



BOYERTOWN AREA YMCA

MISSION STATEMENT

The mission of the Boyertown Area YMCA is to provide programs which will join everyone— regardless of age, race, sex, faith, ethnicity, ability or religion —in means by which one learns to lead a healthier life, build strong family relationships, develop self-confidence, enrich one's mind, learn responsibility for the common good, and respect for one another. We offer people the opportunity to grow in Spirit, Mind and Body as symbolized by the three corners of the Universal YMCA Triangle.

THE YMCA

Together, the nation's 2,575 YMCAs are the largest not-for-profit community service organizations in America, working to meet the health and social service needs of 18.9 million men, women and children in 10,000 communities. Ys are for people of all faiths, races, abilities, ages and incomes. No one is turned away for inability to pay. The YMCAs' strength is in the people they bring together.

Because all communities have different needs, all YMCAs are different. A YMCA in your community may offer childcare or teen leadership clubs. A Y in the next town may have swimming lessons or drawing classes. Every Y makes its own decisions on which programs to offer and how to operate. Each YMCA is guided under the direction of a volunteer Board of Directors, whose responsibility it is to secure the Executive Director, and maintain the financial stability of the YMCA.

YMCAs stretch beyond the United States. YMCAs are at work in more than 120 countries around the world, serving more than 30 million people. About 230 U.S. YMCAs maintain relationships with Ys in other countries. So the YMCA really does build strong kids, strong families and strong communities worldwide.

LETTER OF
WELCOME FROM YOUR
YMCA CEO

Congratulations! By becoming a member of the Boyertown Area YMCA you are committing yourself to a total program of wellness of Spirit, Mind and Body.

At the Boyertown Area YMCA, total wellness concentrates not only on the physical health and well-being of an individual, but it also provides an opportunity to nourish one's inner self. Wellness of the body is taught in many of the programs we offer in our gym, our pool, our aerobic rooms and our fitness centers. Wellness of the Spirit and Mind is found in everything we do at the Y, through our emphasis on character development and the focus on four integral values: *Caring, Honesty, Respect and Responsibility.*

At the Boyertown Area YMCA, total wellness is measured not in muscle strength but in strength of character. It is our continuing goal to provide each of our members with ample opportunity to grow in Spirit, Mind and Body.

Please take full advantage of your membership by participating in our classes, swimming in our pool, and volunteering at one or more of our special events. There are many ways to become involved at the Boyertown Area YMCA and to work towards total wellness. You've already taken the first step by becoming a member at the Boyertown Area YMCA. Now we can work together to help you reach your full potential in Spirit, Mind and Body.

With Warm Regard,

Teresa Geary
CEO Boyertown Area YMCA

BOYERTOWN AREA YMCA VOLUNTEER
2012 BOARD OF DIRECTORS

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Volunteerism

When you become a YMCA member, you're setting yourself on a lifelong journey of healthy spirit, mind and body. You will become part of an association that does everything from childcare to health and fitness to youth development to the arts and humanities, and much, much more. As a YMCA member, you have many benefits but you have some responsibilities, too. You may be asked to get involved and be a champion of the YMCA values of caring, honesty, respect and responsibility. You may be asked to volunteer as a coach, mentor or campaigner for our Y's annual support campaign that underwrites membership assistance of those who cannot afford the full fees. The YMCA involves members in offering their time, talent and treasure, for the greater good. To become involved as a volunteer, contact Kimberly Slonaker, Daniel B. Boyer Center Executive Director, at 610-369-YMCA.

The United Way of the Boyertown Area provides partial funding for programs at the Boyertown Area YMCA. When making your donation to the United Way you may earmark your funds to directly benefit the Boyertown Area YMCA.



Boyertown Area YMCA Supervisory Staff

Teresa Geary -CEO

Kay Christman - Controller

Kimberly Slonaker - Daniel B. Boyer Center Executive Director

Michael McDonough - William S. Hollenbach Center Executive Director

Tessi Melchior - Gilbertsville Center Executive Director

Sharon Cramer - Marketing/Membership Director

Kathy Undercuffler - Aquatics Director

Mike Kaiser - Wellness Coordinator

Linda Jones - Competitive Swimming Coordinator

Ryan Rhoades - Member Services Supervisor

Danielle DeForge - Gilbertsville Center Child Care Director

Amy Templin - William S. Hollenbach Center Child Care Director

Karrie Showalter - Child Care Director

Alicia Dinnell - Youth Director

Ann Kiene - Human Resource Director

HEALTH INSURANCE

The YMCA does not carry health insurance for YMCA members for accident and injury purposes. YMCA members are responsible for securing their own health insurance.

