



# Ozarks Regional YMCA MEMBERSHIP HANDBOOK







## Welcome to the Y – A Place for Opportunity

Dear YMCA Members and Program Participants,

I wanted to be one of the first to wish you a warm YMCA hello and congratulate you for starting your YMCA journey. We are so honored you have chosen to join the YMCA family and we're here to help ensure your time with us is the very best it can be. I hope you come to know the Y as your place to find holistic wellness – in spirit, mind and body, along with a place to enjoy community!

-Tricia Meinhold, CEO

### Membership Benefits

- Access to 5 Ozarks Regional YMCA locations
- Free Group Exercise classes taught by nationally certified instructors (including land and water)
- Basketball courts available at most locations
- Indoor and outdoor pools
- Complimentary Get Started Orientation to fitness
- Cardio KidFit available for ages 10-12 and Strength KidFit available for ages 13-15
- KidsZone included with family memberships
- YMCA360 app, which includes on demand group classes
- Affordable personal training pricing
- Reduced rates for programs like swim lessons, youth sports, childcare and more
- Wifi
- Coffee (at most locations)
- Membership scan card (may be replaced for a \$3 fee)

\*Indoor pools are located at Pat Jones YMCA, Monett Area YMCA and Lebanon Family YMCA. Seasonal outdoor pools are available at Dallas County Area YMCA and Cassville YMCA.



## Ozarks Regional YMCA Member Handbook

This Membership Handbook will help you get to know your YMCA and all it has to offer. This handbook outlines who we are as an organization, the policies we maintain, and what you gain as a Member.

The Ozarks Regional YMCA was established in Springfield in 1888, and our association is made up of five family centers, Pat Jones YMCA in Springfield, Monett Area YMCA, Cassville YMCA, Dallas County Area YMCA in Buffalo and Lebanon Family YMCA. In addition, our overnight camp, YMCA Camp Wakonda and the School Age Services department add depth to our community service making Ozarks Regional YMCA more than just a gym.

The Ozarks Regional YMCA is a not-for-profit 501 (c)(3) organization that believes no one should be denied access to membership and/or programs due to the inability to pay. These funds are subsidized through grants, special events and the Y Annual Campaign.

**Our Mission: To put Christian principles into practice through programs that build healthy spirit, mind and body.**



The Ozarks Regional YMCA is committed to making quality programs and facilities available to people from every social and cultural background. We work hard to make programs and Membership fees reasonable by subsidizing some of the real costs. Even so, we know that during difficult times some families need financial assistance.

Through funds raised via the Ozarks Regional YMCA Annual Campaign, we cover a portion of program and/or membership costs and provide financial assistance to keep programs available to everyone who needs them most.

By donating to us, you can help ensure that everyone can participate in our life-enriching programs regardless of their ability to pay. With your financial support, you allow the Ozarks Regional YMCA to expand our reach and achieve our mission.



### **Scholarships**

Our goal is to never turn anyone away from the Ozarks Regional YMCA due to their inability to pay. Our application process helps determine the level of financial assistance awarded. Campaign funds make participation for Ozarks Regional YMCA Childcare Programs and Membership a reality for everyone.

### **Affordable Rates**

Qualified Youth, Teens, Individuals and Family Memberships are subsidized in order to reduce the cost to those that need assistance. Campaign dollars and grant funding are targeted for this cause.

### **How to Donate**

Donations can be made as a single offering or on a recurring, monthly basis. See the Member Services Desk or donate online at [orymca.org/give](http://orymca.org/give).







