



MEMBERSHIP POLICY

GREATER CARBONDALE YMCA

FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

MEMBERSHIP UNITS WE OFFER:

FAMILY (2 adults in the same household) & **SINGLE PARENT** (1 adult): these memberships may have children under 18, who live in the household, on them. Youth in college (with a valid college ID) may stay on the membership until out of college or until 25.
ADULT (ages 26 - 64) **YOUNG ADULT** (ages 19 - 25) **HIGH SCHOOL** (ages 14-18) **YOUTH** (ages 13 and under)
SENIOR (65+) **SILVER SNEAKERS & SILVER & FIT** - Special insurance programs for seniors

FACILITY ACCESS

Everyone is welcome at the YMCA. To enhance facility security, all members accessing the facility need to check in at the Member Service desk by swiping their cards in our scanner. We screen all members and nonmember names through the RAPTOR Security program which checks for potential sex offenders. Anyone found to be on this list will NOT be allowed in the facility. **All new members and first-time nonmembers will be required to provide photo I.D. for verification.**

YOUTH ACCESS

All children under the age of 12 must be accompanied by a responsible adult (18+), when using the facility. Youth ages 12 & 13 may use the pool during open swim and the basketball courts. Youth between the ages of 8 and 13 must be accompanied by an adult to be in the Wellness Center. No one under the age of 8 is allowed up in the Wellness Center. Youth ages 14 must be trained by a Wellness Staff member before using all equipment alone. Training will be noted in membership profile when completed. Absolutely no one under the age of 18 is allowed in the Women's and Men's locker rooms or on the walking track - not even with an adult.

**Violations of these ages limits are subject to staff verification.*

GUEST ACCESS

Guests who accompany members to the YMCA or any nonmember may use the facility by paying the day pass fee. Guests are expected to comply with the philosophy of the YMCA as outlined in this policy and the Code of Conduct, as well as register at the Member Service desk each time they visit. Guests need to provide a valid photo I.D and will be screened in the RAPTOR Security Program.

NATIONWIDE MEMBERSHIP

The Greater Carbondale YMCA is proud to participate with over 2,500 Y's in Nationwide Membership. You have this value-added benefit when traveling. You must use your home YMCA at least 50% of the time. When visiting other locations, please have current membership card and photo I.D. with you.

MEMBERSHIP CANCELLATIONS

We consider membership ongoing whether you use it or not. You may cancel your YMCA membership at any time with a 30-day notice and reason for cancellation. Cancellation would take effect on the last day of the month 30 days after the notice. **Memberships are non-refundable and non-transferable.**

POLICY OF NONDISCRIMINATION

It is the policy of the YMCA to make membership available to all persons regardless of race, color, religion, gender, age, disability, marital status, national origin, or financial circumstances without discrimination.

FINANCIAL ASSISTANCE is available for those who qualify. Applications are available at the front desk.

MEMBERSHIP STATEMENT

The Y is the leading nonprofit committed to strengthening community by connecting all people to their potential, purpose and each other.

The Greater Carbondale YMCA is a membership-based organization that has been serving the community since 1886.

Member satisfaction is the responsibility of each of our employees.

We will provide our staff with the necessary training to serve our members to the best of our abilities. Through training sessions and in-services, we will create a more confident staff that, in turn, will be able to deliver top quality member service to all.

We will satisfy our members by listening and responding to their suggestions and concerns.

We will create enthusiasm for the mission of the YMCA and increase staff and member loyalty to our Y. Each member will know that our service and programs are driven by the core values of caring, honesty, respect, and responsibility.

Our goal is to meet and exceed our members expectations of exceptional service in a welcoming, genuine, nurturing manner and to quickly respond to members concerns. Our processes, procedures and programming will be geared to the needs of the members and not the convenience of the organization.

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

VISION STATEMENT:

We are for youth development, for healthy living, and for social responsibility.

At the Y, we take immense pride in our work to strengthen communities and help all of us be our best selves. We provide a place to play, to learn, to be healthy, to eat well and to give back. We give parents childcare, young adults job training, seniors a way to connect and children a safe place to go. We believe that everyone—no matter who they are or where they're from—deserves the opportunity to reach their full potential. Everything the Y does is in service of making sure people and communities thrive.

THE Y. For a better us.®