



# **MEMBER HANDBOOK**

## **Billings Family YMCA**

402 North 32<sup>nd</sup> Street  
Billings, Montana 59101  
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[www.Billingsymca.org](http://www.Billingsymca.org)

Revised 12/2017

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# **HISTORY OF THE BILLINGS FAMILY YMCA**

## **YMCA Mission**

To put Christian principles into practice through programs that build healthy spirit, mind and body for all. Through effective board, staff and volunteer leadership, the YMCA achieves this mission through collaborations with other community institutions and civic groups.

The Billings Family YMCA was established as a 501(c)(3) not-for-profit charitable organization in 1905. Our first building was located on the southwest corner of North 29<sup>th</sup> Street, currently the Wendy's building. We moved into our current location, 402 North 32nd Street and Fourth Ave North in 1953.

We offer programs for a variety of ages ranging from 6 month old to seniors. We offer opportunities for individuals and families to grow in spirit, mind and body at every life stage.

## **Youth Development**

We are one of the largest providers in youth programming in Yellowstone County. Collaboration is critical to our efforts to develop and implement effective community-based solutions. We work with elementary schools, middle schools, high schools, home school programs, hospitals, churches, sport organizations and many other service organizations.

We provide parents the opportunity to have safe, affordable exercise and fitness for their children in an environment that stresses both the core values of honesty, caring, respect and responsibility and programs to develop healthy lifestyles.

## **Social Responsibility**

We ensure that everyone, regardless of age, background or income has the opportunity to learn, grow and thrive, by providing financial aid to youth, families and community members. . No one is turned away from programs or membership due to an inability to pay.

## **Healthy Living**

Since our founding, we have continued to provide health and wellness programs as an integral part of our mission. We have a strong history of being a community leader in the healthcare field and working with youth and adults as well as people dealing with healthcare issues such as diabetes and cancer.

# **CODE OF CONDUCT**

In keeping with our Christian core values of Caring, Honesty, Respect, and Responsibility, all members are expected to behave appropriately while using YMCA facilities. Those who act inappropriately as defined by YMCA staff may be asked to leave the building. Repeat offenses can lead to a membership suspension or revoking all privileges.

1. The Billings Family YMCA is committed to providing a safe and welcoming environment for all members and guests. To promote safety and comfort for all, we ask individuals to act appropriately at all times when they are in our facility or participating in our programs.
2. We expect persons using the Billings Family 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 any action that can hurt or frighten another person, or that falls below a generally accepted standard of conduct.
3. Prohibited actions specifically include but are not limited to:
  - Inappropriate attire. Appropriate attire must be worn at all times.
  - Angry or vulgar language, includes swearing, name-calling or shouting.
  - Physical contact with another person in any 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 menacing behavior.
  - Theft or behavior that results in the destruction of property.
  - Carrying or concealing any weapons or devices or objects that may be used as weapons.
  - Using or possessing illegal chemicals or alcohol on YMCA property, in YMCA vehicles, or at YMCA sponsored programs.
  - Any other conduct of any inappropriate, threatening or offensive nature.
4. Loitering is not permitted in or outside the Billings Family YMCA.
5. The Billings Family YMCA and its property is a smoke-free environment. Smoking is not permitted in or directly outside the Billings Family YMCA facility.
6. Members and guests are encouraged to be responsible for their personal comfort and safety, and to ask any person whose behavior threatens their comfort to refrain. If a member or guests feels uncomfortable in confronting the person directly, they should report the behavior to a staff person or the Manager on duty.
7. Billings Family YMCA staff members are eager to be of assistance. Members and guests should not hesitate to notify a staff member if assistance is needed.
8. In order to be able to carry out these policies, we ask that members and guests identify themselves to staff when asked.

The CEO or the COO will investigate all reported incidents. Suspension or termination of Billings Family YMCA membership privileges may result from a determination by the CEO or COO if in their discretion a violation of the YMCA Member Code of Conduct has occurred. We reserve the right to suspend or terminate a member or guest from any program or membership. Such decisions may be made for, but are not limited to risk management, safety or behavioral concerns.

# HOURS OF OPERATION

(subject to change)

## Facility Hours (subject to change)

### January - May:

Monday – Friday 5am–10pm

Saturday 6:30am–5pm

Sunday 10am–5pm

### June - December:

Monday – Friday 5am–9pm

Saturday 6:30am–5pm

Sunday 10am–5pm

## Back Desk Hours

M-F 8am–7:30pm

Sat. 8am–12pm

Sun. Closed

## Child Watch Hours

M-Thur. 8am–1:30pm, 4pm–7:30pm

Fri. 8am–1:30pm, 4:30pm–6:30pm

Sat. 8am–12pm

Sun. Closed

## Pool Hours

The Pools are open during facility hours of operation; however pools will close 15 minutes prior to facility closing.

