



FOR YOUTH DEVELOPMENT
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

YMCA OF GREATER ERIE GLENWOOD PARK Y

Membership Benefits,
Guidelines & Services



ABOUT US

Welcome to the YMCA of Greater Erie, Glenwood Park 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 four membership branches: the County Y located in Edinboro, the Downtown, Eastside and Glenwood Park Ys. 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

3727 Cherry Street
Erie, PA 16508
(814) 868-0867
www.ymcaerie.org
Find us on Facebook

Hours of Operation

Monday-Friday	5 a.m.-10 p.m.
Saturday	7 a.m.-8 p.m.
Sunday	10 a.m.-6 p.m.

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
- Membership privileges to all four membership branches and YMCA Camp Sherwin; this is referred to as a Metro Membership
- Free access to Eastside YMCA Tri-Community Pools & Waterpark (Eastside branch and Metro members only); general daily admission is available June–August
- Maximize your Membership, a free support service to assist you in increasing your involvement in Y programs and experiences
- 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 SilverSneakers location
- Youth & adult sports leagues
- Progressive swimming lessons
- Full-service locker rooms
- A men's private locker room is available for an extra fee
- ChildWatch/Adventure Area, free childcare for ages six weeks to seven years, while you're at the Y
- Fun & Fit Zone for kids eight to 14, free structured area 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 nation-wide
- Open seven days–per week

MAXIMIZING YOUR MEMBERSHIP

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/ Maximize Your Membership

The Y offers wellness coaches through our Maximize your Membership program. All 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 Membership Desk 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. Please contact the front desk to schedule your appointment.

Program Guide/ Sign-up

For the convenience of our members, the Y publishes a seasonal program guide that is available at our Membership Desk and on our website at www.ymcaerie.org. Some programs 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 throughout the year and are communicated to our members through our Interactive Communication Center, monthly e-newsletter, Facebook postings and throughout our branches. Members may sign-up for classes online or by calling the Y.

MEMBERSHIP INFORMATION

Membership Types

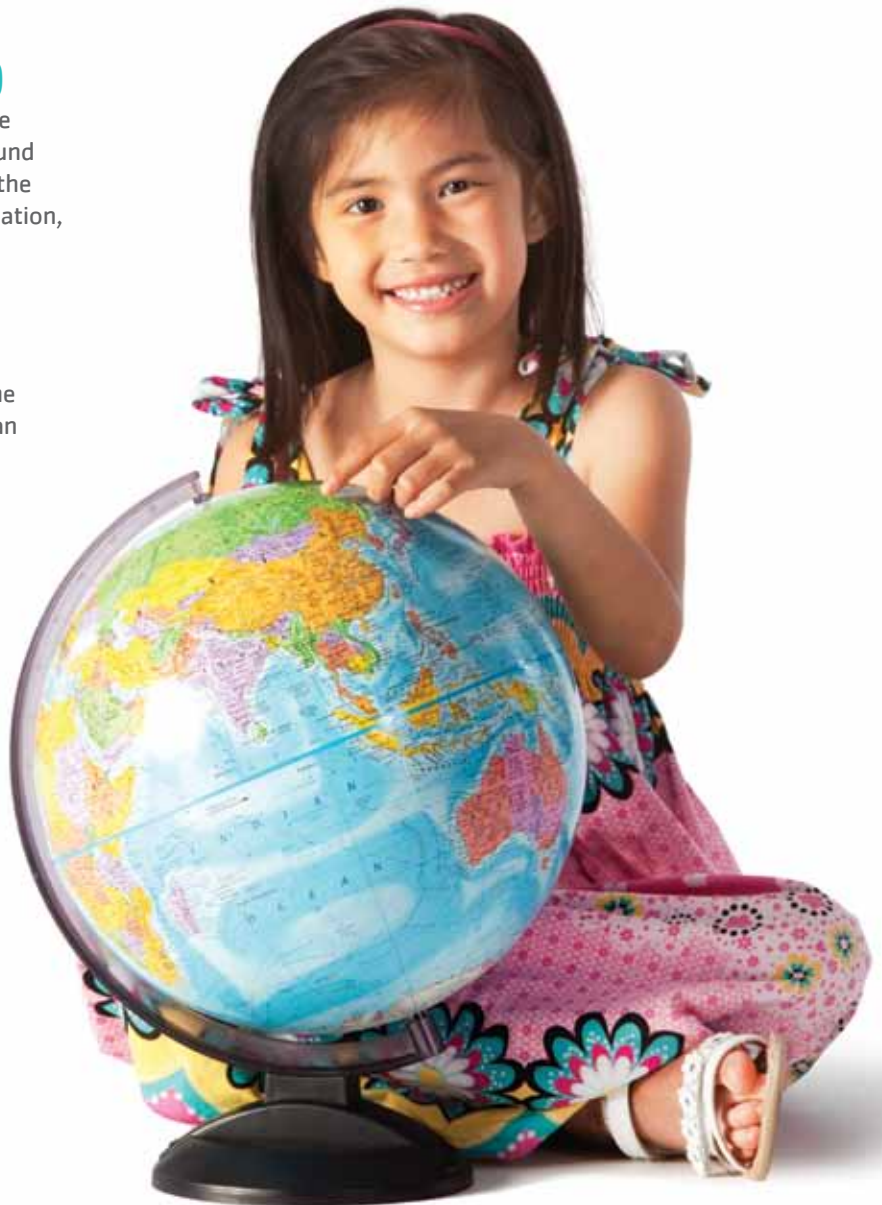
- **YOUTH MEMBERSHIP**
ages 18 and under
- **ACTIVE MILITARY**
active military on leave are welcome at the Y
- **MILITARY FAMILY**
contact Military One Source at 1-800-342-9647
- **COLLEGE**
must provide full time undergraduate schedule
- **ADULT/COUPLE MEMBERSHIP**
- **SENIOR**
Ages 62+
- **FAMILY**

