



FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

# BETTER TOGETHER

## New Member Handbook AUBURN-LEWISTON YMCA

**Mission Statement:** The Auburn-Lewiston YMCA is a Character-building Organization that is dedicated to strengthening Christian principles of Caring, Honesty, Respect and Responsibility through programs that will build a healthy spirit, mind and body for all.

### **Auburn-Lewiston YMCA**

**62 Turner Street**

**Auburn, Maine 04210**

**(207) 795-4095**

[www.alyymca.org](http://www.alyymca.org)

### **The Y at CMMC**

**12 High Street**

**Lewiston, Maine 04240**

**(207) 795-2473**



## BETTER TOGETHER

We're happy you joined us!

Welcome to your Auburn-Lewiston YMCA! With the Y's focus on nurturing kids and teens, improving people's health and well-being, and giving back and supporting our neighbors, your membership will bring about meaningful change in both your life and in your community too.

This handbook will help you get acquainted with what the Y has to offer through your membership.

A YMCA membership is about so much more than weight rooms, gyms and pools. It's about making the community a better place to live. Our goal is for you and your family to have fun, see old friends, make new friends, explore new things, and become involved.

## SOMETHING FOR EVERYONE

Your Y membership gives you much more than access to both of our facilities, it can set you on a path to good health in spirit, mind and body and help you enjoy a full and balanced life. All Y programs, initiatives and events support a common cause of strengthening our community and are categorized into three areas of focus:

**Youth Development** - Nurturing the potential of every child and teen

**Child Care** programs provide a safe, nurturing environment for children to learn, grow and develop social skills.

- Early Childhood Program
- Before and After School Care Program
- School Vacation Camp
- Child Watch FREE with family membership. Hours are limited, and pre-registration is required. *[62 Turner Street location only]*



**Swim, Sports and Play** programs offer youth positive, fun activities that build athletic, social and interpersonal skills.



- Youth Sports (Basketball, X-Country Skiing, Field Hockey, Indoor Field Hockey, Indoor T-Ball Instruction)
- Gymnastics [classes and Team]
- Youth Swim Lessons
- Twin Cities Swim Team

**Camps** provide a safe community where young people explore, build self-esteem & interpersonal skills, and make lasting friendships and memories.



- Camp Connor Day Camp (grades 1-8) located on Lower Range Pond in Poland, Maine
- Summer School Age Camp for K-5 housed at the YMCA. Children will swim, play and attend weekly field trips.
- OELC: Outdoor Learning Center located on Stetson road in Auburn

## Healthy Living - Improving the nation's health and well-being

**Family Time Programs** bring families together to have fun and grow together.

- Family Swim *[all participants will be required to take a swim test]*
- Open Basketball
- Family Fun Nights



**Health, Well-Being and Fitness** programs provide guidance and resources to maintain or improve physical activity, health and wellness.

*\*Physical readiness: Before starting any exercise program members are encouraged to check with their primary care physician.*

- Group Classes
- Personal Training/Nutrition Counseling
- Lap Swim
- Wellness Programs
- Tri-training (seasonal)

*Strengthening Community: Ask about the Y's Corporate Wellness Program*



**Sports and Recreation** programs bring together people with shared athletic and recreational interests for healthy activities.



- Adult pick-up basketball
- Couch-to-5K program
- Pickleball

## Social Responsibility - Giving back and providing support to our neighbors

Volunteerism and Giving initiatives fund, support and lead the Y's critical work in the community.

- Fitness Center Volunteers
- Program Volunteers (youth sports, events, and summer camp volunteers)
- Policy Volunteers (board of directors, committee members)

## Services for people with Disabilities:

**The Y serves people of all abilities. We provide reasonable accommodations to enable all people to participate in our programs and services. Please contact us if there is an accommodation that you need.**

## AUBURN-LEWISTON YMCA MEMBERSHIP POLICY

### Mission Statement:

The Auburn-Lewiston YMCA is a character building organization dedicated to strengthening Christian principles of **Caring, Honesty, Respect, and Responsibility** through programs that will build a healthy spirit, mind and body for all.

Our YMCA offers many programs for all ages. We invite you to take full advantage of all that we offer including the opportunity to help others (inquire about our Volunteer program). Our goal is to provide quality programs and membership opportunities in a friendly, clean, and healthy environment. You are invited to tour our facilities and become acquainted with our programs and staff. We will do our best to serve your needs. It is our sincere hope that your "Y" experience will be a positive one.

