FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

FOR A BETTER COMMUNITY

YMCA of Grays Harbor
Member Services Policies & Procedures

Updated April 2024

WHO WE ARE

The Y Mission

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

Areas of Focus

Youth Development: Nurturing the potential of every child and teen
We believe that all kids deserve the opportunity to discover who they are and what they can achieve. That's why, through the Y, millions of youth today are cultivating the values, skills and relationships that lead to positive behaviors, better health and educational achievement.

Healthy Living: Improving the nation's health and well-being
In communities across the nation, the Y is a leading voice on health and well-being. With a mission centered on balance, the Y brings families closer together, encourages good health and fosters connections through fitness, sports, fun and shared interests. As a result, millions of youth, adults and families are receiving the support, guidance and resources needed to achieve greater health and wellbeing for their spirit, mind and body.

Social Responsibility: Giving back and providing support to our neighbors
The Y has been listening and responding to our communities' most critical social needs for 160 years. Whether developing skills or emotional well-being through education and training, welcoming and connecting diverse demographic populations through global services, or preventing chronic disease and building healthier communities through collaborations with policymakers, the Y fosters the care and respect all people need and deserve. Through the Y, 500,000 volunteers and thousands of donors, leaders and partners across the country are empowering millions of people in the U.S. and around the world to be healthy, confident, connected and secure.

The Y Values

Our core values unite us as a movement with a common cause. They are the shared beliefs and essential principles that guide our behavior, interactions with each other, and decision-making.

The four values of the Y:
Caring: Show a sincere concern for others
Honesty: Be truthful in what you say and do
Respect: Follow the golden rule
Responsibility: Be accountable for your promises and actions

CONDUCT POLICIES

Policy of Nondiscrimination
It is the policy of the YMCA of Grays Harbor to make membership available to all persons regardless of race, color, religion, sex, age, marital status, sexual orientation, national origin, disability, or financial circumstances without discrimination.

DIG and Equity Statement
The Y is an inclusive organization 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 know that lasting personal and social change comes about when we all work together.

By prioritizing diversity and inclusion, we seek to ensure that all segments of society have access to the YMCA and feel welcome and fully engaged as participants, members, staff and volunteers.

The Y guarantees, fair treatment, access, opportunity and advancement for all, where individuals are not at a disadvantage from achieving their potential because of their background or social position.

Behavior
The YMCA of Grays Harbor is founded on Christian principles and prohibits inappropriate behavior and conduct. This includes, but is not limited to, profanity or offensive language or attire and or body art, smoking, use of alcohol or drugs, the removal of YMCA property and criminal conduct of any type. Such inappropriate behavior or conduct is unacceptable and the YMCA consequently retains the right to deny memberships to its applicants and to revoke a membership of any current member or participant at its sole discretion.

- Inappropriate sexual, physical or verbal contact
- Posturing, bullying or intimidation
- Using or possessing alcohol (unless express permission is granted for special events) or illegal chemicals
- Smoking– the YMCA and its property is a smoke-free environment
- Carrying or concealing a weapon or any device or object that may be used as a weapon
- Harassment or intimidation by words, gestures, body language, or any type of menacing behavior
- Physical contact with another person in an angry, aggressive, inappropriate or threatening way
- Verbally abusive behavior, including angry or vulgar language, swearing, name-calling or shouting
- Discriminatory speech or actions
- Sexually explicit conversation or behavior; any sexual contact with another person
- Theft or behavior that results in the destruction or loss of property
- Loitering within or on the grounds of the YMCA
- Consumer-to-Consumer Sexual Activity is prohibited at the YMCA of Grays Harbor.
- Consumer-to-consumer sexual behaviors can include inappropriate touching, exposing body parts, using sexualized language, making threats of sexual activity, engaging in sexual activity, and similar types of interactions.
- Any other behavior deemed in conflict with the YMCA Mission by the CEO/Executive Director

Consumer Discipline Policy
If discipline of a consumer is warranted, the YMCA of Grays Harbor will apply discipline in a professional, fair, and consistent manner. Employees or volunteers engaging in any discipline beyond verbal redirection should document the behavior and disciplinary method. The YMCA of Grays Harbor retains the option to exclude participants from future programs based on disciplinary issues.

