



BANGOR REGION YMCA MEMBER & GUEST HANDBOOK



**Welcome to
our Y Family!**



**DOWNLOAD OUR MOBILE
APP.** Scan the QR Code
to quickly find the app in
the App Store or Play Store.

BANGOR REGION YMCA | Lifting People. Strengthening Community.
17 Second Street, Bangor, ME 04401 • 207-941-2808 • bangor.org

MEMBERSHIP POLICIES

CODE OF CONDUCT

Members and guests of the Y are taking an intentional step toward seeking new opportunities to learn, grow, and thrive. Members and guests of all ages and all walks of life from our community come together in a commitment to youth development, healthy living, and social responsibility. With the values of caring, honesty, respect, responsibility, and kindness, the Y works with each member every day to help them realize their potential. We promote and expect the same from our members and guests to create a safe, fun, inclusive, and nurturing place for all. Our Code of Conduct outlines these expectations:

We encourage the following:

- Engaging in Healthy Lifestyles
- Respecting Differences and Celebrating Diversity
- Modeling Empathy
- Learning New Skills
- Meeting Other People
- Supporting Relationships
- Volunteering
- Being a Role Model
- Behaving in a Safe & Respectful Way

The following are not permitted on YMCA premises, in YMCA vehicles or at YMCA sponsored functions:

- Inappropriate sexual, physical, or verbal contact
- Posturing, bullying or intimidation
- Using or possessing alcohol (unless express permission is granted for special events) or illegal chemicals
- Smoking – the YMCA and its property is a smoke-free environment
- Carrying or concealing a weapon or any device or object that may be used as a weapon
- Harassment or intimidation by words, gestures, body language, or any type of menacing behavior
- Physical contact with another person in an angry, aggressive, inappropriate, or threatening way
- Verbally abusive behavior, including angry or vulgar language, swearing, name-calling, or shouting
- Discriminatory speech or actions
- Sexually explicit conversation or behavior; any sexual contact with another person
- Theft or behavior that results in the destruction or loss of property
- Loitering and soliciting within or on the grounds of the YMCA
- Any other behavior deemed in conflict with the YMCA Mission by the CEO

If members or guests are in violation of the Y's policies and procedures, or for any other improper and/or inappropriate conduct, they may be disciplined. Disciplinary action taken is at the sole discretion of the Y and it reserves the right to take whatever action is appropriate based on the nature of the violation. Discipline may result in a verbal, written or final warning, suspension, or immediate termination of membership if deemed appropriate.

In addition, the YMCA reserves the right to deny access or membership to any person who has been accused or convicted of any crime involving sexual abuse, is or has been a registered sex offender, has a history of violent offenses, has ever been convicted of any offense relating to the use, sale, possession, or transportation of narcotics or habit forming and/or dangerous drugs, or is presently or habitually under the influence of dangerous drugs or chemicals, narcotics or intoxicating beverages. (NOTE: The YMCA conducts an initial and periodic sexual offender scans on the National Sex Offender Registry Database).

Members and guests are encouraged to take responsibility for their personal comfort and safety by asking any person whose behavior threatens their comfort to refrain from such behavior, and/or should immediately report the behavior to a staff person or the CEO. Members and guests should not hesitate to notify a staff member if aid is needed.

NONDISCRIMINATION

It is the policy of the YMCA to make membership and programs available to all persons regardless of race, religion, sex, age, marital status, sexual orientation, gender identity, disability, or any other status protected by law. All members and guests are expected to treat others with dignity and respect.

MEMBER DRESS CODE

Since we are a family organization, we ask that members are discreet and attempt to cover genitalia in the locker rooms.

We strongly recommend that all YMCA members and guests ensure the continued safety within the facility and consider the YMCA's five core values (caring, honesty, respect, responsibility, and kindness) in their choice of attire by observing the guidelines below.

Members and guests:

- Must wear activity-appropriate attire
- Must wear shoes at all times (except in the pool, yoga & babysitting areas), closed-toed shoes enforced in fitness areas
- Should wear attire that displays appropriate print/artwork

Attire is subject to management discretion to ensure a safe and respectful environment.

MEMBER & GUEST ID POLICY

Member and guest identification is very important to us here at the Bangor Region YMCA! We like to call you by your name, make connections and build relationships. **We want to know who you are!**

The Bangor Region YMCA has a 100% Check-In Policy. This is so we can keep everyone who uses our Y as safe as possible. Help Us Keep Our Y Safe and do the following EVERY TIME you enter our Building:

Members: Scan your card or smartphone or punch in your number. Replacement IDs are available at the Welcome Center Desk for an additional fee.

Swim Lesson Kids & Parents/Guardians and Grandparents: If you are **members**, please scan your card or smartphone or punch in your number. If you are **not a member**, please sign in at the Welcome Center EVERY time.

All Other Visitors: Please remember that guests must present a photo ID and sign a facility waiver at the Welcome Center.

THANK YOU for helping us continue to keep our Y safe!

