



YMCA of Metropolitan Washington

# Membership Handbook

**YMCA of Metropolitan Washington**  
**Membership Handbook**

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*The YMCA of Metropolitan Washington reserves the right to modify the policies and procedures contained in this document at any time. Members are responsible for reading and complying with any and all notices posted at YMCA locations or sent to their attention.*

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## WELCOME

Welcome to the YMCA of Metropolitan Washington family! The YMCA of Metropolitan Washington is a non-profit charitable organization that is one of the largest social service agencies serving Washington, DC, suburban Maryland and northern Virginia. Founded in 1852, the YMCA of Metropolitan Washington has been providing vital programs and services in youth development, healthy living and social responsibility for 160 years, creating a positive, lasting difference in the lives of 265,000 people every year.

As a member of the YMCA, you are part of the largest non-profit community service organization in America, fostering the personal and social needs of men, women and children throughout the country. Every day, the Y works side-by-side with neighbors in more than 10,000 communities to make sure that everyone, regardless of age, income or background, has the opportunity to learn, grow and thrive.

### *YMCA Mission*

The mission of the YMCA of Metropolitan Washington is to foster the spiritual, mental and physical development of individuals, families and communities according to the ideals of inclusiveness, equality and mutual respect for all.

The Y is open to all people and does not discriminate for any reason including race, creed, color, religion, national origin, sex, age or disability (members with disabilities that require special accommodation: please contact the YMCA branch Executive Director).

### *YMCA Core Values*

The YMCA core values of **caring, honesty, respect, and responsibility** unite the movement. They are the shared beliefs and essential principles that guide YMCA behavior; interactions with each other; YMCA programs, curriculum and decision-making.

### *Fundraising Campaign*

The power and distinctiveness of the Y is that it serves people throughout the continuum of life. Whether as a member, volunteer, or avid supporter; if you are involved with the Y in any way, then you are helping community members of all ages and backgrounds support their health and wellness even in the most challenging circumstances.

Through the annual fundraising campaign, the YMCA of Metropolitan Washington is able to ensure that local adults, children and families have the opportunity to explore new interests, take control of their health and build deeper relationships. The YMCA is open to all regardless of ability to pay. All funds that are raised by the branches stay in that branch's community so that the YMCA can continue to strengthen the very foundations of it.

You have an opportunity to transform a life by nurturing the well-being of those who find themselves in trying times. Supporting the YMCA annual fundraising campaign will not only provide your neighbors with access to YMCA programs and services, it will give them an experience they can hold close to their hearts. Please support the YMCA annual fundraising campaign.

## YMCA MEMBERSHIP ACCESS

Members of the YMCA of Metropolitan Washington have access to more than 2,400 Y's across the country through the following:

- 1) **ONE-Y:** for adult, family 1 and family 2 membership categories only, membership to the YMCA of Metropolitan Washington provides access to any YMCA of Metropolitan Washington facility that has a membership rate that is less than or equal to the membership rate of the YMCA of Metropolitan Washington branch that the member joined (a member's "home" YMCA branch). For access to a YMCA of Metropolitan Washington branch that has a higher rate than your home YMCA branch, please speak with the home YMCA branch membership service team about upgrading your membership rate to the higher branch rate. For a list of YMCA of Metropolitan Washington branch locations, please visit [www.ymcadc.org](http://www.ymcadc.org).
- 2) **NATIONWIDE MEMBERSHIP:** Full YMCA of Metropolitan Washington members can visit any participating YMCA branch location in the United States outside of the YMCA of Metropolitan Washington service area. Nationwide membership access is available only for active, full facility YMCA members (Program Member participants, Community Memberships and Special Membership Programs (i.e. Fit 'N Well, Silver Sneakers, etc.) are not eligible for nationwide membership). Nationwide member visitors must use their home YMCA branch at least 50% of the time. For more information, please visit: <http://www.ymca.net/nationwide-membership>
- 3) **AWAY PROGRAM** (Always Welcome At YMCA's). Although over 90% of YMCA branch locations across the country are currently participating in Nationwide Membership, there are some branch locations that are not participating. Before visiting a YMCA branch location outside of the YMCA of Metropolitan Washington service area, please visit <http://www.ymca.net/nationwide-membership> to find out if the branch that you plan to visit is participating in Nationwide Membership. If the branch is not participating, please contact the branch to find out if they participate in the AWAY program and if any fees are involved. If so, upon visiting that YMCA location, simply provide your YMCA membership card at the front desk (there is an AWAY emblem located on the back of membership cards) for branch access per their Association's policies.

## BUILDING MAINTENANCE & BRANCH REVITALIZATION

Safety and cleanliness are of the utmost importance to the YMCA. Every year, YMCA branches may close (from a few days up to two weeks) in August or September for required maintenance, deep cleaning and capital improvements. The Y uses every penny wisely to invest as much as possible in the community. Your understanding and patience is appreciated during the brief building maintenance and branch revitalization period so the YMCA can make the most cost-efficient, quality upgrades to the facility. There are no credits or refunds available during this time, as all members will have access to any YMCA of Metropolitan Washington branch location that is open during this time.

