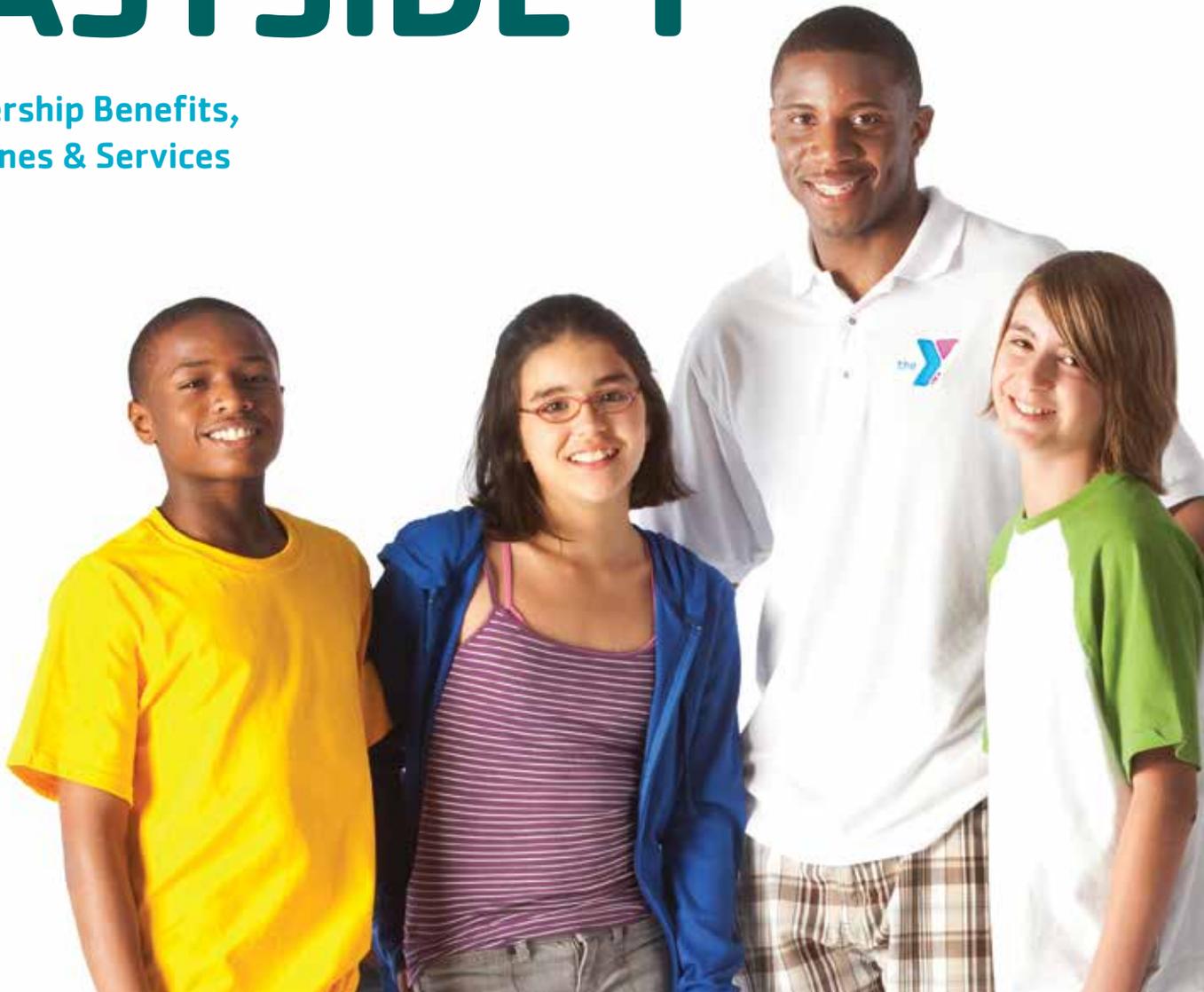




FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

YMCA OF GREATER ERIE EASTSIDE Y

Membership Benefits,
Guidelines & Services



ABOUT US

Welcome to the YMCA of Greater Erie, Eastside branch.