## Holidays

The YMCA is closed for the following holidays: Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas and New Year's. The YMCA typically closes early on Christmas Eve and New Year's Eve. *Hours subject to change.*

# GENERAL MEMBERSHIP POLICIES

## Access to the YMCA

1. Access into the facility is allowed at the Front Membership Desk (Main Entrance) or the Back Membership Desk (West Entrance) during hours of operation, ONLY.
2. Access is gained through:
  - a. Scanned membership card, or
  - b. Guest pass policy procedure, or
  - c. Escorted into facility by necessary management staff, or
  - d. Signing visitor/spectator (non-member) notebook.
3. It is the policy of the Billings Family YMCA to deny membership or guest access to any individual listed on any sexual and/or violent offender registry. The Billings Family YMCA will periodically check its membership records for criminal history.

## Membership Cards & Photo IDs

Members must always use their membership card to gain access to the building. Cards are issued with every new membership. Members who forget their card must present some form of photo identification. There is a \$5 fee for replacing lost or damaged cards. Non-members must show photo ID when coming into the Billings Family YMCA. Program spectators must sign the visitors notebook located at both entrances.

## Member Parking

Parking permits may be acquired at the membership desk and must be visible in the front windshield. Parking is limited to 2 hour time frame. The parking lot is monitored by the City of Billings Volunteer Police Department.

## Youth Policy/Child Supervision

Children under the age of 12 must be supervised by an adult at all times while in the building, in visual line of sight and in the same room. ChildWatch is available for children 11 and under during ChildWatch hours.

## Firearms / Weapons

To ensure that the YMCA maintains a safe and free of violence for all members, employees and guests, the YMCA prohibits the possession or use of dangerous weapons on company property. A concealed weapons permit does not supersede YMCA policy. "YMCA property" is defined as all YMCA-owned or leased buildings and surrounding areas such as sidewalks, walkways, driveways and parking lots under the YMCA's ownership or control. "Dangerous weapons" include, but are not limited to, firearms, explosives, knives and other weapons that might be considered dangerous or that could cause harm.

## Grievances Procedure

Members to resolve complaints and problems are encouraged to first seek assistance from the program Director or Coordinator; who should strive to arrive at a prompt and equitable solution. If a member does not feel comfortable going to the Director or Coordinator, as another alternative, members may also discuss their complaints with the COO or CEO at any time.

## **Child Watch**

ChildWatch is a free service to all members with a YMCA Family Membership while parents are in the building. **ChildWatch is not available for guests in the facility.** Limited out of building ChildWatch service is offered to our Family Members at a charge of \$3.00 per hour per child. Billing method must be on file for use of ChildWatch. Each child is allowed a 3 hour limit whether in the building or out of the building. Each child's registration and a current immunization record must be provided before the child attends ChildWatch. Members with a Family Membership using ChildWatch services must have their cards and their children's' cards. Family memberships who have a lapse in their memberships for whatever reason (ex. cancelled, scholarships expired) will not be allowed to use child watch until active again. **Please refer to the ChildWatch Parent Handbook for a complete list of ChildWatch Policies and Procedures.**

## **Child Abuse Prevention Information**

The Incidence of Child abuse has increased over the years. Research shows that only 11% of incidents of sexual abuse are committed by a stranger. The remaining 89% are committed by a family member or by someone known to the child or the family. To protect our members and guests we require all employees to complete a Child Abuse Prevention training annually. All YMCA employees and volunteers receive a background check prior to working or volunteering. It is also our policy to deny membership or guest access to any individual listed on any sexual and/or violent offender registry.

The YMCA is a mandatory reporting organization and we follow the state specific mandatory reporting requirements. All staff and volunteers are trained to be aware of and understand their legal and ethical obligation to recognize and report suspicions of mistreatment and abuse. We encourage parents and guardians to learn more about child abuse prevention. Visit our website for more information on preventing, recognizing and reporting child abuse.

## **FITNESS FLOOR & GET STARTED ROOM**

A fitness orientation is recommended for all children 10-18 years of age. Children 10-12 years are asked to keep their membership card on them while on the fitness floor to confirm their age, and completion of a fitness orientation.

- Children 9 years and under can be on fitness floor with parent supervision.
- Children 9 years and under are not allowed to use machinery or equipment.
- Children 10 and 11 years old can use the fitness equipment once they have completed a fitness orientation and are within sight of parental supervision.

## **FREE WEIGHT ROOM**

- Children 12 years and over can be in the free weight room once they have completed a weight room orientation.
- Children 11 years and under are not allowed in the free weight room. **NO EXCEPTIONS**

## **KIDS FITNESS CENTER**

- The Kids Fitness Center is an unsupervised area and not a drop off fitness center for children under the age of 12.
- Children 11 years and under must be accompanied by a parent in the Kids Fitness Center at all times.