In all cases, employees and volunteers are prohibited from using physical contact for disciplinary purposes. This prohibition includes spanking, slapping, pinching, hitting, or any other physical force as retaliation or correction for inappropriate consumer behaviors. Disciplinary action may be needed in instances of inappropriate consumer behavior.

Access / Membership Policy Restrictions
The protection of members and quests who are participating in programs or are using YMCA facilities is of paramount concern to the staff of the YMCA of Grays Harbor. Therefore, we reserve the right to deny access or membership to any person who:

- Is a registered sexual offender.
- Has plead guilty to or being convicted of any crime involving sexual abuse.
- Has plead guilty to or been convicted of any crime against persons such as child, spousal, or parental abuse.
- Has plead guilty to or been convicted of any offense relating to the sale or transportation of illegal narcotics, habit forming, or dangerous drugs.
- Is presently clearly under the influence of intoxicating beverages or behavior modifying drugs.

Offender Screening
The YMCA of Grays Harbor conducts regular offender screenings on all members, program members, guests, and visitors. If an offender match occurs, the YMCA reserves the right to cancel membership, end program participation, and remove visitation access.

Working with High-Access Third Parties and Facility Rentals
High-Access Third-party and external organizations or individuals providing services to the organization's consumers or using the organization's facilities fall within the scope of the organization's abuse prevention policies. High-Access Third parties are expected to adhere to all applicable abuse risk management policies.

This organization requires High-Access third parties and external organizations or individuals to register programming prior to operation as set forth in this policy. High-Access Third-party agreements will include, at minimum, language to address compliance with mandatory reporting, insurance requirements, screening procedures and individual background clearances, and consumer protection training. Additionally, such entities or individuals that fall under this policy will be required to sign and adhere to the organization's Conduct Policies related to consumer safety.

The Member Services, Safety Committee and Camp Committee will oversee applicable third-party compliance with the organization's policies.

Third parties may have high access to consumers. Therefore, at a minimum, High-Access third parties must be required to include or adhere their contractual agreement with the organization.

FACILITY POLICIES

Locker Room Policy
Men's Locker Room

- Adult Area: Age 18+
- General Public Area: As a family place, we want coming to our facility to be as convenient as possible for families. Adults will be allowed to bring children ages five (5) and younger, or not yet in first grade, into the opposite-gender locker room.

Women's Locker Room

- Adult Area: Age 18+
- General Public Area: As a family place, we want coming to our facility to be as convenient as possible for families. Adults will be allowed to bring children ages five (5) and younger, or not yet in first grade, into the opposite-gender locker room.

Private Locker Room
Members who prefer more privacy are welcome to use our private locker room options.

Washington State Law
Individuals may use the restroom or locker room of the gender with which they identify; and additionally, identifying individuals may not be asked to use private spaces.

Locker Use
The Y provides day use and rental lockers. You may rent a locker or use a locker for the day. If you leave a lock on a day use locker overnight your lock will be cut, and your personal belongings will be place in the lost and found.

Lost and Found
All lost and found items will be kept for two weeks and then items will be donated.

Youth Facility Access

	Alone in Facility	Locker Rooms (Opposite gender with parent)	Locker Rooms (Adult area)	Busytown	Impact Center	Teen Center	Hot Tub, Steam Room, Sauna	Rec Swim	Lap Swim	Fitness Center & Fit Center		Group Exercise Classes	Racquetball
											(Free Weights)		
Infant to 5 Years		●		With a supervising adult in facility				With a supervising adult in water					With a supervising adult
6 Years				With a supervising adult in facility	With a supervising adult in facility			With a supervising adult in water					With a supervising adult
7 Years				With a supervising adult in facility	With a supervising adult in facility			With a supervising adult in facility	With blue wristband				With a supervising adult
8 Years				With a supervising adult in facility	With a supervising adult in facility			With a supervising adult in facility	With blue wristband				With a supervising adult
9 Years	●				●			●	With blue wristband				With a supervising adult
10 Years	●				●			●	With blue wristband				With a supervising adult
11 Years	●				●			●	With blue wristband	With Youth Fitness	With Youth Fitness II		With a supervising adult
12-13 Years	●				●	●		●	With blue wristband	With Youth Fitness	With Youth Fitness II		●
14 Years	●					●	●	●	●	●	●	●	●
15-17 Years	●					●	●	●	●	●	●	●	●
18+ Years	●		●				●	●	●	●	●	●	●