### Code of Conduct

#### Member/Program Participant Guidelines:

Member/Program participants are expected to exhibit appropriate behavior at all times. The following guidelines have been developed to help make YMCA programs safe and enjoyable for all participants. Additional rules may be developed for programs and activities as deemed necessary.

**\*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.**

Member/Program participants shall:

- Show respect to all participants and staff
- Refrain from causing bodily harm to other participants or staff
- Show respect for equipment, supplies and facilities
- Refrain from the use of drug, alcohol, or tobacco products while a participant is in the building or on the grounds of the YMCA

with the possibility of membership termination.

## Termination of Members Issues to be Aware of:

There is a basic right that individuals have to associate with groups. But as long as it does not discriminate on the basis of race, sex, religion or ethnicity, the YMCA is not a governmental body, so it has certain rights to limit members. Membership is a privilege and termination may occur:

If a member/participant:

- A)** Appears to be taking actions or doing things that are contrary to the Y's Mission or
- B)** Appears to be involved in criminal acts, or
- C)** Is acting in ways that disrupts the YMCA's operations, or
- D)** Appears to be of suspicious nature or immoral character, or
- E)** Appears to be under the influence of drugs or alcohol products as judged by Y staff or management, the individual may be asked to leave

## ZERO TOLERANCE

This policy also shall specifically include but not be limited to the conviction of any crime involving sexual misconduct of any sort; conviction of any crime involving immoral conduct; any type of action that is inconsistent with the purpose and mission of the YMCA.

The Auburn-Lewiston YMCA Executive Director reserves the right to dismiss or terminate membership based on the above conditions. Each situation will be evaluated on its own merit.

*\*\* If a member/participant deviates from a payment policy agreed upon, they risk the chance of membership termination with no refund. Draft members who have more than 2 delinquent drafts will be terminated and is responsible for the unpaid balance.*

## GETTING STARTED

Every time you enter the YMCA, please scan your membership card. If you forget your card, ask the Welcome Center staff to check you in. If you haven't yet received your membership card, please stop at the Welcome Center and let the staff know you need to pick up your membership card. For your security we take your photo on your first visit and your driver's license or State ID is logged in. Scan tags are non-transferable.

*It is the policy of the YMCA to make membership available to all persons regardless of race, color, religion, sex, age, marital status, sexual orientation, gender identity or expression, national origin, disability, or financial circumstances without discrimination.*

We recommend that you take a tour of the YMCA if you have not already done so. On the tour you will get a feel for the layout of the facility, and your tour guide will be able to answer any questions that you may have. We do not have a towel service. However, in the event that you forget your towel you may inquire at the Welcome Center about one.

Lockers are available for rent or you may use our daily lockers. If you use a daily locker, we recommend that you bring your own lock or one can be provided for you. Day use lockers must be unlocked and emptied at the end of the day visit.

## DECIDING WHAT TO DO

The best advice we can give you is to get involved right away. Take a fitness class, make use of the Health and Wellness Center, go swimming with your children, shoot baskets, sign up for a program, or volunteer.

## FITNESS ORIENTATION

This service to members is FREE and a great way to get started with some direction. A fitness orientation is an informational session typically 60 minutes in length. You will be coached on how to properly set up machines and perform exercises safely and effectively.

SCHEDULE YOUR FREE ORIENTATION TODAY! Please inquire at the Welcome Center.  
*Please note: an orientation is not a personal training session.*



## PROGRAM REGISTRATION

Program information is available on our website at [www.alyymca.org](http://www.alyymca.org). To register for a program, you can register in person at the YMCA Welcome Center, over the phone or on-line for most programs. Payment is required at the time of registration if a fee is charged. To receive the member rate, the membership must be valid through the duration of the program.

## GETTING TO KNOW YOUR Y

### NO ONE IS TURNED AWAY BECAUSE OF AN INABILITY TO PAY

We offer financial assistance for individuals and families who demonstrate a need based on household income, individual circumstance and the availability of Y scholarship funds. We also have volunteer opportunities in exchange for a membership

### TALK TO US

This is your Y. We want to hear your comments, concerns and suggestions!

### HOURS

62 TURNER STREET: Monday–Friday 4:30 a.m.–9:00 p.m. ~ Saturday–Sunday 7:00 a.m.–5:00 p.m. The Y will have limited hours and program offerings on certain holidays.

12 HIGH STREET: Monday–Wednesday 5:00 a.m.–8:00 p.m. ~ Thursday & Friday 5:00 a.m.–7:00 p.m. ~ Saturday–Sunday 7:00 a.m.–1:00 p.m. The Y will have limited hours and program offerings on certain holidays.