## **CAMERA USAGE**

Taking photographs, filming video or recording audio is not permitted anywhere on YMCA property without permission from YMCA staff. Under no circumstances will permission be granted to take photographs, film video or record audio in locker rooms, bathrooms or on wellness floors. Please notify YMCA staff immediately if you see anyone using devices in violation of this policy on YMCA property.

## **MOBILE DEVICE USAGE**

For the safety and comfort of all members, use of any kind of camera, video or mobile device (cell phones, smart phones, laptops etc.) is prohibited in the locker rooms and bathrooms. For member convenience, use of mobile devices is permitted in the branch lobby and outside of the branch on Y property (i.e. sports fields, tennis courts, parking lot, etc.); however, please be aware of YMCA camera usage policy that prohibits the taking of photographs, filming of video or recording audio in these areas without permission from YMCA staff. Limited use (i.e. phone calls, emails, texts, listening to music) of mobile devices that does not involve taking photographs, videos, or recordings of any kind, is permitted on the wellness floors. Please keep the comfort of fellow members in mind when having phone conversations. If you are asked by YMCA staff to discontinue phone calls in public areas (e.g., wellness floor), please do so for the comfort of fellow members. Please do not share or display the content of your mobile devices with other members while on YMCA property.

## **CODE OF CONDUCT**

The YMCA of Metropolitan Washington is committed to providing a safe and welcoming environment for all members, guests, volunteers and staff. To ensure the safety and comfort of all, please act appropriately at all times when in the facility or participating in YMCA programs. The Y expects people who are using the YMCA to behave in a mature and responsible way, to respect the rights and dignity of others, and to not engage in offensive and lewd behavior.

The YMCA conducts regular sex offender screenings on all members, participants, and guests. If a sex offender match occurs, the YMCA reserves the right to cancel membership, end program participation, and remove visitation access.

The YMCA Code of Conduct does not permit language or action that can hurt or frighten another person or that falls below a generally accepted standard of conduct. Specifically, this includes:

- Angry or vulgar language, including swearing, name calling, shouting and threats.
- Physical contact, or the threat of contact, with another person in any angry way.
- Any demonstration of sexual activity or sexual contact with another person.
- Harassment or intimidation by words, gestures, body language or any other menacing behavior.
- Behavior that intends to or results in the theft or destruction of property.
- Carrying or concealing any weapons or devices that may be used as weapons.
- Criminal convictions for crimes against persons.

You are responsible for your own personal comfort and safety. If someone's behavior threatens your personal comfort and safety, please speak with YMCA branch management. Staff are trained and expected to respond to any reported violation of YMCA Code of Conduct. Please do not hesitate to notify a YMCA staff person for assistance.

The YMCA Management will investigate all reported incidents. Suspension or termination of YMCA membership privileges may result from any violation of the Code of Conduct. If an annual membership is revoked within one year of the member's starting date, the member will receive a prorated refund of the membership dues.

### **DRESS CODE**

At the Y, please understand that appropriate clothing must be worn at all times in each area of the facility. For example:

- In the fitness/wellness areas: appropriate workout attire must be worn. Street clothing, street shoes and bare feet are not permitted.
- On the tennis courts: appropriate tennis wear must be worn, including shirts and shoes.
- In the swimming pools: only swimsuits may be worn (string bikinis, cut-off jeans and gym shorts are not acceptable swimwear).

### **EMERGENCY PROCEDURES**

For your safety, the safety of all members and to help support a safe environment at the YMCA:

- Please report all accidents and emergencies to the nearest YMCA staff member.
- Each Y location has phones for emergency use (located throughout the facility). Please familiarize yourself with the location of these phones in the event of an emergency.
- In the event of a fire, please pull the nearest alarm and exit the facility. If, at any time, a fire alarm is sounded at the YMCA, please promptly & quickly exit the YMCA facility.
- First aid kits and AEDs (Automated External Defibrillators) are available in the facility; please see a Y staff member for more information.

### **FACILITY REQUIREMENTS**

Please observe all of the policies and requirements for YMCA properties and facilities as listed below, and as they are posted on the property, posted within the facility and presented to you by YMCA staff.

*Locker Rooms:* Please abide by all Locker Room policies as they are posted in the facility or presented to you by YMCA staff.

*Child Watch / Cool Kids Club Policy:* Parents must remain at their Y branch while their children are in the care of the branch Child Watch room attendants or in the Cool Kids Club. For the most updated list of Child Watch / Cool Kids Club hours and all Child Watch / Cool Kids Club policies and details, please speak with a YMCA member service representative.

