

## **YMCA OF GREATER INDIANAPOLIS MEMBERSHIP/PROGRAM POLICY**

- 1.00 **INTRODUCTION** - At the heart of the YMCA is a goal to deepen the connection with individuals and families in the community. Engaging people as members is one of the primary ways for the YMCA to accomplish its mission. Through membership, individuals and families can establish a long-term relationship with other members of the YMCA and ultimately garner the enriching benefits of a sense of “belonging” and a commitment to the vital contribution the YMCA can make in its local community.
- 1.01 Mission of the YMCA of Greater Indianapolis - To put Christian principles into practice through programs that build healthy spirit, mind, and body for all.
- 1.02 Character Development - At the root of YMCA membership is a commitment to Character Development and our five core values. Through membership, the YMCA encourages people to accept and demonstrate the five core values of faith, caring, honesty, respect, and responsibility.
- 1.03 Service Area - The service area of the YMCA of Greater Indianapolis shall include persons residing or working in the Greater Indianapolis area. That service area includes Marion, Hancock, Shelby, Johnson, Hendricks, Boone and Hamilton Counties.
- 1.04 Diversity Commitment - Our purpose is to practice inclusion by valuing the diversity of all people within our association and the communities we serve. We do so by helping our YMCA increase and support the cultural competence of staff, members, volunteers and the various publics we serve. Diversity is the mosaic of people who bring a variety of backgrounds, styles, perspectives, beliefs, and competencies as assets to the YMCA.
- 1.05 Developmental Assets - Programs of the YMCA of Greater Indianapolis incorporate the Search Institute’s 40 Developmental Assets Model, which is a nationally regarded tool in assessing the outcome measurement of youth programs and activities. Our programs are designed to give children the support they need to become successful adults.

## 2.00 **MEMBERSHIP**

2.01 Definition of a Member - A member is a person who agrees to cooperate with others in the accomplishment of the mission of the YMCA, and involves identification with a worldwide YMCA fellowship.

2.02 Membership Eligibility - Eligibility for membership or participation in programs shall be without discrimination on the basis of race, gender, color, age, religion, national origin, disability, or ability to pay. The YMCA of Greater Indianapolis reserves the right to revoke or deny membership privileges. Membership may be revoked or denied if the member:

- Abuses or misuses any YMCA owned or operated equipment or facilities.
- Engages in conduct, which is abusive, illegal, and disruptive or poses a threat to the safety of others.
- Engages in activities contrary to the mission and purpose of the YMCA.

Note: The Center Executive Director has the authority to deny or revoke membership privileges.

2.021 *Written application* - Individuals must make written application for membership on standardized forms, provide applicable personal data, and state agreement with the mission of the YMCA.

2.022 *Financial Assistance* - Financial assistance in the form of waiver or reduction of fees shall be available to individuals and families that demonstrate financial need. Financial assistance shall be subject to enrollment limitations and the financial resources of the YMCA.

2.023 *Policies and Procedures* - Members shall abide by the policies and procedures established by the Center Advisory Board and the Association Board of Directors.

2.024 *Participation Requirements* - Members shall fulfill requirements for program-specific participation (i.e., age, physical skill, prerequisites, etc.).

2.025 *Interaction with Other Members and Staff* - Members shall be expected to interact with other members and staff with caring, honesty, respect, and responsibility.

2.026 *Physical Examination for Members* - All new members shall be encouraged to have a physical examination by a qualified physician before beginning a program of physical activities.

2.027 *Sex Offender Registry*- The YMCA of Greater Indianapolis regularly compares its membership database to the National Registry of Convicted Sex Offenders. It is our policy to terminate the membership of anyone registered as a sex offender.

2.03 Membership Classifications - The classifications of YMCA membership shall be Contributing and Participating Members.

2.031 *Contributing Members* - A Contributing Member is an individual, club or organization who contributes to the YMCA's Y for All Campaign for the purpose of supporting and extending the YMCA program services to those unable to pay the full cost for participation.

2.032 *Participating Members* - People who join the YMCA by paying membership dues and/or program fees to actively participate in the YMCA programs and services shall be considered Participating Members.

2.04 Participating Member Categories - Categories for participating members shall be Facility Members and Program/Activities Members.

