



MERRIMACK VALLEY YMCA MEMBER HANDBOOK

Welcome to the Merrimack Valley YMCA

Our Mission

To strengthen our communities by putting our core values of caring honesty, respect and responsibility into action through programs and services that build healthy spirit, mind and body for all.

Our Vision

To be a leading community collaborator in the Merrimack Valley that achieves bold results in the areas of Youth Development, Healthy Living, and Social Responsibility.

Our Core Values

Our Y upholds the core values of caring, honesty, respect, and responsibility. These values guide our behaviors as we work to strengthen the foundations of community.

Our Promise of Inclusion

The Merrimack Valley YMCA intentionally commits to facilitating positive and lasting change with our communities. Our Y focuses on providing an environment that celebrates diversity, advances equity, and reflects inclusion for all, both inside and outside of our walls. Our Y welcomes our community to show up authentically, to speak up courageously, and to create a space for all to be, belong and become.

Our Strategic Advantages

Our "traits" using our unique assets and outstanding execution include; Our mission, Values, and Promise of Inclusion welcome all into a safe environment; our commitment to providing financial assistance to those in need; our geographic reach across the region; our diverse and unique properties, including 130 acres of nature; our ability to convene, partner and collaborate; Our brand and name recognition, a positive reputation of providing services; our breadth and scope of program variety, which incorporates all ages, abilities, and diverse groups; our ability to adapt and provide programs and services that are responsive to changing community needs; and our volunteer and staff leadership.

MEMBERSHIP TYPES

Household Memberships- Household 1,2,3,4

Allows one, two, three or four adults and their dependents living in one household to have full access to the YMCA. Children ages 9-12 are eligible to use the Wellness Center with a parent. The Free Weight Room and Wellness Center are available for ages 13 and up. Unlimited group exercise training (Yoga, Spin & more), unlimited guest passes, access to YMCA Nationwide Reciprocity, substantial discounts on classes, and free Child Watch services are also included. Members who have hired aids, care-takers, au pair, etc. may add them on to their membership so they can utilize the facility, programs and activities even though they do not reside in the same household. The accounts primary member must authorize the addition of a non-resident to the account.

General Membership- Adult/Adult-2/Senior/Senior-2/Young Adult/Young Adult-2/Teen/ Youth/Preschool

Full access to the YMCA Wellness Center for ages 9-12 with a parent and Wellness Center and Free Weight Room for ages 13 and up, unlimited group exercise training (Yoga, Spin & more), access to YMCA Nationwide Reciprocity, and reduced rates on classes are included. Youth and Preschool memberships may have activity, facility and equipment usage restricted based on age and required parental participation and/or supervision.

Full Facility/Full Privilege Membership

As a full facility/full privilege Y member, you have access to all the resources and benefits at all three (3) branches of the Merrimack Valley YMCA. All Memberships of the Andover/ N. Andover YMCA are considered Full Facility/Full Privilege Memberships.

Better Together/Branch Specific Membership

As a Better Together/ branch specific Y member, you have access to all of the resources and benefits of your home branches of the Lawrence and Methuen YMCAs. Better Together/ branch specific Y members may access the Andover/North Andover facility up to five (5) times per month.

Both Full Facility/Full Privilege members & Better Together/Branch Specific members can register for programs at the member rate at all branches.

Membership Loyalty Rewards Program

Members who stay with us achieve more with us. Full Facility/Full Privilege members who maintain an active membership for one (1) year will receive preferred rates on their monthly membership draft prices as well as exclusive offers throughout the year. This program excludes; Preschool, Youth, and Teen memberships. If a membership becomes inactive for any amount of time, the membership will no longer be eligible for the Loyalty Rewards Program until they have remain active for one (1) year from the renewal date.

All members prior to September 2nd, 2022 will be inaugurated into this program and pay preferred rates. If the membership is terminated, the inaugurated memberships will no longer be eligible for the preferred rate until the account is active for one (1) year from the renewal date.

Community/Program Participant

Allows non-members to register with the YMCA to participate in programs at the community rate. Use of the facility other than classes requires an additional day pass fee. Non-members participating in group exercise training classes pay on a daily basis per class.