SAFETY

The safety of our members, participants and guests is of the utmost importance at the Boyertown Area YMCA. We ask that all members, participants and guests act responsibly while participating in all activities at the YMCA keeping their safety and the safety of others in mind at all times.

PARENTAL SUPERVISION

The Boyertown Area YMCA recommends that children in fourth grade and younger be under constant parental (or responsible adult) supervision while at the YMCA. The YMCA reserves the right to enforce this recommendation in situations deemed necessary.

CLOSING/CANCELLATIONS FOR INCLEMENT WEATHER

Our policy for canceling classes during inclement weather is based upon the decision of the Boyertown Area School District, as follows:

In the event that the Boyertown Area School District announces

- A 2-hour delay, the YMCA will cancel all classes scheduled to begin prior to 11 a.m.
- In the event that the Boyertown Area School District cancels school for the day, the YMCA will cancel all classes scheduled to begin prior to noon, and Member Service Child Care (Tyke Tyme) will open at the regular time. The weather will be re-evaluated during the late morning to determine if classes will be held for the remainder of the day.
- Class cancellations will be at the discretion of the YMCA Executive Staff, who consider the safety of the staff and members when making their decisions.

Boyertown Area YMCA class cancellations will be available on our website at www.boyertownymca and on television-WFMZ (Suburban Channel 15 or Berks Cable Channel 69) and listed on the WFMZ website at www.wfmz.com . In the event of inclement weather during mid-day or early evening, the above stations will be notified. Please do not contact the YMCA more than 30 minutes prior to the start of your class.

For questions regarding inclement weather and hours at Growing Dreams or School's Out, please reference the above media options.

CLASS/PROGRAM REGISTRATION

The Member Service Desk will be open for class registrations during all operating hours. When registering by telephone, please have all information handy, including name of class, and class time. Fees are due at time of registration, so have your VISA, MasterCard, American Express or Discover Card handy. Registration is available online. See the website for details about online registration. (Registration is not final until payment is received.) Classes may be cancelled if there is insufficient enrollment. Please check the current program brochure or our website www.boyertownymca.org for registration dates.

PARKING POLICY

Convenient, free parking is available to those using the Boyertown Area YMCA facilities daily. Anyone violating handicapped parking privileges or parking in non-designated areas will be towed at the car owner's expense.

INJURIES AND EMERGENCIES

All injuries and emergencies should be reported to a Boyertown Area YMCA employee immediately. Emergencies are handled by the YMCA employee designated as the First-Aid Responder on duty.

DRESS CODE

Shirts and shoes are required by all those using the Boyertown Area YMCA (except in locker rooms and on the pool deck.) The Boyertown Area YMCA strongly recommends the wearing of athletic shoes for participation in fitness programs/classes and aquatic footwear in locker rooms, on the pool deck, and in aquatic fitness classes. The Boyertown Area YMCA also strongly recommends the use of protective eyewear while playing racquetball.

EMPLOYMENT OPPORTUNITIES

Available positions are posted on our website at www.boyertownymca.org

SMOKING POLICY

In keeping with our goal of promoting good health and fitness habits, all the Boyertown Area YMCA facilities are a tobacco and drug-free environment. Smoking is not permitted in or on the grounds of all the Boyertown Area YMCA facilities.

GIFT CERTIFICATES

Gift certificates are available at all the Member Service Desks to purchase memberships, massages, programs and apparel.

LOST AND FOUND

Ask the Member Service Desk staff for the location of lost and found receptacles.

LOCKER ROOMS

Wet Locker Rooms (at the Daniel B. Boyer Center)

Our wet locker rooms have tiled floors and lead to the Blanche Reigner Natatorium pool area. Each of these locker rooms includes a changing table for adults with small children. Children under 6 may accompany an adult of the opposite sex into the adult's gender-appropriate locker room. In consideration of other members' privacy, those adults are asked to use only the first two rows of lockers. The Wet Locker Rooms provide access to the pool.

Dry Locker Rooms (at the Daniel B. Boyer Center)

Adults and teens in seventh grade or above may also use the women's or men's dry locker rooms. The dry locker rooms are carpeted and provide access to the Fitness Center, whirlpool, sauna, and steam room. The women's dry locker room also includes a small matted area for stretching and floor exercises.

Family Locker Room (at the Daniel B. Boyer Center)

A Family Locker Room is available to members needing assistance from someone of the opposite sex and to parents who to assist a child (older than 6 years of age) of the opposite sex. The Family Locker Room is available on a first-come basis. Members utilizing the Family Locker Room are reminded to be conscious of others needing to use the room, by putting all personal items into the lockers provided while using the YMCA and being aware of the length of time that they spend in the room if others are waiting.