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 Membership Desk. When discussing income based membership, be sure to have your most current income tax return.



MEMBERSHIP

MEMBERSHIP GUIDELINES

“How Are We Doing?” and Impact 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 “How Are We Doing?” card or impact card to express your satisfaction, concerns or questions. “How Are We Doing?” cards and Impact Cards are available in the hallway at the top of the stairs near the Chapel. Please feel free to contact any Y staff directly if you wish.

Guest Passes

Each Y membership household receives 3 FREE guest passes per year. New members receive them at the time of joining. Renewing members are mailed the guest passes in January. 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 fill out a guest pass card. Guests must comply with the philosophy 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 month. To cancel a membership, members must do so in person by filling out a cancellation form at the Membership Desk or Reception Desk.

Membership Identification

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

Membership Holds

Holds will be granted for medical and season reasons only. Your membership can be put on hold by bringing in a note from your doctor. Holds must be requested prior to the absence, and before the 20th of the month in order to stop the automatic withdrawal for the next month.

Membership Annual Renewals

A renewal notice will be mailed to you approximately one month prior to your renewal date. Note that memberships that are being paid for by monthly bank draft will not require a renewal notice and are continuous until cancellation.

Returned Payments

Checks or automatic drafts returned 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 does not guarantee the security of personal belongings. Therefore we ask that you leave valuables at home. If you feel you must bring valuables, a secure bank of lockers is available between the men’s and women’s locker rooms. A free token for these lockers is available at the Membership Desk. Locks are encouraged to be used in the locker rooms but may not be left on lockers overnight.

Telephones

A courtesy phone for local calls is available in the 38th Street entrance.

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
- 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.

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.

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

Our large pool is 25 yards and 82 degrees and is set up for lap swimming however, water fitness and swim lessons are also scheduled at times. The small pool is 20 yards and 88 degrees and is used for recreational swimming and slower paced classes.

Age Guidelines

Children ages five and under must be directly supervised by an adult in the water and within arms reach. A supervising adult is considered to be a person age 18+. Children ages eight and under must have an adult in the pool area.

Etiquette

Please shower prior to entering to help keep our pools clean.

Food

- No food, beverages or gum permitted in the locker rooms or pool area
- Closed water bottles are permitted

Lane Swimming

Swimmers should swim on the right side of their respective lane during busy times. Each turn should be approached from the right to the left and finished with a straight-ahead push off. Please refer to the current pool schedule for lap swimming times, found at the Membership Desk or on our website.

Programs

Aquatic programs are listed 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
- T-shirts should not be worn in the pool
- Cut-offs are not permitted to be worn in the pool
- 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 and Lifeguarding

Toys/Equipment

Equipment is limited to class or therapy use. Toys and light balls are permitted at low attendance times. Kick boards and pull buoys are provided only to lap swimmers. Children using flotation devices must be within arm's reach of an adult. Life jackets are available for use with adult supervision.

GYMNASIUM

Gymnasiums are located on the second and third floor of the Y. A number of programs and youth and adult sports leagues are available to our members. Inquire at the Membership Desk.