The Y's Mission: To put Christian principles into practice through programs that build a healthy spirit, mind and body for all.

The Y's Cause: At the Y, strengthening community is our cause. Every day, the Y works side by side with our neighbors to ensure that everyone, regardless of age, income or background, has the opportunity to learn, grow, and thrive.

The Y, founded in 1860, is one of Erie's leading 501(c)(3) nonprofits, committed to strengthening our community in the areas of youth development, healthy living and social responsibility.

The Y by the Numbers:

The Y has five membership branches: the County Y located in Edinboro, the Downtown, Eastside and Glenwood Park Ys and our newest adult-only location, the Y @ UPMC Hamot. Twenty-one award-winning early care & education and school-age centers provide care and youth development programs to children as young as six weeks through teen years. Unique community partnerships with the City of Erie and the Erie Housing Authority serve Erie's most at-risk, underserved kids and teens directly in their neighborhoods.

30,000 people of all ages, incomes, backgrounds and abilities are served by the Y and Y programs. Financial assistance is available for all Y memberships and programs.

Contact Us

2101 Nagle Road
Erie, PA 16510
(814) 899-9622
www.ymcaerie.org
Find us on Facebook

Hours of Operation

Summer Hours:

Monday-Friday	5 a.m.-8:30 p.m.
Saturday	7:30 a.m.-7:30 p.m.

Winter Hours:

Monday-Friday	5 a.m.-9:30 p.m.
Saturday	7:30 a.m.-7:30 p.m.
Sunday	Noon-4:30 p.m. (November - March)

Building will be locked one half hour before closing. Closed all major holidays.

SUPPORT YOUR YMCA!

We Build People

At the Y, strengthening community is our cause. We are in this community to give everyone an opportunity to learn, grow and thrive. At the Y, no child, family or adult is turned away. We Build People is our community support drive which directly raises funds for children, teens, adults and families to make sure that everyone, regardless of age, income or background, has the opportunity to benefit from Y membership and programs.

As the nation's leading nonprofit for youth development, healthy living and social responsibility, we use your gift to make a meaningful, enduring impact. Your contribution is invested in people. When you give to the Y, you help move people forward.

The YMCA of Greater Erie is a 501(c)(3) charity and is one of the largest philanthropic organizations in Erie County dedicated to helping children and families live healthier, more productive lives in spirit, mind and body.

Financial Assistance

If you are unable to pay the full cost of Y membership or programs, you may apply for partial assistance based on your financial situation. Income based membership rates are also available. Funds for financial assistance are raised by the volunteers of the Y's We Build People campaign and come from generous individuals and businesses in the community.

Volunteer Information

Volunteers are the strength of our organization. They make it possible to offer the wide range of quality services and programs that we do. Their contributions impact all aspects of the Y. Volunteers assist us in the following areas: aquatics, wellness, fund development, office, special events, committees, youth sports and board leadership. If you are interested in volunteering for the Y, please contact your branch Executive Director.



MEMBERSHIP

MEMBER BENEFITS

As a member of the YMCA of Greater Erie, your membership benefits include:

- Volunteer and philanthropic opportunities
- A friendly, caring staff to help you at any time
- A family-friendly environment
- Being part of a community
- Making new friends with similar interests
- Three FREE guest passes per year (youth not included)
- Membership privileges to five membership branches and YMCA Camp Sherwin. This is referred to as a Metro Membership
- Free access to Tri-Community Pools and Waterpark (Eastside branch and Metro members only). General daily admission is available June-August
- Free support services including meetings with a Wellness Coach and orientation to the Y are available to assist you in increasing your involvement in Y programs and experiences
- FREE 12-week Ready 2 Be Fit Program—great for new or returning exercisers
- Support in your pursuit of healthy living, youth development and family strengthening
- Unlimited use of wellness centers, including all cardiovascular and strength training equipment
- Open gym, swim, racquetball, and basketball during open court, gym and pool times
- Unlimited group exercise and water fitness classes
- Senior adult programs and activities; we are a Silver & Fit location
- Youth and adult sports leagues
- Progressive swimming lessons
- Full-service locker rooms
- ChildWatch, free childcare while you're at the Y
- Special member pricing for swimming lessons, adult sports leagues and special events and programs
- Early program registration opportunities
- Guest-privileges at many YMCAs nationwide
- Open seven days per week November-March
- Teen Center for those 13-18 at the Downtown, Eastside Family and Glenwood Park Ys