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## General Information

### Branch/Camp/School Age Services Locations

<b>Pat Jones YMCA</b> 1901 E Republic Rd., Springfield, MO 65804 417.881.1599	<b>Lebanon Family YMCA</b> 500 E Elm St., Lebanon, MO 65536 417.588.1177	<b>Dallas County Area YMCA</b> 932 W Main St., Buffalo, MO 65622 417.345.1116	<b>School Age Services</b> 323 N Patton Ave., Springfield, MO 65806 417.345.1116
<b>Monett Area YMCA</b> 115 S Lincoln Ave., Monett, MO 65708 417.235.8213	<b>Cassville YMCA</b> 408 MO-248, Cassville, MO 65625 417.846.1535	<b>Camp Wakonda</b> 22237 Lawrence 2080 Ash Grove, MO 65604 417.491.4206	<b>Association Offices</b> 323 N Patton Ave., Springfield, MO 65806 417.345.1116

### Security

The Ozarks Regional YMCA does not accept responsibility or liability for belongings anywhere on the premises, including the parking lot and those locked in lockers. The Ozarks Regional YMCA will not be held responsible for any lost, stolen, or damaged items.

### Food

Food, beverages, and gum are not allowed to be brought inside the facility, including group exercise studios, the fitness floor, or gymnasium, etc., at any time. Closed water bottles are permitted.

### Proper Attire

To maintain a safe, welcoming, and family-friendly environment, appropriate and modest attire is required in all areas of our facilities. Staff may ask a member or guest to adjust their attire or leave the facility if clothing does not meet the guidelines below:

- Clothing should be comfortable, allow for easy movement, and provide appropriate coverage.
- Midriffs and full torsos must be covered.
- Shorts must provide full coverage and be longer than the glutes.
- No article of clothing may be transparent, or become transparent when wet.
- Clothing with vulgar or distasteful language, obscene gestures, racial slurs, or anything that could contribute to a hostile or inappropriate environment is prohibited.
- Supportive, closed-toe and closed-heel athletic shoes with socks are required in all workout areas.
- Sandals, Crocs, slides, or other open-toe/open-heel footwear are not permitted.





## General Safety Guidelines

A number of activities and items are inherently dangerous. Therefore, we ask you to assist us in providing a safe environment for all Members by following these rules:

- No glass containers.
- Remain fully seated on chairs and benches.
- No children in car seats permitted in Aquatics Center, Fitness Floor, or other areas in which you and/or others might be taking part in activities/programs.
- Ozarks Regional YMCA is a smoke-free, tobacco-free, vapor-free, drug-free, and alcohol-free environment. None of these activities/substances are permitted within the facility or on facility property, including entry/exit points, parking lot, or any facilities utilized for Ozarks Regional YMCA programming.

## Solicitation/External Instructors

The Ozarks Regional YMCA has a strict no-solicitation policy outside of Ozarks Regional YMCA-approved events.

Non-ORYMCA employees are expressly prohibited from coaching, training, or instructing while in our facilities unless approved in writing by the Executive Director.

## Video Surveillance

For the safety and security of our patrons, staff, and property, select public areas in Ozarks Regional YMCA facilities are under video surveillance.



Volunteers make up the heart of the Ozarks Regional YMCA. We rely on our volunteers to help us stay connected with our community and demonstrate the values of the Ozarks Regional YMCA. Volunteers help us fulfill our mission in a variety of ways; from raising funds for our Annual Campaign, to coaching Youth Sports Leagues, to events, you will find volunteer opportunities in all areas of the Ozarks Regional YMCA. Your talents, interests, and time can help make a significant, positive impact in a person's life. For available volunteer opportunities, please visit [orymca.org/volunteer](http://orymca.org/volunteer) or contact your local branch.



## Code of Conduct

Using the principles of caring, honesty, respect, and responsibility as a guide, we have implemented the following code of conduct. Ozarks Regional YMCA does not and shall not discriminate on the basis of race, color, religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, or sexual orientation in any of its activities or operations. These activities include, but are not limited to: hiring and firing of staff, selection of volunteers and vendors, and provision of services, both within our facilities and without. We are committed to providing an inclusive and welcoming environment for all Members, staff, volunteers, vendors, and partners.