MEMBERSHIP BENEFITS

Variety, convenience and opportunities provided though extensive facilities including:

- Access to the pools, gymnasium, Wellness Center, Free Weight Room, and Group Exercise Training Classes (Please see the Welcome Center or visit mvymca.org for current schedules.)
- Priority registration and reduced rates for classes, programs, and events
- Wellness Center offers one free appointment to orient members with the equipment
- Child Watch - Baby-Sitting (only available with a Family Membership)
- Drop-in lunchtime basketball and evening volleyball, pickleball, and badminton
- Access all branches (Andover/North Andover, Lawrence, and Methuen), facilities, and programs (Available to full facility and full privilege members only.)
- Access to online registration
- Access to Nationwide Reciprocity, giving you access to most Y's in the country.
- See our Program Guide for a complete list of the many programs and services available including swim lessons, sports, martial arts, camps, and childcare.

MEMBERSHIP PAYMENT OPTIONS

Automatic Bank Draft

The automatic monthly bank draft using a check, credit, or debit card, is a continuous membership plan. It is understood that the membership will remain in effect permanently or until it is terminated by the member.

- If a member wishes to terminate his or her membership, written advance notice must be submitted 5 business days before the bank/credit card draft date in order to stop the draft.
- When a membership is terminated, a copy of that document confirming the request will be given to the member.
- Should any membership draft be returned or refused by the financial institution for any reason, the YMCA will automatically resubmit the returned draft for payment as well as a service charge, up to \$25, at its earliest convenience. If the member fails to make restitution, the YMCA reserves the right to not offer the draft payment option to the member and the membership will be terminated immediately. It is understood that the membership will not be renewed until any outstanding balance is paid in full.
- It is the member's responsibility to regularly review his/her monthly bank statements to check for accuracy of the membership draft payment.
- If bank accounts are changed or membership is upgraded or downgraded, a new draft authorization form must be completed by the member before any change becomes effective.
- The YMCA Board of Directors may, at their discretion, adjust the monthly rate applicable to the membership. The member will receive at least a 30 day written notice prior to any such change, and it is the member's responsibility to inform the YMCA of any mailing address change.
- Draft memberships are continuous with no renewal notices issued.
- Any changes/errors in your checking account status *must be reported* to a Membership Representative at the Welcome Center immediately.
- Memberships may be put on hold for up to three months in one calendar year. The hold must begin and end on the first of the month. Your bank or credit card draft will start automatically on the hold end date. Members also have the ability to donate that membership period to the Merrimack Valley YMCA Annual Campaign.

Annual Full Pay

This method allows members to pay in full using cash, check, debit, or credit card. Membership hold is not available for this payment option.

MEMBERSHIP OPPORTUNITIES

Financial Assistance

Purpose: It is the goal of the Merrimack Valley YMCA to provide services for individuals and families who wish to participate in the activities and benefits of the YMCA, regardless of ability to pay. Our financial assistance program serves those who have the greatest need in the community and will be awarded based on demonstrated need and available funds.

Financial assistance is private and confidential. Funds raised during the Merrimack Valley's Annual Campaign and other special events help support this scholarship program. You may pick up an application for financial assistance at the Welcome Center or download it at www.mvymca.org.

Hand Up Program

This program provides a three-month Merrimack Valley YMCA membership to current members who have recently lost their jobs as a result of layoffs. Letter of termination or some form of verification from a previous employer is required for participation. Hand Up membership is for the same membership category as prior to the layoff. Others are encouraged to apply for financial assistance.

YMCA CODE OF CONDUCT

Anti-Harassment

We endeavor to provide an environment for our members and employees free from all forms of harassment. Your membership reflects your commitment to our values of honesty, caring, respect, and responsibility.

Loitering

Loitering inside and outside of the building is prohibited.

Nondiscrimination

Membership is available to all persons regardless of race, color, religion, gender identity, age, marital status, sexual orientation, national origin, disability, or financial circumstance.

Sexual Offenders

Our Y routinely checks a national database to ensure we are protecting our members from sexual offenders. All sexual offenders appearing on the National Sexual Offender registry will be denied membership.

