



TOGETHER FOR A BETTER COMMUNITY

NEW MEMBER HANDBOOK

RIVER VALLEY REGIONAL YMCA

READY SET GO!

NEXT STEPS:

- ☒ Join YMCA
- ☐ Review This Handbook
- ☐ Download the Daxko App
- ☐ Visit your home branch front desk and bring:
 - Your Drivers License/ ID
 - Phone
 - Questions for us
- ☐ Work out!



You can visit the YMCA at any time during regular business hours after you join for your first visit, but someone will reach out to you within 48 hours if you haven't come in!

Please allow approximately 15 minutes for your 1st visit check in.

**Scan QR code below
or search
“Daxko Mobile”
in your app store**



Android



Apple



**The Daxko App will be
your way to scan into
the facility.**

**Make sure you keep
notifications on.**

**Final set up information,
including your barcode will be
provided at first check-in.**



CHECK-IN

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WELCOME TO THE YMCA

We would like to sincerely welcome you as a new member to the River Valley Regional YMCA. You have just made a great decision that can benefit you and your family for years to come. Our programs and facilities can open the door to better health, more education and FUN! Our talented staff is here to provide you with information, activities, and unsurpassed service.

Please take a few minutes to read the information in this booklet. This handbook is designed to familiarize you with our programs and policies and explain how the YMCA implements our mission statement into all of our programs.

Take comfort that the YMCA serves you from a rich tradition of experience. For over 150 years, the YMCA nationally has been involved in helping people develop a strong Spirit, Mind and Body.

Whatever your situation, whether you are a family of many or one, a long-time resident or new to the area, there is a place for you here because...

You can workout anywhere, but you belong at the YMCA.

Thank you,

River Valley Regional YMCA

ABOUT US

WHAT DOES THE YMCA STAND FOR?

Everyone knows that the YMCA is an acronym for “Young Men’s Christian Association,” however, today the YMCA is FOR ALL regardless of gender, religion, membership status or any other factor. We are here for:

YOUTH DEVELOPMENT- Nurturing the potential of every child and teen.

HEALTHY LIVING- Improving the community’s health and well-being.

SOCIAL RESPONSIBILITY- Giving back and providing support to our neighbors.

WHO WE ARE

The River Valley Regional YMCA, comprised of 6 branches has been proudly serving the area since 2007. Our programs and our staff are committed to demonstrating on a daily basis the core values for which we stand: CARING, HONESTY, RESPECT AND RESPONSIBILITY.

OUR CAUSE

At the Y, strengthening community is our cause. Every day we work side-by-side with our neighbors to make sure that everyone, regardless of age, income or background, has the opportunity to learn and grow.

OUR MISSION

As part of a worldwide movement in more than 120 countries, the River Valley Regional YMCA strives to put Christian principles into practice through programs that build a healthy spirit, mind and body for all.

OUR FOCUS

The Y is the nations leading nonprofit organization committed to strengthening communities.



LOCATIONS AND SERVICES

YOUR MEMBERSHIP is UNLIMITED! One membership gives you access to 6 local branches plus nearly EVERY YMCA across the country! Note, you must use your home branch at least 51% of all check ins.

<i>Amenities</i>	WILLIAMSPORT	BRADFORD COUNTY	EASTERN LYCOMING	JERSEY SHORE	TIOGA COUNTY	LOCK HAVEN
Wellness Center	X	X	X	X	X	X
Gymnasium	X	X	X	X	X	X
Pool	X	X -(outside)	X			X
Hot Tub/Sauna/Steam Room	X		X	X		X
Lockers	X	X	X	X		X
Racquetball Court	x			X		
Rentals and Birthday Parties	X	X	X	X	X	X
Personal Training	X	X	X	X	X	X
24 Hour Access		X	X	X	X	X

Group Exercise Classes

Aquatics	X		X			X
Aerobics	x		X	X	X	X
Cardio	X	X	X	X		X
Circuit or Power Circuit	X		X	X	X	X
Health Coaching		X	X			
Insanity	X	X			X	
Pilates			X	X		
SilverSneakers	X	X	X	X	X	X
Spinning	x	X	X	X		X
Yoga	X	X	X	X	X	X
Zumba and/or Zumba Gold	X	X	X	X	X	

If you are interested in adding 24/7 access to your membership, be sure to ask at your first check in!

