



Membership Policies & Procedures

Updated October 23, 2020

Note: Regulations/rules are subject to change due to Covid-19 public health requirements. These changes will be posted in visible areas in and around the facilities.

*Building healthy
communities*

**YMCA of
Medicine Hat**





Member Policies and Procedures

17.1 CODE OF CONDUCT

POLICY

We are proud to offer a safe, secure and respectful environment for our employees, volunteers, program participants and members. The YMCA takes all instances of aggressive, violent or abusive behavior very seriously. There is zero tolerance for any behaviours that threaten the physical and psychological safety of YMCA employees, volunteers, program participants and member.

The YMCA of Medicine Hat expects all people accessing its facilities and/or programs to conduct themselves in an appropriate manner at all times. Behaviour should be consistent with the YMCA's core values of: honesty, caring, respect, responsibility and inclusion. Children, youth, and families are a core component of the Association and we want to ensure the environment is safe and respectful for them.

All members, program participants, patrons and visitors have the responsibility to familiarize themselves with the content of this policy and procedure and to conduct themselves accordingly. All employees have the responsibility to communicate with members, customers and visitors about the expectation to ensure compliance.

PROCEDURES

1. All members are required to sign a membership agreement, which includes an agreement to abide by this Code of Conduct and all YMCA membership policies (available on the Association's website)
2. Employees will review conduct expectations with members, customers and visitors.
3. Members, customers and visitors will have the opportunity to speak with staff and request clarification regarding any of the Association's policies.
4. All members, customers and visitors will conduct themselves in an appropriate manner at all times, including during virtual forms of communication.
5. Inappropriate behaviour includes but is not limited to:
 - a. Profanity;
 - b. Physical confrontation or aggression;
 - c. Harassment or abuse;
 - d. Bullying;
 - e. Use of alcohol or drugs;
 - f. Theft or any other illegal activities;
 - g. Clothing with inappropriate pictures or language;



Member Policies and Procedures

- h. Accessing and/or distributing pornography while on site;
 - i. Sexual activity of any kind;
 - j. Nudity outside of designated changing areas;
 - k. Verbal altercations including yelling, abusive language, insults, threats, etc.
 - l. Intimidating behaviours (e.g., cornering someone, blocking access to exits, making threats, etc.).
6. It is a violation of the Code to mis-use equipment and facilities, or to fail to follow recommended safe practices in the use of the equipment and facilities, which endanger the health and safety of the member or others
7. It is a violation of the Code to use the equipment and facilities in a reckless or wanton manner which endangers the health and safety of the member or others.

COMPLIANCE

Failure to comply with the standards outlined in this policy may result in in any of the following:

- a. An investigation conducted by YMCA management into the issue, including review of incident reports and discussion with witnesses (if applicable).
- b. Verbal coaching by a YMCA employee
- c. The member, customer, or visitor being asked to leave the premises.
- d. The police or emergency services being called;
- e. YMCA Membership being suspended and/or revoked. Members will be notified in writing if such a decision is made.

YMCA Participant

I have read and understand the attached policy.

- I agree to adhere to this agreement in its entirety.
- I understand that if I violate the rules set forth in this Policy, I may face legal, punitive, or corrective action.

Name (Printed): _____

Signature: _____ Date: _____

Witness : _____ Date: _____



Member Policies and Procedures

17.2 MEMBER DRESS CODE

POLICY

While respecting the individuality of each person's style and taste, as a family-focused organization the YMCA requires all members, customers and visitors to dress in a manner that would be considered appropriate for all ages.

PROCEDURES

1. When in public areas of the facility, all members and visitors are required to wear shirts and shorts/pants at all times. Beach wear and bathing suits should only be worn in change rooms, hot tubs/ steam rooms and/or pool area.
2. No shirts or clothing with profanity or inappropriate pictures or words are permitted.
3. Members, customers and visitors will ensure that their clothing is appropriate to be seen by children of all ages.
4. If a member, customer or visitor, wishes to make a complaint regarding another member's attire, the following process is to be followed:
 - a. The complaint should be made to the membership services desk who will ask the Duty Manager to respond
 - b. The Duty Manager will get details from the member and immediately investigate the complaint.
 - c. If this investigation finds that the member is not adhering to this policy, the Duty Manager will do the following:
 - i. Kindly advise the member of the complaint and ask them to immediately comply with this policy, providing a copy of it if requested.
 - ii. If the member refuses when asked, the Duty Manager will respectfully ask them to leave the premises.
 - iii. Document the situation on an incident report.
5. If a member, customer or visitor, is found to break this policy after the above processes were followed, the YMCA reserves the right to suspend and/or terminate their membership.
6. If members would like clarification on whether their clothing choices would be considered appropriate, they should contact the General Manager of Health, Fitness and Aquatics for clarification. The GM's decision will be final and binding.



