



YOUTH DEVELOPMENT®  
HEALTHY LIVING  
SOCIAL RESPONSIBILITY

# Winona Family YMCA Member Handbook

Revised December 2024

We are a community committed to strengthening bodies, minds, spirits, and communities. Since 1886, the Winona Family YMCA has been dedicated to building healthy, confident, connected and secure children, adults, families and communities. We are a non-profit deeply rooted in our community. Every day our impact is felt when an individual makes a healthy choice, when a mentor inspires a child and when a community comes together for the common good. At the heart of the YMCA lies the power to transform—both yourself and the world around you.

## Table of Contents

<b>1. About the Y</b>	2
<b>2. Welcoming Statement and Policy of Nondiscrimination</b>	3
<b>3. Membership Privileges and Conditions</b>	3
<b>4. Fitness Benefits and Conditions of Membership</b>	4
<b>5. Code of Conduct</b>	4
<b>6. Dress Code</b>	6
<b>7. Membership Dues</b>	7
<b>8. Payment Policy</b>	7
<b>9. Refund Policy</b>	8
<b>10. Facility Access &amp; Age Requirements</b>	8
<b>11. Holiday Schedule</b>	11
<b>12. Guest Passes</b>	11
<b>13. Member Communication</b>	11
<b>14. Photo Release Policy</b>	11
<b>15. Feedback</b>	11

## **1. About the Y**

### **Mission**

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

### **Vision**

To connect and engage people by enhancing lives and building community.

### **Areas of Focus**

#### **Youth Development: Nurturing the potential of every child and teen**

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

#### **Healthy Living: Improving the nation's health and well-being**

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

#### **Social Responsibility: Giving back and providing support to our neighbors**

The Y listens and responds to our communities' most critical social needs. Whether developing skills or emotional well-being through education and training, welcoming and connecting diverse populations through global services, or preventing chronic disease and building healthier communities through collaborations with policymakers, the Y fosters the care and respect all people need and deserve. Through the Y, thousands of volunteers, donors, leaders, and partners across the country are empowering millions of people in the U.S. and around the world to be healthy, confident, connected, and secure.

### **Y Values**

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

**Caring:** Show a sincere concern for others

**Honesty:** Be truthful in what you say and do

**Respect:** Follow the golden rule

**Responsibility:** Be accountable for your promises and actions

## **2. Welcoming Statement and Policy of Nondiscrimination**

The Winona Family YMCA is an inclusive organization open to all. We welcome all people regardless of ability, age, cultural background, ethnicity/race, faith/religion, gender, gender identity, ideology, income, or sexual orientation. We believe that, in a diverse world, we are stronger when we are inclusive, when our doors are open to all and when everyone has the opportunity to learn, to grow and to thrive.

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

The Winona Family YMCA adheres to all state and federal laws.

## **3. Membership Privileges and Conditions**

**Continuity of Membership:** Memberships will automatically renew unless a hold or cancellation form has been received by the 20th of the month. Please contact the Member Service desk at [info@winonaymca.org](mailto:info@winonaymca.org) or visit [www.winonaymca.org/forms](http://www.winonaymca.org/forms) for these forms.

**Annual Memberships:** New members who pay for their yearly membership with credit card or bank draft get joiner's fee waived. Annual memberships will automatically renew unless cancellation form is received by the 20th of the month prior to the annual renewal month. A reminder is sent 2 months prior to termination in case member would like to cancel. Members receiving financial assistance will need to reapply based on the financial documentation they provide.

**Holds:** A membership may be placed on hold for up to 6 months for a fee of \$10 per month.

**Cancellations:** The YMCA does not require contracts. Forms for membership holds, cancellations or requests to cancel ad-ons (24/7 access, coffee service, towel service, or kit locker rental) must be received by the 20th of the month. A join fee of \$25.00 will be charged when re-joining 30 or more days after canceling your membership.

