



**FIND YOUR PASSION.
FIND YOUR Y.**

New Member Handbook



**FAMILY YMCA OF
GREATER AUGUSTA**

For a better us.®

**706 922 9622
www.thefamilyym.org**

WELCOME

We are a powerful association of men, women and children of all ages and from all walks of life joined together by a shared passion: to strengthen the foundations of our community. We are the Family YMCA of Greater Augusta.

With a commitment to nurturing the potential of kids, promoting healthy living and fostering a sense of social responsibility, the Family Y ensures every individual has access to the essentials needed to learn, grow and thrive. Anchored in nine communities in and around Augusta, the Y has the long-standing relationships and physical presence not just to promise, but to deliver, lasting personal and social change.

While our programs and facilities are always based on the unique needs and interests of our communities, every Y has one thing in common: our people. The volunteers, staff, members and donors of the Y are all united by a deep commitment to strengthening our communities.



Though the world may be unpredictable, one thing remains certain – the Family Y is, and always will be, dedicated to building healthy, confident, secure and connected children, families and communities. We are happy you have joined our cause!

Sincerely,

A handwritten signature in black ink, appearing to read 'Danny McConnell', followed by a small circular mark.

Danny McConnell
President and CEO

OUR MISSION

is to serve individuals and families in the CSRA through programs designed to build healthy spirit, mind and body, reflecting the values of the Judeo-Christian tradition while maintaining respect for all people.

YOUR MEMBERSHIP



MEMBERSHIP CARD

Your Family Y membership card is a passport to programs and services that foster youth development, healthy living and social responsibility. Membership cards are non-transferable and remain the property of the Family Y. Members are expected to present their membership card at the Welcome Center each time they enter the facility and when registering for programs. Lost cards may be replaced.

Don't want to carry your Member ID, but have a smartphone? Download your digital Membership Card! Check your email for details, or ask the Welcome Center.

BENEFITS OF MEMBERSHIP

We believe the primary benefit to a Y membership is knowing you are a part of an organization that is committed to strengthening communities. YMCA members have access to the support and opportunities you and your family need to learn, grow and thrive.

- Significant discounts for YMCA programs and services
- Complimentary Play & Learn Childcare for two hours a day, up to 8 hours a week (hours & ages vary)
- Unlimited group exercise classes at no additional cost
- FREE Smart Start coaching (by appointment)
- FREE CrossFit/YFit (locations vary)
- FREE access to Virtual YMCA and unlimited virtual group exercise classes
- Nationwide Membership while traveling in the U.S.
- METRO MEMBERS: Unlimited access to all CSRA Family Y locations
- METRO MEMBERS: Free youth sports (+ uniform fee)

SMART START COACHING

Establish your goals and create a plan to achieve them with a 1-on-1 coaching session with a wellness professional. **Free for YMCA Members. One offer per member.**

- Consult and Goal Setting
- Body and Movement Analysis
- Fitness Plan Review and Workout

Wellness Appointment:

Date:

Time:

BRING YOUR FRIENDS

It's more fun to workout with a friend! All guests must complete a registration form and present a state/government issued photo ID to enter our facilities. All staff, members, volunteers and guests are required to go through Raptor screening, an instant screening process which allows our staff to better protect members and guests from unwanted visitors. Guest privileges may vary by season and location. We reserve the right to limit guest usage.

Local Guests

Members are welcome to bring local friends to the Y with them. We provide complimentary guest passes to local guest for up to 3 visits in a 12 month period when accompanied by a member.

Out-of-Town Guests

Out-of-town guests can have access to Family Y facilities for \$15/week for up to 4 weeks. Dependents of paying adults can enjoy the Y for free during this time.

Prospect Members

Prospect members may try the Y at no-cost for one week, and can extend your experience for an additional week for \$15 per adult. Dependents of paying adults can enjoy the Y for free during this time. If a prospect member chooses to join this week, the \$15 fee will be applied towards the Joiner's Fee or pro-rated dues.



