FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

YOU BELONG HERE

YMCA CAPE COD – MEMBERSHIP HANDBOOK



WELCOME

COMMUNITY COMES TOGETHER AT THE Y

Welcome to YMCA Cape Cod! We are a mission-driven, private, nonprofit, charitable organization committed to providing quality programs and services to the community.

The mission of YMCA Cape Cod is to serve the Cape Cod community by providing programs rooted in our core values of caring, honesty, respect, and responsibility that build a healthy spirit, mind, and body for all.

YMCA policies are set by the Board of Directors, a group of local volunteers legally charged with the responsibility of managing the affairs of the YMCA. The board and staff work closely as partners to ensure the success of the YMCA.

Throughout our history, we have been proud to serve Cape Codders with more than just health and fitness classes. We offer affordable programs and services designed to benefit all people. Along with program fees, we rely on contributions and volunteerism to ensure that those unable to pay full fees may receive scholarship assistance.

The YMCA offers services such as child care for children ages 3 months through 12 years, swim lessons and recreational swimming, youth sports, health and fitness programs, day camping, family events, and many other special interest programs.

Sincerely,

Stacie Peugh

Stacie Peugh
President & CEO



THE Y IS SO MUCH MORE

The YMCA is more than just 'gym and swim.' While these are very recognizable areas of the Y, our purpose is to serve our Cape Cod community. You might notice our three areas of focus around our logo, reminding us of our mission every day.

YOUTH DEVELOPMENT

Nurturing the potential of every child and teen

All kids deserve the opportunity to discover who they are and what they can achieve, under the guidance of adults who care about them and believe in their potential. We see every interaction with young people as an opportunity for learning and development.

HEALTHY LIVING

Improving the nation's health and well-being

Health and well-being are all about balance. That's why we help people and families build and maintain healthy habits for spirit, mind, and body in their everyday lives.

SOCIAL RESPONSIBILITY

Giving back and providing support for our neighbors

With our doors open to all, we work to bridge the gaps that divide people and neighborhoods, and bring our cause to the people and neighborhoods that need us most. With our members, volunteers, staff, and partners, we take on the most urgent needs in our community and inspire a spirit of service in everyone we touch.



YMCA POLICIES AND PROCEDURES*

SATISFACTION GUARANTEED:

At the YMCA member service is our top priority. We are committed to being a preferred, quality provider in all programs and services in our defined service area. Satisfaction is guaranteed at the YMCA. If you are not completely satisfied within 30 days of joining the Y, we will refund your membership fees.

MONTHLY MEMBERSHIP:

Upon joining, your first payment will be the first month's prorated dues. Membership may be canceled by giving written notice no later than the 25th of the month before your next draft. This is a continuous membership that remains active until canceled by the member. Billing occurs monthly on the 15th and the fees are debited directly from a checking or savings account. A $25 Fee will be charged for insufficient funds. All insufficient funds will be collected by E Cash Flow, a third-party provider.

DECLINED PAYMENTS

Our policies for handling declined membership payments are as follows: (1) Members will be notified after a failed payment by email and/or phone listed on the account. Members will have 7 days to update their payment information. (2) If not resolved, a second consecutive payment failure will result in a final notice. Members will have an additional 7-day grace period to resolve the issue. Failure will result in the automatic termination of the membership. (3) Reinstatement requires payment of all dues and a new membership agreement.

CREDIT REFUND:

Please allow 10 days for processing. Original payment must be verified and credit/refund request approved prior to processing.

- Prior to First Class: Credit or Refund will be issued for class minus a $15.00 processing fee.
- After First Class: Refund/Credit for the remaining classes will be given minus a $15.00 processing fee.
- After Second Class: Credits only. Credits for remaining classes minus a $15.00 processing fee.

*Updated 7-2025

MEMBERSHIP CANCELLATION:

Membership cancellations may be completed through one of the following methods:

- By sending an email to membership@ymcacapecod.org.
- By completing the **Termination Form** available at the Membership Desk.
- By logging into your YMCA account at www.ymcacapecod.org and navigating to *Manage My Account > Manage Membership*.

Please Note: All cancellation requests must be received by the 25th of the month to ensure that the automatic draft is discontinued for the following month. Members will retain access to the facility for 30 days following their final draft date.

PROGRAM REGISTRATION:

Members receive priority registration for all programs and reduced class program fees. Register online at www.ymcacapecod.org. Program Registration can also be conducted in person at the Welcome Center.

MILITARY MEMBERSHIP:

The Armed Services YMCA and Department of Defense Outreach Initiative offer free YMCA memberships to eligible military families and personnel who may not have access to a nearby military facility. Confirm eligibility by contacting Military One Source at www.militaryonesource.com or by calling (800) 342-9647. If a participant does not qualify for the free YMCA membership, reduced rates are available. Information is available at the Welcome Center.