GETTING STARTED AT THE Y

At the Y, we are here to work beside you in your pursuit of healthy living and family strengthening. At all levels of the Y, our staff are certified professionals and are here to serve you.

Wellness Coaches

The Y offers wellness coaches through our Maximize your Ready 2 Be Fit Program. All are certified as Y-USA instructors. If you would like to arrange an appointment, please contact the Welcome Desk.

Wellness Center and Program Orientations

Y staff will demonstrate proper use of the cardiovascular and strength training equipment, orient you to the weight room and/or group exercise classes.

Program Guide/ Sign-up

For the convenience of our members, the Y publishes a seasonal program guide that is available at our Welcome Center and on our website at www.ymcaerie.org. Some programs (excluding group exercise) at the Y require registration. Most are included in your membership and if a program fee is required, members are extended a member discount. Program sign-ups are held before each program session and are communicated to our members through our Program Guide, monthly e-newsletter, Facebook postings and at our branches. Members may sign-up for classes online at www.ymcaerie.org or by calling the Y at (814) 899-9622.

MEMBERSHIP INFORMATION

Membership Types

- **YOUTH**
ages 18 and under
- **YOUNG ADULT**
ages 19–24
- **ADULT**
ages 25–61
- **SENIOR**
ages 62+
- **COUPLE**
any two adults living in the same household
- **FAMILY**
any two adults over age 18 and dependent children living in the same household; college students must have full-time schedule
- **ACTIVE MILITARY**
active military on leave are welcome at the Y

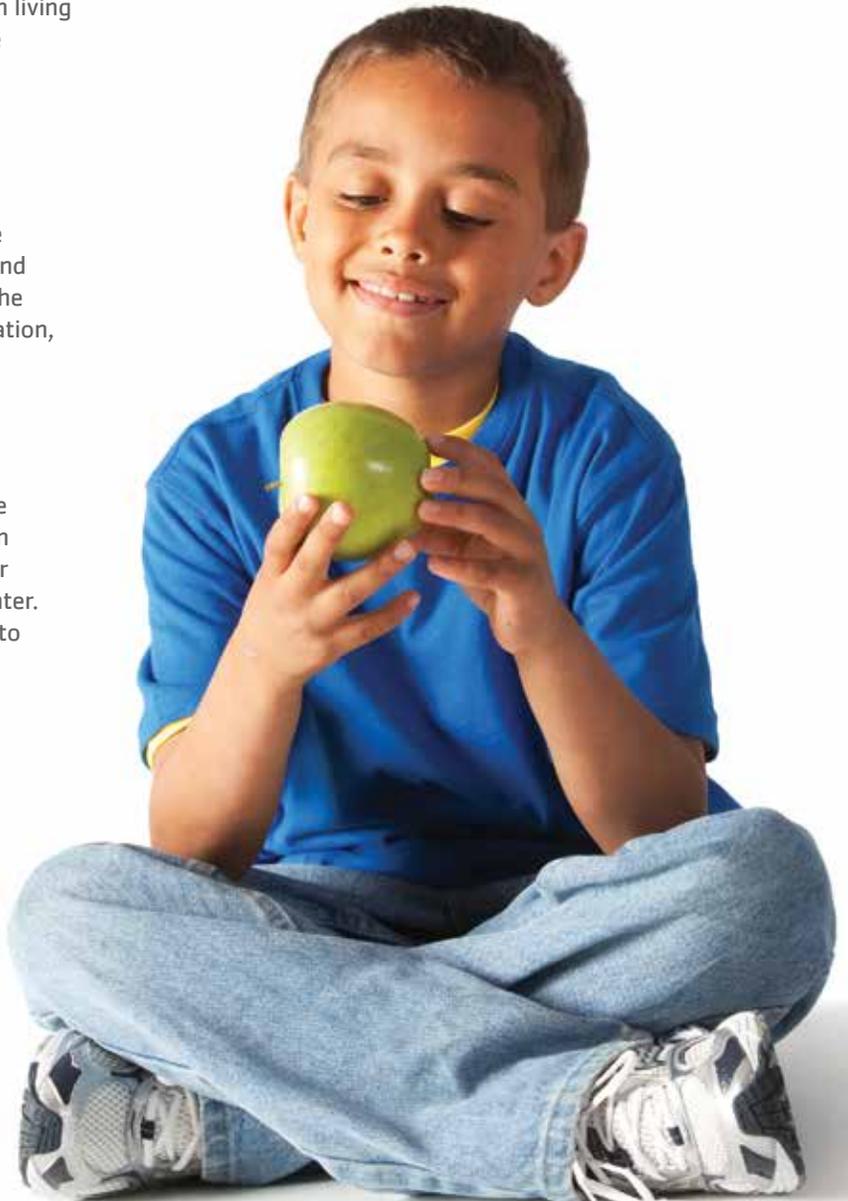
Always Welcome at YMCAs (AWAY)