Note: Parents of youth younger than 9 years should remain within the facility, including when a child is checked into a YMCA program excluding extended care programming. ie: Childcare, Preschool, Day Camp, Overnighters

Children Under 9 Years of Age
Children under 9 years should be directly supervised by a parent or guardian, a responsible member 14 years or older, or registered in a staff supervised program while in the building.

Children 9-13 years
Children ages 9-13 do not have to be directly supervised by an adult, but it is highly recommended. Youth may not loiter in exercise rooms, hallways, restrooms or locker rooms. Parents will be contacted if youth are participating in inappropriate behavior or are disrespectful of staff or facility rules.

Teens 14 and older
Teens age 14 and older are considered adults in the YMCA facility and have access to all adult fitness equipment, classes and programs. Any teen displaying unsafe actions or behavior not in line with our YMCA values, may lose their adult privileges.

Mandated Reporting
It is the policy of the YMCA of Grays Harbor that all necessary measures will be taken to insure a safe environment for all children and to insure professional conduct of all staff and volunteers.

YMCA of Grays Harbor staff and volunteers are Mandatory Reporters. Mandatory Reporters are professionals identified by law who must make a report if they have reason to believe that the abuse, abandonment, neglect, or financial exploitation of a vulnerable adult has occurred.

It is also the YMCA of Grays Harbor's policy to notify police when any minor (17 and under) is left unattended at closing.

Weapons and Drugs
The YMCA of Grays Harbor and its property are a drug, alcohol, weapons, tobacco, and e-cigarette free zone.

Cell Phone Policy
Due to the advances in cell phone and video/picture technology and for the privacy of our members and guests: cell phones may not be used in locker rooms, bathrooms, or childcare rooms, use of cameras and other video/picture capturing devices is also restricted.

If you must utilize a cell phone, please be courteous and keep your phone on "vibrate" or a very quiet ring tone, and keep your conversations short and as quiet as possible.

Again, in an effort to protect the privacy of our members and guests, anyone who violates this policy will be asked to move to the lobby or designated area. If a member or guest continues to violate this policy their privileges and /or membership may be revoked.

MEMBERSHIP POLICIES

Membership categories
The YMCA of Grays Harbor requires every participant to be a member of the YMCA. Photo identification is required to sign up for membership or entry into the facility. For the purpose of uniform reporting, and for the use of particular privileges, members shall be classified by the categories as indicated in the table below:

Youth	0-18 years
Young Adult	19-23 (grandfathered in)
Adult	19-61 years Older
Senior	62+ years
Family	
Single Adult Family	
Program Member	
Community Member	

Family
A family is defined as two adults living in a household with their dependents, if any. The number of adults is limited to two, unless other adults in the household qualify as dependents and are claimed on either of the primary adults' tax return. Dependents include full-time college students or disabled adult children. All family members must reside at the same address.

*An additional non-dependent adult may be added to the family membership type if the adult resides at the same address as the household for the renewal adult membership rate.

Single Adult Family
Single Adult Family is defined as one adult living in a household with their dependents, if any. The number of adults is limited to one, unless other adults in the household qualify as dependents and are claimed on the primary adults' tax return. Dependents include full-time college students or disabled adult children. All family members must reside at the same address.

Program members
Program members are those entitled to participate in specific YMCA programs only.

Community members
Community members are those who participate in YMCA events without enrollment.