BRADFORD COUNTY

9 College Avenue
Towanda, PA 18848
570-269-9622

JERSEY SHORE

826 Allegheny Street
Jersey Shore, PA 17740
570-398-2150

EASTERN LYCOMING

50 Fitness Drive
Muncy, PA 17756
570-546-8822

TIOGA COUNTY

40 Besanceney Drive
Mansfield, PA 16933
570-662-2999

LOCK HAVEN

145 E Water Street
Lock Haven, PA 17745
570-748-6727

WILLIAMSPORT

641 Walnut Street
Williamsport, Pa 17701
570-323-7134

MEMBERSHIP INFORMATION

MEMBER ACCESS

Upon entering the YMCA, all members are required to scan their membership card or app at the front desk. Thank you for helping us track our facility usage. NOTE: There is a charge for replacement membership cards. All members age 12 & older receive a card or digital access through the YMCA app.

AGE POLICY

The age policies adhered to by the YMCA are designed to keep youth safe. We ask for your cooperation in following these policies to make all members experiences at the Y enjoyable. Each branch's policies may differ based on facility amenities and services. Please check with your home branch for details on their age policy.

NATIONWIDE MEMBERSHIP

Nationwide membership enables Y members to visit any participating YMCA in the United States. Nationwide member visitors must use their home Y at least 50% of the time. Special memberships (Group homes, other agencies, insurance based memberships, etc.) are not eligible.

HOLDS AND CANCELLATION POLICY

-Membership and the use of particular privileges can not be transferred from one person to another.

-Membership holds save you money. A hold may be placed on the membership for up to 3 months and can be utilized twice per year. This will stop the billing for that time period. To request a hold contact the front desk or email the Membership Director.

-Bank draft memberships can be cancelled at any time by completing a cancellation request at the front desk with 30 days notice or email to the membership director.

BANK DRAFT POLICY

River Valley Regional YMCA bank drafts are taken out on the 1st of the month or the following business day. If a bank draft is returned with insufficient funds, there will be a \$30.00 charge applied by the YMCA. This is in addition to any service fee your bank may charge. Please understand that it is your responsibility to notify the YMCA should you change your financial institution and/or account at any time. This includes updating expiration dates on cards.

INSURANCE REIMBURSEMENT

Some insurance providers offer a reimbursement program for Y memberships and regular exercise programs. Be sure to check with your provider to determine their policy. By checking in at the Welcome Center and scanning a membership card each visit, our staff members are able to provide you with a facility use report if required by your insurance.

CORPORATE PARTNERSHIPS

We work with numerous employers to offer benefits directly to their employees and you may qualify! Ask at the membership desk to see if your employer is listed as a corporate partner. If they are not yet, let us know who we should talk to. We would love to add to our list of partners and get the benefit of the YMCA incorporated into more workplace cultures!

SCHOLARSHIPS

The YMCA welcomes all who wish to participate and believes that no one should be denied membership based on their ability to pay. Through our annual campaign, the River Valley Regional YMCA provides membership scholarships to youth, adults and families based on individual needs and circumstances. Determining scholarship amounts is handled in a fair and consistent manner and every YMCA member receives the same membership benefits, regardless of whether they are receiving a scholarship. YMCA members can feel confident knowing that they are a part of an organization that cares greatly for the well-being of all people.

If we can assist you through the scholarship program, please contact the welcome center to fill out an application. This process can take up to 2 weeks and is based on annual income, household size and extenuating circumstances.