Member Policies and Procedures

17.3 IMPAIRMENT

POLICY

The YMCA of Medicine Hat is committed to the health and safety of its members, customers, visitors, employees and volunteers. As such, this policy has been adopted to communicate the YMCA's expectations and guidelines surrounding substance use, misuse and abuse. Given the nature of the equipment and activities at the YMCA, it is recognized that individuals who are impaired can pose serious health and safety risks both to themselves and their fellow members, customers and visitor to the building.

Impairment has multiple causes, including, but not limited to, substance use, fatigue, a medical condition, medication, or psychological factors, and may affect an individual's ability to safely participate in YMCA programs and/or use its facilities and equipment. Impairment that creates a health and safety risk to anyone else in the YMCA must be identified and controlled.

PROCEDURES

1. To ensure a safe and healthy environment, YMCA of Medicine Hat prohibits the use, possession, distribution or sale of drugs or alcohol on the premises.
2. Members, customers and visitors are prohibited from using any facilities and/or equipment while impaired.
3. If a member, customer or visitor needs to make a complaint regarding this matter against another individual (whether a staff member or another member, customer or visitor), the following process will be followed:
 - a. The member, customer or visitor shall immediately notify the Membership Services desk who will ask the Duty Manager to respond;
 - b. The Duty Manager shall immediately investigate the situation;
 - c. If the investigation finds that the member, customer or visitor is not adhering to this policy, the Duty Manager will kindly ask them to leave the premises and complete an incident report.
 - d. Should the member continue to enter the premises while impaired, the YMCA reserves the right to proceed with further actions up to (and including) calling EMS, suspending membership and/or terminating membership.



Member Policies and Procedures

17.4 HARASSMENT & ABUSE - ZERO TOLERANCE

POLICY

YMCA of Medicine Hat is proud to offer a physically and psychologically safe, secure and respectful environment for our members, visitors, employees and volunteers. We require all YMCA facilities and programs to be free from violence, threats of violence, verbal abuse, discrimination, harassment, intimidation, and any other forms of misconduct. Weapons are strictly prohibited from any of the Association's premises.

The YMCA of Medicine Hat has a zero-tolerance policy for any forms of verbal abuse, violence, sexual harassment, harassment and/or discrimination. The CEO has the authority and unfettered discretion to revoke the membership of any individual who perpetuates any type of abusive behaviour towards other members, customers, visitors, employees and/or volunteers.

DEFINITIONS

Verbal Abuse/Intimidation – Includes yelling, bullying, name calling, insults, threats, or berating.

Feelings of anger or frustration are **NOT** an excuse to behave in this manner toward any other individual in a YMCA facility or program and will not be accepted as a justification or excuse for poor behaviour.

Violence - Any action, conduct, threat or gesture towards another person that can reasonably be expected to cause harm, injury or illness to that person.

Sexual Harassment - Any conduct, comment, gesture, or contact of a sexual nature that is likely to cause offence or humiliation to any person. This includes comments on an individual's physical appearance, sexually explicit jokes, sharing sexually explicit photos, etc..

Harassment - Is commonly defined as a course of comments or actions that are known, or ought reasonably to be known, to be unwelcome. It can involve words or actions that are known, or should be known to be offensive, embarrassing, humiliating, demeaning, or unwelcome, based on a ground of discrimination identified in the Human Rights Policy. Examples include malicious gossip, jokes and banter based on a person's appearance/age/religion/sexual orientation/race, etc., improper proposals, other unwelcome remarks, stalking, etc.



Member Policies and Procedures

Intimidation – An intentional behaviour that would cause a person of ordinary sensibilities to fear physical or psychological injury or harm. This can include things such as verbal threats, tone of voice, physically blocking exits, cornering someone, finger pointing, etc.

Discrimination - any action or a decision that treats a person or a group badly for reasons such as their race, religion, age, gender, sexual orientation and/or disability. These reasons, also called grounds, are protected under the Canadian Human Rights Act.