Please refer to the Auburn-Lewiston YMCA website for facility closures.

**\*Note that summer hours may be reduced on the weekends.**

### PARKING

62 TURNER STREET: There is a parking lot for members/guests directly behind the YMCA (on Pleasant St.) and a dirt parking lot across the street behind The Novelty Shop. There is limited 2-hour parking on the surrounding streets.  
**Please use the front entrance of the building, as the back entrance is a child care entrance/exit only.**

12 HIGH STREET: Parking at CMMC is in the designated visitor garage across from the 12 High Street building.

## LOST AND FOUND

The Y is not responsible for lost or stolen items. Please bring a lock and use lockers to keep belongings safe. Locks not removed daily may be removed by Y staff. Contents will be placed in lost and found. See Welcome Center for the details.

## STORM CLOSING/DELAY POLICY

In the event that inclement weather forces us to delay opening, close early or close altogether our policy is as follows:

- It will be posted on our Website ([www.alymca.org](http://www.alymca.org)), Facebook, Twitter and the Auburn-Lewiston YMCA mobile app (free)
- If either Auburn or Lewiston school systems have school, then the Y will be open with a possible delay
- A delay means the Y will open at 9:00 a.m.
- If BOTH Auburn and Lewiston school systems cancel school and the Y has not been closed, then there will be no morning programs running. The fitness center and child care will be open but no classes or lap swim until noon
- If necessary, a decision on mid-day programs/classes will be made at 10:00 a.m. and evening cancellations will be made at 2:00 p.m.

## GETTING THE MOST OUT OF YOUR MEMBERSHIP

**YOUR Y MEMBERSHIP** includes use of facilities at both of our locations [62 Turner Street & 12 High Street]

### YOUR GUESTS ARE OUR GUESTS

As part of your New Member Packet, you will receive one guest pass to give to a friend so they may try the Y.

### NEW ENGLAND RECIPROCITY

As a member of the Auburn-Lewiston YMCA & The Y @ CMMC, you have access to YMCAs across New England free of charge through the "Reciprocity" program. Current members can use any YMCA in Maine, New Hampshire, Vermont, Massachusetts, Rhode Island and Connecticut for free when they show their member scan tag and ID. Verification of membership is required. This covers facility usage, but does not cover programming fees. Note: Some restrictions may apply. Contact the local Y for their policy.

### MOVING? VACATIONING?

If you are relocating, you are likely to find a Y in your new area. Many Ys waive the joining fee but Ys operate independently, so policies vary. We'll be happy to help you locate a new Y to ease the transition.

Many Ys participate in the A.W.A.Y. program. A.W.A.Y. stands for "Always Welcome at YMCAs". It gives you access to every Y in every State that participates in the A.W.A.Y. program. If you'll be away from home, contact a Y near your destination to discuss their policies and fees. Visit [ymca.net](http://ymca.net) and search "Find your Y" to see participants or download the Y Finder app on your phone.



## I NEED TO MAKE A CHANGE TO MY BILLING INFORMATION, ADDRESS OR MEMBERSHIP

We can help you do that! Please inform the Welcome Center staff of any changes as soon as possible.

## I NEED TO CANCEL MY MEMBERSHIP

To terminate your membership, you must provide the Y written notice 30 days prior to your next scheduled withdrawal date. Memberships are non-refundable and non-transferable. You will draft one more time once we receive written notification and your membership will be active through that period. Please assist us in helping to better serve our members **by completing the Exit Survey located on the [alymca.org](http://alymca.org) website under the "About Us" tab.** Please see the Welcome Center with any further questions.

## I NEED TO PLACE MY MEMBERSHIP ON HOLD

To have your membership placed on hold, you must provide the Y a written notice a minimum of 5 days prior to your next scheduled withdrawal date. Holds must be done from draft date to draft date up to a maximum of 6-months. During the hold period, you do not have access to the facility, to member pricing on classes or to the Reciprocity program. At the end of the hold period your membership will start to draft again on the account you have on file with us. If your payment method changes during the hold period it is your responsibility to notify the Y of your new payment method. Note: If you cancel your membership while it is on hold, your account will be drafted on the next available draft date and the membership will remain active for that month per our cancellation policy.

## YOUTH GUIDELINES

In order to provide a safe and positive experience in structured activities for the youth of our community, the following facility guidelines for Y members and guests will apply.

## AGE RESTRICTIONS FOR SPECIFIC AREAS

### HEALTH & WELLNESS CENTER \*"See Rules Section"

- Members/guests must be at least 12 years of age to use the Health and Wellness Center. Those ages 12 & 13 must have adult supervision AT ALL TIMES. Members under 18 are required to receive an orientation before using the equipment.