Guests
A guest is a person who has bought a day pass or is coming in with a member who is using one of their two guest passes for the year. Guests must be accompanied by a member if using a guest pass. Guest must fill out a day pass form or be verified in the Daxko System. Guests must provide photo identification and sign the guest book. Guests have access to the facility and may use all equipment. Guests using Busytown must pay all required fees and fill out paperwork to drop off children.

Visitors
A visitor is a person coming into the YMCA to observe an activity, pick up a member, use the restroom, perform maintenance on the facility, make a delivery, or like tasks. Visitors must show photo identification and sign the guest book to enter the facility. Visitors do not have access to full use of the facility and equipment.

Caregivers
Caregivers are individuals who assist members during the member's use of the facility. Caregivers are required to stay with the member during the duration of the visit. At check-in caregivers must provide photo identification and sign the guest book. Caregivers that are using the facility for personal use must purchase a day pass or have their own membership.

Guests Passes
For each person on your membership you may bring two guests per year. You must be present for your guests to access the building.

Membership Refunds
The joining and membership fees are non-refundable. Unused fees may be considered donations to the YMCA.

Program Refunds/Credits
The following guidelines are for programs that do not have required deposits (which are non-refundable). Special restrictions apply to Camp, Childcare, Membership and other programs that are clearly stated in their brochures and registrations.

- Cancelling a programs one week prior to the first day of the program start date: 100% credit
- Cancelling a program after the program start date: Prorated credit
- Cancelling a program half-way or more after the program start date: No credit
- Class cancellation: Prorated credit
- All credits have a one year expiration date. After one year the credit will be considered a donation to the YMCA of Grays Harbor.

College Students
Adults enrolled in college receive 75% off of the adult membership rate. Proof of enrollment required.

Military Discount
At the YMCA we are honored to serve our military active duty, reserve, retired, and their families.
No joining fee at registration.

First Responder Discount
At the YMCA we are honored to serve first responders including: firefighters, law enforcement officers, paramedics, emergency medical technicians, or other individuals who in the course of their professional duties respond to fire, medical, or other similar emergencies.
No joining fee at registration.

Changes / Cancellations
Any changes or cancellations must be presented in writing to the YMCA of Grays Harbor 30 days in advance.

Nonsufficient Funds / Declines
Members will be charged a NSF Fee of $25.00 for overdrafts and declined credit cards.

Nationwide Membership
Members can visit any participating YMCA in the United States and Puerto Rico through membership at their home YMCA at no additional cost. Member must show their check-in card and photo identification. Participants are required to sign the guest book and complete the Nationwide Membership Waiver.

PROGRAM POLICIES

Waitlist
If program registration is full and you are added to a waitlist.

- You will be contacted if a spot becomes available.
- Payment will be due at the time you are contacted.
- If balance is not paid when contacted your spot will be offered to the next individual on the waitlist.

Program Illness Policy
Please do not send your child to a Y program with any of the following symptoms:

- Sore throat
- Excessive coughing
- Diarrhea or vomiting
- Fever
- Head lice
- Undiagnosed rash, sore, or other skin condition
- Any other contagious disease or symptom

A child must be diarrhea, vomiting and fever-free for a full 24 hours before returning to the program.

The Center for Disease Control (CDC) considers a person to have a fever when he or she has a measured temperature of at least 100.4 degrees Fahrenheit.

The YMCA does not issue credit, refunds, or make-up classes when participants miss a class for personal reasons or illness.

*For Licensed Childcare/Preschool Program and Camp Bishop please refer to specific program handbook.

Inclement Weather Policy
If Hoquiam/Aberdeen School Districts are closed all day due to weather:

- All paid programs will be cancelled.

Evening Programming:

- Evening paid programming will be cancelled if Hoquiam/Aberdeen School Districts extracurricular afterschool programming is cancelled.

Morning Programming:

- Morning paid programming will be cancelled if Hoquiam/Aberdeen School Districts is on late start.

*The YMCA of Grays Harbor CEO has the authority to adjust any program cancellations.
*For Licensed Childcare/Preschool Program and Camp Bishop please refer to specific program handbook.