## **Insurance**

The YMCA assumes **no responsibility for personal injuries or loss of personal property while individuals are using YMCA facilities.** It is recommended that participants make provisions to provide this coverage through their family insurance program. Anyone engaging in new physical activity or who may have health related issues should consult a physician prior to starting fitness routines.

## **Locker Room Policy**

Reserve and day use lockers are provided in both the Men's and Women's locker rooms. The gray lockers are reserved for members who pay a \$10 monthly fee. All other members are required to use the tan day locker area only. We ask members to be considerate in the locker rooms and use the appropriate locker area. Locks may be checked out at the front desk for free and management encourages members to lock up their belongings at all time, even when going from your locker to shower and back to the locker. Locks left on the day use lockers will be removed nightly and items left in the lockers will be placed in lost and found. Private showers, reserved and day use lockers are also available for members in the co-ed family locker room. Photography is prohibited in all locker rooms.

## **Cell Phone Use Policy**

The use of cameras, video recorders, cell phones and/or any photographic devices are not allowed in YMCA locker rooms, changing areas or restrooms. This is for the safety and privacy of all our members and participants.

## **Lost & Found**

The YMCA is not responsible for lost or stolen articles. Lost and found items are kept at the Member desk for 7 days and then donated to a charitable organization.

## **Daily Guest Pass Membership:**

Adult \$10/day; Youth (12-17) \$3/day; Family\* \$20/day

Non-members who wish to utilize the facility are allowed one free guest pass and have the option of purchasing a daily membership pass beyond that. Upon entering the facility, please present a current photo I.D. along with your daily fee. Daily members under the age of 18 must be accompanied by an adult on their first visit to the YMCA. Daily membership availability may be restricted and is limited to 7 times each year.

\*Family Daily Membership includes up to five family members (2 adults and children). Each additional person will be charged based on the fees above.

## **Guest Policy**

Guests must show photo ID and sign a waiver at membership desk. Additional visits by the same guest will be charged the daily membership rate.

- Guests are those individuals who are not members of the Billings Family YMCA.
- Guests may utilize the Billings Family YMCA one time per calendar year at no charge.
- Guests are required to show photo identification.
- Guests 12 -17 years of age, must be signed in on the first visit by a parent, guardian, or responsible party 18 years old or older.



- Parents, guardians, or responsible parties who are not Billings Family YMCA members must follow the same guest policy and complete a guest pass when accompanying a guest under 12 years old.
- Guests must conduct themselves appropriately while utilizing the Billings Family YMCA.
- Guest visits are privileges, not rights and can be revoked if determined necessary by the Billings Family YMCA.

## MEMBERSHIP TYPES & FEES

(effective January 2018, Subject to change)

<u>Membership Rate</u>	<u>Initiation</u>	<u>Monthly</u>	<u>6 Months</u>	<u>Year</u>
Adult (18+)	\$100	\$46	\$276	\$552
Adult Couple	\$100	\$63	\$378	\$756
(Two adults (18+) in the same household, no dependants.)				
Family	\$120	\$69	\$414	\$828
(Two adults (18+) and children living in the same household.)				
Senior (65+)	\$80	\$40	\$240	\$480
Senior Couple	\$100	\$57	\$342	\$684
(One adult on this membership must be 65+)				
College (18-26)	\$50	\$33	\$198	\$396
(College ID or transcript required)				
Teen (12-17)	\$50	\$24	\$144	\$288
Plus Lockers	\$0	\$10	N/A	\$120
(Plus lockers available to members 18+, billing method on file required.)				

### Nation Wide Membership

The Billings Family YMCA is a participating in the Nation Wide Membership program. This is a program that allows for visiting members to utilize facilities at other participating YMCA's for a maximum of 28 days. Participating YMCA's upload and share basic member information (excluding email, address, membership rate information, and employer) to the Y USA to verify membership. We also run participants through a national sexual and violent offender website.

### Program Membership: Complimentary

Time-limited facility access is offered in conjunction with registration and participation in specialized YMCA programs (Diabetes Prevention Program, Fitness 101, Enhanced Fitness, Live Strong Cancer Wellness Program, etc.)

**Off-site Membership:** \$55 per child/annually

Membership for youth who participate in off-site YMCA programs (County sports & Off-site afterschool at Canyon Creek, Elder Grove and Elysian only). Membership includes YMCA program discounts but does not include YMCA facility access.