2.041 *Facility Members* - Facility Members shall be entitled access to all center facilities, member-only events and activities, and can register for programs at the facility member rate at any center of the Association. Membership categories for Facility Members shall be youth, young adult, adult, one adult household, two adult only, two adult household, senior adult, senior one adult household, and senior two adult household. A Plus One Membership category is available for an additional fee of \$25 per month and can be attached to a Two Adult Only or Two Adult Household membership and is designed to accommodate a nanny, care giver or grandparent of an existing household membership. There shall be two separate bank or credit drafts; one for the household membership and one for the Plus One membership option.

Both drafts will be charged to the household account. The Plus One option is not available for financial assistance through MFA.

- a. **Adult** - An individual (ages 30-64) shall be eligible for an Adult membership.
- b. **Two-Adult Household** - Two adults and any children under age 19 or a full-time student (up to age 25) related to the adult(s) or living in the same household.
- c. **Two Adult Only (no children)** - Two adults over the age of 19 living in the same household.
- d. **One-Adult Household** - One adult and any children under age 19 or a full-time student (up to age 25) related to the adult or living in the same household)
- d. **Youth** - Youth memberships shall be available to youth ages 18 and under. Those members under 6 years of age will not be issued a membership card.
- e. **Senior Adult** - Senior Adult memberships shall be available to adults age 65 and older.
- f. **Senior Two-Adult Household** - Two adults both age 65 and older living in the same household and any children under age 19 or a full-time student (up to age 25) related to the adults or living in the same household
- g. **Young Adult** - Young adult memberships shall be available to adults ages 19 to 29.

2.042 *Facility Member Benefits*

- a. 30-Day Money-Back Guarantee on membership & Joining fees
- b. Free or Reduced fees for all programs
- c. Online Program Registration
- d. Member Priority Registration
- e. Free Towel Service
- f. Five Guest Passes distributed throughout the year
- g. Free quality Play and Learn services while you work-out at select locations
- h. For a small additional fee, Play and Learn services are available while away from the YMCA for up to two hours/ day
- i. Free Land & Water Group Exercise Classes (excludes certain specialty classes) ages 11+
- k. Complimentary Wi-Fi Internet Access at all locations

- l. Wellness Center with cardio machines, selectorized weights and free weights.
- m. Complimentary wellness appointments with a YMCA Wellness Coach
- p. Free Body Composition testing using a hand-held device
- q. Reciprocating Membership at All Greater Indianapolis YMCA locations. SilverSneakers and Prime memberships are accepted at all locations
- r. Convenient Facility Hours
- s. Free Member Appreciation Events
- t. Nationwide Membership - workout at other participating YMCAs across the country for free
- u. Special Member-only rates at Flat Rock YMCA Overnight Camp
- v. Refer-A-Friend Program that allows you to earn \$25 program credit.

Note: Facility member benefits could change based on membership needs.

2.05 Special Facility Membership Categories - Special Facility Membership categories shall be provided for special circumstances that are approved by the Chief Executive Officer.

2.051 *Veterans and Military* – Shall receive a savings of 20% off standard pricing. Interested applicants should apply in person to get the special rate, and must present a valid military or veteran ID card, a DD214 form showing release from active duty, or a driver’s license indicating a veteran designation. If a qualified applicant cannot afford to pay the reduced rate, they may be eligible for financial assistance. 20% special rate cannot be combined with financial assistance.

2.052 *Group Home Memberships* - Group homes may purchase a Two Adult Household membership for each group of 10 persons or less in that home. The group home must provide the YMCA proof of their “not for profit” status or United Way affiliation, their mission/purpose statement, and the type of clients served. A ratio of one group home staff person for each five residents is required for use of the facility. The staff person must stay with and supervise the group home members at all times. The group home

membership is intended for residents only, and not intended for a staff member's personal use. Use of the group home membership by group home staff for their personal use will result in termination of the group home membership.

2.053 *Charter Memberships* - Charter members pay an initial fee in advance of the opening of a YMCA facility. Benefits may include the use of Y facilities in advance of all other members, special recognition, and commemorative gifts.

2.06 Program and Activities Members - Individuals may enroll in YMCA programs/activities without being a Facility Member. Program Members must pay the established fee to register for a program. The difference between a Program Member registration fee and a Facility Member fee may be applied to a YMCA membership any time before the last class of the session in which enrolled. Program members must present a program member card or their current receipt to gain access to the facility for classes.