GRIEVANCE POLICIES

Parent/Guardian and Consumer Grievance Policy
The YMCA of Grays Harbor believes consumers, and parents/guardians have valuable thoughts and insights to share regarding our operations. Accordingly, this organization encourages consumers and parents/guardians to share opinions, suggestions, concerns, questions and/or grievances about our policies, personnel, and/or other matters impacting the organization.

In general, the best person initially to bring opinions, suggestions, concerns, and/or questions to is the Member Services, Program or Facilities Director. However, to the extent the concerns relate to Member Services, Program or Facilities Director, or to the extent a consumer or parent/guardian believes Member Services, Program or Facilities Director did not fully address a matter, consumers and parents/guardians may direct their opinions, suggestions, concerns, and/or questions to the next level of management or directly to CEO.

To remedy concerns that appear to have been ignored or unresolved after initial reporting, utilize this formal grievance procedure.

Investigation process in response to formal grievances
This procedure provides for a timely, thorough and objective investigation of the following concerns:
_____ Inappropriate Behavior by Employees/Volunteers;
_____ Inappropriate Behavior by Consumers;
_____ Retaliation; and/or;
_____ Whistleblower complaints.

Written Complaint Required for Formal Process
Verbal complaints are encouraged, particularly for issues that may be easily and expeditiously resolved, but a written complaint is required to initiate this grievance process.
To ensure a timely and effective response, complaints should include the following information to the extent possible:

1. The name(s) of individuals(s) involved;
2. The date(s) the behavior occurred;
3. The name(s) of any known witness(es);
4. A summary of the conduct meriting the grievance including:
   a) The behavior complained of and/or the alleged policy or legal violation(s);
   b) Direct quotes when relevant and available; and
   c) Any relevant documentation.
5. The remedy sought by the employee making the complaint.

Where and how information is submitted
Completed information will be reviewed regularly by the appropriate staff through a survey link available to all consumers via the YMCA of Grays Harbor website, brochure and member services handbook.

Timeline
Consumers or parents/guardians who themselves have a complaint or who are aware of behavior meriting a complaint, must provide the above described written complaint via email to their Member Services, Program or Facilities Director within 5-10 business days. The Member Services, Program or Facilities Director will meet with the consumer or parent/guardian to hear their concern and attempt to resolve the complaint within 10-15 business days.

Following that meeting, the Member Services, Program or Facilities Director or COO and/or HR will provide a brief written response to the consumer or parent/guardian who brought the complaint no later than 10-15 business days that includes brief written findings on the issues raised and relief sought.

If the consumer or parent/guardian is not satisfied with the written response, the individual who brought the complaint may submit an appeal to CEO no later than 10-15 business days. The CEO, will meet with the consumer or parent/guardian to hear their concern and attempt to resolve the complaint within 10-15 business days.

Following that meeting, the CEO will provide a written response to the consumer or parent/guardian who brought the complaint no later than 10-15 business days that includes brief written findings on the issues raised and relief sought.

The CEO is the final arbiter of grievance matters at this organization.

Investigation
The Member Services, Program or Facilities Director, COO and/or HR and/or CEO will thoroughly investigate the issues raised in the grievance and will protect the privacy and confidentiality of all parties involved to the extent possible by law. All parties must cooperate with the investigation.

If the organization determines a violation of policy or law has occurred, the organization will take appropriate action.

Retaliation
This organization strictly prohibits retaliation against consumers and/or parents/guardians for reporting, filing, testifying, assisting or participating in any manner in any investigation, proceeding or hearing conducted by the organization or a federal or state law enforcement agency or court. Consumers and/or parents/guardians should report any suspected retaliation to their Member Services, Program or Facilities Director, COO and/or HR and/or CEO immediately after becoming aware of it. Any report of retaliatory

conduct will be objectively, timely and thoroughly investigated. If a report of retaliation is found to be valid, the organization will take appropriate remedial action, up to and including discharging the individual(s) responsible. This organization will not retaliate against any consumer or parent/guardian for raising a complaint and will not knowingly permit retaliation by management or other employees.