- Basketballs are available in the gymnasium and the Gilmore Recreation center; the basketballs are property of the Y and must be returned to the ball rack in the appropriate court
- 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 third floor of the Y. Racquet ball courts are available for your use and must be reserved by calling or stopping by the Membership Desk to reserve your time. Courts can be reserved up to 48 hours in advance. The Y does provide equipment if needed.

Age Guidelines

Children ages 10+ are permitted to utilize the racquetball courts.

Food

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

Proper Attire

- Proper clothing and closed toe, non-marking athletic shoes are recommended
- Protective eyewear is recommended



HEALTHY LIVING

RUNNING/ WALKING TRACK

Our running/walking tracks are located on the ground floor and third floor of the Y.

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

Track Etiquette

- Follow the daily directional signage
- Always walk or run single file except to pass
- All walkers and slower runners keep to the inside
- No spitting on the track
- No strollers; strollers and be pushed around the gymnasium

Track Safety

For the safety of all members, the use of dumbbells, balls and open air stereos is prohibited along with spectators on the track.

WELLNESS CENTER

Wellness Centers are located on the first and a lower level of the Y. Wellness staff is generally available in both Centers to assist members with orientation to equipment and routine.

Wellness Coaches/ Maximize Your Membership

The Y offers wellness coaches through our Maximize your Membership program. All 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 Membership Desk 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. Please contact the front desk to schedule an appointment.

Age Guidelines

- Youth members ages 11–14, that have successfully completed the Youth Fitness Course, are permitted full use of the Wellness Center when accompanied by a parent
- Members ages 15+ are permitted full use of the Wellness Center
- No one under age 15 is permitted in the Free Weight Room

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 free weights, please return them to the proper place at the end of your workout. Please do not drop the weights on the floor, this may break them.

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

- Members who wish to use the strength training in circuit format are given priority over those performing multiple sets
- 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 calls.

Food

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

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

STRENGTH TRAINING/FREE WEIGHT ROOM

The strength training/free weight room is located on the ground floor of the Y.

Age Guidelines

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

Food

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

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
- Do not drop weights, they may break
- Clean language is a refreshing must

HOLISTIC CENTER

The Holistic Center is located on the lower level of the Y. Please turn off cell phones upon entering.

Age Guidelines

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

Food

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

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



HEALTHY LIVING

GROUP EXERCISE

Program Orientations

Y staff will demonstrate group exercise classes

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. The Fun & Fit Zone, located on the second floor, is a designated, programmed area for youth eight to 14 years old. Youth 11–14 may participate in our youth fitness course which concentrates on flexibility, cardiovascular and strength. Upon completion of the course, youths are given a wristband and can utilize the fitness center with a parent.

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 facility and equipment
- Abide by the guidelines in this handbook

Please remember that children under the age of 10 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.

ADVENTURE AREA

Adventure Area

- Free member service for children six weeks to seven years in the Adventure Area, located near the 38th Street entrance; the Fun & Fit Zone is available to children ages eight to 14 and is located on the second floor at the 38th street entrance
- ChildWatch provides child care for up to an hour and a half 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
- You will be asked to return to change diapers
- Y staff will provide bathroom assistance for your child

Discipline in all Programs

Discipline in the Adventure Area 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 will be asked to remove footwear before entering the Adventure Area. Children must wear socks