We ask individuals to act in a manner that upholds these principles whenever they are in our facility or participating in our programs. We expect those using Ozarks Regional YMCA programs/services to behave in a way that shows respect for and consideration of others. Specifically, actions in violation of these guidelines include:

- Inappropriate, immodest, or sexually revealing attire
- Using angry or vulgar language, including swearing, shouting, and name calling
- Making physical contact with anyone in an aggressive or threatening way
- Engaging in sexual contact with another person
- Using words, gestures, body language, or other menacing behavior to harass and/or intimidate
- Stealing, vandalism, or destruction of property
  - Damaging/destroying ORYMCA property can result in fiscal liability for the damages
- Carrying/concealing weapons or devices/objects that might be used as a weapon
- Using or possessing illegal substances or alcohol on Ozarks Regional YMCA property
- Smoking/vaping
- Any other conduct deemed inappropriate, offensive, or threatening in nature
- Refusing to adhere to facility rules and policies
- Taking photo/video/audio of Members, program participants, staff and/or facilities is prohibited without prior written approval
- Engaging in any form of child abuse, misconduct, or behavior that threatens the safety or well-being of a child

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 from doing so. If you feel ill-at-ease confronting the person directly, please report the behavior to branch staff immediately.

The Ozarks Regional YMCA prohibits harassment and will not tolerate any conduct which constitutes harassment of any employee, volunteer or any individual working in a facility by any person.





Ozarks Regional YMCA will investigate all reported incidents. Any Member/program participant who is guilty of misconduct or a violation of policies and procedures may have their Membership suspended or terminated by the branch Executive Director, and may be escorted from the premises.

## Membership Information

### Membership Types

<b>Youth</b> Up to Age 19	<b>Young Adult</b> Ages 20-24	<b>Adult</b> Ages 25-59	<b>Senior Adult</b> Age 60+
<b>Two-Adult</b> Two adults living in the same household	<b>*Single Adult Family</b> Includes one adult, and their dependent children up to age 19, residing in the same household	<b>**Family</b> Two adults and their dependents through age 19 living in the same household	<b>Senior Couple</b> Two adults living in the same household, one of whom must be 60+

\*KidsZone is included with Family and Single Adult Family Memberships.

\*\*Additional memberships are available as add-ons to family and senior couple membership types.

### Etiquette Statement

The Ozarks Regional YMCA is a shared experience for everyone to enjoy. Each of us can make it better for all by being considerate of others. YMCA Members, volunteers, and staff pledge to treat one another in accordance with our core values of caring, honesty, respect, and responsibility.



## **Facility Access**

Everyone is welcome at the Ozarks Regional YMCA. To enhance facility security, all Members, upon joining must take a photo for our database. When accessing the facility, Members must check in at the Member Services Desk and scan in. A Non-Member using the ORYMCA is required to register as a guest. Upon registration, Non-Members must take a photo for our database and present a photo ID. A National Registry Sex Offender Background Check is conducted weekly for all Members and Non-Member participants. Non-ORYMCA employees are expressly prohibited from coaching, training, or instructing while in our facilities unless approved in writing by the Executive Director. Member accounts must be in good standing to access the facility. Facility tours are available.

## **Member Guests**

Guests are welcome to visit the Y twice, at no charge, with a current member. The Member must accompany the guest at the time of their visit and bring their Member pass with them. Guests 18 years of age or older need to provide a photo ID and a National Registry Sex Offender Background Check will be conducted. All guests must register at the Member Services Desk each time they visit. Guests under the age of 12 must be accompanied by a parent/guardian age 16 or older and have a liability waiver signed by their parent/legal guardian. Guests must comply with the philosophy of the Ozarks Regional YMCA during their visits.

## **Day Pass**

Non-Member guests are welcome in our facilities. Non-Member Guests 18 years of age or older may purchase a Day Pass and have full access to the branch. Prices vary by location. A photo ID is required.

## **YMCA Nationwide Membership**

Full facility/full privilege YMCA members have the flexibility to use other YMCA facilities throughout the United States, at no extra charge. Simply present your active YMCA membership card and photo ID at any participating YMCA and enjoy free access.





## **Membership Cancellations**

You may cancel your automatic monthly Membership payment 10 days before the next draft date with written notice. Please complete a Membership Cancellation Form and submit it to the Member Services Desk or cancel online. If you are participating in any fee-for-service program/class/league, your Membership must remain in good standing from the time of registration through the duration of the program/class/league for which you/your family has registered. Please note: Annual Memberships can be cancelled at any time; however, no refund will be processed.