Violence Policy

The Merrimack Valley YMCA strives to eliminate unsafe behavior by anticipating and closely supervising any potentially dangerous situation. We believe all persons and staff have the right to be safe from the threat of physical harm or injury, verbal assault, and intimidation.

Any act of verbal or physical violence by a member of the Merrimack Valley YMCA will result in disciplinary action, from suspension of membership to immediate termination.

MEMBERSHIP RESTRICTIONS POLICY

The protection of members and guests who are participating in programs or are using YMCA facilities is of paramount concern to the staff of the Merrimack Valley YMCA. We reserve the right to deny access or membership to any person who:

- Is a registered sexual offender
- Has plead guilty to or been 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 narcotic, habit forming, or dangerous drugs
- Is presently clearly under the influence of intoxicating beverages or behavior-modifying drugs
- Has plead guilty to or been convicted of a violent crime
- Engages in conduct that violates our code of conduct or YMCA values

Those members with outstanding or delinquent balances at any branch or department of the Merrimack Valley YMCA, including Camp or Childcare, will be denied access or use of the YMCA until the balance is current.

Weapons Policy

The Merrimack Valley YMCA will not tolerate the possession of and/or use of articles commonly used or designed to inflict bodily harm and/or intimidate, coerce, or harass. This policy shall apply to all Y staff, members, participants, and volunteers.

Policy for Use of Cell Phones, Audio, Camera, and Video Recording Devices

In an ongoing effort to maintain a safe environment for children, adults, and families, The Merrimack Valley YMCA has established this policy to protect the safety and privacy of all of members and guests.

The use of cell phones, audio, camera, and video recording devices is strictly prohibited in all locker rooms and rest rooms.

Talking on cell phones is restricted to offices, conference rooms, hallways, and lobby areas. Talking on cell phones is not allowed in locker rooms, rest rooms, or any program space including but not limited to: childcare center(s), the gymnasium, multi-purpose rooms, Wellness Center, pool decks, and all work out areas. Please refrain from having cell phones while working out or in locker rooms. If you require your cell phone for emergency calls, please set it to vibrate and take/make the call in an authorized area.

Photography and Video Policy

Members and participants are not allowed to take video or photos at the Merrimack Valley YMCA without permission from all individuals involved. There are opportunities for pictures and video to be taken. Please check with the program supervisor to find out the appropriate times.

Violators will be subject to appropriate sanctions including revocation of membership.

Termination/Suspension of Membership

Any person who supports the purpose of the Merrimack Valley YMCA may become a member of this organization in accordance with such provisions as may be established by the Boards of Directors and shall continue to be a member unless the Board or its authorized agent concludes, in its sole discretion, that a member has failed to live up to the standards and commitments of being a member of the Merrimack Valley YMCA.

GENERAL INFORMATION

Information Change(s)

Please let our Welcome Center staff know of a change in address, phone number, emergency contact, or email address to ensure prompt receipt of brochures and other information.

Building Hours

See Welcome Center and/or website for building hours and holiday closings as our hours change seasonally. (Visit www.mvymca.org to download all posted schedules.)

Child Watch

Andover/North Andover Branch – Children ages 1 years and older are cared for in the YMCA Child Watch room with a maximum of 20-25 children at a given time depending on staffing levels.

Lawrence Branch – Times and ages vary

Methuen Branch – N/A

Child Watch Guidelines: There is a two-hour limit per day that a child may participate in Child Watch.

- All children participating must have an emergency card on file.
- Your membership card is necessary to sign your child in.
- Label all pacifiers with first and last name of your child.
- Sick children will not be permitted.
- Please bring your child fed to Child Watch. We do not bottle feed.
- Parents must remain in the building while using Child Watch.
- YMCA staff is not allowed to change diapers. Please have your child freshly diapered before drop off. In addition, please have older children use the bathroom before drop off.

Comment Cards

We welcome comments and suggestions about our programs and facilities from our members. Comment cards may be obtained and returned to the Welcome Center or at a drop box in the branch lobby.