**Nationwide Membership:** The Winona Family YMCA participates in the Nationwide Membership program. This means you may utilize your membership at any participating Y across the nation, provided you utilize your home Y the majority of the time. An additional waiver will be required to utilize this program. Please contact the Y you intend to visit to see if they accept Nationwide Membership and to complete this form.

**Program Enrollment:** Members may receive priority privileges for most programs, including pricing. Members of a YMCA other than the Winona Family YMCA are considered non-members for program usage.

**Services for People with Disabilities:** The Y serves people of all abilities. We provide reasonable accommodations to enable all people to participate in our programs and services. Please contact us if there is an accommodation that you need.

Join Fee: All memberships are subject to a Join Fee. If a member cancels their membership, they have a grace period of up to thirty (30) days to rejoin before they will have to pay the join fee again. The Join Fee is waived for active Military, Veterans, and those receiving financial assistance.

### **Involuntary Membership Cancellation**

Lack of Payment: If payment for membership is not received by the end of the month, membership will be canceled before the first of the following month, with a late fee of \$7.50 added to the balance.

Code of Conduct Violations: membership to the Winona Family Y can be terminated at any time for violations to our Code of Conduct at the discretion of the CEO or Board of Directors. Reported violations may be submitted to the YMCA's Conduct Committee for review. While a violation is being investigated by the Conduct Committee, a membership suspension may be implemented.

## **4. Fitness Benefits and Conditions of Membership**

### **Physical Readiness**

Before starting any exercise program, members are encouraged to check with their primary care physician.

### **First Steps to Fitness**

The Winona Family YMCA offers a First Steps to Fitness program free to all members. One of our Certified Personal Trainers will meet with any member in a private, one-on-one session to determine what classes and activities are best for you as well as provide a fitness assessment to determine current fitness level.

## **5. Code of Conduct**

The Winona Family YMCA is committed to providing a safe, comfortable and welcoming environment for all and we ask all persons to act maturely, behave responsibly and to respect the rights and dignity of others at all times when in our facility, on our property or participating in our programs. Our Code of Conduct below outlines prohibited actions. This list is not all-inclusive and the YMCA reserves the right to deny, suspend or revoke membership or access privileges to any person if, in the YMCA's sole discretion, the actions or inactions of a person are detrimental to the health, safety or enjoyment of its employees, volunteers, members or participants. The following are not permitted on YMCA premises, in YMCA vehicles or at YMCA sponsored functions:

- Card sharing, presenting false identification, or intentional abuse or non-compliance of YMCA policies
- Using tobacco, smoking, and vaping, are prohibited on YMCA property
- Using, possessing, or being impaired by alcohol, drugs, cannabis, or the misuse of prescription drugs are prohibited on YMCA property and at YMCA-sponsored programs and events\*
- Carrying or concealing a weapon of any kind

- Harassment, verbal abuse or intimidation by words, gestures, body language, or any type of menacing behavior
- Physical contact with another person in an angry, aggressive or threatening way
- Inappropriate sexual conduct including explicit conversations or any sexual contact with another person
- Theft or behavior that results in the destruction or loss of property
- Loitering within facilities or on the grounds of a YMCA
- Use of cell phones in locker room or bathrooms
- Wearing inappropriate (i.e., containing profanity or illegal product marketing), immodest or revealing attire
- Use of social networking websites in a manner that is contrary to the YMCA's mission, is detrimental to the community, or is in violation of the law
- Any behavior or activity that is against the law

\* "Drugs" are defined as inhalants and controlled substances and include medications which contain a controlled substance which are used for a purpose, in an amount, or by a person for which they were not prescribed or intended.

"Cannabis" is defined as cannabis flower, cannabis products, lower-potency hemp edibles, or hemp-derived consumer products.

The use and possession of properly prescribed drugs or medications is permitted, provided that it does not interfere with the person's ability to use the facility safely, or pose a threat to the health or safety of the person or others.

The only exception to this policy is the responsible use of alcohol at official Y sponsored social or business events at which alcoholic beverages are approved.