PROCEDURES

1. Anyone seen in a YMCA facility or program with a weapon and/or making threats of using a weapon will have their membership revoked immediately. Police will be called to respond to the situation.
2. YMCA employees and volunteers are empowered to set boundaries with anyone not adhering to this policy and will not be subject to reprimand for protecting their psychological and/or physical safety. These boundaries may include:
 - a. Respectfully informing the member that their behavior is inappropriate and harmful.
 - b. Respectfully reminding the member of this policy and the Code of Conduct.
 - c. Respectfully asking the member to immediately stop the behaviour in question (e.g., verbal abuse, berating, insults, etc.).
 - d. Ending the conversation and respectfully asking the person to leave until they have calmed down.
 - e. Calling 9-1-1- if the situation escalates and/or physical or psychological safety is imminently at risk.
3. If a member, customer or visitor needs to make a complaint regarding this matter against another individual (whether a staff member or another member, customer or visitor), the following process should be followed:
 - a. The member, customer or visitor shall immediately notify the Membership Desk of the situation. If there is an imminent risk to anyone's safety, Membership staff will immediately call 9-1-1 and notify the Duty Manager.
 - b. If there is no imminent risk, the Duty Manager will immediately respond;
 - c. The Duty Manager shall immediately investigate the situation;
 - d. If the investigation finds that a member, customer, or visitor not adhering to this policy, the Duty Manager will ask them to immediately leave the premises and notify them that a Manager will be following up to address their behaviour.
 - e. Complete an incident report fully documenting the situation and steps taken to resolve it



Member Policies and Procedures

4. The YMCA of Medicine Hat reserves the right to suspend and/or terminate the membership of anyone found not to be adhering to this policy.
5. The YMCA of Medicine Hat reserves the right to consult with other parties about any instances of verbal abuse, harassment, violence or discrimination such as legal counsel, human rights office or local emergency services.



Members Policies and Procedures

17.5 VIDEO/PHOTOGRAPHY

POLICY

This policy outlines YMCA of Medicine Hat's regulations around the use of video and photography on our premises and in our business. YMCA of Medicine Hat strongly believes that all members, customers, visitors, employees and volunteers have a right to privacy while accessing our facilities and programs.

PROCEDURES

1. To protect the privacy of the public who use our facilities, YMCA of Medicine Hat has a no video/photography policy without informed consent.
 - a. We recognize that some members enjoy taking selfies or recording their workouts. However, due to the risk of inadvertently capturing other YMCA members in the photographs/videos, we ask that members refrain from doing so.
2. YMCA of Medicine Hat prohibits the unauthorized taking of videos or pictures on our premises or in our business at any time and by any means (camera phone, digital camera etc.) without specific written authorization from the CEO and permission from those who will be on video/camera.
3. At no time is video or photography permitted in change rooms, washrooms, hot tubs or steam rooms.
4. If a member, customer or visitor needs to make a complaint regarding this matter against another individual (whether a staff member or another member, customer or visitor):
 - a. The member, customer or visitor shall immediately notify the Duty Manager of the events which took place
 - b. The Duty Manager shall immediately investigate the situation
 - c. If a member, customer or visitor is found to be breaking this policy, the Duty Manager has the right to remind them of this policy and ask them to leave the premises.
 - d. The Duty Manager will complete an incident report documenting the situation and steps taken to resolve it.
 - e. The YMCA reserves the right to notify police and pursue legal action in any situations involving video or photography in change rooms and/or washrooms.



Member Policies and Procedures

17.6 GRIEVANCE PROCEDURES

POLICY

YMCA of Medicine Hat is committed to providing effective and efficient programs and services to its member, customer and visitors.