2.061 *Program and Activities Member Benefits*

- a. Enrollment in YMCA programs without being a facility member.
- b. Invitation to upgrade to a full service facility membership during the current program session. A credit will be issued toward the YMCA membership joining fee of the difference between the rate paid for classes and any applicable Program Registration fees and the member rate.
- c. Receive center newsletter electronically.
- d. Use of locker room and shower facilities during registered program times.
- e. Program Member Card for facility access during registered programs.
- f. Accepted for registration at any center of the YMCA of Greater Indianapolis.

Note: Program member benefits could change based on program member needs.

### 3.00 **Memberships for Employees**

3.01 Membership for YMCA Employees - YMCA employees shall be provided a complimentary Facility membership under the terms

defined for each employee category. When not working, employees must show their membership card or obtain a pass for facility access. YMCA membership and special employee program fees are benefits of current employment and cease immediately when employment ends.

3.011 *Membership for Full-Time and Retired YMCA Employees* - Full-time employees are eligible for a complimentary membership of their choice for anyone living in their household. Individuals who are retired YMCA personnel living in the YMCA service area may also request a complimentary membership.

3.012 *Membership for Part-Time & Seasonal YMCA Employees* - Part-time/seasonal employees will be provided a complimentary individual membership while employed by the YMCA. The employee may up-grade the membership to include individuals residing in their household by paying the difference in membership fees. These memberships are renewable on a six month basis or by monthly bank draft.

4.00 **Guidelines for Corporate Memberships** – The Corporate Membership Plan allows businesses to make YMCA memberships available to their employees.

#### 4.01 Enrollment Qualifications

4.011 *Corporate Membership* – The YMCA waives 100% of the Joining Fee for all employees. The company is not required to contribute toward their employees' monthly membership rates, but may choose to do so in any percent (5-100%). To be a corporate member company, the company will pay an annual fee based on company size.

4.012 *Corporate Companies* – When a company chooses to subsidize their employee's membership to the YMCA, the YMCA of Greater Indianapolis will also subsidize the company up to 10% off regularly published rates.

4.013 *Community Safety Services* – Police and Fire will benefit from a 15% subsidy on monthly membership fees, provided by the YMCA of Greater Indianapolis.

4.014 *Promotional Access* – The YMCA shall have promotional access to the employees of Corporate Members.

4.016 *Membership Dues* – Membership dues may be paid by bank draft or credit card draft. The method of dues payment shall be uniform for all employees at the same company. Payroll deduction is not available.

5.00 **COMPLIMENTARY MEMBERSHIPS** - Complimentary memberships up to a maximum of one year may be donated to not for profit organizations. All complimentary memberships must be approved by the Center Executive Director. Each center may award a maximum of 5 memberships per year.

6.00 **MEMBERSHIP DUES**

6.01 Establishment of Membership Dues - The YMCA Executive Staff shall be responsible to regularly review membership rates. Recommendations for rate changes shall be reviewed by the Association Business & Finance Committees prior to recommending to the Board of Directors for approval. Members shall be advised of fee increases 30 days in advance.

6.02 Joining Fee - The YMCA of Greater Indianapolis has established a minimum joining fee for all membership categories. This fee will be charged and received at the time of membership registration.

6.021 Joining fees are only discounted or waived with an approved association promotion. A 60-day grace period will be extended for memberships that are not renewed by their expiration date.

6.022 Joining fees shall be waived for members who transfer from one YMCA of Greater Indianapolis center to another.

6.023 When a member transfers from outside of the YMCA of Greater Indianapolis service area, the joining fee will be waived if the original membership was valid within the last 60 days.

6.023.1 A member transferring from another YMCA who chooses not to pay by bank draft or credit card draft will receive dollar credit on unexpired portion of membership upon verification from former facility.



6.023.2 The YMCA will verify the amount the transferring member paid for membership at the member's former YMCA. This amount will be pro-rated and credit extended based on the expired portion.

6.03 Membership Methods of Payment - Membership dues may be paid upfront on an annual basis or through a monthly bank draft or credit card draft.

6.031 *Bank Draft Plan* - The Bank Draft Plan is a continuous membership that does not require renewal on an annual anniversary date. Members desiring to cancel membership must complete a cancellation form and return their membership cards prior to the date of the next scheduled draft.