FINANCIAL AID:

The YMCA is here to serve people of all ages, backgrounds, abilities and incomes. The YMCA is community based and believes that its programs and services should be available to everyone. Since it is our intent that no one be denied membership or participation in programs because of an inability to pay, we offer financial assistance to those who qualify. Please complete a financial assistance form and attach proof of your financial situation. Applications are available at the Welcome Center and at www.ymcacapecod.org. All requests are kept confidential. Contact the Membership Director for more information.

MEMBER CODE OF CONDUCT/RIGHTS & RESPONSIBILITIES:

Our Code of Conduct reflects our core values of caring, honesty, respect, and responsibility. The Y has the authority to deny or revoke membership privileges if the member abuses or misuses any YMCA owned or operated equipment or facilities; engages in conduct which is abusive, illegal, disruptive, or poses a threat to the safety of others; engages in activities contrary to the mission and purpose of the YMCA. Members and guests should not hesitate to notify a Y staff person if assistance is needed.

AGE REQUIREMENTS:

All children 12 years and under must be under direct supervision of a parent or guardian when using the facility. Parent or guardian must be 18 years or older. Children 12 and under must have a parent/guardian on the premises while they are attending a supervised program activity. Children 12 years and older, who have passed a swim test, may swim without an adult. Twelve and thirteen year old members may use the Health and Wellness Center if they have completed the Youth Strength Training Course. Members 14 years and older may use the Health and Wellness Center without adult supervision.

CELL PHONES AND CAMERAS:

Cell phone, video cameras and cameras are prohibited in locker rooms and the pool area. Failure to follow this policy may result in termination of the membership. No photos or videos are to be taken in the YMCA without prior approval.

WEATHER:

For your safety, when Barnstable Schools are closed or have a delay, all programming (including group fitness classes) will be canceled until noon. By 2:00 pm a decision will be made regarding evening programming. In the event that a state of emergency is declared, the YMCA and all program locations will be closed. Please refer to our main voice message and website for updates. When there is thunder and lightning, the pool closes until 30 minutes after the last sign of lightning, at the discretion of the staff.

HEALTH AND WELLNESS CENTER ATTIRE:

Appropriate workout attire is required (Athletic close-toed shoes, athletic pants or shorts and midriff covered athletic shirts). No bathing suits or sandals.

GUEST FEES:

Y Members are encouraged to bring their friends who are not familiar with the Y. Guests must show ID and pay the guest fee. Each YMCA Cape Cod membership is granted two guest passes per calendar year. Guests using these passes must attend with the member and must show ID at the Welcome Center. Guests who join the Y can receive a credit for guest fees paid within the past 30 days.

- Adult Day Pass (18+ years) - **$20**
- Youth Day Pass (0-17 years) - **$10**

*Group Exercise Class pass included with Day Pass

VISITING OTHER YMCA LOCATIONS:

Did you know your YMCA Cape Cod membership can help you visit other YMCA locations? It's called Nationwide Membership! We offer this because we want you to reach your health and wellness goals wherever you live, work or travel.

CHILD PROTECTION/MEMBER SCREENING:

At YMCA Cape Cod, our top priority always is the safety and well-being of our members, program participants and staff. We are committed to providing the safest possible environment for children and adults using Y facilities, programs and services. Our YMCA follows a rigorous ongoing process to protect those using our services.

Our approach is four pronged:

1. **Screening and Hiring** - To do everything possible to ensure the right staff and volunteers are working with participants in our programs, we conduct intensive screening and hiring practices including detailed application forms, a comprehensive interview process conducted by multiple staff, multiple reference checks, and criminal and sexual offender background and record checks.
2. **Education and Training** - All staff sign an Employee Code of Conduct, which sets clear rules and expectations for behavior. The Y has Zero Tolerance for staff deviating from the Employee Code of Conduct. Employees working with children go through an extensive child abuse prevention program. Child care staff members are mandated to report any suspected abuse. All staff is trained to identify when a fellow employee or volunteer is stretching or breaking the rules and are trained in how to respond and report these violations.
3. **Supervision and Management** - Supervisors and managers complete additional training to further promote a child safe environment and conduct regular monitoring of spaces within our facility. All Y staff are mandated reporters.
4. **Practices and Systems** - Our Y strives to create an open environment and encourages feedback from; staff, parents, children and members. Protection practices exist to create a safe environment for all. Examples include a posted cell phone ban in all locker rooms and rest rooms, specific locker rooms separating adults and children, additional bus monitors for trips and camp transportation, prohibiting staff to work one-on-one with youth outside the YMCA (i.e. baby-sitting) and mandatory reporting requiring staff members to report any suspicious activity.

