The Greater Burlington YMCA is a non-profit organization with a mission to build a strong community by involving youth, adults and families in programs and activities that develop spirit, mind, and body.
Welcome to the Greater Burlington YMCA!

We are an inclusive, nonprofit organization joined together by a shared commitment to nurture the potential of kids, promote healthy living, and foster a sense of social responsibility. We’re glad you’re here!

Together we work to ensure that everyone, regardless of ability, age, cultural background, ethnicity, faith, gender, gender identity, income, race, sex, or sexual orientation has the opportunity to reach their full potential. We value an environment that fosters dignity, respect, fairness, and appreciation for all aspects and dimensions of diversity.

This Member Handbook contains vital information about your membership and YMCA policies. Please read it thoroughly. The most current version of this document will be available on the gbymca.org/membership page of our website. Please note: The Y can amend these policies at their sole discretion at any time.

OUR VALUES

Y Core Values are the shared beliefs and essential principles that guide our behavior, interactions with each other, and decision-making. YMCA Staff, Members, and Visitors are expected to adhere to the policies and procedures set forth in this Member Handbook and to abide by our Code of Conduct that reflects these values.

- **CARING** — Show a sincere concern for others.
- **HONESTY** — Be truthful in what you say and do.
- **RESPECT** — Treat others as you would like to be treated.
- **RESPONSIBILITY** — Be accountable for your promises and actions.

**HOURS OF OPERATION**

Monday – Thursday: 5am – 10pm  
Friday: 5am – 9pm  
Saturday: 6am – 8pm  
Sunday: 7am – 5pm

**POOL SCHEDULE**

Monday – Thursday: 5:30am – 9:45pm  
Friday: 5:30am – 8:45pm  
Saturday: 6:30am – 7:45pm  
Sunday: 7:30am – 4:45pm

**HOLIDAY CLOSINGS**

Thanksgiving Day  
Christmas Day

**SPECIAL HOLIDAY HOURS**

New Year’s Eve: 7am – noon  
New Year’s Day: 7am – noon  
Memorial Day: 7am – noon  
July 4th: 7am – noon  
Labor Day: 7am – noon  
Christmas Eve: 7am – noon

gbymca.org

Find us on Facebook: Greater Burlington YMCA

Follow us on Instagram: gbymca

Fitness app: Greater Burlington YMCA (more on next page!)

**CONTACT US:**

Greater Burlington YMCA  |  298 College St, Burlington, VT  |  802-862-9622 (YMCA)  |  info@gbymca.org

Membership Questions: Contact our Member Engagement team at 862-9622, ext 1.
SOME QUICK ANSWERS TO FAQS ABOUT OUR NEW YMCA

Parking: We have 47 parking spots, with some close to the building reserved for early child care during certain hours as required by city permits. Two spots are designated for handicap parking. Please look for signage and park accordingly.

Parking in our lot is available to members on a first-come, first-served basis, with a 2 hour limit while you are at the Y only. No overnight parking is permitted. Metered parking is also available on Burlington streets (this is free until 9am, and after 6pm at some meters). You can also park for free on some nearby streets, and for 2 hours in the Cherry Street parking garage, just a few blocks away.

What is the winter boots/outdoor shoes policy? In an effort to keep our facility clean, we ask that you remove winter boots in the locker room (use boot trays if available), or immediately after you enter the Wellness Lobby upstairs. Outdoor shoes of any kind are not permitted in the Aquatics Center.

What should I do if I can’t get my locker open? If you need help with your locker, ask Member Engagement.

Can I use the glass conference room or is it off limits? Currently the glass conference room is not available for individual use, however we are working on a sign-up system and policies for community use.

Who turns on the fireplace? The fireplace is turned on and off at the discretion of Member Engagement.