#### *Age Requirements for General Property and Facility Access:*

- Children that are 12 years old or younger must be in the care of YMCA Child Watch / Cool Kids Club, participating in a YMCA-sanctioned program/activity or accompanied and supervised by an adult member when they are on YMCA of Metropolitan Washington property or within a YMCA facility. If participating in a YMCA-sanctioned program/activity, the parent, guardian or accompanying adult member must bring the child to the program activity area to sign them in and pick-up the child to sign them out at the conclusion of the program/activity. Please note that children 12 years old or younger are not permitted to be in the Wellness Floor Area, or use any of the Wellness equipment, unless participating in a YMCA-sanctioned program/activity.
- Children ages 13-17 years old are not required to be accompanied by or supervised by adults while on YMCA property or in YMCA facilities; however, until they have successfully completed the branch's youth wellness floor orientation program and are deemed qualified for unsupervised workouts by the branch, they must be supervised by an adult member in order to be in the Wellness Floor area or use Wellness equipment. Children that have passed the branch's youth wellness floor orientation program must wear the identifying wrist band provided while in the Wellness Floor area(s) or using Wellness equipment without adult supervision.

#### **WELLNESS SERVICES**

For the health and safety of all Y members, guests and staff, Wellness Services may only be provided on (or through) any YMCA of Metropolitan Washington property from appropriately certified and approved YMCA of Metropolitan Washington staff, or representatives authorized by the YMCA of Metropolitan Washington to provide said services on its behalf; with any and all affiliated payments being made at the branch member service desk.

At the YMCA, certified YMCA Personal Trainers and Wellness Instructors have the appropriate education, training, experience and certification from a nationally accredited organization to safely provide Wellness Services to members & guests, which may include, but is not limited to:

- determining the safety of exercise for individuals based on their specific health history;
- setting appropriate individual (and group) goals for Wellness activity through Wellness consultations;
- providing personal wellness training services (in personal wellness training sessions, group wellness training sessions, wellness consultations and other approved YMCA activities), to include:
  - exercise prescriptions that help members and guests safely achieve their personal healthy living goals;
  - workout instruction, encouragement and feedback; which is based on the trainer's education, certification, training, experience and professional observations;
  - measuring individual member/guest strengths, weaknesses and progress through fitness assessments;
  - educating members/guests according to recognized health and nutrition guidelines.

The YMCA's certified Personal Trainers and Wellness Instructors are eager to support YMCA members and guests in their healthy living journey. Please direct any questions or concerns (i.e. from proper workout technique, safe use of Y equipment, etc.) that you may have to a YMCA branch Wellness staff member. If YMCA Wellness staff members are not immediately available to assist you (i.e. they are assisting other members/guests), kindly contact the front desk for assistance locating the nearest available YMCA Wellness staff member.

YMCA members and guests are encouraged to workout with each other, in pairs and/or groups (as space permits, in accordance with Wellness Floor Policies and in a manner that is respectful of fellow Y members, guests and staff), to enjoy their workout experience and to achieve their healthy living goals. This may include:

- meeting on Y property at a regular time or scheduled time;
- participating in the same workout routine together;
- supporting safety during workouts;
- providing basic encouragement to each other during the workout activity;

For the health and safety of YMCA members, guests and staff; workouts are reasonably prohibited from including the provision of Wellness Services without the support of certified YMCA Personal Trainers (which may include, but is not limited to: exercise prescriptions; workout instruction and feedback; fitness assessments; and wellness education). When member/guests workouts are observed to include the provision of Wellness Services, YMCA Wellness staff will inform branch leadership. Branch leadership will:

- provide the member(s)/guest(s) with a respectful and appropriate statement of the professional observation;
- inform the member(s)/guest(s) of the Wellness Floor policy as posted (and outlined herein) along with the cause for concern for member health and safety;
- ask the member(s)/guest(s) to refrain from continued provision of Wellness Services; and
- submit documentation of the observation to the branch Vice President of Operations; Association Vice President, Member Service; and Chief Operating Officer.

For the health and safety of YMCA members, guests and staff; should further observations of the unauthorized provision of Wellness Services by guests or members continue, the YMCA of Metropolitan Washington reserves the right to take further measures to prevent this continuance, to include the suspension or termination of membership and revocation of guest privileges. Please direct any questions or concerns in this regard to the Vice President, Member Service; at 202-232-6700.



## WELLNESS EQUIPMENT

The YMCA of Metropolitan Washington strives to always make the best and most appropriate selection of equipment available for use by members, guests and staff at each branch location in support of positive experiences and positive outcomes, such as (but not limited to):

- deepening member connection to the mission through a broad variety of unique and motivating wellness experiences that position them to achieve their goals; and,
- inviting & building unique wellness communities within each branch that leverages the latest wellness trends and popular interests; while equally supporting proven, established fitness routines; and,
- fostering greater YMCA wellness staff education, certification, skill development and service capability in a fashion that enables them to best serve the broadest range of member and guest needs and preferences in each Y community.

