



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

ALWAYS HERE FOR OUR COMMUNITY

Membership Handbook



GENEVA LAKES FAMILY YMCA

203 S. Wells Street * Lake Geneva, WI 53147
262.248.6211 * GenevaLakesYMCA.org

WELCOME

You are now a member of one of the finest and largest human service organizations in the world! Together we do more to strengthen the foundations of our community. The Y is a unique association of men, women and children joined together by a shared commitment to nurture and develop the potential of our youth, promote healthy living and foster social responsibility.

- **YOUTH DEVELOPMENT:** because young people need caring adults to provide support, guidance and encouragement as they grow.
- **HEALTHY LIVING:** because wellness in spirit, mind and body strengthens our being and enhances our interactions with others.
- **SOCIAL RESPONSIBILITY:** because we truly are in this together, and together we can harness our individual strengths and bring about positive change around us.

We believe that lasting personal and social change can only come about when we all work together to invest in our kids, our health, our neighbors and our community. Every day, we work side by side with our neighbors to make sure that everyone in our community has the opportunity to learn, grow and thrive.

This handbook is designed to answer your questions and to help you become more involved with the Y. Please do not hesitate to call upon our caring staff associates should you have additional needs or if we can be of assistance in any way.

Thank you for choosing the **Geneva Lakes Family YMCA** for you and your family's recreational and fitness needs. We invite you to join our programs, volunteers, and the caring spirit of our organization, as we help make our community a healthier and happier place to live.

We consider it a privilege to serve you.

The Geneva Lakes Family YMCA appreciates and supports the dignity and worth of all members of our community. We will nurture an environment that reflects, respects, celebrates our differences, and embraces the richness of our diversity.

MEMBER BENEFITS

- Friendly and caring staff associates to assist you
- Aquatic Center with 6-Lane, 25 yard Lap Pool & Warm Water Activity Pool. Our pools have UV systems!
- Wellness Center with Top of the Line Equipment
- 24/7 Adult Wellness Center Access Option
- Rock Climbing Wall & Wibit Aqua Track
- Multi Generational Room
- Child Watch Drop In Child Care
- Volunteer Activator Opportunities
- 2 Gyms, Racquetball Courts and Pickleball
- Adult Locker Rooms with Steam & Dry Saunas
- Workout Studios & Cycle Room
- Personal Training and TRX
- Free FIT START: 30 minute consultation with a certified Personal Trainer
- Free Group Exercise classes
- Spiritual Development Opportunities
- Free open gym and swim for adults, children and families
- Priority registration for all programs and classes
- Lower program costs for members
- Nationwide Reciprocity Program (Some restrictions may apply)
- Military discount on membership
- Insurance reimbursement on membership
- Financial Assistance
- Youth & Adult Competitive Swim Teams
- Summer Day Camp and YBASE: Before and After School Care
- Variety of programs for everyone!

Membership for All

Everyone is welcome at the Y. At Geneva Lakes Family YMCA, we welcome everyone's involvement by providing financial assistance through our Financial Assistance Program. It's an important part of our mission.

If you need financial assistance from the Y please visit our website

<http://www.genevalakesymca.org/financialassistance> or the Front Desk for a financial assistance application. Reduced fees are available in the areas of membership, childcare, summer camp and other programs. The amount of assistance is based on need, as determined by family income guidelines. The Y reserves the right to request back-up documentation for all financial assistance applications. By accepting financial assistance you agree to update, the YMCA should your financial circumstances change.

We count on the generosity of our members and the community to help people of all ages to be more healthy, confident and secure. Donations to the Y's Annual Campaign allow us to continue to provide financial assistance to children, families and adults who would otherwise be financially unable to participate in our programs.

Annual Giving Campaign

When you give to the YMCA Annual Giving Campaign, you will help young people reach their potential, empower people of all ages to lead healthier lives and strengthen the bonds of community in our area. Every dollar donated is reinvested back into our community through YMCA programs and services. Inspired? So are we!