Do I need to sign up for group fitness classes or are some drop-in? How do I tell? Group Fitness classes are included in your membership, and most are drop-in. Due to popularity, we have instituted “sign-ups” for some classes. You can find this information, along with Sign Up buttons, on the Hours and Schedules page of our website: gbymca.org/schedules

Where should I do my stretching? In an open studio or any open space that’s not in a high traffic area.

What are the exercise track policies and how many laps make a mile? Track direction changes daily, please follow the signs. 13 laps = 1 mile. Please see our Age Policy for Children in the Y on page 6.

Is the turf area for anyone to use, or special classes only? Both! We will be having some small group classes in the turf area, but the majority of the time it is available for everyone to use.

How do I use the cardio and weight equipment? Please ask our Wellness Center staff, who are happy to answer any questions relating to equipment use.

I’d like to bring a friend to see how great this is, what is the guest policy? Every adult member gets 3 guest passes per year. These are “virtual,” on your account. Member Engagement keeps track of these.

Am I allowed to open/close the blinds in the workout space? Yes—please be courteous by checking with others this may affect.

Am I allowed to go in the west stairwell to run the stairs? No, this is a safety hazard. Please use one of the three stair climbers located with the cardio equipment.

I heard there’s a new GBYMCA fitness app! How do I get it? Download it in the App Store or Google Play Store by searching Greater Burlington YMCA. After downloading, create an account. The mobile app enables you to scan your barcode into your phone for easy check-in, set fitness goals, track your workouts, link with other apps, request a personal trainer, refer a friend, and participate in fitness challenges!
MEMBER CODE OF CONDUCT

We are committed to providing a safe and welcoming environment for all members and guests. To promote safety and comfort for all, we ask individuals to act appropriately at all times when they are in our facility, on our property, or participating in our programs.

We expect persons using the Y to behave in a mature and responsible manner and respect the rights and dignity of others. Our Code of Conduct does not permit language or action that can hurt or frighten another person or that falls below a generally accepted standard of conduct. Our Code of Conduct reflects our core values of caring, honesty, respect, and responsibility.

We encourage the following:

• Engaging in Healthy Lifestyles
• Respecting Differences and Celebrating Diversity
• Modeling Empathy
• Learning New Skills
• Meeting Other People

The following are not permitted on GBYMCA premises, in Y vehicles, or at Y sponsored programs:

• Angry or vulgar language including swearing, name-calling, or shouting
• Intentional physical contact with another person in an angry, threatening, or sexual manner
• Any demonstration of sexual activity
• Harassment or intimidation by words or gestures, body language, or any other menacing behavior
• The wearing of inappropriate attire
• Theft or behavior that results in the destruction of property
• Carrying or concealing weapons, devices or objects that may be used as weapons
• Using or possessing illegal chemicals or alcohol
• A conscious disregard for YMCA policies
• The use of tobacco products (smoking or chewing)
• Cameras, camera phones, and all other camera or video recording devices are PROHIBITED from use in all bathrooms, locker rooms, and changing areas
• Any other conduct that is inappropriate, threatening, or offensive in nature

Members and guests are encouraged to be responsible for their personal comfort and safety by requesting that any offensive behavior be stopped from any person who is in violation of the Code of Conduct. If a member feels uncomfortable addressing their concerns with the person directly, they should report it immediately to a Y staff person.

Members and guests should not hesitate at any time to notify a staff person if assistance is needed. Our staff are here to help make the Y the best part of your day.

Y staff will review all reported incidents. The decision to suspend or terminate YMCA membership privileges will be made at the Y’s discretion if a violation of the Code of Conduct has occurred.
**MEMBERSHIP INFORMATION**

**MEMBERSHIP CARDS**
The Y is a membership organization. Therefore, personal information is collected and a photo is taken of each member. This information is maintained in our data base. Please scan in on every visit to the Y. If you forget your membership card, another form of identification will be required. For safety and security reasons, you must check in with a Member Engagement staff person before using the facilities.