***Cardio and strength training equipment*** is regularly reviewed to support greater member safety and to offer a more welcoming, inclusive environment for all; to meet a broad range of member preferences and needs; to improve the safety, functionality and range of options available via the overall branch wellness floor plan; to foster more effective workout results; and, to enhance the membership experience. The Association will work to achieve these enhancements each year and to do so in a fashion that improves service to current and future Y members. Each branch maintains an updated inventory of ***small apparatus*** and ***specialty equipment***, which is regularly reviewed with the YMCA of Metropolitan Washington Association Services office; and accordingly, updated and enhanced as appropriate. Note that each piece of small apparatus or specialty equipment may (or may not) be found at each YMCA branch location for a wide variety of reasons (i.e. space availability, safety concerns, etc.) at the sole discretion of the YMCA of Metropolitan Washington Association Services office.

No personal, non-YMCA equipment may be bought onto YMCA property by a member or guest and/or used by a member or guest.

All small apparatus and specialty equipment, that is the property of the YMCA of Metropolitan Washington, is available for member use at each branch, with the understanding that:

- to offer member assistance and to simply ensure the equipment's safe provision and return, each branch may employ a check-in/check-out system for member use of small apparatus and specialty equipment; and
- if the branch wellness staff needs to use small apparatus or specialty equipment for scheduled branch wellness activity (i.e. personal training, Group Exercise class, etc.), the required small apparatus or specialty equipment will be temporarily unavailable for individual member use at that time.

Where there are reasonable safety concerns in the use of any wellness equipment (i.e. for personal member safety, for safety of other members, for staff safety, for the equipment care and safety, etc.), please understand that the branch Wellness team will respectfully intervene to support a safe, respectful and comfortable environment for all. This may include:

- politely working with the member(s)/guest(s) to discontinue the unsafe workout practices observed;
- educating the member(s)/guest(s) on the safe and appropriate use of the equipment (and/or demonstrating the appropriate workout form & technique);
- as needed, temporarily limiting use of the equipment (i.e. returning small apparatus or specialty equipment to an appropriate storage location) until the member(s)/guest(s) and branch leadership can further discuss the observations and safety concerns.

For the health and safety of YMCA members, guests and staff; should further observations of unsafe equipment use by guests or members continue, the YMCA of Metropolitan Washington reserves the right to take further measures to prevent this continuance, to include the suspension or termination of membership and revocation of guest privileges. Please direct any questions or concerns in this regard to the Vice President, Member Service; at 202-232-6700.

#### **FINANCIAL ASSISTANCE & SCHOLARSHIPS**

The YMCA of Metropolitan Washington seeks to make its services available to all people regardless of ability to pay. As a community service, the Y offers membership to low-income citizens of the metropolitan Washington region. Financial assistance is available to individuals or families who would benefit from programs or membership but who are not able to afford the standard fees. Scholarships are available for child care and camp as well. For additional details and to apply for financial assistance, please request an application from the Member Services Office.

#### **GRATUITIES**

If you would like to show appreciation of a Y employee, please contact the branch Executive Director.

#### **GUEST POLICY**

Please invite friends to accompany you for an enjoyable day at the Y! Local area guests, defined as individuals that live or work in a YMCA of Metropolitan Washington branch community, are limited to one guest pass redemption every six-months. Guests that are non-local, defined as individuals that do not live or work within a branch community, may visit the YMCA as a guest of a current member using a member's guest pass, OR, if they are attending with a member (and the hosting member does not have any remaining guest passes associated with their membership account), the non-local area guest may pay a daily guest fee of \$10. In either scenario, all non-local area guests are limited to five visits to any one YMCA of Metropolitan Washington branch location per year. Members receive 5 guest passes annually for their use with non-local area guests.

## **INCLEMENT WEATHER**

In the case of inclement weather, such as snow storms, the YMCA makes every attempt to inform members as soon as a decision is made regarding branch operations. For the most up-to-date information, please call the YMCA branch. You may also tune into local media such as Channel 4 –TV News as well as WTOP News on the radio (103.5 FM) and online ([www.wtop.com](http://www.wtop.com)). However, please keep in mind that the Y cannot guarantee the accuracy of the information as reported by the media. The YMCA also makes every attempt to update YMCA branch websites and social media pages as changes are made. Please follow the YMCA of Metropolitan Washington’s Facebook ([www.facebook.com/YMCADC](http://www.facebook.com/YMCADC)) and Twitter page ([www.twitter.com/YMCADC](http://www.twitter.com/YMCADC)) for updates and information.

## **MEMBERSHIP CANCELLATION**

Members that wish to cancel their membership are required to provide advance written notice one-month prior to their monthly draft or billing date (this applies to monthly memberships and annual memberships), which must include the member’s full name, membership ID number and complete contact information (mailing address, phone number and email address). The written notice can be facilitated by:

1. VIA MAIL: send a letter of cancellation to the YMCA branch that you joined (“Attention: Membership Director”) via U.S. mail; or,
2. VIA E-MAIL: send an email to [member.service@ymcadc.org](mailto:member.service@ymcadc.org).

For information, please contact [member.service@ymcadc.org](mailto:member.service@ymcadc.org).