PROCEDURES

1. If a member, customer or visitor is unhappy with another member or a YMCA employee/volunteer, they should first attempt to resolve the issue with the individual(s) directly in a calm and respectful manner that upholds the YMCA's values and follows the Member Code of Conduct.
 - a. If this is unsuccessful or the member, customer or visitor feels it is not an option, they must submit a written complaint to the General Manager within 3 business days. Email is an acceptable format and should be directed to feedback@medicinehatymca.ca
 - b. The General Manager will review the complaint and conduct an investigation. This may involve interviewing the individuals involved, reviewing incident reports, meeting with all parties, etc.
 - c. The General Manager will advise the member of the outcome of the complaint, where appropriate.
 - d. If the member, customer or visitor does not agree with the decision made by the General Manager, a written complaint outlining their rationale must be forwarded to the CEO within 3 business days.
 - e. The CEO will further investigate the complaint and make a final decision that will be binding for all parties involved.
2. If the complaint is directly and specifically against the CEO's conduct or behaviour, it must be submitted in writing to the President of the Board of Directors via mail to 150 Ash Avenue SE, Medicine Hat, AB T1A 3A9.
 - a. Note: The YMCA of Medicine Hat has a Governance-based Board of Directors. This means their responsibility is solely focused on the organization's bylaws, mission, vision, values, financial oversight and strategic planning. The Board has no authority over day-to-day operations as this is the role of the CEO.
 - b. The CEO has final decision-making authority over the resolution of all operational or day-to-day complaints.



Member Policies and Procedures

17.7 SCENT FREE ENVIRONMENT

POLICY

YMCA of Medicine Hat has adopted this policy to address health concerns related to the use of scented products. YMCA of Medicine Hat is a scent-free environment. YMCA of Medicine Hat prohibits the use of any scented products at any time, as they may cause adverse physical effects that threaten the ongoing health and safety of our staff, members, customers, visitors, and the public at large.

We ask for everyone's cooperation in our efforts to accommodate individual's health concerns.

POTENTIAL HEALTH HAZARDS

1. Scented products may adversely affect a person's health, and some or all of the following symptoms may occur:
 - a. Headaches
 - b. Dizziness
 - c. Light-headedness
 - d. Nausea
 - e. Weakness
 - f. Confusion
 - g. Loss of appetite
 - h. Upper respiratory symptoms
 - i. Shortness of breath
 - j. Difficulty with concentration
 - k. Skin irritation
2. Allergic and asthmatic patients, as well as those with other conditions, report that certain odours, even in the smallest amounts, can trigger an attack.
3. The severity of these symptoms can vary.
4. Some people report mild irritation while others are incapacitated and/or must give up many 'normal' activities in order to avoid exposure (such as going to public places).



Member Policies and Procedures

PROHIBITED PRODUCTS

YMCA of Medicine Hat will strive to eliminate ***scented*** products from the workplace, and requires the cooperation of all members, customers and visitors to accomplish this. Wherever possible, we encourage our members, customers and visitors to use unscented or fragrance-free products.

The following ***scented*** products are prohibited from use on YMCA of Medicine Hat property (this list is not exhaustive):

- Shampoo and conditioners
- Hairsprays
- Deodorants
- Colognes and aftershaves
- Fragrances and perfumes
- Lotions and creams
- Soaps
- Cosmetics
- Air fresheners and deodorizers
- Oils
- Diapers



Member Policies and Procedures

17.8 CHILD PROTECTION

POLICY

The YMCA is fully committed to safeguarding the welfare of all children, young people, and vulnerable adults who access its facilities and/or programs. The YMCA is committed to ensuring that it:

1. provides a safe environment for children and young people;
2. identifies children and young people who are suffering, or likely to suffer, significant harm; and
3. Follows all legislation to respond to children who are suffering, or likely to suffer, significant harm
4. Takes appropriate action to see that children and young people are kept safe at the YMCA.

PROCEDURES

1. It is the expectation of the YMCA of Medicine Hat that all members, customers and visitors will abide by all laws that safeguard the welfare of children while in YMCA facilities/programs.
2. All members, customers and visitors will conduct themselves in a family-friendly, appropriate manner at all times. Witnessing inappropriate behaviour can be traumatic for children.
3. Inappropriate behaviour on the premises includes, but is not limited to:
 - a. Profanity;
 - b. Physical confrontations. Aggression or violence
 - c. Harassment, abuse or discrimination.
 - d. Clothing with inappropriate pictures or language
 - e. Accessing or distributing pornography
 - f. Sexual activity of any kind;
 - g. Nudity
 - h. Verbal altercations, including verbal abuse, yelling, berating.
 - i. Consumption of alcohol or illegal drugs
 - j. Inappropriate use of equipment

COMPLIANCE

1. The YMCA is mandated by provincial law to report any suspected cases of child abuse or neglect to the appropriate authorities for investigation immediately.
2. Staff and volunteers of the YMCA will take allegations of abuse seriously.



