



FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

# WELCOME TO THE Y.

Where Everyone Belongs

YMCA of Columbia  
MEMBER HANDBOOK



[columbiaymca.org](http://columbiaymca.org)

# WELCOME TO THE Y!

As a member of the Y, you become part of much more than a place to exercise. You become part of a powerful association of men, women and children committed to making our community a place where everyone has the opportunity to learn, grow and thrive.

## HISTORY OF YMCA OF COLUMBIA

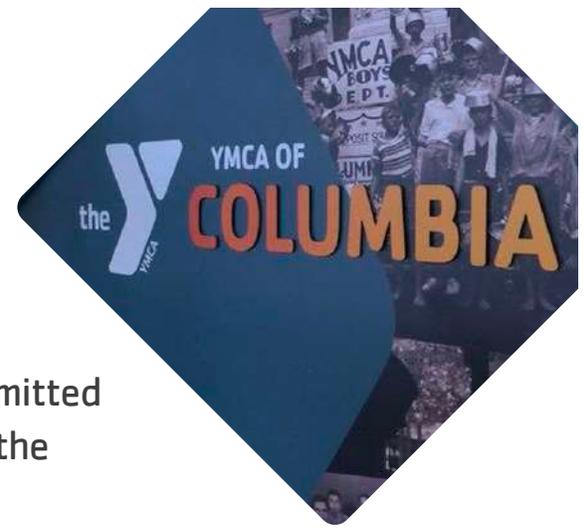
The YMCA of Columbia was one of the first fifty Ys in the United States. Since our beginning in 1854, the emphasis has been on creating a community where individuals can come together in a spirit of common fellowship.

In the mid-to-late 1800s, the YMCA of Columbia was the support system for thousands of Columbia residents, providing affordable housing, Bible studies, a strong Christian mission, and recreational activities.

Throughout the 1900s, the Y continued to adapt through both peacetime and wartime to provide emotional support, a sense of community, and health and well-being for all. From serving Columbia residents during the great depression, to encouraging healthy lifestyles during the latter half of the century, the Columbia Y's impact continued unabated, despite a rapidly-changing social environment.

Into the 21st century, the YMCA of Columbia continues to adapt to make a major impact on the many social challenges facing our community, our state and the nation. From the tens of thousands of children who have been impacted by quality childcare, camps and afterschool programs, to the countless adults whose lives have been strengthened through healthier lifestyles, the Y's contribution to the community continues.

We've compiled this handbook as a quick reference for you. Please refer to this information to learn about policies, programs and the purpose behind our organization. We want to do whatever we can to help you make the most of your YMCA membership. **Thank you for being a part of the Y!**



## YMCA MISSION STATEMENT

To put Christian principles into practice through programs that build a healthy spirit, mind and body for all.

## CHARACTER COUNTS

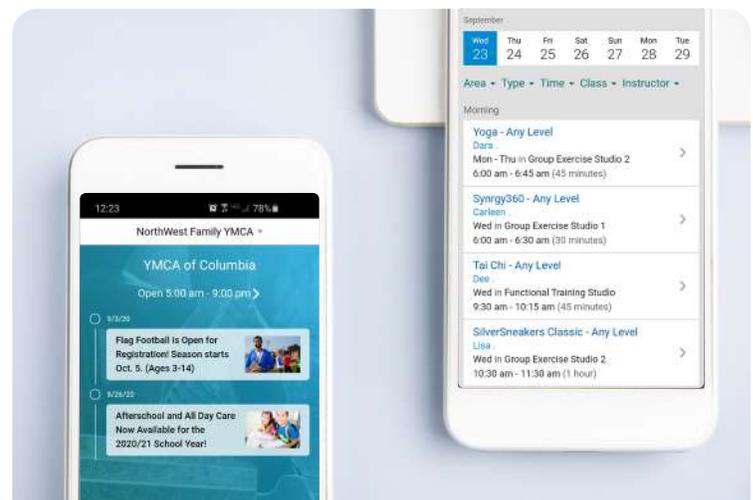
The Y accomplishes its mission through programs that develop character by teaching and demonstrating the basic values of caring, honesty, respect, responsibility and faith.

## STAY CONNECTED

With our mobile app, you can see your Y's group exercise schedule, check out new programs and events, stay up-to-date on facility hours, registration dates, receive member alerts and more!

To download our app, visit the Apple Store or Google Play Store on your smart phone or tablet and download the **Daxko App**. Then search for **YMCA of Columbia** to set your location.

If you would like alerts on class cancellations, pool closures or registration deadlines, please set your app to **Allow Notifications**. Just click More> Preferences> Notifications.