## **MEMBERSHIP CARD**

For the safety of all members, guests, volunteers and staff, every member that enters the facility is required to present a valid membership card. Any member that has lost their membership card must present photo identification and pay a fee to obtain a replacement card (for more information, talk with a Member Service staff member at the front desk of the branch joined). Membership privileges and cards are not transferable. Membership cards are the property of the YMCA and must be returned on request or upon membership cancellation.

## MEMBERSHIP CATEGORIES

The following branch membership categories are recognized at select YMCA of Metropolitan Washington branches. For details, please contact the front desk of the YMCA branch that you joined.

- *Youth Membership*: Individual age 13-17 years
- *Young Adult Membership*: Individual age 18-22 years
- *Adult Membership*: Individual age 23-64 years.
- *Family I Membership*: One adult individual, with children ages 17 and younger or a full-time student age 22 and younger, living in the same household (valid school ID for students).
- *Family II Membership*: Two adult individuals, with or without children ages 17 and younger or a full-time student age 22 and younger, living in the same household (valid school ID for students).
- *Senior Membership*: Individual age 65+
- *Senior Couple Membership*: Two adult individuals, both ages 65+, living in the same household.
- *ONE-Y Membership*: for Adult, Family 1 and Family 2 membership categories only, provides membership access to any YMCA of Metropolitan Washington facility that has a membership rate that is less than or equal to the membership rate of the YMCA of Metropolitan Washington branch that the member joined (a member's "home" YMCA branch).

Proof of age is required for all membership categories. Children ages 12 and younger must be a part of a family membership or they may join as a program member for specific classes and programs. Members will be automatically transferred into a new membership category on their birthday if eligible, in which event the membership dues may increase or decrease. In the event of another qualifying event that changes the category of membership, please notify the YMCA on or before the first day of the month following the month in which the event occurs.

## MEMBERSHIP FEES AND PAYMENT PROCEDURES

***The membership fee structure*** is reviewed regularly. Increases that occur reflect increases in operating costs and are made to ensure quality programs and services. An annual maintenance fee may be applied to memberships in order to maintain continuity in service delivery to all members. Membership dues, enrollment fees and program fees are subject to change at any time. YMCA policy is to notify members by mail 30-days in advance of any increase taking effect.

***Annual membership option***: Members may pay membership dues in full by cash, check or credit card. Annual memberships expire on the anniversary of the enrollment date. Members may reinstate their membership within 30-days after their expiration date without losing membership status. In this case, membership renewals will be backdated since membership must be continuous. Any membership that lapses for more than 30-days after the membership renewal date is considered terminated. Membership dues paid on an annual basis are subject to change on the member anniversary date.

**Monthly Payment Option:** Members may pay membership dues on a monthly basis by electronic funds transfer (EFT) or credit card debit (see a front desk staff for assistance). A prorated payment for the number of days until the next available EFT or credit card debit is required when applying for membership. When changing or canceling a banking or credit card account connected with membership, please contact the Member Services or Business Office immediately to update the member's file. The YMCA is not responsible for any bank overdraft charges or any other bank charges that might be levied in a case where properly authorized bank draft for YMCA fees is deducted from an account on time or later than anticipated. A service charge will be assessed for any EFT, check or credit card debit not honored by a member's bank. Dues paid monthly are subject to change with the next EFT (or credit card debit). Monthly membership is continuous.

**The enrollment fee** is a one-time, non-refundable fee for initiating any new membership (month-to-month or annual). If you cancel your membership and choose to later rejoin the YMCA of Metropolitan Washington, or if your annual membership has expired for longer than 30-days, you will be required to pay the current enrollment fee, which is subject to change. Members that join the YMCA through an offer that waives the requirement to pay the enrollment fee are limited to one enrollment fee waiver during any 12-month period (for instance, if a member joined with a \$0 enrollment fee offer, canceled their membership and then wished to rejoin the YMCA within the same 12-month period, the member will be required to pay the enrollment fee in order to rejoin the YMCA). When transferring to another YMCA of Metropolitan Washington branch, your enrollment fee will be waived provided your membership is in good standing and that you have transferred to the same or equivalent category of membership.

The YMCA of Metropolitan Washington reserves the right to pursue the collection of overdue balances with the assistance of a collections agency, an attorney or both. If that occurs, you will be responsible for attorney's fees that are associated with collections. The YMCA of Metropolitan Washington reserves the right to charge a service fee for all accounts that have been referred for collection due to nonpayment or insufficient funds. The YMCA also reserves the right to require electronic payment and/or cash or certified funds payment in the event of repeated returned checks or dishonored electronic funds or credit card debits.