STAY CONNECTED WITH OUR Y!

Join our Bangor Region YMCA Health and Wellness Community Facebook Group that helps you make connections inside and outside the YMCA, and helps keep you motivated to stay fit, healthy, and happy through the many programs the Y offers!



GUIDELINES

FRAGRANCES

Due to member allergies, please refrain from wearing heavily scented fragrances.

SAUNA

Our saunas are for those 18 years and older. When using the sauna in our locker rooms, please keep the following in mind:

- You **MUST** wear shorts or a swimsuit while using the sauna. No exceptions.
- For your health and safety, we recommend not more than 10 minutes at a time.
- Be considerate of other members' allergies. Do not add scented oils to the rocks in the sauna.
- Be conservative when adding water to the rocks in the sauna. Excess water will shut down the sauna as a safety precaution.

SUPERVISION REQUIREMENTS

Children under 13 years old must be accompanied by an adult at all times.

LOCKER ROOMS

Cell Phones: To respect the privacy of all our members, the use of cell phones, taking photos or recording devices are prohibited in locker rooms.

Glass Containers: For the safety of everyone using the locker rooms, glass containers such as water bottles are not allowed in this area. These can easily shatter when dropped, injuring those in the area.

Lockers: When using our lockers, we encourage everyone to bring their own lock. **Please remember to take your lock with you when you leave.** Locks left after the building closes will be removed with bolt cutters. The YMCA is not responsible for lost or stolen items.

Boys Locker Room: Open to boys under 18 and **ONLY** adult males accompanying their child. Girls under age 6 are allowed if accompanied by a male parent/guardian OR can use our Private/Family Changing Areas. Men 18 years and older **must** use the Men's Locker Room located off the Pool Lobby.

Girls/Women's Locker Room: Open to girls under 18 and adult females **ONLY** when accompanying their child. Boys under age 6 are allowed if accompanied by a female parent/guardian OR can use our Private/Family Changing Areas. Women 18 years and older **must** use the Women's Locker Room.

Women's Locker Room: Open to women ages 18 years and older.

Men's Locker Room: Open to men ages 18 years and older.

Private or Family Changing Areas: Members who prefer more privacy are welcome to use the bathrooms in our lobby and the Family bathroom by the Weight Room.



➤ CANCELLATION/REFUNDS

MEMBERSHIP PAYMENT

Our **monthly draft system** is a flexible and convenient way to pay for membership. Upon joining the YMCA, a joiner fee and a monthly prorated fee based on the date you join will be due. With your permission, an automatic monthly withdrawal will be made from your savings/checking account or credit/debit card.

Annual Memberships can be paid in full using your Discover, MasterCard, Visa, American Express, check or cash.

MEMBERSHIP CANCELLATION POLICY

A membership must be cancelled by filling out a cancellation form at the Welcome Center or online **at least one (1) business day before the next draft date** to avoid any additional fees. Weekends and holidays are not considered business days. If a member cancels on or after the draft date, they are responsible for the entire month and no refund will be given.

If you have a draft membership, the Y will continue to draft until you cancel your membership as noted above regardless of usage.

Any unused months will be refunded, less the difference between the discounted rate and the regular rate for months used. This only applies to 3, 6, and 12-month memberships paid in full.

YMCA LIABILITY

The Bangor Region YMCA does not carry medical, accident, or loss of personal property insurance for any member, program participant, or guest as it would drastically increase the cost of our program fees. Please review the insurance policies that protect you and your family to be certain that proper coverage is in place.

RETURN & BOUNCED CHECK FEES

Should any pre-authorized check or credit/debit card payment be returned from the member's bank, the payment and a \$25 return payment fee is to be made to the Bangor Region YMCA.



POOL RULES

GENERAL RULES

1. Only Coast Guard approved PFDs are permitted.
2. To respect the privacy of our swimmers/guests, please refrain from taking photos and videos in the pool area.
3. Follow our Whistle System: 1 whistle means swimmers listen up, and 3 whistles means get out of the water immediately.
4. Walk at all times in the pool area. No walking in the gutter or on the benches.
5. All jumping must be done from the gutter facing the pool. Diving is permitted only at depths 9 feet or greater. Twists, flips, and partner jumps are not permitted.
6. No rough play.
7. Food, gum, or beverages (other than water) are prohibited in the pool area. Glass containers are prohibited.
8. Prolonged underwater breath-holding is prohibited in this facility. This practice can lead to Shallow Water Blackout.
9. All personal training, coaching, and swim instruction must be scheduled through the YMCA. Outside instruction is prohibited.
10. Swimmers with open cuts, blisters, inflamed eyes, contagious skin rashes, or any communicable disease are not permitted in the pool. Anyone who has or had diarrhea in the past two days should refrain from using the pool.
11. Spitting, nose-blowing, urinating, and depositing foreign matter into the pool is prohibited.
12. The pool may be closed as necessary for the health, welfare, and safety of the swimmers. The pool will be cleared during thunderstorms and will remain closed for 30 minutes after the last thunder is heard.
13. Animals are not permitted anywhere in the pools.
14. Water Group Fitness classes are for people 14 years and older.
15. **The lifeguards have final say. Please respect their decision.**

SWIM ATTIRE

- All swimmers must shower before entering the pool.
- Swimsuits, or swim-specific attire required. No denim. T-shirts must be snug fitting.
- Street shoes are not permitted on the pool deck.
- Any swimmer who is not toilet-trained, or was recently toilet-trained, must wear a swim diaper.
- Hair longer than earlobe length must be tied back or in a swim cap.
- All swim attire should be YMCA appropriate and family friendly. Undergarments aren't considered swimwear.