## FACILITY HOURS

Our branches are open seven days a week. We are closed for the following holidays - New Year's, Easter Sunday, Independence Day, Labor Day, Thanksgiving and Christmas.

### Hours of Operation:

Mon-Thurs: 5 am - 9 pm

Friday: 5 am - 8 pm

Saturday: 8 am - 6 pm

Sunday: 1 pm - 5:30 pm

## MEMBERSHIP CATEGORIES

The following membership categories are recognized at YMCA of Columbia branches. For details, contact your local Y branch front desk. There are options for single branches or association wide member access.

- Young Adult (Ages 15-20)
- Individual Adult (Ages 21 & Up)
- Family (2 Adults + Dependents\*)

\* Dependent children must reside in the same address as the listed adults.

## MEMBERSHIP POLICIES

As a member of the Y, you're part of an organization committed to helping everyone in our community have the opportunities they need to learn, grow and thrive. Our membership policies are designed to ensure we can continue to provide a safe, positive and nurturing environment where individuals and families feel welcome and at home.

## CHANGES TO YOUR MEMBERSHIP

Change is inevitable, even when it comes to your YMCA membership. Thankfully we offer a simple form (available at any of our locations) for you to complete any time you need to alter something related to your membership. Whether adding or removing a family member or updating your address or bank account information, you can submit updates any time with ease.

### UPGRADES

Do you need to add someone to your membership? Simply complete the change form to let us

know of the upgrade. Of course, adding participants to a membership may push you to a different membership category with added fees. If that's the case, please note that you will be responsible for paying additional membership dues at the time you submit your change form.

### DOWNGRADES

If you need to remove members from your membership, simply complete a change form and return the membership cards of those no longer participating. We'll adjust your membership category and dues. Please allow 30 days to adjust the bank draft amount.

### CANCELLATIONS

To end your membership, please visit your 'home' Y location to complete and sign the cancellation form. **Cancellation forms must be submitted by the 25th of the month to stop the following month's draft.** We cannot accept cancellations by phone, email, verbal statements or fax. Note that the YMCA reserves the right to cancel a membership with appropriate notice.

### REJOINING THE YMCA

You are welcome to rejoin the Y anytime after canceling your membership. If more than 90 days has elapsed since your cancellation, we will assess an additional joining fee. No matter when you choose to rejoin, you will be responsible for paying current membership dues and any outstanding fees owed, if any.



## MEMBERSHIP CARDS AND PHOTO IDS

Safety is a cornerstone of our center operations, and membership cards (and photo IDs) are essential tools to maintaining safety at all Y locations.

All members age 12 and older receive membership cards. Members under age 12 must be accompanied by a parent or legal guardian with a membership card.

We require that all members, adults and children, have a current photo on file in our system. Having pictures of adults and children in our software system ensures those entering into the YMCA are who they say they are and that our children are with the adults identified on their membership unit.

Your membership card is very important. Please keep track of it and present it at the Welcome Center every time you enter a Y location. If you happen to arrive without your card, you may show another form of photo ID, such as your driver's license, to secure entry. You may also use the YMCA of Columbia mobile app for entry.

Never loan your card or transfer your membership to someone else; these actions are grounds for termination.

## RETURNED PAYMENT POLICY

All returned payments (checks, electronic funds transfers and most credit card payments) will result in a \$30 charge. Outstanding balances resulting from uncollected returned payments must be cleared up before the participant can enroll or attend any YMCA program. Returned checks and declined drafts due to Non-Sufficient Funds (NSF), as well as declined credit cards, will be collected by an agency licensed by the Collection Service Board.

For returned checks or Electronic Fund Transfers (EFT) that have been returned for NSFs the bank account associated with the return will be drafted for the amount of the check or EFT and the returned payment fee.

This redraft can occur up to three times if the initial attempt is unsuccessful.

If your check or EFT has been declined for reasons other than NSF, you can pay at the YMCA location. However, if your payment is in active collections, DO NOT give a replacement payment to the YMCA or make a payment online to cover a returned check or EFT. This may result in over payment from the third party company as well as the Y.

## MEMBERSHIP ASSISTANCE PROGRAM

Membership to the YMCA of Columbia is available to everyone, regardless of ability to pay. Through the Open Y Financial Assistance Program, we offer financial assistance to subsidize the monthly membership fees for friends and neighbors who have demonstrated a financial need. Members who receive assistance are guaranteed the same quality experience as full-pay members. An application to participate in the program is available at the Welcome Center of every local Y. In addition to providing a completed membership application and a completed Open Y application, interested members will also need to provide verification of income in the form of a 1040 Federal Tax Form for all incomes in the household. Everyone, including existing members, is welcome to apply. If your income changes during the course of your membership, you are welcome to contact us to learn more about this program. This assistance is valid after member acceptance for one year. You must be an active member to receive any assistance.