A family locker room key is needed to access this area.

Locker Rooms (at the William S. Hollenbach Center)

The William S. Hollenbach Center is equipped with men's and women's locker rooms adjacent to the gymnasium, which offer lockers and showers.

LOCKERS

Both members and guests are urged to leave valuables at home or to secure them in a locked locker. You are welcome to bring your own combination lock or padlock but need to remove it upon leaving the facilities for the day. Lockers are available to rent yearly if you wish to store personal items for longer than a day at a time. The rental fee includes the use of a combination lock. Lockers are not available at the Gilbertsville Center. Ask the Member Service Desk Staff for

details. The Boyertown Area YMCA is not responsible for lost or stolen items.

HEALTH CENTER (*at the Daniel B. Boyer Center*)

Separate Men's and Women's Health Centers are available to Wellness members who are both age 18 years or older and graduated from high school. Located in the Dry Locker Rooms, each Health Center includes a relaxing whirlpool, a redwood sauna and a steam room. A Wellness Membership key, obtained at the Member Service Desk, is needed to access this area of the building.

MEMBERSHIP

The Boyertown Area YMCA offers a full privilege membership and includes use of our three facilities, Daniel B. Boyer Center, Gilbertsville Center, and William S. Hollenbach Center. Should you wish to participate only in programs, the Boyertown Area YMCA offers a program participant fee. Check the current program brochure for further information. Expansion in membership (ex. Adult to Household) can be made at any time. Members are responsible for updating personal information when changes occur in address, phone number, employment, household status etc. Please contact the Member Service Desk concerning updates.

MEMBERSHIP FEES AND PAYMENT OPTIONS

The Boyertown Area YMCA offers two methods for paying membership fees:

Yearly Payment

Under this option, payment is made in full, and your renewal fee is billed annually. Payment to renew your membership is due before expiration. If not paid within thirty days of your expiration date, you will be considered a new member and will be required to pay the joiner fee if/when you rejoin. Payment may be made in cash, by personal check, Visa, MasterCard or Discover card. There is a \$20.00 service charge for each returned check.

Monthly EZPay Payment

Under this option, your monthly fee is automatically deducted on the fifteenth of every month from a checking or statement savings account, which you designate. To start your membership under the EZ Pay plan, you will make your first monthly payment, as well as the joiner fee, by cash, personal check or credit card. Payment for your second month will then be automatically deducted on the fifteenth of the following month. If any membership draft is declined for any reason, you are required to make that payment in addition to a \$20.00 service charge. Your membership will be terminated until the YMCA has received payment. This EZ Pay is a *continuous* membership and will continue until you cancel or change it. Should you wish to cancel or change your membership for any reason and stop or change automatic withdrawals from your account, you must do so *in writing* using a form at the Member Service Desk of the YMCA, by the *5th* of the month. At that time you are also required to return all membership cards. Your membership will remain active according to your payments. You will receive an annual renewal notice. The YMCA

reserves the right to increase rates and you will be given written notice prior to any rate change.

JOINER FEE (OR NEW MEMBER FEE)

If this is your first time as a member of the Boyertown Area YMCA or if it has been more than 30 days since your membership has expired, you will be considered a new member and required to pay the joiner fee. Joiner fees are used for capital improvements and purchasing new equipment for the YMCA facilities.

CATEGORIES OF MEMBERSHIP

The Boyertown Area YMCA offers several categories of membership. For definitions of each category, please refer to our program brochure, our website www.boyertownymca.org or ask for assistance at the member service desk.

SENIOR CITIZEN MEMBERSHIPS

In addition to the reduced rate for Senior Citizens who are age 62 or older, the Boyertown Area YMCA offers complimentary lifetime memberships to members who are age 85 or older and have been a Boyertown Area YMCA member for one year prior to turning 85 years of age.

STUDENT MEMBERSHIPS

TEEN

In addition to the Yearly and EZPay options, the Boyertown Area YMCA traditionally offers short-term memberships each summer for teens who will be entering seventh through twelfth grades (ages 13-18). Look for the summer session brochure in mid-May for student summer promotions or visit our website at www.boyertownymca.org

COLLEGE

For full-time college students home from school for the traditional winter and summer breaks, we offer short-term membership at a conservative rate. Students are asked to provide proof of full-time enrollment in the form of a current school ID card or copy of a recent transcript. Students are required to pay the joiner fee if they have never been a member before or if more than a year has passed since the expiration date of their short-term membership. Payments for short-term memberships are due in full. Yearly memberships are also priced affordably for full-time college students attending school locally or living at home. Payment may be made under the Yearly or EZPay option.