LAP SWIM

- Swimmers must be swimming laps or doing aquatic exercise.
- Swimmers must be 12 years of age or older. Exceptions will be made for swim team children who come in to swim a workout. Children under 12 must be accompanied by a parent/guardian.
- Kickboards, fins, pull buoys, and paddles may be used during this time.
- Three or more swimmers in a lane must circle swim (counterclockwise).
- No more than 5 swimmers are allowed per lane.
- Hanging on and crossing over the lane lines is prohibited.
- Kickboards must remain on the surface of the water at all times.
- Starting blocks are for swim team/lessons only.



ADULT OPEN SWIM

- Swimmers must be 18 years or older for lap or recreational swimming during this time.
- All equipment may be used during this time.

FAMILY SWIM

- Children under 9 years of age who do not pass the swim test must always be accompanied in the water by a parent or guardian over 16 years old.
- Children under 9 years of age who pass a swim test must have a parent or guardian on the pool deck at all times.
- YMCA rings, balls, and noodles may be used. No fins allowed during family swim.
- Children under the age of 12 will need to have a parent or guardian in the building.

SWIM TESTS

1. All swimmers tested will be assigned a colored safety band to wear at the pool.
2. The Lifeguard can swim test anyone whose swimming ability is in question.
3. The **“Green Band”** deep water test consists of the following:
Swimmer will start in the shallow end of the pool, jumping into water and returning to the surface.
 - Swim one length (25 yards) unassisted and without rest. Swimmer must maintain positive body position (legs should not drop) for the entire distance. Start swimmers at the shallow end and travel to the deep end.
 - Tread water for one minute, turn on their back, float briefly, exit the pool, and demonstrate a jump into pool.
 - **“Green Band”** swimmers are allowed in all pool areas.
4. Those who do not pass the deep water competency test are considered **“Orange Band”** or **“non-swimmers.”** Those who decline to take the test are also considered **“non-swimmers.”**
 - **“Orange Band”** swimmers must stay in the roped off shallow end of the pool. A life jacket and/or puddle jumper will be required for any swimmer who isn't able to stand flat footed and have their shoulders out of water.
 - Those who pass the swim test will be able to go anywhere in the pool without the need of flotation.



GYM ETIQUETTE & RULES

THE IRON RULE

Treat others with respect and kindness.

SHARING IS CARING

Use one machine or piece of equipment at a time and allow others to use equipment in between your sets.

SHARE EQUIPMENT, NOT SWEAT

Always wipe down and put away equipment when done using it.

USE PROPER FORM AND TECHNIQUE

Know your body's limit to avoid injury — if you have questions, please reach out to one of our qualified personal trainers.

ROADBLOCKS

Keep personal belongings off equipment and out of the way of others.

DON'T CAUSE AN EARTHQUAKE

Avoid dropping heavy weights and making excessive noise.

KEEP THE MUSIC TO YOURSELF

Be courteous of others. Listening to music or podcasts is acceptable as long as headphones/earbuds are worn.

PHONES WHILE USING WEIGHT MACHINES/EQUIPMENT

Be courteous of others. Do not use your phone while seated on machines and benches.

SWEARING

Obscene language is not allowed at the Y. It is disrespectful to other members.

PHOTOS OR VIDEOS

Respect others privacy. Do not take photos or record videos while in the fitness center or weight room.

RESPECT

It is the policy of the YMCA to make membership and programs available to all persons regardless of race, religion, sex, age, marital status, sexual orientation, gender identity, disability, or any other status protected by law.

CLOTHING/FOOTWEAR

Wear activity-appropriate clothing and footwear (Sneakers ONLY – crocs, flip flops/sandals, slippers, boots, and dress shoes not allowed).

AGE REQUIREMENTS

- **The Weight Room** is for people 16 years and older.
- **The Fitness Center** can be used by children ages 11–13 years old as long as they are working out right beside a parent or guardian. (Those who have completed the Fit Futures program can work out without a parent or guardian).
- **Treadmills and the Stepmill** cannot be used by anyone under the age of 14 years old unless accompanied by a certified personal trainer. (Those who have completed the Fit Futures program can use treadmills and the stepmill).
- **Land Group Fitness** classes are for people 14 years and older.



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