## **MEMBERSHIP LEAVE OF ABSENCE**

Members may place their membership on hold through the following leave of absence policies:

**Standard Leave of Absence:** Members may place their membership on hold and pay a monthly inactive fee of \$10/month for a one-adult membership or \$15/month for a two-adult membership. The monthly hold fee enables the member to retain their membership dues rate and all affiliated benefits, including pool access, provided that the member does not cancel their membership at any time (i.e. the member must immediately reactivate their membership when discontinuing the hold status to retain all membership benefits). There is no minimum or maximum hold length requirement at this time. To place their membership on hold, members must provide written notification via email to [member.service@ymcadc.org](mailto:member.service@ymcadc.org) at least two weeks

prior to their next draft or billing date, to include their full name, membership ID number, complete contact information (mailing address, phone number and email address), the name of the home YMCA branch, and the reason for their membership hold request. Once membership is placed on hold, members are not permitted to use YMCA facilities (this includes with a guest pass). If member access records reflect your use of YMCA facilities while your membership is on hold, your membership will be reactivated and your account charged. To reactivate membership, please notify the YMCA via email at [member.service@ymcadc.org](mailto:member.service@ymcadc.org).

In the event that a YMCA branch closes for a full month in compliance with a government mandate or health official requirement, members have the option of donating their membership inactive fees to the YMCA or receiving a credit that can be applied towards a future membership dues payment for each full month that the Y was closed. No credits will be issued for partial month closure.

*Medical Leave of Absence:* Members may have their membership temporarily inactivated for a minimum of one-month without fees due to an illness or physical injury (i.e. a member is physically unable to use any of the facilities). For annual members, a credit will be provided for the inactive time. To initiate Medical Leave, please email [member.service@ymcac.org](mailto:member.service@ymcac.org) and include the member's full name, membership ID number, contact information (mailing address, phone number and email address), the name of the home YMCA branch joined, and include a letter from the member's physician stating that they must refrain from all exercise for a specific time period. To resume membership access and end the Medical Leave, the member must first present a medical clearance letter from their physician to the YMCA (either via email to [member.service@ymcadc.org](mailto:member.service@ymcadc.org) or to a Y staff member at the branch member service desk).

*Military Leave of Absence:* if you are a member of the armed forces, a member of the National Guard serving on full-time duty or a Civil Service technician with a National Guard; and you receive permanent change of station orders to depart the Metropolitan Washington region or receive temporary duty orders in excess of three months' duration to depart the Metropolitan Washington region, you may inactivate your membership without fee as long as you provide military documentation. When returning from duty, the membership will be reactivated. Members that receive permanent change of station orders to depart the Metropolitan Washington region may cancel their membership and any classes without penalty as long as they provide a copy of their military orders. For more information or to initiate Military Leave, please email your request with the supporting military documentation to [member.service@ymcadc.org](mailto:member.service@ymcadc.org).

The YMCA reserves the right to change all of the membership leave of absence policies. In the event that a change to the policies results in increased payments from members, YMCA policy is to notify members by mail 30-days in advance of any increase taking effect.

**MEMBERSHIP RECORDS**

Membership records are considered confidential and are maintained in the Member Services Office. If there is a change in your mailing address, phone numbers, marital or dependent status, bank account, credit card form (if EFT) or other information, you are responsible for notifying the Member Services Office immediately.

**MEMBERSHIP TRANSFER**

You may transfer your membership to another YMCA of Metropolitan Washington branch at any time and the new membership rate will be effective immediately.

**MEMBERSHIP REFUNDS AND CREDITS**

Members are greatly encouraged to use their full privilege membership access and enjoy the benefits of living an active, healthy lifestyle at the Y! Refunds and/or credits will not be issued for non-usage of membership or infrequent facility access. Effective, October 1, 2020: in the event that a YMCA branch closes for a full month in compliance with a government mandate or health official requirement, members have the option of donating their membership dues to the YMCA or receiving a credit for a future month of membership dues for each full month that the Y was closed. No credits will be issued for partial month closure.

**SMOKE-FREE / DRUG-FREE ENVIRONMENT**

Smoking, drinking alcohol or using illegal drugs is not permitted in any YMCA facility or campus.

**OUTSTANDING SERVICE**

The YMCA's goal is to provide members with the best possible experience through upholding the YMCA of Metropolitan Washington standards of Facility Excellence, Staff Engagement and "Show Y!" in creating a friendly environment, providing a warm welcome, making personal connections, taking responsibility for problems and demonstrating gratefulness for the member's choice to spend part of their day at the Y. The YMCA branch leadership team is eager to receive feedback from all members so they can continually improve the YMCA member service experience. Please contact the member service staff at the front desk so they can share the tools that are available for use in sharing feedback with the branch leadership team.

## MARKETING

From time to time, the YMCA of Metropolitan Washington takes pictures or records videos of members and non-member guests participating in YMCA programs, using YMCA facilities, or attending YMCA special events in order to promote the YMCA's charitable mission. Additionally, the YMCA may permit members of the media to take pictures or record videos of the aforementioned for journalistic purposes. In these instances, the YMCA and the affiliated media will own all rights to the recordings and pictures of members and non-member guests, and have the exclusive right to use, allow others to use, or elect to not use (as they are under no obligation to do so) these pictures or recordings in any medium for any lawful purpose. YMCA members, or non-member guest visiting the YMCA, waive any and all rights that may preclude the YMCA's or the media's use of the pictures or recordings (as described above) for the YMCA charitable purposes and understand that they will not receive monetary payment or other compensation in exchange for the rights to use the recordings and pictures.

