



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

The mission of the YMCA Cape Cod is to put Christian principles into practice through programs that build 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 8 weeks 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  
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:

Updated 9-2018

### 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 and joining fees.

### MONTHLY MEMBERSHIP:

Upon joining, your first payment is the first month's prorated dues and the joiner's fee. Membership may be cancelled 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 cancelled 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.

### JOINER'S FEE:

Your membership must be current to use the YMCA. If there is a lapse in your membership, you have 60 days to renew without paying the joiner's fee.

### VISITING OTHER YMCA LOCATIONS:

We have a relationship with other YMCA locations.

**Nationwide Membership:** Visit any participating YMCA in the United States through membership at your home YMCA. We offer this because we want you to reach your health and wellness goals wherever you live, work or travel.

### 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](http://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.

### MEMBERSHIP HOLD/FREEZE:

You may freeze your membership for up to 90 days per calendar year. A \$10 fee will be withdrawn from your account for every month you freeze. Please note, Preschool, Youth, Teen and Young Adult do not offer a freeze option. The freeze is available for monthly membership option only. The full membership will be automatically reactivated, and the draft will resume, the day after the ending: date of the membership hold.

### MEMBERSHIP CANCELLATION:

All cancellations must be in writing and received by the 25th of the month in order to stop the draft for the following month. Cancellation forms are available at the Welcome Center. Members will have access to the facility for 30 days after their final draft date.

### PROGRAM REGISTRATION:

Members receive priority registration for all programs and reduced class program fees. Register online at [www.ymcacapecod.org](http://www.ymcacapecod.org). Program Registration can also be conducted in person 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](http://www.ymcacapecod.org). All requests are kept confidential. Contact the Membership Director for more information.

### 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.

### GUEST FEES:

YMCA members are encouraged to bring their friends who are not familiar with the YMCA. 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 YMCA can receive a credit for guest fees paid within the past 30 days.

- Adult 18+ years \$10
- Youth 0-17 years \$5
- Class pass 14+ years \$15 (includes class and facility use)

## **MEMBERSHIP CODE OF CONDUCT/RIGHTS AND 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.

## **CHILD PROTECTION/MEMBER SCREENING:**

At the 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 the YMCA Cape Cod will terminate their membership and be denied access to the facility.

## **AGE REQUIREMENTS:**

All children 10 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 10 and under must have a parent/guardian on the premises while they are attending a supervised program activity. Children 10 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 fourteen years and older may use the Health and Wellness Center without adult supervision.

## **LOCKER ROOMS:**

The YMCA offers five locker rooms for your convenience. Please bring your own lock. Locks cannot be left overnight. There are two adult locker rooms and three family locker rooms. The Youth Boys Locker Room is for boys 12 years old and under and girls five years old and under with a parent or guardian. The Youth Girls Locker Room is for girls 12 years old and under and boys five years old and under with a parent or guardian. The Family and Special Needs Locker room is a co-ed locker room for all ages. Adult nudity is prohibited in the family locker rooms and youth locker rooms.

## **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 cancelled 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 closed shoes, athletic pants or shorts and midriff covered athletic shirts). No bathing suits or sandals.



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**YMCA CAPE COD**

2245 Iyannough Rd  
West Barnstable, MA 02668

[www.ymcacapecod.org](http://www.ymcacapecod.org)  
508 362-6500