## **Membership Holds**

Members may be eligible to put their membership on hold one-time for up to 3 consecutive months in a 12-month period by informing the YMCA in writing, via email or through their online Daxko account at least 10 days prior to their draft date that they want their membership payment to cease. At the end of the hold period the membership will automatically resume.

## **Membership Renewals**

A renewal notice will be emailed to you prior to your anniversary date. Note that in some cases, Memberships that are being paid for on a monthly auto draft will not require a renewal notice and are continuous until cancellation. Members are responsible for maintaining accurate contact and bank information with the Ozarks Regional YMCA.

## **Yearly-Annual Fee**

The yearly annual fee is collected each year in February.

## **Returned Payments**

If one of your payments or automatic draft payments to the Ozarks Regional YMCA does not go through for whatever reason, you will be notified with options for payment. All applicable charges will be the responsibility of the Member/registrant. Members/registrants are responsible for maintaining accurate personal information, including billing method information. There is a \$35.00 service charge for any item returned unpaid. A representative will also contact you regarding payment options. Multiple returned items could jeopardize your Membership and result in termination.



## Payment Options

**Automatic Payment Plan:** Authorizes Ozarks Regional YMCA to automatically debit their checking or credit card account for the monthly fee on the 5<sup>th</sup> or 20<sup>th</sup> of the month.

**Annual Payment:** Under this plan a member may pay their membership in full for 12-months.

\*Membership fees are subject to change at any time. A thirty-day notice will be sent notifying all monthly bank draft members of any fee changes. Members paying annually will be notified on their membership renewal notice.

## Fitness & Wellness Center

### Locker Rooms

For the privacy and protection of everyone, cell phone usage in locker rooms is prohibited. We strongly suggest leaving valuables at home or using a locker with a lock. Gym bags, coats, and other larger personal belongings will not be permitted in program areas. Locks may not be left on lockers overnight. If a lock is found on a locker at closing time, it will be cut off and the contents of the locker will be placed in lost and found. The YMCA is not responsible for any articles lost or stolen. Members and guest must use the restroom/locker room with which they legally identify (adults per their driver's license; minors per their birth certificate). Anyone is welcome to change in our family changing rooms. Appropriate coverage is always required in the locker rooms for everyone, including when walking around (except when showering or while changing).

### Children in Opposite-Gender Locker Rooms

For the comfort of your child(ren) and fellow Members, we ask that you and your child(ren) utilize our Family Changing Rooms. If needed, children aged 4 years and younger may accompany a parent inside opposite-gender locker rooms.

### Age Requirement

Members who are 13 years of age or older are permitted to use the Fitness Floor without being accompanied by a guardian. Youth Members ages 10-12 years may use the Fitness Floor 1.) once they have completed and passed the KidFit course and 2.) are accompanied by and within sight of their parent/guardian over the age of 16 Member. Absolutely no one under the age of 10 years old is permitted on the Fitness Floor at any time, including infants in carriers/car seats. Youth ages 10-12 are eligible to participate in non-equipment group exercise classes, but must be accompanied by a person 16+ years old.





## **Safety Guidelines**

It is highly recommended that you consult a physician before beginning an exercise regimen, especially if you have any pre-existing conditions.

## **Cardio Time Limit – Peak Times**

Please limit your time on all cardio equipment to 30 minutes during peak times or when others are waiting.

## **Collars & Spotters**

For the safety of all Members, collars are highly recommended on all free weight bars and spotters are recommended while lifting.

## **Get Started Program**

It is highly recommended that all new Members participate in the Get Started Program. The Get Started Program is free of charge and provide you with valuable information on how to exercise safely and effectively. Schedule an appointment for the Get Started Program at the Member Services Desk.

## **Personal Training/Small Group Training**

The Y offers 30 and 60 minute personal training sessions for an additional cost. These appointments are with one of our Nationally Certified Personal Trainers. To schedule Personal Training sessions, please visit Member Services or visit our website. We don't offer refunds on personal training packages. Sessions expire one year from purchase date. Cancellations or rescheduling must follow guidelines outlined during registration. No calls/no shows will result in one of the sessions being redeemed.