The following conditions apply for the Bank Draft Plan:

- To begin the bank draft, a member will pay the joining fee and one (1) month's membership fee.
- If membership lapses for more than sixty (60) days the member will be required to pay the joining fee before the membership will be reactivated.
- When a draft is failed or returned, members must pay the month refused by the financial institution. These payments should be made at the Member Service desk or online.

6.04 Membership Credits/Refunds

6.041 Credits/Refunds equal to the unused pro-rated portion of the membership is granted when a membership is cancelled due to medical reasons, suspension, or termination.

6.042 Full credit/refund for membership dues, including the joining fee, within 30 days of a new membership.

6.043 If a member is dissatisfied after 30 days, a credit/refund will be issued for the unused portion of membership dues (excluding joining fees).

6.05 Membership Holds - Members can place their membership on hold for a period of time that is not less than two months or no longer than 5 months in a 12 month period. A fee of \$35 will be charged to place the membership on hold. Membership fees will

not be charged while the membership is on hold. Membership fees will begin drafting at the end of the designated hold period. A member may extend the membership hold if they notify the YMCA prior to the start of their bank draft as long as the length of the hold has not reached 5 months. Members will be required to fill out a membership hold form.

## 7.00 **FACILITY MEMBERSHIP CARDS**

7.01 Property of the YMCA - Membership cards shall be the property of the YMCA of Greater Indianapolis. A card shall be issued to each YMCA member ages 6 and over. The card must be shown for admission to a YMCA facility or for verifying membership when registering for programs. The card must be returned to the YMCA upon request or termination of membership.

7.02 Not Transferable - A membership card shall be for the sole use of the individual identified on the card. Members allowing others to use their card for access to facilities or program registration may be subject to loss of membership privileges.

7.03 Lost Cards - A lost card must be reported to the Center of membership origin. A replacement card can be produced at any center. The first replacement card will be issued at no charge. Any additional replacement cards will be issued at a cost of \$5.

7.04 MobileFiT - A member can upload their membership card number by using our free MobileFiT app.

## 8.00 **GUEST GUIDELINES**

8.01 Definition of a Guest - Individuals and families who are not Facility members of the YMCA of Greater Indianapolis may have access to center facilities as a guest under the terms described below.

### 8.02 Guest Privileges and Limitations

8.021 Members of the YMCA may host individuals and families as guests. Members may not host more than two individual paid guests or one family per visit. The behavior of guests shall be the responsibility of the hosting member.

8.022 A guest fee that is uniform throughout the Association shall be charged to obtain a guest pass. Guests can

purchase an unlimited number of passes throughout the year. Guest passes may be purchased anytime during the Member Services Desk operating hours.

8.023 All guests age 16 or older must provide a valid photo ID and sign a waiver.

8.024 A guest may visit the YMCA once with a complimentary guest pass. After that, a guest fee or a monthly membership fee shall apply.

8.025 Guest fees paid within the last 12 months will be credited towards joining fees if guest becomes a member.

8.026 Complimentary guest passes may be distributed as part of a promotion or by designated staff. Guests visiting the YMCA will be required to show a valid photo ID when using the facility.

8.027 Students who are members of one of the YMCA of Greater Indianapolis University YMCA programs may be granted access to center facilities by presenting their Student YMCA membership card and paying half the established guest fee. A University YMCA program is in existence at Butler University, University of Indianapolis, IVY TECH and IUPUI.

8.028 YMCA staff from other YMCA Associations are welcome to visit any YMCA of Greater Indianapolis facility free of charge. YMCA staff must present a YMCA membership card or YMCA Business Card along with a photo ID.

8.03 Nationwide Membership Program for YMCA Members – Any facility member (does not include Prime, SilverSneakers or DOD) in good standing may use any participating Y across the country with a valid membership card, photo ID and completion of a waiver.

## 9.00 **SUSPENSIONS AND EXPULSIONS OF MEMBERS**

9.01 Suspension of a Member - A member may be suspended by the Center Executive Director for up to 30 days for violation of rules, disorderly conduct, or other actions unbecoming a member.