The Y is a member of the AWAY program and you are welcome to visit YMCAs across the country and around the world. Policies and processes vary according to the individual Y. When inquiring about facilities and visitation, please reference the YMCA of Greater Erie.

Financial Assistance and Income Based Memberships

The Y provides financial assistance, as well as income based membership rates, to ensure that everyone can afford Y programs and memberships. Applications for financial assistance are available at the Welcome Center. When discussing income based membership, be sure to have your most current income tax return.

The YMCA of Greater Erie is happy to work together with agencies and health insurance companies to offer membership programs — many offered at no additional cost to you. We advise that you contact your insurance company to gain a better understanding of how this cooperative effort could benefit you and your family.



MEMBERSHIP

MEMBERSHIP GUIDELINES

Annual Membership Renewals

A renewal notice will be mailed to you approximately one month prior to your renewal date. Note that memberships paid for by monthly bank draft are continuous until cancellation. The member is responsible for verifying all drafts and draft cancellations. Errors must be brought to the attention of the membership office manager. The YMCA will not be responsible for draft errors beyond 60 days.

Comment Cards

We are happy to be a part of your day. Your experience and satisfaction are important to us. We invite you to speak to our staff, or complete a comment and impact card to express your satisfaction, concerns or questions. Comment Cards are available in the lobby near the Welcome Center. If you leave your phone number or email address we'll respond within two business days. Please feel free to contact any Y staff directly if you wish.

Guest Passes

Each Y membership, except Youth, household receives three FREE guest passes per year. Guest passes are available for pick-up at the Welcome Center and must be signed out by the member. The active member must accompany the guest at the time of their visit. For youth members, an adult member, 18 years or older must accompany the youth member and the youth member's guest at the time of their visit. All guests (or the adult member accompanying the youth guest) must present, for photocopying a valid driver's license or student ID and will be asked to sign the guest log. Guests must comply with the Code of Conduct of the Y during their visit.

Membership Cancellations

Members who pay their monthly membership fee through a monthly automatic withdrawal need to cancel their membership by the 20th of the month in order to stop the draft that occurs on the first of the following month. To cancel a membership, members must do so in person and fill out a cancellation form at the Welcome Center.

Membership Identification

Upon joining the Y, Membership Staff will take your digital photograph and scan your finger into our membership software. You will be assigned a code. You will use this code and your finger scan to gain access to our Y facilities. Your code and scan are valid at all Y branches if you are a Metro member.

Membership Holds

Holds will be granted for medical and seasonal reasons only. Your membership can be put on hold for a maximum of 60 days per year. Holds must be requested prior to the absence, and before the 20th of the month in order to stop the automatic withdrawal for the given month. Holds are limited to 90 consecutive days.