## GUEST POLICY

**Applicable To All Guests:** Each guest must provide a valid photo ID on each visit. All guests under the age of 18 must be accompanied by a parent or guardian. Each guest must be properly checked-in through Member Services at the Welcome Center.

The YMCA is a member organization and seeks to encourage memberships through guest privileges. Members are invited to bring local guests one time per year, per facility to enjoy the Y at no additional cost.

If a guest exceeds his or her complimentary visits for the year, they may purchase an additional visit for \$10 per day. Please call ahead to make sure guests are allowed. Guests may be limited during high use hours (varies branch to branch).

## NATIONWIDE RECIPROCITY

We understand that sometimes it is more convenient for members to take advantage of a Y near their workplace or when they are traveling outside the area of their home Y. With Nationwide Membership, members have the flexibility to use participating Y facilities throughout the United States at no extra charge. Nationwide Membership enables you to visit any participating YMCA in the United States through membership at your "home" YMCA (your home Y is the local association that enrolled you as a member and collects your membership dues). We want to help you reach your health and wellness goals wherever you live, work or travel. This is an essential part of our mission to strengthen communities.

## YOUTH SUPERVISION REQUIREMENTS

All children under the age of 8 must be directly supervised by their parents or guardians while on YMCA property or at a YMCA program location. The only exceptions to this policy are occasions when children are participating in an organized YMCA program or activity. Parents/guardians of children under the age of 12 must remain on the property while their children are at the Y. The only exceptions to this policy are if children are enrolled in a fee based supervised YMCA program. Only children age 12 and older are allowed to be at the Y in an unsupervised environment for a maximum of two hours per day (without parents/guardians present).

## USE OF PERSONAL ELECTRONIC DEVICES

Using a camera is not allowed inside without approval from staff. Keep your cell phone on vibrate mode during workouts. If you must use a cell phone, take your call away from program areas, and never in locker rooms, pool areas, or childcare areas. Portable devices should be used with a headphone and set at volumes that do not disturb fellow members.

## MEMBER CODE OF CONDUCT

All members must act in accordance with the values of the YMCA to maintain an atmosphere that's free of offensive and unlawful conduct. We show no tolerance for the following:

- Fighting
- Use of abusive language
- Loitering
- Disrespect for property rights of the Y or others
- Conduct or actions of a sexual nature
- Derogatory or unwelcome comments based on individuals' sex, race, ethnicity, age, religion, marital status, citizenship, disability, sexual orientation or any legally protected status

As a private organization, the Y reserves the right to cancel the membership of any member who does not follow the Member Code of Conduct while on-site at a Y center or during participation in any YMCA-affiliated event regardless of location.

## DRESS CODE

The Y is a family-oriented organization, and your attire must always be appropriate throughout all areas of our facilities. Members are expected to dress appropriately for a co-ed environment. Shirts or cover-ups are to be worn over sports bras. Shirt and shoes are to be worn at all times. Athletic shoes are required in the Wellness Center and weight room—no flip flops, crock-type shoes or sandals. Shirts and shoes are not required where bathing suits are permitted. Swimsuits are required in the pools. No cutoffs or street clothes are permitted.

## PERSONAL TRAINING GUIDELINES

Only staff members employed by the Y are allowed to provide personal training within YMCA facilities and programs. Our staff members are trained and certified by the YMCA (in accordance with the organization's history and philosophy) and they are committed to carrying out our mission by providing high-quality programs. Personal trainers who are not employed by the Y are strictly prohibited from training or conducting business in a YMCA facility. The YMCA has this standard in order to provide safe, high-quality personal training at all times.

## SECURITY

We do everything we can to ensure your security and safety while on any Y premises. That's why we place so much emphasis on the use of membership IDs for check-ins. However, we cannot be responsible for any theft or damage to your personal property, either in our buildings or parking lots. Please remember, you are responsible for securing any items you bring on site. Leave valuables at home, and protect the property you do choose to bring by securing it in a locker in a locker room (you must provide your own lock). YMCA staff are not permitted to hold or watch your valuables for you. Also note that we do not recommend leaving valuables in a locked car.

## TOBACCO AND DRUG FREE ENVIRONMENT

The use of tobacco products, vaping items, alcohol and/or illegal drugs is strictly prohibited in any YMCA facility or campus.