Member Policies and Procedures

3. If a member, customer or visitor places a child at risk, causes harm, exploits or abuses a child or vulnerable person, the following will occur:
 - a. Employee and/or manager will speak directly with member, customer or visitor;
 - b. The employee will carry out their legal obligation to notify Children's Services about the incident
 - c. Emergency services will be called
 - d. Membership will be immediately terminated.



Member Policies and Procedures

17.9 PERSONAL INFORMATION AND PROTECTION ACT (PIPA)

POLICY

The YMCA of Medicine Hat is committed to protecting the privacy of the personal information of its members and customers, by following responsible information handling practices in keeping with privacy laws. The YMCA of Medicine Hat recognizes that maintaining this trust requires that we be transparent and accountable for information that you choose to share with us. We value the trust of all those we service and work with, and of the public. We also take measures to ensure the integrity of this information is maintained and to prevent its being lost or destroyed.

Personal information gathered by our organization is kept in confidence. Our personnel are authorized to access personal information based only on their need to deal with the information for the reason(s) for which it was obtained. During our various projects and activities, we frequently collect and use personal information; however, only for legitimate business purposes. Anyone from whom we collect such information should expect that it will be carefully protected. Collecting, using and managing this information is subject to consent. Our privacy practices are designed to achieve this.

This Policy, in compliance with PIPA, outlines the principles and practices we will follow in protecting members' personal information. Our privacy commitment includes ensuring the accuracy, confidentiality, and security of our members' personal information and allowing our members to request access to it, and correction of, their personal information.

PROCEDURE

COLLECTING PERSONAL INFORMATION

We will only collect participant/member information that is necessary to fulfill the following purposes:

1. Demographic information for communicating and reporting about the YMCA of Medicine Hat's membership, programs, events and activities.
2. Financial information to process payment.
3. Contact information for use in the event of medical emergency.



Member Policies and Procedures

SECURING PERSONAL INFORMATION

1. We are committed to ensuring the security of member personal information in order to protect it from unauthorized access, collection, use, disclosure, copying, modification or disposal or similar risks.
2. The following security measures will be followed to ensure that member personal information is appropriately protected:
 - a. Paper information is either under supervision or secured in a locked or restricted area.
 - b. Electronic hardware is either under supervision or secured in a locked or restricted area at all times.
 - c. Passwords are used on computers.
 - d. Paper information is transmitted through sealed, addressed envelopes or in boxes by reputable courier/delivery companies.
 - e. Electronic information is transmitted either through a direct line or is encrypted.
 - f. Staff is trained to collect, use and disclose personal information only as necessary to fulfill their duties and in accordance with this policy.
3. YMCA of Medicine Hat will use appropriate security measures when destroying personal information such as shredding documents, deleting electronically stored information.
4. We will ensure that all records are destroyed or personal information rendered non-identifying when information is no longer needed.
5. The records will be destroyed in a reasonable time frame.
6. YMCA of Medicine Hat will continually review and update our security policies and controls as technology changes to ensure ongoing personal information security.

USING AND DISCLOSING PERSONAL INFORMATION

1. We will only use or disclose member personal information where necessary to fulfill the purposes identified at the time of collection or for a purpose reasonably related to those purposes such as:
 - a. To conduct surveys to enhance the provision of our services;
 - b. To contact our members/participants/employees directly about services that may be of interest;
2. We will not use or disclose personal information for any additional purpose unless we obtain consent to do so, or if its included in the exceptions listed above in compliance with Alberta's PIPA.
3. We will not sell member/participant/employee lists or personal information to other parties.



Member Policies and Procedures

17.10 POOL, HOT TUB AND STEAM ROOM RULES

POLICY

The YMCA is committed to ensuring its pool, hot tubs and steam rooms are operated in a safe manner for the enjoyment of our members, visitors and other patrons. Lifeguards are responsible for courteously ensuring all rules in these areas are adhered to at all times.

Note: Regulations/rules are subject to change due to Covid-19 public health requirements. These changes will be posted in visible areas in and around the change rooms, hot tubs and steam rooms.