## **Proper Attire**

To maintain a safe, welcoming, and family-friendly environment, appropriate and modest attire is required in all areas of our facilities. Staff may ask a member or guest to adjust their attire or leave the facility if clothing does not meet the guidelines below:

- Clothing should be comfortable, allow for easy movement, and provide appropriate coverage.
- Midriffs and full torsos must be covered.
- Shorts must provide full coverage and be longer than the glutes.
- No article of clothing may be transparent, or become transparent when wet.
- Clothing with vulgar or distasteful language, obscene gestures, racial slurs, or anything that could contribute to a hostile or inappropriate environment is prohibited.
- Supportive, closed-toe and closed-heel athletic shoes with socks are required in all workout areas.
- Sandals, Crocs, slides, or other open-toe/open-heel footwear are not permitted.

## **Re-racking Weights**

When using free weights, always re-rack them at the end of your workout. Please refrain from dropping the weights. Leaving plate weights on bars, machines, or the Fitness Floor can prevent others from utilizing the Fitness Floor or cause injury.



## External Instructors

Non-ORYMCA employees are expressly prohibited from coaching, training, or instructing while in our facilities unless approved in writing by the Executive Director.

## Running Track

Some Ozarks Regional YMCA locations offer a running track. The running track is a high-activity area. No stopping or spectating is permitted on the track. For the safety of yourself and others, please maintain awareness of track direction, as it changes daily. Direction of travel is posted intermittently along the track for your convenience. Joggers/walkers should keep to the inside of the track, while runners should use the outer lane. When passing, please provide about 2 feet of clearance. ORYMCA Family Members with children under the age of 6 months may utilize the track with the child in a safe and secure stroller, no car seats permitted. No strollers or car seats are permitted in any other areas on the Fitness Floor.

## Sanitation

Wipe down all equipment after use. For the safety of our Ozarks Regional YMCA Members and staff, please help us maintain facility sanitization by covering coughs, sneezes, etc. No spitting is allowed in any group exercise classes, on the track, or on the Fitness Floor – please utilize our restroom facilities, and wash hands frequently. Please throw away all trash in the receptacles located throughout the Fitness Floor.

## Cellphone Usage

Cellphone usage is prohibited in all fitness areas, with the exception of being used to play audio. If listening to audio, headphones are required at all times, and volume must be kept at a reasonable level.



## Safety Guidelines

Members must follow the class guidelines and instructions of the Ozarks Regional YMCA Group Exercise Instructor. Due to increased susceptibility to injury without proper warm-up, the Instructor reserves the right to deny late entry to the classroom if the warm-up period is missed. It is highly recommended that you see a physician before beginning an exercise program, especially if you have pre-existing conditions. To ensure the safety and enjoyment of all class participants, please refrain from having personal conversations during the class.



## Age Requirements

Members who are 10-12 years of age may participate in select Group Exercise classes 1.) once they have completed and passed the KidFit course and 2.) are accompanied and within sight of their parent/guardian ages 16 and older Member; they may not participate in any class that requires equipment. Members 13 years of age or older may participate in Group Exercise classes without a parent/guardian. All participants must be capable of full participation in the class.

## Equipment

Equipment should be returned to its proper storage place to ensure safety and cleanliness of the room. For safety reasons, weight-bearing exercises may not be performed against mirrors.



## Age Guidelines

Children ages 4 years and under must be directly supervised by a parent/guardian aged 16 or above also in the water and within arm's reach. Children ages 4-9 must have a parent/guardian aged 16 or above with them. If they are unable to pass the swim test, they must remain in the water no higher than their armpits. Member children aged 10 years and up can utilize the pool without parent/guardian supervision, but the parent/guardian must remain in the building. All swimmers are subject to swim evaluations at the discretion of Aquatics staff.