Returned Payments

For checks or automatic drafts returned, members will be assessed a \$25 fee. Please ensure that all your personal information is current in our system, this includes current bank account information and expiration dates if applicable on your membership.

Personal Items

The Y cannot guarantee the security of personal belongings. Therefore we ask that you leave valuables at home. Bring a lock for the locker room, mini lockers available for free in the lobby. The Y is not responsible for lost or stolen items.

Telephones

A courtesy phone for local calls is available in the lobby near the Welcome Center.

CODE OF CONDUCT

Using the principles of Caring, Honesty, Respect and Responsibility as a guide, we implement the following Code of Conduct to ensure all who participate in the Y enjoy a safe, welcoming and comfortable environment. We ask individuals to behave in a matter that upholds these principles at all times when they are in our facility or participating in our programs. Specifically, actions that do not adhere to these guidelines and are not permitted include:

- Wearing inappropriate attire, including swimsuits and workout attire; clothing with vulgar/profane writing or language is not allowed
- Using angry or vulgar language including swearing, name-calling or shouting
- Making physical contact with a person in any angry or threatening manner
- Engaging in sexual activity or contact with another person
- Harassing or intimidating by words, gestures, body language or other menacing behavior
- Stealing or destruction of property
- Carrying or concealing any weapons, devices or objects which may be used as a weapon
- Smoking—all Y membership and program centers offer a smoke-free environment including the building and grounds.
- Any other conduct of an inappropriate, threatening or offensive nature
- Refusing to adhere to staff requests
- Photography is prohibited within the Y, including the use of camera phones
- Disregard of safety, rules and regulations is prohibited
- Deliberate abuse or misuse of YMCA property or the property of others

Members and guests are encouraged to be responsible for their own personal comfort and safety. Please report any unacceptable behavior to a Y staff person immediately.

Members and guests are asked to limit cell phone usage as not to disrupt others.

The appropriate Y staff member will investigate all reported incidents. Suspension or termination of membership privileges may result from a violation of the Code of Conduct.

In accordance with Pennsylvania State Law, mothers are welcome to breast-feed at the YMCA.

EMERGENCY PROCEDURES

Evacuations

All emergency exits are clearly marked. Please familiarize yourself with their locations. Should an evacuation of the facility be required for any reason, follow the directions of Y staff to ensure a safe and orderly exit from the building.

Fire Alarm

If the fire alarm sounds please:

- STOP all activity
- Move quickly and orderly to the nearest exit to receive further instructions from staff

Incident Reports

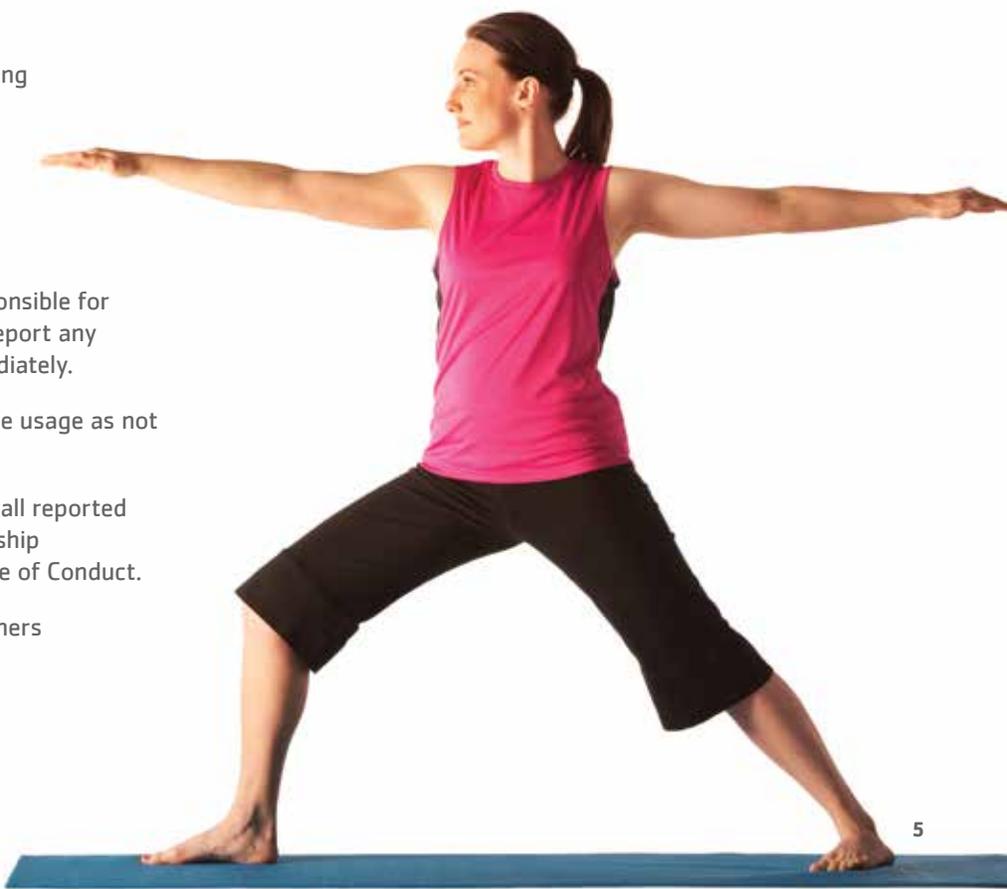
In the event that first-aid or corrective action is provided to you, or for you, the staff responding is required to ensure that proper documentation is provided for our records.