PROCEDURES

POOL RULES

1. Bathers must take a shower using soap prior to entering.
2. Clean and appropriate bathing attire is required.
3. Children under 8 years of age must be accompanied (within arm's reach at all times) by a responsible person at least 16 years of age.
4. No more than three children under 8 years can be supervised by one responsible person of at least 16 years of age at one time.
5. Entering the pool with an illness – including open sores, bandages, head colds, discharging ears and/or nose, and eye infections is prohibited.
6. Spitting, spouting water, blowing the nose, urinating or otherwise contaminating the pool is prohibited.
7. Children under 35 months and anyone who is incontinent must wear protective swim diapers along with water resistant swimwear to prevent water contamination.
8. Those patrons with diarrhea or a history of diarrhea over the previous two weeks should not use the pool.
9. Running, fighting or engaging in other conduct likely to cause an injury is prohibited.
10. Diving is only permitted in the deep end.
11. Street shoes must not be worn in wet traffic areas. Booties are available to cover street shoes for anyone entering the deck area.
12. Food, gum or beverages other than water are not permitted on deck.
13. Glass is prohibited on the pool deck or in other barefoot areas.
14. Patrons who are impaired will not be allowed to use the pool.



Member Policies and Procedures

15. All equipment, toys and buoyant objects must be approved by the lifeguard.
16. All injuries, contaminations and foulings must be immediately reported to the aquatic staff.
17. Maximum bather load 152.

HOT TUB & STEAM ROOM RULES

1. Bathers must take a shower using soap prior to entering.
2. Clean and appropriate bathing attire is required.
3. Children are not permitted in the health plus change room, hot tub or steam room.
4. Before using the hot tub, consult your physician if you have heart disease, diabetes, high or low blood pressure, are pregnant, elderly or taking medication.
5. Do not use the hot tub or steam room for more than 10 minutes; prolonged exposure may result in nausea, dizziness and fainting.
6. Entering the hot tub with an illness – including open sores, bandages, head colds, discharging ears and/or nose, and eye infections – is prohibited.
7. Spitting, spouting water, blowing the nose, urinating or otherwise contaminating the hot tub is prohibited.
8. Food or beverages other than water are not permitted.
9. Glass is prohibited in barefoot areas.
10. Street shoes must not be worn in wet traffic areas.
11. Being under the influence of intoxicants is prohibited.
12. Diving is not permitted in the hot tub.
13. Shower and cool down after each use.
14. Immediately report all injuries, contaminations and fouling to the lifeguard.
15. Maximum bather load 8.
16. Maximum safe temperature of hot tub is 40C (104F).
17. Maximum safe temperature of steam room is 60C (140F).
18. Emergency phones are located in both Health Plus changes rooms and the Aquatic Office (off the pool deck).



Member Policies and Procedures

LANE SWIM ETIQUETTE

1. When the pool is busy, swim lanes will be shared.
2. Swimmers should always swim on the right-hand side of the lane.
3. Always pass on the left and ensure the way is clear.
4. If you find yourself being passed or passing frequently, please consider moving to another lane when possible, or please allow faster swimmers to pass at the end of the pool.
5. Make note of lanes that contain fast, medium, and slow swimmers and select a lane compatible with your preferred swimming speed.
6. Lanes are to be used by people who are able and prepared to swim an entire length without stopping.
7. Children/Youth may use the lanes provided they follow lane swim etiquette.
8. Number of lanes and appropriate usage are determined by the lifeguard on duty.

DEEP WATER ADMISSION

1. The YMCA of Medicine Hat has a deep end test before children/weak swimmers are permitted to enter the deep end:
 - a. Tread water for 1 minute then swim 25 metres;
 - b. Ensure that swimmers can breathe while supporting self at surface;
 - c. Any method of support is acceptable;
 - d. Ensure that the distance is completed;
 - e. Swim should be completed without the use of aids, standing on the bottom or stopping to hold onto the wall;
 - f. Any method of swim movement is acceptable.

MISCELLANEOUS RULES

The following pool policies are not posted and must be enforced by the Lifeguard:

1. No sitting or standing on the flutter boards;
2. No standing on the mats;
3. No excessive horseplay;
4. No flips or back dives off the edge of the pool;
5. Mats shall not be stacked more than two (2) thick because they become too heavy to lift;
6. No chicken fighting.