## Dress Code

Bathing suits are required (swim trunks for men and boys, and one or two-piece suits for women and girls). Requests for alternative swimwear due to religious/cultural reasons may be addressed directly to the Aquatics Director. Cutoffs or cotton t-shirts are not permitted. Children not yet toilet-trained must wear swim diapers/liners with a swimsuit over top. Cloth or disposable diapers cannot be worn in the pools.

## Food & Beverages

Beverages, food, and gum are not permitted on the pool deck at any time, with the exception of closed plastic water bottles.





## **Etiquette**

Please shower prior to entering the pool area. Showers are located in the general locker rooms. All behavior in the Aquatics Center should adhere to the Ozarks Regional YMCA's core tenets of caring, honesty, respect, and responsibility.

## **Swim Lessons**

No refunds are available for swim lessons, unless they are canceled due to low enrollment, staffing shortages or other circumstances. Lessons expire one year from date of purchase. Cancellations or rescheduling must follow guidelines outlined during registration. No calls/no shows for a scheduled lesson will result in one of the sessions being redeemed.

## **Pool Hours & Schedule**

Pool hours and schedules are subject to change based on both facility need and weather conditions. The schedules can be located in our app, YMCA360, on our website and on the branch's dedicated social media pages.

## **Aquatics Center Rules**

For your safety and the safety of others, we request that you adhere to the following rules:

- The lifeguard(s) has(/have) complete authority over the Aquatics Center.
- Running is prohibited on the pool deck and in the locker rooms.
- Diving is not permitted.
- People with infectious medical conditions/open wounds are not allowed in the Aquatics Center.
- Inform Ozarks Regional YMCA staff of potential safety issues immediately.
- No eating in the pool.
- Absolutely no electronics in or near the pool. We offer lockers throughout our facility, please store these items while utilizing our Aquatics Center.

## **Sauna**

- Must be 18 years of age or older. No exceptions.
- Individuals must wear clothing or swim attire when using the steam rooms and sauna. Nudity is not permitted.

## **Staff Certifications**

All Ozarks Regional YMCA Lifeguards maintain several certifications: American Red Cross (or comparable certification), CPR for the Professional Rescuer, Standard First Aid and Lifeguarding, AED, and Oxygen Administration.



## KidsZone

KidsZone is a non-licensed service for parents who require care for their child(ren) while working out in our facility. Family Members receive 2 hours of KidsZone per child/per day as they work out.

### Ages

KidsZone is available for children ages 6 weeks through 11 years who are active on a Family or Single-Adult Family Membership.

### Illness

Children who are sick will not be allowed in KidsZone. Symptoms include but are not limited to: diarrhea, vomiting, fever, persistent cough, etc. and/or other contagious afflictions (e.g. lice, pink eye, rash, etc.). The KidsZone staff has the authority to determine what is considered symptom-free. If a child starts exhibiting symptoms while in KidsZone, the parent will be contacted and asked to sign the child out.

### Parent Involvement

Parents who utilize KidsZone must be aware of their responsibilities to ensure that the highest level of care is provided.

- Parents are required to check their children in and out for each visit.
- Children will only be released to the parent who signed them in unless otherwise designated.
- Parents must remain in the facility and/or be participating in a branch-approved fitness/wellness program while their child is in KidsZone
  - Please note: Parents may not utilize KidsZone while observing or coaching Youth Sports practices, games, clinics, camps, etc.
- Parents must pick their children up at the end of their time limit.
- Please refrain from bringing in food to the KidsZone area. Drinks and sippy cups with a secure lid are welcome in KidsZone.
- Ozarks Regional YMCA will not administer medication to children.
- Ozarks Regional YMCA will not conduct diaper changes during KidsZone.
- Children should come in a dry/clean diaper (if applicable), well-rested, and fed.



## Staff Certifications

KidsZone caregivers are well-qualified and competent. Each caregiver is certified in CPR and First Aid, is trained in emergency procedures, must pass background checks and is subject to mandatory random drug screening.