Guest Passes

Andover/North Andover YMCA Household and General Members are entitled to unlimited guest passes to invite their friends and family to enjoy the YMCA¹. All guests must be accompanied by an active YMCA member at all times within the YMCA facility. Guests age 18+ must present government issued photo identification² on every visit and fill out a Guest Application and Waiver each day they are a guest. Any individual under 18 years of age must have a parent or legal guardian accompany them to the facility to fill out a Guest Application and Waiver which must be completed each visit and signed by the parent or legal guardian. The parent or legal guardian must present a valid form of government issued photo identification². Youth Guests (ages 12 & under) must have an "adult" (age 16 or older) remain at the YMCA with the youth guest at all times.

Individuals are only allowed to access the Andover/North Andover YMCA as a free guest three (3) times per calendar year. After the three (3) free guest visits in a calendar year the individual will need to purchase additional one-day passes or will need to take out a monthly membership to access the facility.

YMCA Extended Stay (YES) Passes

We realize we have many members who want to enjoy the Y with their family & friends who are visiting from out of town. As a benefit to our members, Merrimack Valley YMCA members can purchase a YES Pass and bring an out-of-town guests with them to the Y for up to a month¹. Only 2 YES Passes can be purchased per year. The guest is required to present a valid government issued photo identification² to verify both identity and address. A YES Pass Application and Waiver must be signed by the guest and the member purchasing the pass. Individual must reside outside Massachusetts and New Hampshire. Individuals who reside locally will need to purchase a membership or purchase one-day passes.

YES Pass Pricing:

\$0.60 / Day. Up to one (1) month per pass.

Daily Visits

Nonmembers who are not coming with a Merrimack Valley YMCA member are eligible to purchase a one-day visitor pass at our Youth/Teen (\$10), Young Adult/Senior (\$13), Adult (\$22) or Household (\$28) rates. One-day visitor Pass users age 18+ must present government issued photo identification² on every visit and fill out a Day Pass Application and Waiver each day they purchase a day pass. A Day Pass Application and Waiver must be completed each visit and signed by the parent or legal guardian of any individual under the age of 18 who wishes to purchase a day pass. The parent or legal guardian must present a valid form of government issued photo identification². Youth Guests (ages 12 & under) must have an "adult" (age 16 or older) remain at the YMCA with the youth guest at all times.

If an individual purchases a one-day visitor pass(es) and chooses to join the YMCA within seven (7) days of purchase the YMCA will credit the cost of one of the one-day passes towards their pro-rated membership dues.

Handicap Accessibility

Merrimack Valley YMCA facilities are accessible to people with disabilities. Handicap parking spaces are available in the upper driveway in front of the building and there is elevator access for wheelchairs to most areas.

Inclement Weather

During inclement weather, the YMCA does reserve the right to close the building or cancel classes at any time if the safety of our members, participants, and staff is at risk. If a paid class is cancelled due to inclement weather, we will issue a YMCA credit voucher at the YMCAs discretion. For inclement weather updates visit our website at www.mvymca.org or our Facebook page.

Insurance

The Merrimack Valley YMCA does not carry accident insurance for members or program participants, nor is it responsible for any items lost on the premises. All members, guests, or program participants using a YMCA facility do so at their own risk.

Locker Rooms

(Day use only) – Adult locker rooms and saunas are for individuals ages 18 and up. Youth locker rooms are for individuals under age 18. Family locker rooms are for children under age 18 with an accompanying parent, or for those who need special assistance. YMCA members and program participants are responsible for securing their lockers with their own padlocks. Also, cell phones are strictly prohibited in the locker rooms and bathrooms.

Lost and Found

Check with the Welcome Center for lost articles or items. These items will be held for a limited time. The Merrimack Valley YMCA is not responsible for lost or stolen items.

Membership Cards & Identification

Membership cards are issued to all members. Your coded membership card is required for access to the Merrimack Valley YMCA. For your safety and security, we require a card swipe or a pass with a photo I.D. at the Welcome Center on your arrival. Presentation of your card will be required for use of the facility or class attendance.

For security purposes, we require a photo to be taken of each member, which displays on the screen each time he/she scans his/her card. The photo remains in our database only and may be viewed by the YMCA branches.

If your card has been lost or stolen, please notify a Welcome Center staff member and you will be issued a new one.

