, vulgarity, or obscenity
- Acting in a lewd manner
- Fighting

GUEST POLICY

Members may obtain guest passes from the courtesy counter for their guest. Picture identification is required for all guests; no exceptions. Members may host a maximum of two guests at a time. See Courtesy Counter for fees. Guests are asked to meet with the membership staff to ensure they know all policies and can take advantage of any promotions. **Guests are only allowed one visit per year except during special promotional periods.**

Guests age 17 and under must be accompanied by an adult. No youth or teen guest passes will be allowed without an adult in the facility with them. An *Informed Consent form* must be filled out by a legal guardian/parent prior to using any portions of the facility. The *Informed Consent Form* may be obtained in advance at the YMCA Courtesy Counter.

TRACK GUIDELINES

- All walkers and runners should observe the directional signs posted on the wall, changed daily.
- Slower runners/walkers should use the inside lane, allowing passing on the outside.

Games are played to no more than 11

- Winning team stays on the court for a max of 2 games
- Lowered rims are for little kids / please respect their time in the gym
- All basketballs must be checked out from the courtesy counter
- The YMCA reserves the right to change the schedule at any time
- No dunking or hanging on rims
- Report all injuries to the courtesy counter
- When one side of the gym is closed / no pick up games are played
- No Swearing or Obscene gestures
- No Food or Drink in gym

SUSPENSION GUIDELINES

The YMCA of Metropolitan Detroit will enable its members to ‘suspend’ their membership privileges due to temporary work relocations, medical necessities, and/or extended vacations. In order to ‘suspend’ their membership privileges the member must complete a membership suspension request form available at the branch via the Membership Development Director.

For approved suspension requests:

- Membership privileges may be suspended for a maximum period of three consecutive months per calendar year. A member may suspend his/her membership once in any 12 month period.
- The suspension may be reviewed at 3 month intervals and extended at the discretion of the Executive Director.
- During the period of suspension all facility access/usage is denied.
- During the period of suspension a monthly charge equal to 25% of the monthly membership dues will be charged. These fees must be paid in advance or through monthly EFT. At the end of the suspension period (maximum 3 months) normal billing will automatically resume at the then applicable rate.

GYM RULES

Memberships may be ‘Suspended’ provided *all of the following conditions are met:*

- The membership account is paid up to date; **and**
- The primary member has a temporary job relocation – at least 25 miles from branch location - as verified by the employer; **or** physical injury incapacitates the member to the extent that he/she cannot make use of the YMCA facilities. A physician’s letter will be required to support this request; **or** the primary member will be on an extended vacation of longer than 28 days; **and**
- The suspension request has been completed and signed by the primary

SPECIAL CIRCUMSTANCES

The Executive Director, at his/her discretion, and upon receipt of sufficient supporting documentation, may waive the fee associated with the suspension under the following conditions:

- Serious illness or medical emergency, or
- Military Service taking the member a minimum of 25 miles from the branch location.
- member, *and* the executive director has approved the initial suspension request.
- 30 days notice is required for Suspension requests.

CANCELLATION POLICY

30-day notification from draft date is required.

Any member rejoining the YMCA within 12 months of their original cancellation date will pay a full joiners fee. They will be unable to benefit from any promotional offer that may be in place at the time of rejoining.

30-days notification is required for all account changes including add/removal of members, draft payment changes, suspensions, and change of membership types.

Cell Phone Policy

For consideration and safety: Please do not use your cell phone on the second floor or in the locker rooms.

If you need to keep your cell phone with you while you are working out, please turn it to vibrate and remove yourself to the lobby if you need to have a conversation. Cell phone use is distracting for members near you and can cause injury if you lose focus.

Phones should be turned off completely in locker rooms for the protection of all YMCA members. The possibility of photos taken on phones and downloaded immediately to internet sites is an unfortunate concern.

Photography anywhere in the YMCA is prohibited by YMCA members or visitors unless accompanied by a staff person and with special permission granted by the executive director.