GUEST PASS POLICY

The River Valley Regional YMCA is a membership organization and our first priority is to serve our members who have made a commitment to the YMCA by joining. The purpose behind our guest policy is to enhance service to current members who are encouraging a friend to join.

As a benefit of membership, members receive an unlimited number of referral passes. These passes allow a non member one free visit. **The referring member receives a free month if they join after an individual uses a free pass.**

Complimentary guest passes are available on our website or by asking the front desk.

GROUP EXERCISE CLASSES

Fitness classes at the YMCA are included in your membership. We offer dozens of class options weekly including Indoor Cycling, Yoga, Strength Fusion, Total Training, Dance Fitness and many more! Classes exist for ALL fitness levels from beginner to the more experienced. A group exercise class schedule can be found on our website, app, or at the Welcome Center. Class offerings are subject to change at any time.

FITNESS ORIENTATION

Every member is given the opportunity to go through a FREE one time orientation. Equipment orientations will help you learn the proper form and technique for the weight equipment and show you how to use cardio machines such as the elliptical, bike and treadmill. Orientations last approximately 15-30 minutes. Appointment times and availability vary, please inquire at the welcome center and fill out the request.



**Need more than
an Orientation?**

Personal Training is
available at reduced
rates when you are a Y
member!

CHILDWATCH

Included with your family membership is Childwatch. The Y is here to help you achieve balance in your busy lifestyle. We'll watch your children play while you work out! Our Childwatch services are provide for parents while attending classes, using the Y for fitness, or participating in recreational activities within the facility. Our goal is to provide a safe, enriching and fun environment for your children. This service is provided FREE to our member; non members pay a per child fee. Hours of operation vary by branch.

- Child Watch is for children **6 months to 5 years** old.
- Due to health and safety reasons, do **NOT** bring snacks into the room. You may bring a bottle or Sippy cup for your child, but make sure it is marked with your child's name.
- Please do **NOT** bring your child if they are not well.
- Make sure you **sign-in your child**, noting where you will be in case we need to get hold of you.
- We are unable to change diapers, so please make sure your child has been changed before you leave them. If they need to be changed again, someone will come and get you.
- The number of children who can be admitted is at the discretion of the Child Watch Attendant. Please accept his/her word when it is closed.
- Child Watch is limited to one hour per family per session.
- Child Watch is free for members, but non-members must stop at the Desk and pay the fee and bring your child down to Child Watch.
- Child Watch may be unavailable at times, due to staffing issues or training meetings. We appreciate your understanding.

Check for changes in CW hours on our Facebook page or by calling the Y.

FACILITY USE GUIDELINES

CODE OF CONDUCT

The YMCA is committed to providing a safe and welcoming environment for all members and guests. To promote safety and comfort, all individuals are asked to act appropriately at all times when in our facility and participating in our programs. We expect everyone using the Y to act maturely, behave responsibly, and respect the rights and dignity of others.



GENERAL POLICIES

The policies in this section do not cover all expectations at all branches. The YMCA reserves the right to address any and all issues on an individual basis. As members of the YMCA, you are expected to wear appropriate attire and to act in a manner that is conducive to a family atmosphere. Please remember that we are a YMCA and we have a large number of children in our facility. With your cooperation, your YMCA will remain a family atmosphere!

- No food or beverages are permitted in the pool (where applicable), gym, fitness, or free weight areas. Water and available facility vending products in a plastic container with a lid are permitted.
- We are very strict with regards to foul language. It is simply not permitted. We are a tobacco free facility; this includes all of our outdoor spaces as well including parking lots. Tobacco products and electronic/E-Cigs are not permitted anywhere on YMCA property at any time.
- We consider it of great importance to provide a safe and threat-free environment. For this reason the YMCA monitors the sexual offender registry. Persons on this list will not be eligible for YMCA membership, program participation, volunteer or program opportunities with this association.
- Any incidents, accidents or injuries must be reported to a Y staff member immediately.