BUDDY BONUS PROGRAM

At the Family Y, we realize that our members are our biggest advocates. When a member helps us create a healthier community by referring another member, both the member and the friends and family they bring to the Y will receive discounts.

- **Existing members** will earn a recruitment reward of \$10 per month to be credited toward your monthly membership dues for six months from the new member activation. If enough buddies join, your membership could be free for six months!
- **Buddies** will get 50% off their Joiner's Fee (up to \$50 value), or more during special promotions (like Pay The Day or No Join Fee specials), when they join!

BRING THE FAMILY

There's something for everyone at the Y!
We offer programs that support children and teens at every age.

AGE 8 weeks to 12 years

Play & Learn is included in family memberships at all YMCA locations for up to 2 hours a day (8 hours per week). The program provides enriching curriculum to help children learn, grow and have fun while parents workout. Parents must remain on the premises.



AGE 3 years to 12 years

We offer several youth programs for children, including kids' group exercise classes, youth sports, Parents' Night Out, adaptive programs, camp, swim lessons and more. Availability varies by location.

Tweens (11-12) may use the Wellness Floor with a parent/guardian after completing a Teen Orientation. A doctor's note and approval from the branch director is required.

AGE 13 years to 15 years

Members aged 13 to 15 may use the Wellness Floor with a parent/guardian (18+) after completing a Teen Orientation. Teen Orientation educates teens on proper form, building a workout and etiquette.

AGE 16+

Members 16+ may use Y facilities or volunteer without adult supervision.

NATIONWIDE MEMBERSHIP

We are dedicated to ensuring our facilities, programs and services are open and welcoming to all. As part of this effort, we are proud to offer our members access to YMCA facilities across the United States that participate in Nationwide Membership.

Nationwide Membership enables you to visit any participating YMCA in the United States through membership at your "home" YMCA (your home Y is the local association that enrolled you as a member and collects your membership dues). We offer this because we want to help you reach your health and wellness goals wherever you live, work or travel. This is an essential part of our mission to strengthen communities.



Find a Y near your travel destination at www.ymca.org/find-your-y. Call ahead before you visit to check if they accept nationwide members.

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POLICIES AND GUIDELINES

The following policies and guidelines are designed to ensure the safety of all members:

Facility Use Guidelines

- Children under the age of 15 in a Family Y facility or on the grounds are required to be under the supervision of a parent or guardian (18+), or be registered and participating in a Family Y program. A parent or guardian age 18 or over is responsible for escorting the child to and from Family Y programs.
- Hours of operation vary by location and may change without prior notice. Always check with your Family Y branch for the most up-to-date hours.
- Outside trainers are not allowed.

Accidents/Incidents

Contact a Family Y staff person immediately if there is an accident, injury or unusual incident. We are here to assist you. However, please be advised that you are participating in all activities at your own risk and are fully responsible for yourself, your children and your guests.

Attire

Appropriate shirts, shorts and footwear are required during exercise in the wellness center or gym. Clothing must be free of expletive verbiage, images that show or encourage drug or alcohol use, and also images that could be deemed violent in nature. Pants must fit at the waist. Sports bras worn alone and half shirts are not permitted in the Family Y (midriff must not be shown). Street shoes (hard soled shoes, dark soled shoes, flip flops, open toe shoes) are not permitted. In the swimming pool and whirlpool, proper swimwear is required (thong bathing suits are not permitted). Cover-ups must be worn indoors over swim attire. Cutoff shorts and gym shoes are not allowed in the pool.

Financial Assistance

To make our programs and services affordable and acceptable to all, we offer financial assistance to those who qualify. Financial assistance is provided on a sliding scale based on the applicant's income. Applications are available at all Family Y branches.

Food and Beverages

Food and beverage services are provided for sale to members in some facilities and are restricted to certain areas. Please do not bring food or drinks into the locker rooms, gyms or activity areas. We appreciate your help in keeping your Family Y safe and clean.