Parking-(Andover/North Andover YMCA ONLY)

Please do not use the driveway closest to the building for pick up and drop off. This area is strictly reserved for handicapped parking. Parents with children under the age of 13 must park in an appropriate designated area in the lower lot and escort their child(ren) to program area or class. Parents are required to come in to the building to pick up their child(ren).

Program/Event Cancellation Policy

The Merrimack Valley YMCA reserves the right to cancel classes and events or change program hours if necessary. Information will be posted at the Welcome Center and on our website mvymca.org.

Rentals

Merrimack Valley YMCA facilities are available for rentals including the Family, Lap, and Teaching Pools (ANA branch only), Gymnasium, and Dance Studio, as well as other designated spaces for parties. Our YMCA Camp Otter in Salem, NH is also available for rental.

Valuables

We encourage members to leave all valuables at home. We recommend using a locker and keeping it locked while you're at the Y. Pouches are also available at the Welcome Center as well as small lockers to store your valuables. Do not leave items on site in cars in the parking lot and do not leave unlocked items unattended. Do not leave valuables at the Welcome Center with staff. The Merrimack Valley YMCA is not responsible for lost or stolen articles.

PAYMENT METHODS

Payments for membership, programs, and services must be made directly to the Merrimack Valley YMCA. No payment should be made to any other entity other than the YMCA. Payment for classes is due in full at the time of registration. The **YMCA accepts cash, check, and credit/debit cards- including Visa, MasterCard, American Express, and Discover.**

Check Policy

Personal checks are accepted. There is a \$25.00 service charge for all returned checks. If two checks are returned during a one-year period, you may be required to make future payments by cash, money order, or credit card.

REFUND POLICY

Memberships

We feel that our facilities, program, and caring staff are the best you'll find. We're willing to back our membership with a 30-day money-back guarantee. If within the first 30 days of YMCA health, fitness, and fun, you're not satisfied, we'll refund your money. This applies to new memberships only. All other membership dues are non-refundable. Request for a refund for inactivity, lack of use, or failure to notify the YMCA of membership termination or hold 5 days prior to billing date will be denied.

Program Fees, Credits, Refunds & Policies

- Program fees will not be prorated if signing up after the program commences unless called off the waitlist.
- No refunds will be made unless the program or class is cancelled by the YMCA. Credits will not be provided for participants who are unable to attend classes due to a personal issue. The Merrimack Valley YMCA reserves the right to cancel classes due to minimum enrollment requirements, in which case a credit or refund may be issued.
- Before the session begins, an individual may cancel his/her class and request a class credit. A credit voucher will be issued less a \$5.00 nonrefundable service charge. This type of cancellation will be issued only as a credit voucher, not a refund voucher.
- After the first or second class, an individual may cancel their class; however, they will be issued a credit voucher, less a \$5.00 nonrefundable service charge and the cost of one or two classes.
- Starting the third week of classes, a credit will not be issued if an individual does not wish to participate. During the summer sessions, a credit will not be issued after the first week of classes in an individual does not wish to participate.
- If a member registers for a class and their credit card is refused, a check is for the wrong amount, or no payment is included, we cannot secure a class.

Waitlist Policy

If you or your child is waitlisted for a class, you will pay a prorated amount based on the number of classes remaining. Calls must be returned within 24 hours.

AQUATICS DEPARTMENT POLICIES (Where applicable for each branch)