Member Policies and Procedures

17.11 YMCA MEMBERSHIP – DOWNTOWN AND SOUTH RIDGE

MEMBERSHIP INFORMATION

Membership Types

Economy Membership

- This membership only includes access to:
 - Downtown and South Ridge facilities
 - General change rooms
 - Drop-in programs/classes (NOTE: does not include any fitness classes or registered youth classes)
 - Includes 2 Adults & 3 Children

General Membership

- This membership includes access to:
 - Downtown and South Ridge facilities
 - General change rooms
 - Drop-in programs/classes
 - Fitness classes
 - 1 dry land youth program
 - 1 wet program
 - 1.5 hours of child minding
 - Includes 2 Adults & 3 Children

Health Plus Membership

- This membership includes access to:
 - Downtown and South Ridge facilities
 - Health Plus change rooms
 - Drop-in programs/classes
 - Fitness classes
 - 2 dry land youth programs
 - 2 wet programs
 - 2 hours of child minding
 - Includes 2 Adults and unlimited children



Member Policies and Procedures

Members can mix and match membership types to best suit their needs and individual circumstances. There are additional discounts available as family members are added. To determine the cost of the membership model you would like to build, please speak to a Membership Services Representatives.

Membership & Joiner Fees

Up-to-date fees can be found on our website: <https://medicinehatymca.ca/Join-the-YMCA/Join-Now>

Payment Information

All YMCA memberships are paid on a bi-weekly or annual basis. Members are required to provide the YMCA with a method of payment for their continuous bi-weekly membership payment. Accepted payment methods are Visa, Mastercard or automatic bank withdrawal. Annual payments are done directly through the POS system with credit card, debit card or cash.

Hold

Members may put their membership on hold once per year for a duration between 1 month – 4 months (consecutively). There is no additional fee for this service, however it must be done in-person at the Membership Services Desks. Note: membership payments will automatically resume at the end of the agreed-upon hold period. No refunds will be provided for payments that automatically resume. It is the member's responsibility to cancel their membership PRIOR to the end of their hold if they no longer wish to have a membership.

Cancellations

Memberships can be cancelled at any time. There is no cancellation fee, however it must be done in-person at the Membership Services Desk. Email requests for cancellation will not be processed. The YMCA requires a minimum of 8 days of notice prior the member's next payment date to guarantee that the payment will not be pulled.

NSF Fees

It is the member's responsibility to ensure that their payment information is accurate and up to date. All NSF payments will be subjected to a \$20 administration fee.

After one NSF payment, members will be suspended from registering for programs/classes until the outstanding balance has been paid.

After two NSF payments, member access to the facility will be suspended until the outstanding balance has been paid.



Member Policies and Procedures

CHANGE ROOMS – AGE REQUIREMENTS

1. The General change rooms are for all ages.
2. The Health Plus change rooms are for those 18 years of age.

A valid membership and/or day pass is required to access any change facilities.

RENTAL OPTIONS

POOL, MULTIPURPOSE ROOMS, GYMNASIUMS, MEETING ROOMS, CLIMBING WALL, ETC.

1. All facility rentals must go through the Rental Coordinator at 403-527-4426 ext. 120.
2. A Rental Agreement must be signed for each rental. Proof of insurance may be required.
 - a. Multiple bookings by the same group/person can be combined into one Rental Agreement
3. Invoices for facility rentals will be emailed out monthly and are due to be paid upon receipt.

Rental pricing as of October 2020. Please note, pricing and availability is subject to change and should be confirmed at the time of booking.

ROOM	Youth Prices	Adult Prices
Child Minding/Multipurpose Rooms	\$35/hour	\$35/hour
Sir George Meeting Room	\$35/hour	\$35/hour
Gymnasium - Full	\$35/hour	\$55/hour
Gymnasium - Quadrant	\$25/hour	\$35/hour
Pool (lifeguard included)	\$45/hour	\$55/hour
Pool (private lesson; ½ hr)	\$25/half hour	\$25/half hour
Pool with Wibit (lifeguard included)	\$175/hour	\$175/hour
Climbing Wall	\$45/hour	\$55/hour
Courts/walking track	\$16.50/hour	\$21/hour
Fitness Class (with instructor)	\$65/hour	\$65/hour
Extra Staff	\$20/hour	\$20/hour

BIRTHDAY PARTIES

1. Birthday parties should be booked directly with the Membership Services Desk.
2. Prices will depend on activities booked with the birthday party.



Member Policies and Procedures

17.12 CLIMBING WALL PARTICIPANT GUIDELINES

CLIMBING ELIGIBILITY

1. All participants must complete and sign all required forms and waivers.
2. If a participant is under 18 years old they must have a parent/guardian fill out the waiver for them.
3. Forms are in file folder and available at the front desk.
4. If the participant is dropping into open climb and they are under the age of 13, they must be accompanied by a parent or guardian. This can be a non-legal guardian such as a Big Brother/Big Sister.