Lockers

Lockers are available for daily use during your visit to the Family Y. We strongly advise the use of locks to protect your personal items as the Family Y cannot be held responsible or liable for articles damaged, lost or stolen. Members provide their own lock for securing items and are asked to remove items and lock after each visit. Limited rental lockers may be available. Check with select Y locations for availability.

Lost and Found

The Family Y is not responsible for lost or stolen property. However, we do keep lost and found items whenever possible. Please check at your Family Y branch for the location of the lost and found. Items are kept for two weeks before being donated to charity.

Smoking Policy

Family Y facilities and grounds are smoke-free environments. This includes vaping and smokeless tobacco products.

Special Accommodations

The Family Y provides opportunities for people with physical and developmental disabilities to participate in programs. Contact the Family Y about accommodations needed for participation.

CANCELLATION POLICY

Changes, deletions or cancellations of your membership must be submitted in writing by the primary member. Forms are available at any Y location. Cancellations must be submitted at least 30 days prior to the bank draft date. During that time you will have full access to the facility. Members, both current and past, who cancel a membership with an outstanding balance will be unable to register for programs or renew their membership until the account is in good standing.

MEMBER CODE OF CONDUCT

The Family YMCA is committed to providing a safe and welcoming environment for all members and guests. All are expected to demonstrate our core values of caring, honesty, respect and responsibility in the following expectations:

BE RESPONSIBLE:

- Bring membership card and photo ID when using the facilities.
- Secure your personal items using lockers, available for use during the day, providing your own lock.
- Wear appropriate attire suitable for a family atmosphere.
- Cover tattoos that are offensive in nature.
- Keep the facilities and playing fields free from alcohol, drugs and any object or device that may be used as a weapon.

DEMONSTRATE RESPECT TO OTHERS:

- Create positive interactions with members, program participants, guests and staff by avoiding any physical confrontations with others that may be interpreted as angry, threatening or harassing.
- Use respectful language and actions, avoiding angry or vulgar words and gestures including, but not limited to, swearing, name calling or shouting.
- Use appropriate behavior for a family facility by avoiding any demonstration of sexual activity or sexual contact.

DISPLAY CARE TOWARDS OTHERS:

- Refrain from misuse, abuse or theft of any Family Y facility and property.
- Respect others' belongings and refrain from theft.
- Media devices: Any photographs or imaging - including cell phones, cameras or videos - are not permitted on Y property without written permission from the Branch Executive Director. Unauthorized photography or imaging of another person without permission and/or knowledge will result in termination of membership and violators will be prosecuted.

BE HONEST WITH YOURSELF AND OTHERS:

- Conduct that does not support the Family Y's mission or core values of caring, honesty, respect and responsibility are not acceptable.
- Members, program participants and guests are expected to identify themselves when asked.
- The Family Y management staff will investigate all reported incidents.

The Family Y reserves the right to inspect and/or search all areas of Family Y facilities and property if any of the above Code of Conduct expectations are in question. Suspension or termination of Family Y membership privileges may result from a determination by the Branch Executive Director, at his or her discretion, if a violation of the Code of Conduct has occurred.

FOR YOUTH DEVELOPMENT

Every year, we work to provide engaging activities for children in a caring and safe environment. These programs give children opportunities to learn new skills and develop their passions.

Youth programs include Prime Time After School, Parents' Night Out, summer camp, youth sports and more. Youth sports is free with metro family memberships (just pay uniform fee)! Program availability varies by location.



View and register for programs at thefamilyy.org/programs.

FOR HEALTHY LIVING

Helping members maintain a healthy lifestyle is a top priority for the Y. No matter your fitness level or age, we have programs and classes to help you achieve your wellness goals. Our approach focuses on wellness of your entire being – spirit, mind and body.

Spirit

The Family YMCA is a faith-based organization that reflects the values of the Judeo-Christian tradition.

- Bible Study groups are available at several YMCA locations.
- A chapel is available at Aiken County Family YMCA, Thomson Family YMCA and Wilson Family YMCA.
- Chaplains are available on request by appointment.