If members are in violation of the Y's policies and procedures, or for any other improper and/or inappropriate conduct, they may be disciplined. Disciplinary action is at the discretion of the YMCA's Conduct Committee, and is based on the nature of the violation. Discipline may result in a verbal, written or final warning, suspension, or immediate termination of membership if deemed appropriate.

In addition, the YMCA reserves the right to deny access or membership to any person who has been accused or convicted of any crime involving sexual abuse, is, or has been, a registered sex offender, has been arrested for or convicted of any crime involving weapons, violence, sexual abuse, or the sale, possession and/or transportation of illegal drugs. Please notify a YMCA staff person immediately if there is an accident, injury, unusual incident or you believe that this Code of Conduct is being violated. Suspension or termination of YMCA membership may result from a violation of this Code of Conduct. While an incident is being investigated, the membership of the person(s) accused of violating this Code of Conduct may be temporarily suspended pending a final decision.

## **Device Etiquette**

- Cell phone use is not permitted in locker rooms or restrooms.
- Keep phone calls to a minimum.
- Use earphones if playing music.
- Photos and videos with anyone in the background are not permitted without written consent.
- Cell phones and electronic devices are discouraged in the whirlpool, sauna and steam room.

## **Parent/Guardian Behavior Expectations**

Our goal is to provide a safe and respectful environment for all children in our programs and spaces. YMCA staff and volunteers are screened and trained to help keep children safe.

We ask that you please:

1. Treat everyone with respect, including children, staff, volunteers, members, and guests.
2. Carefully choose the words you use around children. Refrain from loud and angry voices, rude, crude or threatening remarks.
3. All concerns and/or complaints that cannot be dealt with by staff should be brought to the department supervisor and should not be addressed in front of the children.
4. Be respectful of program staff and spaces. Unless parent/guardian participation is required, or you have approval from staff, please refrain from entering program participant areas.

## **Abuse Prevention**

The Winona Family YMCA is committed to preventing and responding to reported cases of child abuse. For prevention and support resources please visit

[www.winonaymca.org/programs/community/community-resources](http://www.winonaymca.org/programs/community/community-resources)

## **6. Dress Code**

To create a welcoming, safe and respectful environment for all, our dress code applies to members, program participants and guests for all facility use and program participation, on or offsite.

Required attire throughout the facility (except for the pool and locker room):

- Top
- Shorts or pants
- Soft sole, closed-toed shoes (except in the pool, Family Fun Center, and for designated barefoot classes such as Pilates, Yoga, or Barre, and programs such as Martial Arts)

In the Wellness Center and Fitness Studio:

- Please bring a change of shoes to avoid tracking in excess dirt, water, snow, etc. Sandals, flip-flops, just socks, or bare feet are not allowed.
- Jeans are not allowed due to buckles, rivets and zippers that can wear on the equipment.

Pool Deck, Whirlpool, Sauna, Steam Room:

- Appropriate, non-see through swimwear
- No jeans or cut off jeans in whirlpool or pool
- Swim diapers must be worn under a swimsuit by anyone that is not toilet trained or has incontinence issues

The YMCA reserves the right to deny use of the facility to any person whose attire we do not consider to be appropriate.

## **7. Membership Dues**

The Winona Family Y is committed to providing financial assistance to those who are unable to afford the membership dues. Thanks to the generous support of individual and corporate contributions, the Y is able to subsidize membership and program fees on a needs-based sliding scale, based on family size and income. The process is easy and confidential. Download the application at [www.winonaymca.org/financial-assistance](http://www.winonaymca.org/financial-assistance) or pick one up from the front desk and return it to Member Services.

Membership rates are approved by the Board of Directors. They will be reviewed on an annual basis. Notice of membership rate changes will be communicated via electronic newsletter and website at least 30 days in advance.

## **8. Payment Policy**

Programs must be paid for at registration. Any payment plans must be made with the Accounting Coordinator.

There is a \$15 processing fee for late registrations made for Child Care, Camp Wenonah, and Sports.