LOCKER ROOMS

There are locker rooms available for use. No electronic devices, including cell phones, are to be used inside the locker rooms. The Y is not responsible for lost, stolen or damaged items; please secure your items in a locker with a lock. A personal lock can be brought in and used on a daily basis. Locks remaining overnight will be removed unless an monthly rental fee has been paid. Lockers are available for monthly or yearly rentals. See anyone at the welcome center for more information.

GYMNASIUM

Our full size gymnasium is often divided in half and scheduled accordingly. Members are welcome to use the gym during any “open gym” time. You can inquire at the welcome center about any and all open gym time.

LOST AND FOUND

The YMCA is not responsible for lost or stolen property. However, we do keep lost and found items whenever possible. It can be located in the lobby near the welcome center desk. All items found in the YMCA will be kept for a maximum of 2 weeks before being recycled for charitable purposes.

PHOTO/ VIDEO NOTICE

The YMCA may photograph and/or videotape our members and program participants in various activities for use in marketing and/or fundraising. If you do not want to be photographed, please tell the photographer or step out of the shot. Cameras are not allowed in the locker rooms or restrooms.

RACQUETBALL COURTS

Some Branches have Racquetball courts available for use by members and their guests. The court may be reserved for use 24 hours in advance at the welcome center.

PARKING

The YMCA maintains parking lots for member use. Please follow all Directions signs and parking restrictions. Note the YMCA is not responsible for any damage or theft from vehicles. Please use caution when maneuvering our lots in inclement weather or darkness.

FITNESS CENTER ETIQUETTE AND EXPECTATIONS

CONDUCT AND ETIQUETTE

Respect the rights of others by using courteous and appropriate behavior. Profanity is not allowed. Please follow the Y values of Caring, Honesty, Respect, and Responsibility to govern behavior.

CARDIO TIMELINE

During busy times or when people are waiting, please limit use of cardio equipment to 30 minutes.

RACK YOUR WEIGHTS

As a courtesy, when using free weights (or other moveable equipment) please return them to the proper place at the end of your workout, making sure to strip bars and return plates to the racks.

PROPER ATTIRE AND HYGIENE

Appropriate workout attire is required. Activity-appropriate footwear, shirts, and shorts are required. Shirts must be worn at all times. Non marking closed toed athletic shoes must be worn in all fitness areas. Clothing that has alcohol, tobacco, foul language, or implied content is not permitted. Persons wearing clothing with this type of content will be asked to leave the premises immediately. Where applicable, the swimming pool and surrounding area requires all patrons to wear proper swimming attire - cut-offs and gym shorts are not allowed in the pool. Please refrain from wearing revealing or inappropriate swim suits. Please be courteous to others by observing regular hygiene and limiting use of perfumed sprays.

GYM BAGS

For your safety, store personal items including gym bags, purses, extra clothing, etc. in the locker rooms or designated cubbies. For information regarding our locker rooms, including locker rentals please see our facility use guidelines on page 8.

WIPE DOWN EQUIPMENT

Members must wipe down equipment with paper towels and sanitizing spray when finished.

CIRCUITS AND LINGERING ON EQUIPMENT

If you intend to perform more than one set of repetitions on a machine, please allow others to work in between your sets. Be careful not to interfere with another's workout by lingering too long on any one piece of equipment. Stools are provided in the wellness areas for periods of recovery.

REPORT EQUIPMENT MALFUNCTIONS AND INJURIES

Fitness center participants should report all equipment malfunctions, personal injuries and concerns immediately to the staff.

FOOD AND DRINKS

Closed water bottles are allowed. No food or gum permitted in any fitness areas including the gyms. Please mix protein shakes outside of the YMCA

PERSONAL TRAINERS

The YMCA offers personal training for our facility members and guests. Please refer to the program guide for rate information. **USE OF NON YMCA PERSONAL TRAINERS IS PROHIBITED WITHIN OUR FACILITIES.**

MEDICAL CLEARANCE

The YMCA strongly recommends that you consult your physician before beginning a new exercise program.