Now it's easier than ever to help strengthen our community by making a donation to the Annual Giving Campaign through your membership. Be sure to look for the OPT-IN section on your Membership Application or visit GenevaLakesYMCA/donate to make your tax-deductible donation. Every gift makes a difference!

Volunteer Information

As one of the leading nonprofits and volunteer-led organizations in the Geneva Lakes area, the Y is a dynamic association of men, women and children joined together by a shared commitment to nurturing the potential of kids, promoting healthy living and fostering a sense of social responsibility. We offer volunteer opportunities in Lake Geneva that let you connect and develop meaningful relationships, all while making an impact in our community. The donation of one's time and self is one of the most endearing gifts one can give. If you are interested in becoming a Y volunteer, please pick up an application at the Front Desk or online at GenevaLakesFamilyYMCA.org/volunteer.

Membership Card

Your Y membership card is your passport. They are non-transferable and remain the property of the Y. You are expected to have your card each time you enter the facility. Lost cards may be replaced for a fee. Persons who abuse membership privileges or assist others to abuse privileges may have their membership revoked or suspended.

Member Status

It's easy to upgrade your membership status; including adding an additional household member or changing personal information – please stop by the Front Desk to fill out a Membership Change Form.

24/7 Adult Wellness Center Access

We know you're constantly on the go. That's why the Geneva Lakes Family YMCA is pleased to offer our adult members ages 18+ with convenient 24 hour per day, 7 days per week, year-round access to our YMCA fitness center. An application needs to be filled out per adult; \$10 fee for each fob and background check is performed before access is approved. To apply for 24x7 access stop by the YMCA's Front Desk, for more amplified information go online to genevalakesymca.org/24x7.

Have Questions?
Contact Mike Coolidge
Membership Operations Director
262.248.6211 X15
mike.coolidge@glymca.org

Nationwide Membership

Nationwide Membership enables you to visit any participating Y in the United States through membership at your "home" YMCA (your home location is the facility that enrolled you as a member and that 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 cause of strengthening communities.

What You Need to Know

- Valid for active, full facility YMCA members
- Nationwide member visitors must use their home Y at least 50% of the time
- Program-only participants and special memberships (SilverSneakers, Silver & Fit, Optum, etc.) are not eligible for Nationwide Membership
- More information can be found on website: <http://www.genevalakesymca.org/main/nationwide-membership/>

The YMCA conducts daily sex offender screenings on all members, participants and guests. If a sex offender match occurs, the YMCA reserves the right to cancel membership, end program participation and remove visitation access.

Corporate Membership & Discounts

You may be able to receive a corporate discount if your employer has five or more employees who are members of the Y. A membership discount may apply if you are a teacher, first responder or a member of a local civic group. Please see our Front Desk for details or call 262.248.6211.

Members' Code of Conduct

The Geneva Lakes Family YMCA is committed to providing a safe and welcoming environment for our members and guests. To ensure the safety and comfort of all, we ask individuals to act appropriately at all times when they are in our facility or participating in YMCA programs. We expect persons using the YMCA to behave in a mature and responsible way and to respect the rights and dignity of others. Our Code of Conduct does not permit language or action that can hurt or frighten another person or that falls below a generally accepted standard of conduct. This includes but is not limited to: angry or vulgar language: including swearing, name-calling or shouting; physical contact with another person in an angry or threatening way; any demonstration of sexual activity or sexual contact with another person; harassment or intimidation by words, gestures, body language or any other menacing behavior; behavior which intends to or results in the destruction of property. Members are encouraged to be responsible for their personal comfort and safety and ask any person whose behavior threatens their personal comfort to refrain. Staff are trained and expected to respond to any reported violations of our Code of Conduct. Please do not hesitate to notify a staff person if you need assistance. We want to help. The Executive Director will investigate all reported incidents. Suspension or termination of YMCA membership privileges may result from any violation of the Code of Conduct. The YMCA conducts daily sex offender screenings on all members, participants and guests. If a sex offender match occurs, the YMCA reserves the right to cancel membership, end program participation and remove visitation access.