Members are encouraged to pay membership via Electronic bank draft or credit card. Your fees are automatically withdrawn from your checking, savings, or credit card account on the 1st of the month.

A \$7.50 processing fee is added for invalid bank or credit card information for processing failure, in addition to a \$7.50/month late fee.

If payment for membership is not received by the end of the month, membership will be canceled before the first of the following month, with a late fee of \$7.50 added to the balance.

Members or participants with a balance noted on their account cannot rejoin, use the facility, or participate in programs until the balance is paid, or a payment plan has been established with the Business Office. This does not apply to youth 17 and under paying for a day pass.

## **9. Refund Policy**

Refunds may be requested up to 60 days after the date the expense was incurred. A request for refund may be made in person, over the phone, or through email. We will accept written requests for refunds where special circumstances and hardships warrant consideration. Refunds take up to 30 days to process.

A full refund will be made automatically when:

- Programs are canceled by the Y
- If cancellation occurs before program start date

A partial refund will be awarded:

- When participant moves from the Y's service area
- Due to medical reasons

Refunds will not be awarded:

- If you do not use the membership or choose to attend scheduled meetings/sessions/programs
- After the program has started
- After the deadline for one-day / one-time programs (Ex. Special event)
- For late registration fees and deposits
- For Personal Training
- For gift cards

**School Cancellations:** If school is canceled due to weather, all YMCA youth sports, After School Care, and swim team will be canceled. There will be no make up sessions or reimbursements. Swim lessons will continue pending road conditions.

### **Types of refunds:**

- Credit - A credit of the refunded amount will be posted on your YMCA Membership account. These monies must be used within one calendar year.
- Back to card - If you made payment by credit card, the returned payment will go back on the card. It is your responsibility to notify the YMCA if your card number changes.
- Refund check - If requested, a refund check may be issued. Checks may take up to 30 days.

## **10. Facility Access & Age Requirements**

**Locker Room:** You must be 18 years or older to access the Men's and Women's Locker Rooms. The Inclusive Locker Rooms are open to all ages, genders, and abilities. There is a lactation room available in the Inclusive Locker Rooms reserved for nursing parents. Nudity



is prohibited in the open area of the Inclusive Locker Room. For member, guest, participant, and staff safety, security cameras are recording 24/7 in the Inclusive Locker Room open area.

**Wellness Center:** The Wellness Center is open to those 16 and older with no adult supervision and those 12-15 with adult supervision. The adult supervision stipulation may be waived with successful completion of a free Teen Weight Room Orientation. Please contact the Fitness and Wellness Director to schedule your orientation.

**Racquetball Courts:** Must be accompanied by an adult if under 12 years old.

**Pool Access:**

One adult can be responsible for no more than 2 non-swimmers, with the exception of YMCA program staff.

**Ages 7 and younger** must have an adult in the pool within arm's reach at all times, and must remain in the shallow end. No wristband

**Ages 8-11**

- Passed swim test - may swim independently with a supervising adult on the pool deck. Yellow wristband
- Did not pass swim test - must remain in the shallow end and be within arm's reach of a supervising adult, or wear a Coast Guard approved life jacket and be within arm's reach of an adult if in the deep end. No wristband

**Ages 12-14**

- Passed swim test – may swim without an adult present. Green wristband
- Did not pass swim test – must have a supervising adult in the water with them. No wristband

All life jackets must be Coast Guard approved (noodles or water wings are not recognized as proper flotation devices). The YMCA reserves the right to limit or deny access for the safety of our members, staff, and guests.

**Whirlpool, Sauna, Steam Room:**

Under 16 years old must be supervised by an adult at all times to use the whirlpool. Must be 18 years or older to use the steam room or sauna.

Exfoliating, shaving, or brushing teeth are not permitted in the whirlpool, sauna, or steam room.