**INSURANCE DISCLAIMER**
It is the member or participant’s responsibility to provide his or her own accident and health insurance. The Y does not provide any such coverage.

**ACCIDENTS & INCIDENTS**
Immediately notify a staff member if there is an accident, injury, or unusual incident. We are happy to assist and provide first aid supplies and attention as necessary. Please cooperate if asked to complete an accident/incident form.

**SEX OFFENDER SCREENING**
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.

**LOST & FOUND**
Lost and found items are kept for a limited amount of time, and are stored at the Member Engagement desk. The Y is not responsible for lost or stolen items.

**FINANCIAL ASSISTANCE**
Thanks to the generous support of donors, the Greater Burlington YMCA provides financial assistance for children, teens, adults, and families who cannot afford the full cost of a Y membership and/or programs through our Annual Scholarship Campaign. Please inquire of our Member Engagement staff.

**TO GIVE:** 100% of donations to our Annual Scholarship Campaign go to directly to people in our community. The Y provides financial assistance to:
- 45% of families in Y early childhood programs
- 1 in 3 kids at the Y’s Camp Koda locations
- 1 in 5 members
Charitable donations may be added to your monthly membership draft at any time. You may also donate at the front desk, or online at gbymca.org/give.

**MEMBERSHIP RATES**
It is our goal that membership remains affordable for our community. From time to time, membership rates may be adjusted to cover the cost of operations. Members will be notified with a minimum of 30 days notice of any rate changes.
POLICY FOR DAILY GUESTS
We encourage members to bring guests to visit the Y. Afterall, the Y is more fun with friends! Adult Members receive 3 guest passes per year.
- Guests must be accompanied by a Y Member at the time of check in. The member is responsible for any actions of their guests. Guests must adhere to all facility rules.
- Children under 13 must be accompanied by an adult (over 18). Adult must remain in the building with the child.
- Guests must sign in as well as read and sign a waiver.
- Guests ages 13+ must present photo ID.

NATIONWIDE MEMBERSHIP
Y Nationwide Membership enables you to use your Greater Burlington YMCA membership to visit participating YMCA’s at no extra charge.

What You Need to Know
When using the Y’s Nationwide Membership program, there are a few guidelines to know and follow when you travel:
- Visit www.ymca.net/nationwide-membership before you travel to make sure the Y you intend to visit participates in Nationwide Membership. More than 2,500 Y’s do.
- You must have an active membership to be eligible for Nationwide Membership.
- On average, at least 50% of your visits must be to your “Home” YMCA (the local association that enrolled you and collects your membership dues).
- If you have known periods of seasonal travel (when you will not be using your Home Y at least 50% of the time or will be a resident of another area for more than 28 days), you will need to place your Home Y membership on hold or cancel it, and join the Y where you will be living for that time period. Please plan ahead, as it may take several weeks to place your account on hold.
- If you are a college student, you will need to join the YMCA where your usage is 50% or greater. Nationwide Membership is based on individual usage not the family unit. Most Ys have a young adult or college membership option or you can ask about the financial assistance program.
- Most YMCAs require a photo ID for all visitors. Please bring a photo ID with you for a seamless customer experience.
- You will be asked to sign a waiver when visiting other YMCA locations.

CHILDREN IN THE YMCA
Please use the table below for information on when a child who is not participating in a program supervised by Y staff must be supervised by an adult, or may use the facility unsupervised if they have a consent form signed by a parent or guardian. To help staff identify the age of children, who is appropriately using various spaces within the facility, and for everyone’s safety, we will be implementing a wristband system. Please work cooperatively with our staff as we move forward with this process.