## PRIVACY POLICY

This privacy policy will advise you about YMCA guidelines concerning the use of your personal information, including the reasonable efforts the YMCA makes to protect your personal information in accordance with these guidelines, and about what choices you have concerning YMCA use of such information.

The YMCA keeps your private information private by:

- **Not selling your information.** You have entrusted the National Council of Young Men's Christian Associations of the United States of America and its independent and autonomous member associations (collectively "The Y") with your personal information, and the YMCA is committed to using it wisely. The Y will not sell, share or otherwise transfer your personal information to anyone without your consent.
- **Restricting who has access to your information.** The Y takes reasonable precautions to restrict access to your Internet account and personal information only by employees who are authorized to have such access for business purposes. If you have any questions or concerns about the YMCA privacy policy, please contact the YMCA via email at [member.service@ymcadc.org](mailto:member.service@ymcadc.org), by telephone at 202-232-6700 or by mail at 1112 16<sup>th</sup> Street, NW, #240, Washington, DC 20036.

Please refer to this policy regularly. The Y may need to change this policy from time to time to address new issues and reflect changes on YMCA websites or within YMCA branches. The YMCA will post material changes on YMCA websites or otherwise notify you and update the "Last Date Updated" field in the "Revision History" at the bottom of this page so that you will always know YMCA policies regarding what information is gathered, how the YMCA might use that information, and whether the YMCA will disclose that information to anyone.

### Scope of Privacy Policy

This policy applies to the personal information that you provide to The Y, either through YMCA websites and mobile applications or in person at a YMCA branch or program site. This policy does not apply to your use of unaffiliated sites to which YMCA websites link. This policy does not apply to Personal Health Information ("PHI") collected through the YMCA Diabetes Prevention Program or any other program offered by The Y that requires the collection of PHI or other HIPPA protected information.



### **Collection of Personally Identifiable Information**

The Y collects personally identifiable information (PII) from you when you voluntarily submit such information to the YMCA. The collection of PII may occur in person or on a website or mobile application operated, provided or otherwise controlled by The Y. This information may include your name, home address, email address, telephone number, date of birth, demographic information, sex-offender status, membership status, emergency contact information, and other information that The Y may need to collect in connection with certain events, including but not limited to:

- registration for, or participation in, events, classes, camps, and other activities or programs offered by The Y;
- participation in YMCA Nationwide Membership
- registration for surveys, forums, content submissions, chats, bulletin boards, discussion groups, requests for suggestions, or other services or activities offered on YMCA websites;
- answering your inquiries about YMCA websites, organization, membership, or other services or activities; and
- registration as a member of The Y.

### **Collection of Photographs**

The Y may also collect your photograph, by capturing your image at a YMCA or scanning your personal membership identification card, for the purpose of identifying you as a member, volunteer or program participant. The membership, program or volunteer identification card photograph will not be used for any commercial purpose without your authorization, and shall not be retained longer than three years from your last interaction with The Y.

### **Use and Disclosure of PII**

If you do provide The Y with PII, The Y may contact you based on the information you provide to communicate with you about YMCA activities that may be of interest to you and your family.

The Y will use its best efforts to never disclose any PII about you to any third-party for purposes unrelated to the YMCA without having received your permission except as provided for herein or otherwise as permitted or required under applicable law.

The Y does not rent or sell PII, including information provided about children, to third-parties. The Y may share PII with trusted service providers, such as payment processors, technology partners or other providers that need access to your information to provide operational or other support services while you are a YMCA member or program participant. In certain circumstances, The Y may also share information with select similar nonprofit organizations that may offer activities of interest to you.

The Y may also provide PII to regulatory authorities and law enforcement officials in accordance with applicable law or when the YMCA otherwise believes in good faith that the provision of such information is required or permitted by law, such as in connection with the investigation or assertion of legal defenses or for compliance matters.

### **Collection of Payment Transaction Information**

When you make a payment or donation, The Y collects information to process the financial transaction and may use that information to contact you in the future about The Y and its programs. Your payment information is transmitted to The Y, using a secure Internet method that helps maintain the privacy of this information. During the time your payment information resides on YMCA computers, it is in an encrypted format and can only be accessed by authorized personnel with a decryption key.

### **Collection of Non-Personally Identifiable Information**

The YMCA collects non-personally identifiable information without limitation, through the use of the following types of methodology:

- **“Cookie” technology:** A cookie is an element of data that a website can send to your browser, which may then store it on your system to help enhance your experience in using YMCA sites and to provide us with technical information about your usage.
- **IP address tracking:** An IP address is a number that is assigned to your computer when you are on the Internet. When you request pages from YMCA Sites, YMCA servers log your IP address.
- **Web beacons:** A web beacon, or “clear gif,” is a small graphic image on a webpage or web-based document that a website can use to determine information about a user.

Non-personally identifiable information might include the browser you use, the type of computer you use, technical information about your means of connection to YMCA websites (such as the operating systems and the Internet service providers utilized), and other similar information. YMCA systems may also automatically gather information about the areas you visit and search terms you utilize on YMCA websites and about the links you may select from within the sites to other areas of the World Wide Web or elsewhere online.