- The lifeguard is in charge at all times.
- By order of the Board of Health, a full, cleansing shower must be taken by all swimmers before entering the pool.
- All bandages must be removed before entering the pool.
- Street shoes are not allowed on the pool decks.
- Strollers are a safety concern and therefore are not allowed on the deck at any time.
- Bathing caps must be worn by participants with collar length hair or longer.
- Diving is not allowed in the teaching pool (Andover) or the shallow end of the lap pool.
- Twists, turns, or flips off the side of the pool are not allowed.
- Please do not run on the pool decks.
- Horseplay on shoulders or throwing of children is not permitted in our pools.
- Please do not walk in the gutters.
- Adults may use kickboards and pull buoys during Adult Lap, Leisure Lap, or in the Lap Lanes during All Member Rec.
- Masks, fins, and snorkels may be used by Adults in the Lap Lanes.
- You must be 16 years or older to attend Adult Lap or Leisure Laps.
- If they have passed the YMCA's swim test, members 13 years and over may attend the members only or open swims by themselves.
- Any non-swimmer under the age of 13 must have a parent or another adult in the water with them at all times.
- Any swimmers who are 7-12 years old and have passed the YMCA swim test may be in the pool by themselves, however, an adult (aged 18 or over) must remain in the pool area (lap pool) or observation room (Teaching Pool) at all times.
- Any child who is 6 or under, regardless of swimming ability, must have a parent or another adult (aged 18 or over) in the water with them at all times.
- If a child is wearing a flotation device, a parent or another adult (ages 18 and over) must be in the water and keep the child within arm's reach at all times.
- Adults with 2 or more non-swimming children, one child may be in a bubble, and all other children must be in a PFD (lifejacket).

Member Only Swim (All Ages)

Swim time that is available to people with memberships (Family Membership and General Membership)

Teaching Pool (ANA branch): Generally, no lanes are available for lap swimming. This swim allows for fun in the pool for family and friends.

Lap Pool: Lanes are available for Adult Lap.

Family Pool: This pool is open for family recreational activities and occasional lap swimming.

Open Swim (All Ages)

Swim time that is available to members and guests of the YMCA.

Leisure Lap (16 Years and Older)

This swim is for the leisure swimmer or individual looking for therapeutic swim. Participants swim in the Teaching Pool. No lane lines are used at Leisure Lap.

Adult Lap (16 Years and Older)

Participants swim "circle swim" laps in the Lap Pool. Lanes are divided by swimmers' ability and speed. All lanes are available in the pool unless noted otherwise. Please be aware of other swimmers in your lane. Lap lanes may be changed at the lifeguard's discretion.

GYMNASIUM RULES

- No sitting on the mats.
- Open gym hours are available at the Welcome Center or online and are subject to change without notice.
- Please observe the Gymnasium Code of Conduct posted in the gym.
- Anyone under 13 must be accompanied by an individual who is 16 years or older at all times.
- Please, no bouncing basketballs in the hallways.
- No food or drink in the gym except water.
- Appropriate footwear must be worn. No marking shoes, boots, or sandals.
- Adult Basketball is for ages 18 & up or otherwise posted.

WELLNESS CENTER POLICIES

- Wellness Center Orientations are recommended for all members.
- Wellness Center Orientations are required for ages 10-13.
- Members may make one free appointment with the Wellness Center Staff to orient themselves with the equipment.
- Please wipe down machine when finished with towels and spray.
- Excessive dropping of weights, yelling, or any other behavior that disturbs other members will result in disciplinary action including, membership suspension or membership termination.
- Appropriate athletic dress code is required at all time.
- Cell phone use will on machines or equipment is strongly discouraged. Members seen excessively on their phone while utilizing equipment and machines will be approached and spoken to by Wellness Floor staff.
- **Ages 9-12:** Allowed to use Strength Circuit machines and cardio equipment. Parent/adult must be alongside child while working out at all times. Must have fitness center orientation with a parent/adult present. Check with wellness staff to set up orientation. Absolutely no one under 13 can use the Free Weight Room.
- **Ages 13-17:** Allowed to use Free Weight Room, Strength Circuit machines, and cardio equipment. Does not need parent/adult chaperone while working out. Teen Orientation of fitness center is required.

GROUP EXERCISE CLASSES (Andover/North Andover YMCA only)

To sign up for one of our Group Exercise classes, go to our website: www.mvymca.org/grouplex. Classes are open for sign-up two days in advance.

Additional General Use Policies

- Athletic attire and sneakers are required.
- Only water in capped bottles is allowed.
- Coats and bags must be hung or stored.

¹: Youth, Youth-2, Preschool and Preschool-2 membership categories are excluded from being entitled to free guest passes.

²: If an individual does not have a government issued photo identification, a photo student ID may be used instead. Individuals who do not have a government issued photo identification are not eligible to use a YES Pass.