**Military Membership:** The Armed Services, YMCA and the Department of Defense Outreach Initiative offers YMCA memberships for eligible military families and personnel who may not have access to a nearby military facility. Eligible military families and personnel include: Family members of deployed National Guard and Reservists, Active Duty Independent Duty personnel and their families as approved by their Military Service Headquarters, and Relocated spouses and family members of deployed Active Duty personnel (Note: Eligibility is for Title 10 personnel only.) For more information please see our website at [www.billingsymca.org](http://www.billingsymca.org)

**Corporate Membership:** Studies show that workplace wellness increases employee productivity, reduces absenteeism, increases employee morale, lowers health care costs and reduces medical claims, as well as helps recruit and retain employees. For those reasons, the Billings Family YMCA is pleased to offer a Corporate Wellness Program where employees can get started, stay active, and save money- while helping the company maintain its physical wellness. Companies with five or more interested employees can find more information online at [www.billingsymca.org](http://www.billingsymca.org) or call 248-1685. A contract must be on file and account set up before discounts are given.

**Transferring from another YMCA**

Those who are members of another YMCA and wish to transfer should first contact their current YMCA to cancel before transferring to the Billings Family YMCA. We will waive the Joiner's fee for those transferring their membership from another YMCA within 30 days of cancellation. (Members must have been an active member in good standing within the last 90 days with their previous YMCA)

**We reserve the right to change any fees for programs or membership.**

## **FINANCIAL ASSISTANCE**

Financial assistance is available for all programs and memberships, and is based on individual need. We believe at the Billings Family YMCA that our programs and services should be available to everyone, regardless of someone's ability to pay full cost. If you would like to become a member or participate in our programs, but cannot afford to pay for a full membership, please inquire at the Membership Desk about our financial assistance program. In keeping with our mission, the Billings Family YMCA provides financial assistance to those who qualify based on a sliding fee scale. Members may only qualify for one form of financial assistance: scholarship, corporate discount or employee discount. If a member qualifies for two forms of assistance, they may choose the greater discount of the two. Detailed information and applications can be found at: [www.billingsymca.org](http://www.billingsymca.org).

# PAYMENT OPTIONS & POLICIES

YMCA Membership fees are payable through an automated Monthly or Annual Bank Draft or Credit Card Charge.

## Payment Options:

1. Monthly EFT (Electronic Funds Transfer) Funds are drawn from either a checking or savings account on the 1st or 15th of the month. Please provide a voided check or a statement from your bank with your account number and routing number.
2. Monthly Credit Card charge is made on the 1st or 15th of the month. Please provide an active credit card account number.
3. Annual Membership Fee Payment (12 month membership paid in advance) is accepted via cash, check, electronic bank draft or credit card.

**Membership Changes and Cancellations:** Payments made by draft or credit card are ongoing until cancelled in writing by the primary member. All membership changes and cancellations must be submitted in writing to the Billings Family YMCA no less than 3 business days prior to their draft or credit card charge date. Cancellations are only accepted in person, by mail, or email.

**MEMBERSHIP FEES ARE NOT REFUNDABLE.**

**Insufficient Funds Fee:** A \$25 service fee will be added to your membership balance if we are unable to draft your account. This includes, but is not limited to, insufficient funds and closed accounts.

# PROGRAM POLICIES

## Program Registration

You may register for programs online via our website at [www.billingsymca.org](http://www.billingsymca.org) or in person at the Billings Family YMCA. The YMCA accepts cash, check, or credit cards. All classes have a maximum and minimum number of participants. Classes below minimum will be combined when possible and as a last alternative cancelled.

## Program Fees

Programs offered at the Billings Family YMCA are structured with a discounted MEMBER rate and a NON-MEMBER rate. A Family Membership is required to receive member pricing on youth programs. All youth under the age of 12 must be accompanied by an adult at all times and listed on the family membership. We reserve the right to change any fees for programs.

## Program Refunds

**PROGRAM FEES ARE NOT REFUNDABLE.** Classes missed due to weather, holidays, illness, or choice of participant cannot be made up, credited, or refunded.

## System Credits

System credits will be issued as follows:

- a. Prior to beginning of program, a system credit can be given for the full amount less a \$10 processing fee when a cancellation/transfer form has been filled out.
- b. After a program begins, a prorated system credit will be issued from the withdrawal date to program ending date less a \$10 processing fee.

This system credit can be used for any merchandise, programs, or memberships offered at the Billings Family YMCA. Those who withdraw from a program for medical reasons can receive a system credit for the remaining classes if the request is accompanied by a physician's order. Participants in classes that are cancelled by the YMCA due to low enrollment will be issued a system credit for a future program or will be given a refund when requested. All credits given are good for one year from issue date.

## **VOLUNTEER OPPORTUNITIES**

Our volunteers play an important role in the success, quality and quantity of the programs we offer. We welcome and appreciate anyone who volunteers his or her time and expertise. A background check will be completed before volunteers are allowed to participate in any Y program or activity. Contact our Volunteer Coordinator at 406.248.1685 or go online at [www.billingsymca.org](http://www.billingsymca.org) for more information.