Member Responsibility

Members are expected to assist us in an emergency by following the instructions from staff in order to resolve the situation as efficiently and safely as possible.

Staff on Duty

Staff on Duty are staff designated to take a lead role in the daily operations of the facility and also in the event of an emergency. Please assist us in following their directions.



HEALTHY LIVING

AQUATICS

A large lap pool and small, warm-water recreational and exercise pool are available for our members. From June – August, Eastside Y members also have access to the Tri-Community Pools and Waterpark located on our campus. Inquire at the Welcome Center. Our large pool, 6 lanes wide has depth from 4' to 7' and is kept at approximately 82 degrees for fitness classes, swimming lessons and lap swimming. Our small pool depth is 1.5' to 4' at approximately 88 degrees for preschool through older adults for classes and recreational swimming.

Age Guidelines

All children ages 5 and under must be accompanied by a supervising adult in the water, within arms reach, at all times. Children ages 6, 7, and 8 must have a supervising adult in the pool areas. A supervising adult is considered to be a person age 18+. Swimmers under the age of 18 must complete and pass a deep water test to use the large pool. Family changing areas are available on the pool deck east end of pool area. Any children above six years old are not allowed in the opposite gender locker room.

Etiquette

Please shower prior to entering the pool area and refrain from wearing street shoes.

Food

- No food, beverages or gum allowed past turnstile
- Closed water bottles are permitted

Programs

A complete list of aquatic programs is available in our program guide.

Proper Attire

- Bathing suits are required, e.g. swim trunks for men and boys and one-piece or two-piece bathing suits for women and girls
- Requests for alternative wear due to religious and/or cultural reasons should be addressed directly with the Aquatics Director
- Cut-offs are not permitted
- Street shoes and gym shoes are not permitted on the pool deck
- Children who are not yet toilet trained must wear swim diapers; cloth or disposable diapers cannot be worn in the pool

Staff Certifications

- All Y lifeguards are certified in CPR, First Aid, Oxygen Administration and Lifeguarding

Equipment/Toys

The lifeguard on duty must approve all equipment and toys brought to the pool. Kickboards and pull buoys are provided for lap swimmers. Non-swimmers must remain in the shallow end of the small pool. Lifejackets are available for use with adult supervision.

Co-Ed Sauna and Whirlpool

Participants should limit time in these facilities to a maximum of 10 minutes. Individuals at high risk (pregnant women; individuals taking prescription medicines; those with elevated blood pressure, circulatory deficiencies, diabetes, heart disease, emotional disorders, or history of seizures or epileptic seizures; individuals prone to dizziness or lightheaded episodes; and those under the influence of alcohol or recreational drugs) should be advised to not use the sauna, steam, or whirlpool/hot tub unless authorized by a physician.