BELAY IN THE YMCA OF MEDICINE HAT'S CLIMBING WALL

1. Climbers may be required to bring in their own individual to belay on certain nights in the climbing wall.
2. Climbers are only allowed to belay in the YMCA of Medicine Hat's climbing wall once they have passed a YMCA Belay test.
3. If climbers do not know how to belay, they may take a belaying training course through the Climbing Wall Coordinator.

MINIMUM CLIMBING AND BELAY AGE

1. The minimum age to climb is 3 years old.
2. The minimum age to be dropped off in an open climb is 13 years of age.
3. The minimum age to get belay certified is 16 years of age.
4. Anyone under the age of 18 must have legal parental/guardian permission to climb and complete a belay certification.

PERSONAL CLIMBING GEAR

1. Permitted in the wall are harnesses, climbing shoes, helmets, and chalk bags (please no loose chalk, use chalk socks).
2. Personal carabiners and/or belay devices may be used after they have been inspected by the Climbing Wall Coordinator.
3. It is recommended that gear and personal belongings be hung on the gates entering the climbing wall or on the ground.



Member Policies and Procedures

4. Please keep the climbing area clear.

APPROPRIATE CLOTHING

1. Clean athletic shoes, running shoes, or climbing shoes are the only shoes permitted.
2. No boots, sandals, or soiled shoes are permitted.
3. Barefoot climbing (including with socks) is not permitted.
4. Shirts must be worn and jewelry should be removed (necklaces, rings, watches, etc.) and all items should be removed from pockets.

ALCOHOL OR DRUG USE

No one may use while impaired or under the influence of alcohol or drugs.

FOOD/DRINK

No food or drink (with the exception of water bottles) is permitted in the climbing area.

BOULDERING/TRAVERSING

1. Bouldering is allowed in the climbing facility (traversing around the rock wall).
2. Please be aware that there are two colors of lines marking safe heights for different ages to climb to in the climbing wall.
3. The red line is for children up to the age of 6, children 6 and under can climb to the red line and traverse around without being tied onto a rope.
4. The yellow line is for anyone over the age of 7, they can climb up to this line and traverse around but cannot go any higher unless they are tope roping (tied onto a rope with someone to belay them).
5. Boulder routes may be marked with different colors of tape.

LEAD CLIMBING

There is no lead climbing in our facility.



Member Policies and Procedures

17.12 USE OF FITNESS EQUIPMENT

The health and safety of our members is a top priority at the YMCA. All people using YMCA fitness equipment must abide by the following rules:

- Receive training from a Weight Room Monitor or Personal Training for all equipment that is unfamiliar
- Use all equipment respectfully, safely, and as intended. The YMCA is not responsible for injuries that occur due to misuse or abuse of equipment
- Follow posted weight room etiquette signage
- Wear proper training attire (see Dress Code policy for more details)
- Do not drop or throw weights
- Utilize spotters for lifts and use collars on all free weight bars
- Return equipment to the proper rack when lifting is complete.
- Immediately report any facility related injury or facility/equipment irregularity to the staff on duty.
- Do not bring gym bags to the conditioning areas. The YMCA is not responsible for lost or stolen items.
- Minimize chalk and powder on the weight floor.



Member Policies and Procedures

17.14 RUNNING TRACK ETIQUETTE (SOUTH RIDGE)

1. Food or drinks are not allowed on the track except for water bottles.
2. The track is available for walking, jogging, and running only. It is not a play area.
3. The use of the running track is done so at your own risk.
4. All track users must wear clean, appropriate footwear.
5. Children under the age of 12 must be accompanied by an adult at all times.
6. Burgundy lane for Walkers/Joggers.
7. Blue lane for Runners.
8. Track should flow in one direction only; Mon/Wed/Fri clockwise, Tues/Thurs/Sat/Sun counter clockwise.
9. Strollers, baby joggers, inline skates or equipment are not permitted on the track except at designated times or with permission of the Centre Manager.
10. Sitting or leaning over the safety rail around the track is not permitted.
11. Spectators are not permitted to observe games or events from the track unless exception is made by the General Manager.
12. 6 laps = 1 km using the outside lane.