## Youth Access/Safety

Our expectations are that parents are responsible for their children at all times. We see ourselves as partners to you, the parent/guardian, in providing guidance while your child is in our facility. We need your support in ensuring children:

- Accept directions from Ozarks Regional YMCA staff. Failure to follow Ozarks Regional YMCA policies and procedures could result in suspension/removal from the program.
- Show courtesy, respect, and kindness to others while participating in YMCA programs/services.
- Do not use offensive/hurtful language while participating in YMCA programs/services.
- Take care of the facility and the equipment.
- Abide by the guidelines outlined in this Handbook.
- Follow the YMCA core values of caring, honesty, respect, and responsibility, as well as branch-specific policies and procedures.

## Child Abuse Prevention

Preventing Child Abuse is one of the highest priorities of the Ozarks Regional YMCA. All Y staff and volunteers interacting with youth are mandatory reporters. The Ozarks Regional YMCA encourages all people to say something if they see something. Anonymous reporting is possible through Praesidium Guardian Anonymous Helpline at 855-347-0751.

## Sex Offender Registry

The YMCA conducts regular national sex offender screenings on all members, participants and guests. If a sex offender match occurs, the YMCA reserves the right to cancel membership, end program participation, and remove visitation access.



## Programs

### Information

To assist in planning your program selections for an upcoming registration, program flyers are available at Member Services in the Lobby. Information on available programs is also accessible on our website ([orymca.org](http://orymca.org)) or branch specific social media pages.

### Credit/Refund Policy

Program registrations are not refundable. Refunds are not provided for non-participation. Credit/refunds are not approved after the program start date unless Ozarks Regional YMCA cancels the program. If a participant is unable to attend or complete a program due to illness or injury, a system credit may be issued (A doctor's note or relevant documentation may be required. Credits are valid for 12 months from the date of issued and may be used toward other YMCA programs).

### Financial Assistance

Every day, the Ozarks Regional YMCA offers quality, affordable programs and services designed to benefit people of all incomes and backgrounds. The Y uses contributed funds from our Annual Campaign to ensure those unable to pay the stated amount are able to participate. Those unable to pay may qualify for financial assistance based on their demonstrated ability to pay and the Y's ability to fund the subsidy. To receive Financial Assistance, fill out the Financial Assistance application and submit it to your branch. Financial Assistance applications are available at the Member Services Desk.

### Payments

Full payment must be made at the time of registration. Payment can be made by check, cash, or credit card (Visa or MasterCard are accepted). A service fee will be charged on any returned transaction.

### Program Fees

Program fees are set to provide quality services and represent the cost of providing the activities or services not already included in your membership dues. Members receive a reduced rate on almost all programs!

### Registration Process

Participants must register in person at the Front Desk or online when available. Before & After School Care and Camp require separate registration, due to additional paperwork necessary for your child to attend those programs.





## Emergencies

### Security

Our trained staff are here to help ensure a safe environment. In the event of an emergency, please alert a staff member and follow their instructions or call 911.

### Evacuations

In the event of inclement weather, or if the need arises to evacuate the facility for any reason, it is imperative that you follow the directions of Ozarks Regional YMCA staff for your safety and the safety of others.

### Fire Alarm

In the event that the fire alarm is sounded, please immediately cease any and all activity and await instructions from Ozarks Regional YMCA staff. All emergency exits are clearly marked and lit with signs. Please familiarize yourself with their locations.

### Member Responsibility

All Members and guests are expected to assist us in an emergency by remaining calm and following instructions from Ozarks Regional YMCA staff so that we may resolve the situation as efficiently and as safely as possible.

### Power Outage

In the event of a power interruption, activity in all areas of the facility must cease immediately. All facility users must wait to resume activity until power has been restored to a safe level.

### Weather Related Closures

The safety of our members and staff is the most important factor in determining weather-related delays, cancellations and closings. We encourage members to check the YMCA website, [orymca.org](http://orymca.org), check their email on file with the Y, sign up for text alerts and follow the YMCA Branch Facebook pages for updated status reports due to weather or emergency conditions.



## Policy Acknowledgements

### **Member's Responsibility in Connection with Use of the Facility:**

Members agree not to use YMCA facilities, equipment, or participate in programs if they have any medical condition, including open cuts, abrasions, sores, infections, or other maladies, that could pose a direct threat to their own health or safety or to that of others. Members must maintain appropriate personal hygiene at all times while using the facility.