- 9.02 Termination of a Member - A member may be expelled and their membership canceled by the Center Executive Director with approval from the Center Advisory Board for violation of rules, disorderly conduct or other actions unbecoming a member.
- 9.03 Appeals - A suspended or expelled member may appeal the decision in writing. Appeals shall be reviewed by the Executive Committee of the Center Advisory Board within thirty (30) days.
- 9.04 Ineligibility - A suspended or expelled member shall not be eligible for membership in any other center.
- 9.05 Reinstatement - The Center Advisory Board where the member was suspended or expelled may reinstate a member after reviewing their appeal.

## 10.00 **MEMBER GUIDELINES**

- 10.01 Facility Membership or program/activities member cards must be presented to staff at the hospitality/front desk in order to enter the facility. Members over the age of 16 without a membership card must present a photo ID.
- 10.02 Children age 10 years and under must be supervised by someone age 16 years old or older.
- 10.03 Tobacco, e-cigarettes (electronic oral devices), the use of non-prescription drugs or alcoholic beverages, firearms or weapons are prohibited on YMCA property.
- 10.04 Animals are prohibited on YMCA property, except Seeing Eye dogs or animals used for other medical purposes.
- 10.05 Hover boards, rollerblades, roller skates, and skate boards are prohibited on YMCA property unless used for a program.
- 10.06 The YMCA refrains from assuming responsibility for damages to or theft of articles and valuables left in lockers, vehicles, or elsewhere in the building.
- 10.07 Bullying or threatening another person verbally or physically is prohibited on YMCA property.
- 10.08 Long lockers are designed for daily use at many facilities, however, a small number are available for rental at select

centers. The YMCA reserves the right to remove any locks. Members may rent a small locker for an additional fee and keep a permanent lock on their assigned locker.

10.09 Food and drink are allowed in designated areas only.

10.10 Swim and workout attire must be appropriate for a family environment.

10.11 Appropriate swim attire must be worn in saunas and whirlpools.

10.12 In case of an accident, a YMCA staff member must be informed and an incident/accident report should be filed by the staff member.

10.13 Shirt and shoes must be worn at all times, unless a specific program designates otherwise.

10.14 Harassment or intimidation by words, gestures, or body language is prohibited on YMCA property.

11.00 **CELL PHONE, CAMERA, AND VIDEO GUIDELINES** - A cell phone-free environment policy insures privacy of each individual participating at the YMCA. Cell/Camera phones are prohibited from use in all indoor and outdoor areas other than the main lobby, personal offices, conference rooms and/or rooms being utilized for conference/meetings, and parking lots. Cameras and Video/audio recording devices are prohibited from use in all indoor and outdoor areas, with the exception of implied authorization to record sports or youth class activities. Implied authorization would require that a dependent member of the family must be participating in the sport or activity at that time.

12.00 **PRIVATE INSTRUCTION GUIDELINES**

12.01 Only staff members employed by the YMCA will provide private instruction within YMCA programs and facilities. These staff will be YMCA trained, endorsed and certified. They will also be committed to carrying out YMCA goals through high quality programs.

13.00 **PROGRAM REGISTRATION**

13.01 Full Facility Members will receive priority registration privileges  
At least one (1) week prior to Program Members regardless of where their membership originated.

13.02 Program members may register for YMCA programs at any YMCA center. Program members may register on the designated Program Member registration date. All participants must be registered and paid-in-full in advance of the program start date. A late registration fee may be charged to all registrations received after any pre-set deadlines for programs requiring a specified registration deadline.

14.00 **PROGRAM CANCELLATIONS** - Programs that do not meet the minimum number of participants will be cancelled at least 24 hours prior to the beginning of the first class. All participants will be notified.

15.00 **PROGRAM FEES**

15.01 Program pricing for facility members is designed to be approximately one-half of that charged to program members.

15.02 Program members who join the YMCA within the current participating session may credit the difference between the member and program member class fee to their joining fee.

15.03 Program fees shall not be discounted without prior Association approval.

15.04 Programs may require a non-refundable deposit.

15.05 Class Fees for Employees

15.05.1 Full-time employees and their spouse and dependent children included in their membership may be provided a discount up to 50% of the member fee if their participation does not exclude other members. Employees may not register for class until the Friday prior to the start of class. Additional discounts will not apply.