## PET POLICY

Pets are not permitted on YMCA of Columbia property. Service dogs are exempt from the limitations while in the performance of their duties.

## SEX OFFENDER POLICY

To help enhance the safety of the members, guests and staff in our facilities, the YMCA monitors the sexual offender registry. Persons on the registry will not be eligible for membership, guest access or program participation with the YMCA of Columbia.

## WEAPONS POLICY

In short, our policy is this: no weapons of any kind, at any time on YMCA property. Regardless of any valid license to possess, YMCA members are prohibited from carrying onto YMCA property any firearms, Tasers, large knives or other objects YMCA staff determine to be dangerous to the safety of their members.

## LOST AND FOUND

If you lose something on site, promptly check your center's Lost and Found area to see if the item has been retrieved. We hold items found within the facility in Lost and Found for just one week, and unclaimed items are donated to charity. Remember, the YMCA is not responsible for lost or stolen items.

## VOLUNTEERS

No matter what your special talents or interests are, you can make a difference in someone's life by volunteering at the Y. Coach a team, tutor a child, help build a trail, or serve on a committee...there are many great opportunities here. See member services for more information.

## THE Y CARES

Our goal is to continue to improve the quality of programs and services we provide. Your feedback is important to us. If you have any questions, concerns or recommendations, please email [info@columbiaymca.org](mailto:info@columbiaymca.org) or call and ask to speak to your local Branch Director.

# FACILITIES PROGRAMS & AMENITIES



	<b>Ballentine</b>	<b>Downtown</b>	<b>Jeep Rogers</b>	<b>NorthWest</b>	<b>Orangeburg</b>
Aerobic/Fitness Classes	•	•	•	•	•
Free Weights	•	•	•	•	•
Machine Weights	•	•	•	•	•
Functional Fitness		•	•		
Fitness OnDemand		•		•	•
Gymnasium			•	•	•
Running/Walking Track			•	•	
Indoor Play Center	•		•	•	
Athletic Fields			•	•	
Indoor Pool			•	•	•
Sauna		•	•	•	
Steam Room		•	•	•	
Therapy Pool					•
Splash Pad				•	
Water Park					•
Family Locker Rooms			•	•	•
Multipurpose Room			•	•	•
Child Watch	•		•	•	•
YMCA Child Care			•	•	
Toddler Programs			•		
Youth Programs		•	•	•	•
Youth Sports		•	•	•	•
Adult Sports			•	•	•

## BALLENTINE FAMILY YMCA

1079 Dutch Fork Road  
 Irmo, SC 29063  
 803-753-6004  
[ballentineinfo@columbiaymca.org](mailto:ballentineinfo@columbiaymca.org)

## DOWNTOWN YMCA

1447 Hampton Street  
 Columbia, SC 29201  
 803-799-7159  
[downtowninfo@columbiaymca.org](mailto:downtowninfo@columbiaymca.org)

## JEEP ROGERS FAMILY YMCA

900 Lake Carolina Drive  
 Columbia, SC 29229  
 803-451-8439  
[jeeprogersinfo@columbiaymca.org](mailto:jeeprogersinfo@columbiaymca.org)

## NORTHWEST FAMILY YMCA

1501 Kennerly Road  
 Irmo, SC 29063  
 803-407-8007  
[northwestinfo@columbiaymca.org](mailto:northwestinfo@columbiaymca.org)

## ORANGEBURG COUNTY YMCA

2550 St. Matthews Road  
 Orangeburg, SC 29118  
 803-268-9622  
[orangeburginfo@columbiaymca.org](mailto:orangeburginfo@columbiaymca.org)



**The YMCA OF COLUMBIA is committed to accepting all people without reservation.**

### **OUR LEGACY**

Since being established in 1854, the YMCA of Columbia has never strayed from its mission or nonprofit goals. At the Y, everything we do is focused on giving individuals and families the opportunities they need to learn, grow and thrive in all areas of life—spirit, mind and body. With the help of countless volunteers, members, employees and other supporters, the Y is a place where anyone can find hope and everyone belongs. In the process, lives are changed, God-given potential is nurtured and neighborhoods are strengthened one heart, one mind and one spirit at a time.

### **ANNUAL CAMPAIGN**

Help others while you help yourself with a tax deductible gift to the Y's Annual Campaign. 100% of every dollar given is invested in the lives of people in our community who need the Y. Learn more about our Annual Campaign and how the Y gives back to the community at [columbiaymca.org](http://columbiaymca.org).

**THE Y. FOR A BETTER US.**