The Ozarks Regional YMCA is committed to providing services to all individuals in our community. If your child participates in Kid Zone or other youth programs and has a current IEP, BMP, or 504 Student Accommodation Plan, please provide a copy to YMCA staff so that reasonable accommodations can be considered. While every effort will be made to provide appropriate support, there may be instances in which a participant's needs exceed the scope or safety parameters of the program or service.

Failure to comply with these requirements, or to follow the directions of YMCA staff regarding health and safety standards, may result in suspension or termination of membership privileges.

### **Assumption of Risk**

Participation in YMCA activities involves inherent risks, including but not limited to physical exertion, use of equipment, and interaction with others. By engaging in YMCA activities, you voluntarily assume all risks of injury or loss, whether caused by their own actions, the actions of others, or the condition of the premises or equipment. Members are encouraged to consult their physician before beginning any exercise program.

### **General Refund Information**

Refunds and credits are issued according to the YMCA's established policy and will not be granted outside of these terms. This includes, but is not limited to, situations where services have already been provided in whole or in part; if a participant chooses not to attend or complete a program for reasons not specified in this policy; if dissatisfaction is expressed after participation; or if a participant is suspended or removed due to a policy violation, including behavioral concerns or outstanding balances, as determined by the Program Director. Refunds for payments made by credit or debit card will be returned to the original card or issued as a YMCA account credit. Payments made by cash or check will be refunded via check or as a YMCA account credit. Credits must be used within one calendar year of issuance and cannot be converted into a refund. Program deposits are non-refundable, non-transferable, and non-creditable, and any approved refund or credit will be reduced by any program deposit and outstanding balances owed. Please allow up to ten business days for refund processing, not including bank processing time. By participating in YMCA programs, individuals acknowledge and agree to these terms.



## **Waiver and Release of Liability**

In return for use of facilities of or entry on the premises of any Ozarks Regional YMCA branch, you agree of yourself (and each family member and guest) not to sue and to release from any and all liability the Ozarks Regional YMCA (and our affiliates, employees, agents, representative, successors and assigns) from any and all claims or causes of action (known or unknown) arising out of negligence of the Ozarks Regional YMCA. This waiver and release of liability includes, but is not limited to, injuries or damages which may occur as a result of:

- Your use of Your use of any exercise equipment or facilities, which may malfunction or break;
- Improper maintenance of any exercise equipment or facilities;
- Negligent instruction or supervision; or
- Slipping, tripping, or falling while in the branch or on YMCA premises, including parking areas and sidewalks.

You further agree to indemnify and hold harmless the Ozarks Regional YMCA from and against any and all claims, damages, losses, liabilities, and expenses (including reasonable attorney's fees) arising out of or related to your use of YMCA facilities, participation in YMCA programs, or violation of YMCA policies.

## **Photo and Video Release**

The Ozarks Regional YMCA may occasionally photograph or record members and program participants for promotional purposes. By entering YMCA property or participating in YMCA programs, participants consent to the use of their image, likeness or voice in YMCA materials including print, digital and social media. Members who prefer not to be photographed or recorded must notify the branch in writing.

## **Grievance Procedure**

The Ozarks Regional YMCA strives to resolve concerns quickly and fairly.

Members who have complaints, suggestions, or grievances should:

1. Address the issue directly with the staff person or department involved, if appropriate.
2. If unresolved, submit a written statement or email to the Branch Executive Director.
3. If additional resolution is needed, concerns may be elevated to the Ozarks Regional YMCA Association Office for review. That number is 417-862-8962.

The YMCA prohibits retaliation against any member who raises a good-faith concern.

## **Acknowledgement**

The policy acknowledgments are provided for informational purposes. Members acknowledge these terms when they complete the membership application and agree to abide by all Ozarks Regional YMCA policies and procedures.



# THANK YOU

FOR BEING A PART OF  
OZARKS REGIONAL  
YMCA!

We hope your time  
spent with us is  
pleasant, memorable,  
and beneficial!