15.05.2 Part-time employees and anyone living in their household may be provided a discount up to 25% of the members' fee if the employee participation does not exclude other members. Employees must not register for the class until the Friday prior to the start of the class.

Additional discounts will not apply. Employees may register for classes during membership open registration at the current members' fee to assure their enrollment.

15.05.3 The spouse and dependent children of the part-time employee may register for YMCA classes with a discount up to 25% of the members' fee, if the employee has upgraded their membership to include the spouse and dependent children. The spouse and dependent children may not register for the classes until the Friday prior to the start of class and additional discounts will not apply.

## **16.00 PROGRAM CREDITS/REFUNDS**

16.01 Credits/refunds will be given for the following reasons:

- Withdrawal, for any reason, from a class/program prior to the second class.
- Participant is unable to attend class for a medical reason. A pro-rated credit/refund will be issued with a doctor's note.
- If the YMCA cancels a program or class.

16.02 Credits are valid for up to one year unless otherwise indicated.

16.03 Program registration fees are refundable within 30 days from the start of a program.

**17.00 PROGRAM SPONSORSHIPS** - Missions and philosophies of the sponsor, or potential sponsor, should be compatible with those of the YMCA.

**18.00 Privacy Statement** - The YMCA of Greater Indianapolis (YOGI) recognizes it has a primary responsibility to protect the information entrusted to its care. It also has a strong commitment to provide an environment where employees have the information necessary to perform their duties in an efficient, effective and convenient manner. The purpose of this policy is to define the standards for the use and protection of that information. Employees will also be responsible for knowing and understanding HIPAA privacy practices. With this commitment in mind, the following policy and rules shall be followed:

18.01 The YOGI network is defined as the combination of local-area and wide-area computer networks that are managed and administered solely by the YMCA of Greater Indianapolis. This comprises the Association Office, Centers and other administrative locations.

- 18.02 Within the context of this policy, information is defined as any data that can be used to uniquely identify a member, participant, volunteer or employee of the YMCA of Greater Indianapolis.
- 18.03 Information residing on the YOGI network is protected through a variety of hardware, software and procedural rules designed to safeguard its accuracy, integrity and confidentiality.
- 18.04 Information maintained on the YOGI network may only be used for YMCA business purposes and within the usage guidelines set forth when it was acquired.
- 18.05 Information maintained on the YOGI network is intended to remain in that protected environment and not be transferred outside it absent a specific business requirement.
- 18.06 Any time electronically-stored information is transferred outside the YOGI network, it must be protected by a confidential password. Knowledge of this password is restricted to only the individual possessing the information.
- 18.07 Any time information is transferred outside the YOGI network, the YMCA employee in possession of that information is charged with protecting its accuracy, integrity and confidentiality.

## 19.00 **POLICY RESPONSIBILITY**

- 19.01 Authority/Responsibility - Authority and responsibility for approval and enforcement of the Association Membership Policy rests with the Board of Directors. Exceptions to this policy must be approved in advance by the Association Membership & Marketing Committee for recommendation to the Association Board of Directors. This policy shall be reviewed annually.



Approved by the Board of Directors; January 31, 1977.

Revised and Approved by the Metropolitan Business and Finance Committee; June 16, 1980.

Revised and Approved by the Metropolitan Business and Finance Committee; May 20, 1981.

Revised and Approved by the Board of Directors; April 26, 1982.

Revised and Approved by the Metropolitan Business and Finance Committee; May 21, 1984.

Revised and Approved by the Board of Directors; June 25, 1984.

Revised and Approved by the Board of Directors; April 22, 1985.

Revised and Approved by the Board of Directors; December 22, 1986.

Revised and Approved by the Board of Directors; April 22, 1988.

Revised and Approved by the Board of Directors; April 25, 1988.

Revised and Approved by the Board of Directors; April 27, 1996.

Revised and Ratified by the Board of Governors; February 2, 2000 and Approved by the Board of Directors; February 23, 2000.

Revised and Approved by the Board of Directors; February 1, 2005.

Revised and Approved by the Center Leadership Team; November 23, 2009.

Revised and Approved by the Membership and Marketing Committee of the Board of Directors; August 19, 2010.

Revised and Approved by the Membership and Marketing Committee of the Board of Directors; September 9, 2011.

Revised and Approved by the Membership and Marketing Task Force of the Board of Directors; July 31, 2012