GYMNASIUM

Gymnasiums are located on the first floor of the Y. A number of programs and youth and adult sports leagues are available to our members. Inquire at the Welcome Center.

- Members may sign out a basketball for use while at the Y; the ball must be returned to the Welcome Center when finished
- Please check the gym schedule for open gym times
- No dunking or hanging from hoops
- No spitting
- Proper non-marking shoes and attire are required
- No vulgar and/or profane language

RACQUETBALL AND HANDBALL COURTS

Racquetball courts are located on the first floor of the Y. Racquetball courts are available to be reserved by members one week in advance. Members may sign out racquets and balls. Closed toe, non-marking athletic shoes are recommended as is protective eyewear.

Age Guidelines

Members ages 11+ are permitted to use the racquetball courts; youth under age 11 with an adult are permitted.

Food

- Closed water bottles are allowed
- No food or gum allowed

Proper Attire

- Proper workout attire and closed-toe athletic shoes are required
- No sandals, swimsuits or clothing that may be inappropriate for a family environment

RUNNING/ WALKING TRACK

A running/walking track is located on the lower level floor of the Y.

Age Guidelines

Youth 15 years and older or have taken the youth fitness certification course.

Proper Attire

- Proper workout attire and closed-toed athletic shoes must be worn at all times
- No sandals, swimsuits or clothing that may be inappropriate in a family environment

Track Etiquette

- Follow the daily directional signage
- Slower runners are asked to run on inside lane
- No spitting on the track
- No strollers



WELLNESS CENTER

The Wellness Center is located on the lower level of the Y. Wellness staff is generally available in the Center to assist members with orientation to equipment and routine.

Wellness Coaches

The Y offers wellness coaches who are certified as Y-USA instructors. If you have not been paired with a wellness coach at the time of joining the Y, please contact the Welcome Center to schedule your appointment.

Wellness Center and Program Orientations

Y staff will demonstrate proper use of the cardiovascular and strength training equipment, orient you to the free weight room and/or group exercise classes.

Age Guidelines

- Youth members ages 11–14, that have successfully completed the Youth Fitness Course, are permitted full use of the Wellness Center
- Members ages 15+ are permitted full use of the Wellness Center
- No one under age 11 is permitted in the Wellness Center

Cardio Time Limit

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

Rack Your Weights

As a courtesy to all members, when using weights, please return them to the proper place at the end of your workout.

Cleaning Machines

As a courtesy to all members, please use the cleaning spray and paper towels provided to wipe down each machine, equipment and floor mat after use.

Circuit Priority

- Circuit users utilize each machine for a set of eight to 12 repetitions
- If you intend to perform more than one set of repetitions on a machine, please allow others to work through on the equipment as you rest between sets

Cell Phones

For your safety and out of respect for other members we ask that cell phones are not used in the wellness center. Please use the lobby for cell phone usage.

Non-YMCA Personal Trainers are **not permitted** to use the Y facilities to train their clients. If you'd like to join the Y's Personal Training Staff, please see your Branch Executive Director.

HEALTHY LIVING

WEIGHT ROOM

Age Guidelines

- Members 15+ are permitted full use of the Strength Training/Free Weight Room

Proper Attire

- Proper workout attire and closed-toed athletic shoes must be worn at all times
- No sandals, swimsuits or clothing that may be inappropriate in a family environment

Etiquette

- Spotters are recommended
- Please secure collars when lifting
- Do not drop weights
- Clean language is a refreshing must

GROUP EXERCISE

Staff Certifications

- Y staff are fully certified in YMCA Healthy Lifestyles and Foundations of Group Exercise
- Y staff are certified in CPR, AED and First Aid

Age Guidelines

- Members ages 14+ may participate in all group exercise classes, unless the class is specified for youth

Equipment

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

Proper Attire

- Loose fitting, comfortable clothing and closed-toed athletic shoes are recommended
- No street clothes—including jeans, sandals or swimsuits allowed

Safety Guidelines

- It is highly recommended that you see a physician before beginning an exercise program, especially if you have any pre-existing medical conditions

CHILD, YOUTH AND TEEN ACCESS

There are a number of activities that children, youth and teens can participate in at the Y. Youth ages 11–12 may participate in our youth cardio course. Youth ages 13–14 may participate in our youth fitness course which concentrates on flexibility, cardiovascular and strength. Upon completion of the course, youths are given a fitness card.