Termination & On Hold Policies – Monthly Draft

Termination: If you wish to terminate your membership, you must give the YMCA a 30 day written notice. You may either:

1. Stop in the Y and fill out a Membership Change form or
2. Email your written notice to mike.coolidge@glymca.org. Put your name and reason for terminating in the email. When your request is processed, you will get a confirmation email from Mike Coolidge in return. If you do not receive this confirmation, call or email Mike Coolidge 262.248.6211X15 and make sure, your termination email was received. Failure to do so may result in the continuation of the monthly deduction from your account, which are not refundable. If you terminate your membership, we will waive the joiner fee if you rejoin within 3 months. After that time, the joiner fee will apply.

On Hold: If you wish to put your monthly draft membership on hold, you may up to three months per calendar year. Written notification is required. Please fill out & sign a Membership Change form indicating your hold months and the membership draft resumes automatically when those months have passed. You will receive email confirmation from Mike Coolidge once changes to your membership have been received.

Bank Draft/EFT

Should any membership deduction not be honored by your bank for any reason, you are responsible for the payment, plus a service charge of no more than \$25 applied by the YMCA. This is in addition to any service fee your bank may make. It is also the member's responsibility to notify the YMCA in writing should they change financial institution and/or account at any time.

Guests

All guests must fill out a day pass waiver, present a photo ID, get their photo taken and be instantly screened in the Nationwide Membership database for sex offender status to use the Y facility.

Registration Policy

In order to receive the "member rate" for a class, the program participant must be an active Geneva Lakes Family YMCA member at the time of registration and throughout the program session.

After the first week of classes, the Y has the right to cancel class due to insufficient enrollment.

Credit • Refund Policy

Programs/service dates that land on holidays, are cancelled for inclement weather or conflicts with school district calendars are not refundable and do not qualify for a credit.

Programs lacking in sufficient enrollment may be cancelled. If this happens you may transfer to different class/program, receive a system credit or receive a refund. The Y reserves the right to change program times or locations if the situation arrives.

If you need to withdraw from a program/service before it starts we are happy to issue a system credit, refunds are not given. If you need to withdraw from a program after it starts, you can receive a prorated system credit for classes attended.

All memberships are non-transferable and not subject to refunds.

Children

For safety reasons, children under the age of eight must be directly supervised onsite by an adult age 18+ at all times while they are in the Y, or checked into our Child Watch program. Children ages eight and nine may be in our Multi-Generational Room or gyms without direct supervision as long as their parents are in the building. Children ages 10+ can be in the gyms and Multi-Generational Room on their own.

Wellness Center Use

For safety reasons, ages nine and under are not allowed in our Wellness Center areas. Ages 10 to 13, may use cardio equipment upstairs as long as a child is accompanied by an adult 18 years or older at all times who is on a piece of cardio equipment next to the child. Ages 14+, may use all cardio and weight equipment in our Wellness Center by themselves.

Towels Service & Locker Rental

Locker Rental: \$45/year or \$3.75/monthly draft. You can use your own lock or purchase one from the YMCA.
Towel Service: \$45/year or \$3.75 monthly draft. You will receive a bath-sized towel at each visit.

Locker Room Use

Members and guests must be 16 or older to use the men and women's locker rooms. Children ages 5 to 15 must use the girls and boys locker rooms appropriate for their gender. The Y offers a family locker room accessible from the pool deck and in the girls and boys locker rooms.

Items & Lockers

All clothing, bags and valuables need to be locked in a locker at all times. Please bring your own padlock for use during your visit. The Y is not responsible for lost or stolen articles. If you do not have a padlock, please leave valuables at home.

Training & Private Lessons

Personal, partner, group training and swim lessons are a member service; outside trainers/instructors are not allowed to train clients in the YMCA.

Smoking/Tobacco Policy

Use of any type of tobacco products is strictly prohibited inside the Y and on our property.

Photo Notice

The Y takes photos/videos for promotional use. Notify the photographer if you do not want to be included in pictures.