Although an industry-standard do-not-track (DNT) protocol has not yet been established, The Y’s information collection and disclosure practices and the choices it offers to consumers will continue to operate as described in this Policy.

### **Use of Non-Personally Identifiable Information**

The YMCA uses non-personally identifiable information for YMCA purposes related to running YMCAs and their programs, and, in particular, to administering websites, and, in the aggregate, to determine what technologies are being used. The YMCA may also share aggregate, non-personally identifiable information with third-parties.

### **Collection of Sensitive Information**

Where necessary, The Y may collect certain sensitive information from you, including

- payment card or bank account information to process fees or donations; and
- health information in connection with various fitness programs, programs in which The Y is responsible for supervising children, health screenings, or other health service events that the YMCA may provide from time to time.

Access to sensitive information is restricted to those individuals who have a legitimate need for access. The Y will not use or disclose your information to third-parties unless such disclosure is necessary to accomplish the purpose for which the information is collected.

## **Privacy of Children**

The YMCA is mindful that young people need special safeguards and privacy protection. The Y realizes that they may not understand or be able to meaningfully consent to the provisions of YMCA policy or be able to make thoughtful decisions about the choices that are made available to YMCA adult users. The Y strongly urges all parents or legal guardians to participate in their children's exploration of the Internet and any online services and to teach their children about protecting their personal information while online.

To provide the services the Y offers, the YMCA sometimes need to collect certain information about children in both online and offline contexts. If The Y asks for PII from children under 13 in connection with YMCA online services, where required The Y will comply with the Children's Online Privacy Protection Act (COPPA), including taking additional steps to protect the privacy of such information, including

- obtaining verifiable consent from the parent or legal guardian of the child before collecting or using the child's PII;
- notifying parents about what PII is being requested and how that PII will be used and/or shared, such as through this policy;
- limiting the online collection of PII from children to no more than is reasonably necessary to accomplish the purpose of the collection;
- giving parents a description of and access to the PII we have collected from their children;
- offering them the opportunity to request that such PII be changed or deleted;
- offering them an opportunity to prevent any further use or collection of information about their children; and
- maintaining reasonable procedures to ensure the confidentiality, security and integrity of the personal information collected.

The Y may also need to collect certain information about children and minors in an offline context, such as when

- a parent or legal guardian of a minor signs up for a membership including the child at a local YMCA, or for a program or camp The Y offers at a YMCA location; and
- minors visit YMCA facilities without a membership, where the YMCA may collect information about them to be able to contact their parent or legal guardian to notify them of an injury or other issues involving the minor.

## **Links to Other Sites**

Users may find other content on YMCA websites that link to the sites and services of other third-parties. The YMCA does not control the content or links appearing on these sites. Third-party sites or services, including their content and links, may be constantly changing and may have their own privacy policies and customer service policies. The Y encourages you to review the privacy policies of any third-party sites or services before providing any of them with your personal information.

**Choice/Opt-Out**

If you opt-in to receive information from the YMCA, you can change your mind later. If at any time you would like to stop receiving such information or opt out of a feature, you may change your options by contacting via email at [member.service@ymcadc.org](mailto:member.service@ymcadc.org), by telephone at 202-232-6700 or by mail at 1112 16<sup>th</sup> Street, NW, #240, Washington, DC 20036. You should be aware, however, that it is not always possible to completely remove or modify information in YMCA databases and servers, although The Y will make reasonable efforts to do so upon your request, and The YMCA is unable to have your information removed from the records of any third-party who has been provided with your information in accordance with this policy.

**Personal Data Access and Accuracy**

You may contact The Y with inquiries or complaints regarding the use of information about you. The YMCA will use reasonable efforts to grant reasonable requests to access data about the requester. The YMCA will also make reasonable requests to correct any incorrect or misleading data about the requester.

**Security**

YMCA's take appropriate administrative, technical, and physical measures to safeguard against unauthorized processing of personal information, and against the accidental loss of, or damage to, personal data. However, The Y cannot provide an absolute guarantee of the security of any YMCA websites or any other site on the Internet.

**Consent to Transfer**

YMCA websites are operated in the United States. If you are located outside of the United States, please be aware that any information you provide to The Y will be transferred to the United States. By using YMCA websites, participating in any YMCA services, and/or providing the YMCA with your information, you consent to this transfer.

**California Privacy Rights**

The California "Shine the Light" law permits California residents to annually request and obtain information free of charge about what personal information is disclosed to third-parties for direct-marketing purposes in the preceding calendar year. The Y does not distribute your personal information to outside parties for their direct marketing without your consent.

**Updating your Personal Information**

You can update your personal information via email at [member.service@ymcadc.org](mailto:member.service@ymcadc.org), or by mail at 1112 16<sup>th</sup> Street, NW, #240, Washington, DC 20036. Please do not send Social Security numbers or other sensitive information to the YMCA via unencrypted email.