A number of family fitness and fun nights are planned throughout the year. Members are notified of these events through monthly e-newsletters, Facebook postings as well as in our branches.

Our expectations are that parents are responsible for their children at all times.

We need your support in ensuring children, youth and teens will:

- Accept directions from Y staff
- Show courtesy and respect for others while at the Y
- Not use offensive/hurtful language anywhere within the Y
- Take care of the facility and equipment
- Abide by the guidelines in this handbook

Please remember that children under the age of 13 must be accompanied at the facility by a parent or adult age 18+. Children under six must remain with a parent or guardian at all times unless registered in a supervised program or class.

Healthy Family Home

This program gives you resources full of helpful information, tips and tools to support your family in its efforts to practice the art and science of healthy living. We invite you to join the growing communities of families working and playing their way to a healthier tomorrow.



CHILDWATCH

ChildWatch

- Free member service for children 6 weeks to 8 years is held in our ChildWatch Room off of the front lobby. Evening and Saturday ChildWatch is located in the Childcare area off the front lobby
- ChildWatch provides child care for up to two hours per day
- The responsible party must remain on the Y premises at all times

Crying Children

Children will be cared for in a compassionate and responsible manner by staff. In the event that a child seems to be visibly upset and unable to be comforted by a staff member, parents will be asked to pick-up their child. Although this may interfere with your workout, this procedure will be followed for the comfort and well-being of your child and other children in the ChildWatch area.

Diapers/Bathroom Assistance

- Please bring your child in a clean diaper
- Y staff will provide bathroom assistance for your child if authorized by the parent

Discipline in all Programs

Discipline in ChildWatch is based on an understanding of the individual child's needs and stage of development. It is based on the use of positive reinforcement, reasonable expectations, logical consequences, distraction and diversion. Physical punishment is never administered.

Footwear

- Children must wear socks and closed-toe shoes

Sign-In/Sign-Out

All participants must be signed-in and signed-out of ChildWatch. Both parent and child will be given a wristband. The wristband will be matched up upon signing out.

Snacks/Toys

No food snacks or outside drinks are permitted in the ChildWatch area. Children should refrain from bringing toys from home.

Staff Certifications

- ChildWatch attendants are fully trained and competent individuals
- Each attendant is certified in CPR, AED and First Aid

WIRELESS/ INTERNET HOT SPOT

For the convenience of our members, the lobby is a wireless/internet hot spot. Free, secure access is available. Ask the Welcome Center for the guest password and log-in information.

LOCKER ROOMS

Women's and men's locker rooms are available for your convenience. The Family locker room is located in the pool area. Convenience coat racks are also located near the Wellness Center.

Day Use Only

- We provide complimentary lockers for day use only
- We advise all members to place a lock on the locker they are using
- Locks left on overnight will be cut off and the contents will be bagged at the Welcome Center for pick-up
- We are not responsible for the replacement of cut locks
- The use of cell phones in locker rooms is prohibited

Rentable Lockers

Full lockers are available for rent on a yearly basis.

Lost and Found

- The Y is not responsible for lost or stolen items
- Check at the Welcome Center if you have lost an article
- Items are kept for one week, after which they are donated to an appropriate charity
- Valuable items will be secured and arrangements must be made for pick-up

PARKING

For the convenience of our members, the Y has a parking lot adjacent to our building. Please adhere to all parking signs. Violators will be towed at the owner's expense.

YMCA OF GREATER ERIE
EASTSIDE YMCA

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Erie, PA 16510

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