Mind

Mental health is just as important as physical health. Many of our locations offer amenities to help you clear your mind and find balance, including steam rooms, saunas and massage therapy.

Body

Complimentary Smart Start Coaching will help evaluate your current fitness level and set wellness goals. We offer various Wellness



Challenges throughout the year to shake-up your routine and provide accountability. Group exercise classes provide structured, fun workouts. Personal training is also available for a fee to give you specialized instruction from a certified trainer.

View full class schedule at thefamilyy.org/classes.

FOR SOCIAL RESPONSIBILITY

By joining the Y, you are supporting a nonprofit that is committed to giving back to the community. In addition to our outreach programs, there are many ways our members can give back.

Volunteers

When you volunteer at the Y, you take an active role in bringing about meaningful and enduring change. Volunteers are needed in a variety of roles, including youth sports coaches, delivering beds for A Place to Dream, greeters, advisory board members and more. All volunteers must be at least 15 years old and pass a drug screening and background check. Stop by the Welcome Center of your local Y to ask about volunteer opportunities!



Annual Campaign

Our Annual Campaign provides the funds needed to support signature programs and our financial assistance fund. Donations ensure the Y remains an organization that is for all, regardless of ability to pay.

The Annual Campaign runs for six weeks each winter, but donations are accepted year-round through the Y's website (www.thefamilyy.org). Please consider making a contribution or joining an Annual Campaign fundraising team!

MORE THAN A GYM

Joining the Y is so more than a place to workout. Guided by our mission, we have developed signature programs that support community needs and provide opportunities for our neighbors.

- **A Place to Dream** provides beds, linens, Bibles and stuffed animals for children with unfavorable sleeping arrangements.
- **Cheryl's Kitchen Food Program** distributes meals to individuals and children in need through a combination of mobile sites and YMCA facilities.
- **Safety Around Water** teaches children life-saving water safety skills at no cost.
- **Camp I.V.E.Y.** is a week-long, overnight summer camp for children with disabilities.
- **LIVESTRONG® at the YMCA** helps adult cancer survivors reclaim their health and wellbeing following a cancer diagnosis.



FIND YOUR Y

FAMILY YMCA TEAM HEADQUARTERS

1058 Claussen Road, Suite 100
Augusta GA 30907
706 922 9656

AIKEN COUNTY FAMILY YMCA

621 Trolley Line Road
Graniteville SC 29829
803 349 8080

AUGUSTA SOUTH FAMILY YMCA

2215 Tobacco Road
Augusta GA 30906
706 922 9650

BARNWELL COUNTY FAMILY YMCA

660 Joey Zorn Blvd
Barnwell SC 29812
803 450 4151

BURKE COUNTY FAMILY YMCA

50 Olympic Drive
Waynesboro GA 30813
706 426 0122

NORTH AUGUSTA FAMILY YMCA

401 W Martintown Road, Suite 111
North Augusta SC 29841
803 279 0882

NORTH JEFFERSON FAMILY YMCA

3001 GA Hwy 17 North
Wrens GA 30833
706 547 2653

STEINER BRANCH FAMILY YMCA MARSHALL YMCA PROGRAM CENTER

218 Partnership Drive
Grovetown GA 30813
706 922 6711

THOMSON FAMILY YMCA

521 W Hill Street
Thomson GA 30824
706 595 5615

WILSON FAMILY YMCA

3570 Wheeler Road
Augusta GA 30909
706 922 9623

FAMILY YMCA CHILD DEVELOPMENT ACADEMY

1425 Walton Way
Augusta GA 30901
706 922 9670

www.thefamilyy.org



**FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY**

The Family YMCA is an equal opportunity provider and employer. To file a complaint of discrimination, write: USDA, Director, Office of Civil Rights, 1400 Independence Ave., SW, Stop 9410, Washington, DC 20250-9410 or call (800) 795-3272 (voice) or (202) 720-6382 (TDD).

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