**Family Fun Center:** Children aged 11 and under with adult supervision at all times.

**Gym:** Must be accompanied by an adult if under 12 years old.

**Group Fitness Classes:** Ages 10+ with an adult or at instructor discretion.

**Children younger than age 12 cannot be dropped off at the Y by themselves. They must be supervised by someone 18 years of age or older. Children may be denied**

**access if they do not have an up to date Liability Waiver on file, signed by a parent or legal guardian.**

**24/7 Access:** Available for members 16 years of age and older for an additional fee and with a signed 24/7 Access waiver.

- Waivers for 16 & 17 year olds must be completed by parent or legal guardian.
- 16-17 year olds with 24/7 access must have direct adult supervision upon entering, using, and exiting the facility. 24/7 access for minors will be revoked if they are not supervised by an adult.
- It may take up to 72 hours for the access to register in our system.
- 24/7 Access allows members to utilize the Wellness Center, Gymnasium, and racquetball/handball courts during unstaffed hours. Front desk, pool area, Locker Rooms, Fitness Studio and Family Fun Center are not available during unstaffed hours.
- All 24/7 participants must have 24/7 Access added to their accounts, sign a 24/7 waiver and Change Form, and must scan in with their own card in the vestibule.
- All YMCA rules and regulations apply during these unstaffed hours.
- Absolutely no guests allowed in the facility during unstaffed hours. We encourage members to work out with another member that also has 24/7 access, in case of an emergency.

**Personal training by individuals not employed by the Y is prohibited.**

### **Service Animals**

We would like to provide the opportunity for everyone to be active at the Y. Service Animals are an important part of the lives of some of our staff, volunteers, members and guests. We welcome service animals that have been trained to assist those individuals.

Guidelines:

- The animal must be properly leashed
- The animal must leave the Y if they pose a direct threat to health and safety (such as aggressive barking, snapping at people, jumping or lunging at people), is not housebroken, or is out of control
- We do not allow emotional support or companion animals in the Y

### **Support Staff**

Personal Care Attendants, Aides, or Support Staff receive complimentary access to use the facility alongside their client with special needs. Must be 16 or older, and complete facility access screening, including having a liability waiver on file for the current calendar year. At each visit the support staff must give their name to the front desk staff.

## **11. Holiday Schedule**

The Winona Family YMCA is closed\* for the following holidays: Labor Day, Thanksgiving, Christmas Day, New Year's Day, Easter Sunday, Independence Day and Memorial Day.

The Y closes at 3 p.m. on Thanksgiving Eve, Christmas Eve and New Year's Eve.

The Y is closed on Sundays between Memorial Day and Labor Day.

\* 24/7 access holders can still enjoy use of the Wellness Center, gym, and racquetball/handball courts.

## **12. Guest Passes**

**Guest Passes:** single-day guest passes are awarded to the following memberships:

Adult - 5 guest passes per calendar year

Young Adult - 5 guest passes per calendar year

Family 1 Adult - 5 guest passes per calendar year

Family 2 Adult - 10 guest passes per calendar year

**Only the primary adult/s on each membership may utilize guest passes.** To add approved guest pass users to your account, please contact the Front Desk at [info@winonaymca.org](mailto:info@winonaymca.org) or 507-454-1520 to let our Member Services staff know.

## **13. Member Communication**

Email, Facebook and website are the Y's primary methods of communication to members. It is the member's responsibility to inform the Y if they change their email address. Notice of membership rate changes will be communicated via electronic newsletter and website at least 30 days in advance.

## **14. Photo Release Policy**

The Winona Family YMCA reserves the right to use photographs/videos taken within YMCA facilities and at YMCA events and activities for marketing and promotional purposes.

## **15. Feedback**

The Winona Family YMCA is committed to ensuring that our Y is welcoming and safe for all. We also value suggestions for improving the Y. If you wish to share feedback or report a critical concern, please let our staff know directly, or fill out our contact form at [www.winonaymca.org/contact](http://www.winonaymca.org/contact). Any anonymous information provided is shared with the CEO and will be addressed promptly.