Electronic Device Use

Cell phones, cameras and video recording devices of any type are prohibited in all locker rooms and restrooms. As a courtesy, we ask members and guests not to talk on and silence cell phones while using the Wellness Center. Members and guests may not play their own music without headphones in the Wellness Center, gyms and program areas.

Attire

As a family organization, the Geneva Lakes Family YMCA encourages members and their guests to maintain an appearance that is not disruptive, distracting, nor offensive in any regard. Clothing that pose health or safety concerns will not be permitted.

This list 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 that can be used as a weapon is not permitted at the Y.
- Closed toe athletic shoes and workout wear are required.
- To preserve our equipment, jeans or apparel with rivets are not permitted.
- Proper swim attire is to be worn in the pool.

Child Watch

Child Watch is onsite childcare for children ages 0-7. It is a fun, supervised place for kids to play while their parents enjoy the Y. Please visit the website for hours and details: genevalakesymca.org/childwatch

Risk Management • Accidents

Please be advised that you are participating in all activities and programs at your own risk and are fully responsible for yourself, your children and your guests. Contact a Y staff associate if there is an accident, injury or unusual incident.

Weather Cancellations

The YMCA will always put the safety of our members, community participants and staff first when decisions need to be made concerning inclement weather. When Lake Geneva Schools have cancelled, released early or cancelled afterschool activities due to weather, the YMCA will do the same for all youth programs including swim team and Child Watch. Adult group exercise classes may cancel all morning or evening classes as well. Cancellations will be posted on the top banner of YMCA website, facebook and text alert system.

POOL INFORMATION

AGE POLICY: For open swim, children nine and younger must be directly supervised by an adult guardian age 18+ at all times. For ages seven and under, an adult must be in the water, and the adult/child ratio cannot exceed 1:3. Ages 10+ may swim without an adult, but must pass a swim test to be in the lap pool.

POOL SCHEDULES: Pool schedules are always changing so to provide you with a minute by minute schedule, we have moved to Google Calendars for both pools. This service that can be accessed on our website at GenevaLakesYMCA.org or from your phone by clicking on "Schedules" then "Google Calendars". Pools close 30 minutes before facility closes.

Amplified pool rules are posted in the aquatic center, please ask lifeguard on duty on how to use pool accessories/equipment properly.

I DIDN'T KNOW THAT!

Communication at the Geneva Lakes Family YMCA is paramount! With so many programs and services it is important to keep you informed. From time to time, we may have changes to our schedules, onsite improvements, cancellations or facility closings that we need to share with you. While we try to do our best, it is important for you to know the ways we communicate so you can be proactive as well.



REMINDE is our FREE text alert system. This is the BEST way to find about any changes. This text comes directly to you and it is FREE! All you have to do is send a text to 81010 and type the message "@gymca". That's it! You know the change when we know the change!



FACEBOOK is our main social media platform. All you need to do is look us up on Facebook under Geneva Lakes Family YMCA. Daily messages, pictures, features, reminders and announcements are posted here. You are welcome to share or post comments/questions in this section as it is monitored daily.



WEBSITE contains all the information, brochures, flyers and even this program guide! We have a great new feature called Google Calendars which is located under the Schedules tab. It is in this area you can quickly and easily see the availability of all of our pools and gyms. Important announcements appear as a banner on the top of our home page. Our website address is www.GenevaLakesYMCA.org.



SIGNS posted throughout the facility announce special programs and events that are approaching. If there are any immediate changes or cancellations, a sign is placed at the front desk next to the membership card scanner for our members/guest to read and to be informed.



EMAIL sent directly to you through Constant Contact is another method of communication. However, it is important that you provide us with your email on your registration and membership application so we can effectively communicate with you. This would be a good time to check that we have your **current** email address.



GENEVA LAKES FAMILY YMCA

OUR MISSION

To put Christian principles into practice through programs that build a healthy spirit, mind and body for all.

IMPACT STATEMENT

We are an inclusive, welcoming organization offering healthy choices and recreational activities for all generations.

We are a designated 501-C3 non-profit charitable organization.

GenevaLakesYMCA.org