While we put a great deal of thought and effort into implementing a strong Child and Member Protection Plan, perhaps the most important thing we do is to communicate regularly with members. To ensure the safest environment possible, communication and vigilance on all our parts is essential. Abusers can be parents, care takers, friends, neighbors, or other youth. It takes everyone's help to create a safe environment. All members and program participants will be screened through public criminal and sexual offender background and record checks. If a sex offender is identified YMCA Cape Cod will terminate their membership and deny them access to the facility.



BE A PART OF THE SOLUTION

If you see behavior that concerns you or is not consistent with the standards described here, or if you have concerns about your child, please contact the center director, or to report anonymously contact the President/CEO, Stacie Peugh at speugh@ymcacapecod.org

LOCKER ROOMS & AQUATIC PROCEDURES

The Lyndon P. Lorusso YMCA offers five locker rooms for your convenience. In accordance with Massachusetts State Law, individuals have the right to use locker rooms and restrooms consistent with their gender identities. Please bring your own lock. Locks may not be left overnight. Locker room usage will be as follows:

- **MEN'S LOCKER ROOM**
  - For adult men 18 years and older.
- **WOMEN'S LOCKER ROOM**
  - For adult women 18 years and older.
- **YOUTH BOYS LOCKER ROOM**
  - For boys ages 13-17 or,
  - For ages 12 and under with a male parent or guardian.
  - There is no nudity permitted in shared/ open spaces.
- **YOUTH GIRLS LOCKER ROOM**
  - For girls ages 13-17 or,
  - For ages 12 and under with a female parent or guardian.
  - There is no nudity permitted in shared/ open spaces.
- **THE UNIVERSAL LOCKER ROOM**
  - is a co-ed locker room for all ages.
  - There is no nudity permitted in shared/ open spaces.

AQUATICS CENTER RULES

Using The Pool

- Swimming without a lifeguard present is prohibited.
- No person with sores or other evidence of skin disease, or who is wearing a bandage or medical covering of any kind, shall be allowed the use of the pool.
- No person shall spit in or in any other way contaminate the pool, or its floors, walkways, aisles, or dressing rooms.
- No person suffering from a fever, cough, cold, inflammation of the eyes, nasal or ear discharges, or any communicable disease shall be allowed the use of the pools.
- All persons using the pools must take a cleansing shower before entering the pool.
- A 4ft walkway must be maintained around each pool.
- Moving of any furniture or fixtures is prohibited.
- Swimmers shall not hang or rest on lane lines.
- The lifeguard is the authority within the pool area to ensure and maintain a safe environment.

Swim Tests & Age Guidelines

- All children will be tested and marked according to swim ability.
- Aquatic staff reserve the right to deep water test any adult and/or deny any adult with a child, entry into deep water.
- See lifeguard on duty for test requirements.
- Children under the age of 14 require adult (over 18) supervision while using the pools.
  - Children under 10 years old require an adult to be in the water with them at all times.
  - Children 10 years and older, who have passed a swim test, may swim without an adult joining them in the water, but still require adult supervision from within the pool area.
  - Non Swimmers MUST wear a USCG approved flotation device and be accompanied by an adult (over 18) IN THE WATER and within arm's reach AT ALL TIMES.
  - Adults can supervise no more than 2 non swimmers at a time.

Proper Attire

- Appropriate, clean swim wear is required.
- Infants and incontinent individuals must wear rubber pants or swim diapers.

Behavior

- Rough-housing and horseplay are not acceptable pool behaviors.
- Everyone must walk in pool area.
- Diving permitted ONLY in marked areas.
- Jumping is ONLY permitted during staff supervised swim programs.
- No extended breath-holding activities. Swimmers must surface to breathe at a distance of every 3 body lengths.

Pool Appropriate Items

- No glass, food, or street shoes permitted in pool area.
- Personal flotation equipment/toys/objects may not be used without permission from the aquatic staff or under special supervision by a YMCA employee.

Lyndon P Lorusso YMCA
YMCA Cape Cod

YMCA CAPE COD

OUR MISSION

To serve the Cape Cod community by providing programs rooted in our core values of caring, honesty, respect, and responsibility that build a healthy spirit, mind, and body for

OUR CORE VALUES

Honesty, Caring, Respect, Responsibility

EQUITY FOCUSED

The Y actively promotes a culture free from bias and injustice. We are dedicated to removing institutional and systemic barriers that result in oppression and racism. We will be accountable to marginalized communities for creating equitable and sustainable environments where social justice is woven into every facet of our programs, and by caring for our communities in a culturally versatile and respectful manner.

EVERYONE IS WELCOME

The Y is a membership organization open to all people. Our programs and branches embrace diversity, reflecting the people and needs of our communities.

YMCA CAPE COD

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