### POOL, GYM & LOCKERS/SHOWER FACILITIES:

- 0-5 years of age: Supervising adult (18+) must be present for all structured and unstructured activities.
- Family Swim: For children 5 & under and any non-swimmers, there must be a ratio of 1 adult in the pool for every 2 children in the pool.
- 6 to 11 years of age: Parent or supervising adult (18+) must be present for unstructured activities; in the building for structured activities.
- 12 to 13 years: Parent or supervising adult (18+) is not required to be present for structured or unstructured activities. *\*Parent or supervising adult must be with teen if using the fitness center.*
- 14 years and older: No parental or supervisory requirements. ***Parent's or guardians must sign a waiver for all children under age of 18.***
- The Men's steam room and private locker room at 62 Turner Street are available to members only. See the Welcome Center for details.

## **RULES SECTION**

### **Fitness Center & Facility Rules**

- Members ages 12 – 18 are recommended to receive an orientation prior to use of exercise equipment
- Parent/guardian must be on the premises while youth ages 12 & 13 are in the Fitness Center.
- For sanitary purposes, please wipe off the machines after each use.
- Please observe the 30-minute time limit on all cardiovascular machines when other members are waiting
- Please no street shoes on equipment
- Appropriate exercise attire and footwear are required. Open toed and or open heeled shoes are not allowed.
- Beverages must be in plastic, sealed container. Please recycle.
- Inappropriate conduct, the use of profanity, loud noises, and horseplay are not permitted.
- The YMCA is not responsible for lost or stolen personal items.
- Phone conversations should be limited to the lobby.
- **STEAM ROOM: Towel/swim suits must be worn at all times.**
- Cell phone use is prohibited in the locker rooms.
- The YMCA and its property is a smoke free environment.

### **Weight Room Etiquette**

- Leave something for the imagination: Shirts and closed-toe shoes should be worn at all times.
- Please refrain from dropping weights. Don't be "that guy/gal"
- Make someone's day, ask them to sport you. And while you're at it, use collars when doing barbell work. Safety first!
- Why yes, you can use chalk!
- Return plates, dumbbells, bars and benches to their proper places when finished. Think of it as "accessory work"
- We encourage you to leave it all on the gym floor, just please wipe down the equipment when you are done
- Work in—because sharing is caring
- Please keep all language and behavior PG. After all, we are the YMCA
- Sorry, youth under 12 are NOT allowed in the weight room. We highly encourage an orientation for anyone 12 – 15 years old. Visit the Welcome Center to speak with our fitness staff.

## POOL RULES

- All swimmers must shower before entering the pool.
- Breath holding activities are strictly prohibited.
- Running, pushing or horseplay will not be tolerated.
- Diving into the shallow end is prohibited.
- Food and drinks are not allowed on the pool deck.
- Persons with infections, open sores or cuts and or ear, eye or nose discharge will not be allowed in the pool.
- Inexperienced swimmers must be accompanied by an adult.
- Inflatable flotation devices, including water wings are not allowed in the pool.
- Children who are not trained are required to wear a swim diaper.
- Back dives, twists and flips into the pool are not permitted.
- Bathing suits are required to use the pool.
- Non-swimmers are required to have an adult within arm's reach, or use a USCG approved lifesaving device.
- Throwing someone into the pool is prohibited.
- All fitness equipment is for water fitness classes only. This includes the Speedo steps, hand weights and fitness noodles.
- Pull buoys are for adult lap swim only.
- Noodles, balls, rings, floating toys, etc. are allowed in the pool at the discretion of the lifeguard on duty.
- Pool equipment may not be used in any dangerous manner, this includes hitting and throwing.
- Lifeguards have the authority to dismiss non-compliant patrons from the pool area at their discretion.

## STAY INFORMED

For up-to-date information on membership, programs and events, make sure we have your **current email** in the system. Also, Visit us at [www.alymca.org](http://www.alymca.org) and connect with us through Social Media:

Like Us on **Facebook** at Auburn-Lewiston YMCA



Follow us on **Twitter** @Auburn-Lewiston Y



Download our **FREE Mobile APP** (Auburn-Lewiston YMCA)



**THANK YOU FOR JOINING THE Y.** As a special gift to you, here is a 1-day pass for you to share with a friend, family member, neighbor or co-worker.

**TRY THE Y FOR FREE**

**Member name:**

**New guest name:**

**Date redeemed:**