Sign-In/Sign-Out

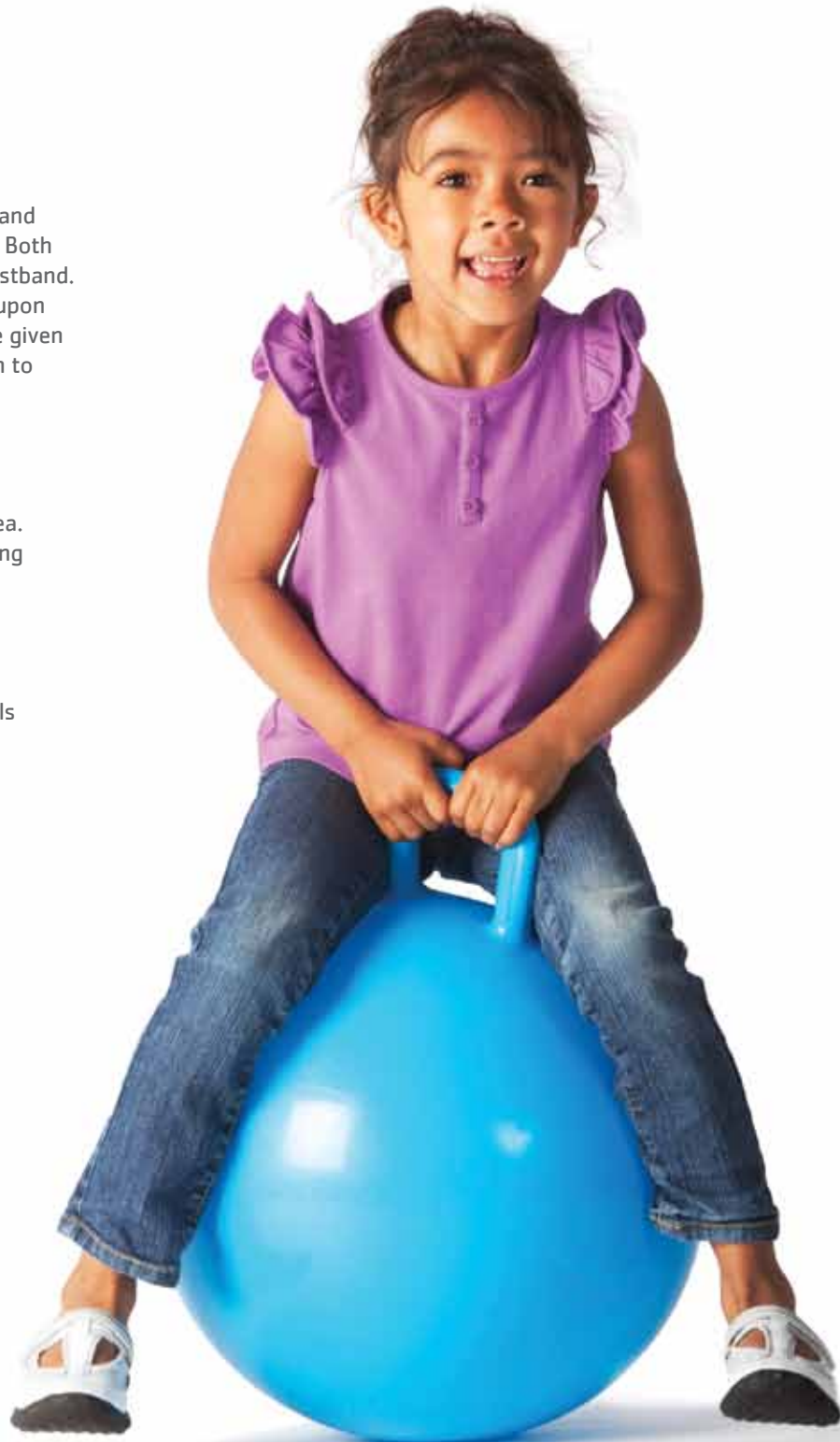
All participants must be signed-in and signed-out of the Adventure Area. Both parent and child will be given a wristband. The wristband will be matched up upon signing out. The parent will also be given a pager in case they need to return to assist their child.

Snacks/Toys

No food snacks or outside drinks are permitted in the Adventure 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



HEALTHY LIVING

LOCKER ROOMS

Women's, men's and family locker rooms—as well as the Men's Health Center—are available for your convenience. Convenience coat racks and lockers and are also located in 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 kept for at least one week
- We are not responsible for the replacement of cut locks
- The use of cell phones in locker rooms is prohibited

Rentable Lockers

Located in the women's locker room are small lockers that can be rented for \$5 per month.

Men's Health Center

A private locker area for men that is offered at an additional cost of \$20 per month or \$240 annually. Towel service is provided along with toiletries and a private sauna.

Family Locker Rooms/ Children in Locker Rooms

- Family locker rooms are available in the hallway on the way to the pool. These locker rooms are for the comfort of your child and fellow members.

Swim Suit Spinner

- For your convenience, swim suit spinners may be available for use in both the men's and women's locker rooms
- Be sure to read all directions prior to use
- The Y is not responsible for damaged or lost suits

Lost and Found

- The Y is not responsible for lost or stolen items
- Check at the Membership Desk 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

FIRESIDE CAFÉ

For the convenience of our members, the Y has a parking lot adjacent to our building located on West 11th Street. Please adhere to all parking signs. Violators will be towed at the owner's expense. During busy times, the Y provides a "valet" service—bring your car to the back parking lot and a member of the Y staff will park your car.



WIRELESS INTERNET/ HOT SPOT

For the convenience of our members, the Fireside Café is a wireless/internet hot spot. Free, secure access is available. Ask the Reception Desk or Fireside Café staff member for the guest password and log-in information.

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. If the parking lot adjacent to the Y is full, free parking is available at the Erie Zoo/JMC Ice Arena located across the street. Parking is NOT permitted at Walgreens or other neighboring businesses.



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GLENWOOD PARK YMCA**

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