MILITARY PERSONNEL

Consideration is given to individuals/families in military service either home on leave or called to active duty. Please see a Member Service staff person for specific current policies.

REFUNDS AND CANCELLATION POLICY

In the event that the YMCA cancels a program/class due to the lack of enrollment, instructor unavailability, etc., a full refund will be issued. If a member/participant withdraws from a program/class, the following procedures will be followed:

- A refund will be issued (less a \$6 service charge) for withdrawing prior to the registration deadline.
- A 50% credit will be issued for withdrawing after the registration deadline, but prior to the first class.
- No credit or refund will be issued for withdrawing after the first class has been completed, whether or not the participant has attended.
- Refunds/credits for missed classes will only be issued with a written medical excuse dated specifically for the unattended classes.

Please allow four weeks to process refunds.

MEDICAL FREEZE

In the event a member cannot use the Boyertown Area YMCA facilities due to an extended illness or injury, the Boyertown Area YMCA may "freeze" the membership until such time the member is able to return to active participation. The member will supply a letter from their physician indicating the inability to use the facilities, a date when participation stopped, and a date when participation may resume. If possible, this information should be provided prior to the time the freeze is being requested. In the event the member has paid in full for their membership, an extension on their membership may be granted upon meeting the above criteria. In the event the Member uses the EZ pay method the membership payment will be suspended and restarted with Physician's approval. In the event of a family or couple membership we will freeze a portion of the membership.

REFUNDING MEMBERSHIPS

All requests regarding refunds of memberships should be referred to the Marketing/Membership Director.

GOLDEN RULE FINANCIAL ASSISTANCE

Subject to available YMCA resources and program qualifications, memberships and services will not be denied because of an individual's or family's inability to pay. If you or your family is in need of financial assistance, please pick up a financial assistance application at the Member Service Desk or download it from our website at

www.boyertownymca.org. Golden Rule Financial Assistance is made possible thanks to the generosity of the Boyertown Area United Way, contributions to the YMCA's "Building Strong Kids" campaign and YMCA special events.

INSURANCE REIMBURSEMENT

Some healthcare plans offer a reimbursement of your membership fee. Members are responsible for tracking their attendance. Please ask the Member Service Desk staff for assistance with questions about the reimbursement program.

GUEST POLICIES

The YMCA is a membership organization and we encourage you to invite your family and friends to visit and enjoy our facilities with you for the day. Adult members may bring guests at any time during the year. All first time guests will receive a two-week pass with wellness privileges* to use the facilities. This includes AWAY members of other YMCAs. Children in 4th grade and younger must be accompanied by an adult and be under constant parental (or responsible adult) supervision while at the YMCA. Guests may also try our fitness and water fitness classes. Once your guest has completed their trial membership, they may either purchase a membership, or purchase a day pass to continue utilizing the facilities. (*Note– this does not include wellness rates on program fees.) Wellness members may also provide an Ambassador coupon to guests that are considering membership. (See Ambassador Program for more details.)

A.W.A.Y. (ALWAYS WELCOME AT YMCA)

The A.W.A.Y. program is based on the philosophy that when a person enrolls in a YMCA, he or she becomes a member of a nationwide association of people that helps build strong kids, strong families and strong communities. Therefore, when away from home, on business or vacation, he or she will be warmly welcomed by all other participating YMCAs in the United States. A YMCA's participation in this program is voluntary. Some restrictions apply. Because each local YMCA sets its own policies, each participating YMCA in the A.W.A.Y. program develops its own local restrictions. If you are planning to visit another YMCA, please call that YMCA for its visitor policies. To find information on any YMCA in the United States, go to www.ymca.net, and conduct a "Find Your YMCA" search. YMCAs participating in the A.W.A.Y. program are noted.

AMBASSADOR PROGRAM

The Ambassador Program is an ongoing referral program for wellness members. Throughout the year, you refer family, friends, neighbors, and co-workers to the YMCA and in return you earn complimentary months of membership. The enclosed packet provides complete details about the program. *Please take time to read the packet thoroughly.* We hope you will become a Boyertown Area YMCA Ambassador!

CONCERNS—QUESTIONS

Any questions or concerns regarding your time spent at the YMCA can be addressed by the Center Director or by filling out a Suggestion/Comment form located throughout the building. Forms should be returned to the Member Service Desk staff who will forward them to the Center Director.