INCLEMENT WEATHER POLICY

The YMCA makes every effort possible to keep the Y and its programs running during periods of inclement weather. Closing decisions are based on weather alerts, road and school closings, and the ability of the YMCA staff to get to and from the Y and operate the facility safely. In case of closing or early closing, we will update our closing status on our Facebook page and the mobile app.

Our facility **DOES NOT** necessarily follow the School District closings. Fitness classes are decided on an individual basis based on instructor availability. Please ask at joining for specific class notifications.

On the rare occasion that the Y closes due to the weather, we are unable to offer a refund, credit, or make up classes. When weather is questionable, it is best to call ahead.

SUPPORT YOUR YMCA

ANNUAL CAMPAIGN

Give and Do So Much More

One out of every 10 members at our YMCA receives financial assistance. And with the economic situation that is plaguing our area, more will be turning to us for our help. Over 1,000 YMCA members, businesses and community volunteers support this effort by campaigning and making donations. All of the funds raised in the Annual Campaign stay with the local YMCA to help our community youth and their families. By making a donation, you or your business can make a positive difference in a child's life.

Our Promise: No one will ever be turned away due to inability to pay. Our annual campaign provides the funding necessary to ensure that our communities children have access to the YMCA programs they need and deserve. Please help keep our promise. Give generously to this year's annual campaign.

**GIVING IS EASY! It can be
added right to your monthly
dues and is tax deductible.**



A YMCA ENDOWMENT GIFT IS FOREVER

Leave a Legacy

An endowment is a permanent investment that grows over time and continually generates resources that will be available forever, providing for the Y in perpetuity. Gifts can be outright, through your will, charitable annuities, life insurance and other memorial types of gifts. The YMCA board of directors protect the principal of the fund and interest earnings help the YMCA live its inclusive mission.

VOLUNTEERING FOR THE Y

At the YMCA, your time and talent go a long way. Every hour you spend as a YMCA volunteer translates into healthier lives for people of all ages, backgrounds, abilities and income. Some of the areas which volunteers assist include: clerical, childcare, youth sports, day camp, fundraising and special events. Contact the Welcome Center for more information.

STAY CONNECTED

WE WELCOME YOUR THOUGHTS AND COMMENTS

COMMENT CARDS

Thank you for including us as part of your healthy lifestyle. Your experience and satisfaction are important to us. We invite you to speak to our staff, or complete a comment card to express satisfaction, concerns or questions. Comment cards can be found above the suggestion box hanging on the Executive Director's office door. Responses will be handled individually by one of our directors.

EMAIL CONTACT

We also welcome your comments and questions for our staff via email. Current email addresses for our staff can be easily located on our website.

GET INVOLVED IN OUR PROGRAMS

We offer programs year round for all members of your family. Staying active in our programs helps you and your family stay connected to new friends and community members who share similar healthy lifestyle goals.

JOIN US ONLINE AND STAY CURRENT



Visit Our Website: www.rvrymca.org

Find all the current programming information, schedules, news, opportunities and much more on our website.



Like us on Facebook:

Receive announcements, view photographs, read articles and stay connected through our Facebook page.



Download our mobile app today.

View the latest schedules, receive up to date notifications about YMCA operations and check in to the Y all from your phone!

THANK YOU FOR JOINING!

Let us know about your join experience.
Take a quick survey here:



We are here to help in any way we can on
your wellness journey. If there
is something you need
let us know.

HOLIDAY HOURS

The YMCA will be closed in observance of the following holidays: New Years Day, Easter Sunday, Memorial Day, Fourth of July, Labor Day, Thanksgiving and Christmas Day.

Facility hours for Christmas Eve and New Years Eve will be posted.