<table>
<thead>
<tr>
<th>Facility Area</th>
<th>Access with Supervision</th>
<th>Access</th>
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<tbody>
<tr>
<td>Pools</td>
<td>5 - 12</td>
<td>13+ with required swim test</td>
</tr>
<tr>
<td>Gymnasium</td>
<td>0 - 12</td>
<td>13+</td>
</tr>
<tr>
<td>Health + Wellness</td>
<td>0 - 12</td>
<td>13+ with approval of Health + Wellness Staff</td>
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<tr>
<td>Group Fitness</td>
<td>13 - 17</td>
<td>13+</td>
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<tr>
<td>Sauna</td>
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MEMBERSHIP ON HOLD
Members may request their membership be placed on hold for up to three months in a one year period. Members may not use the facilities while membership is on hold.
WELLNESS ACTIVITIES LIMITED TO DESIGNATED AREAS
All hallways, stairwells and landing areas should remain clear of wellness-related activity unless being used as part of a YMCA program with Y staff present. Adherence to this policy shall ensure greater member safety and allow these areas to remain clear in case of an emergency.

CLASS CANCELLATION & PROGRAM CREDIT POLICY
The YMCA reserves the right to make schedule changes. While we reserve the right to do so at our discretion, we will endeavor to do so to better serve our members, or to combine/cancel classes due to low enrollment.

CELL PHONE POLICY
We encourage visitors to limit the use of cell phones for telephone calls to the lobby, and to be respectful of others. The use of cell phones for any purpose is strictly prohibited in the locker rooms.

NON-DISCRIMINATION POLICY
The Greater Burlington YMCA, its agents or employees will not, because of the race, creed, color, national origin, marital status, sex, sexual orientation, or gender identity of any person, refuse, withhold from, or deny to that person any of the YMCA’s advantages, facilities or privileges.

PHOTO POLICY
The YMCA, on occasion, may photograph registrants and participants in YMCA activities, programs or special events. These photos are for YMCA use only and may be used in publications, brochures, advertising, flyers, social media, or video productions. Please notify the photographer if you would prefer to not be included in the picture. Photography by members or visitors of any kind is not permitted without prior consent of the Greater Burlington YMCA, unless the subject of the photo is yourself or a family member.

SERVICE ANIMALS
With the exception of service animals, animals are not permitted in Y facilities or programs.

MEMBERSHIP POLICIES

DENIAL OR REVOCATION OF MEMBERSHIP
The YMCA is committed to providing a safe and welcoming environment for all. To promote safety and comfort, the YMCA asks all persons to act appropriately at all times when in our facilities, on our property, or participating in our programs. We ask all to observe our values of caring, honesty, respect, and responsibility.

The YMCA reserves the right to deny access or membership to any person who violates our rules, exhibits inappropriate behavior, or threatens the safety of members, staff, or users. This includes anyone accused or convicted of any crime involving sexual abuse, is or has been a registered sex offender, or is currently under the influence of illegal drugs, intoxicating beverages, or other substances. Such judgments will be made by the YMCA in its sole and absolute discretion.

Anyone who feels that someone has violated the standards the Y has set forth should immediately report the behavior to a staff person on duty. Please notify a staff member if assistance is needed.

Suspension or termination of YMCA membership may result from a violation of this standard, our Code of Conduct, or Y Policies and Procedures. If, at our discretion, we conduct an investigation, the membership of the person(s) accused of a violation may be temporarily suspended pending a final decision.

We utilize video technology to protect all persons. Cameras are installed in open/public areas only and not in private areas such as locker rooms, restrooms, etc.
MEMBERSHIP TERMINATION
Monthly membership drafts continue until the member notifies the Y they wish to end the membership. There is a 30-day termination policy. If you wish to terminate your membership, please come to our Member Engagement desk at 298 College Street to complete a termination form. Memberships are not terminated due to non-use. Memberships will be terminated after one month of non-payment. Memberships will be terminated as follows:

- Terminations received the 1st – 15th of the month will be terminated at the end of that month
- Terminations received on the 16th – 31st will be terminated at the end of the following month.
- Join fees and annual membership are nonrefundable.

FACILITY POLICIES

GENERAL
- Children under age 13 must be accompanied by an adult (over 18) unless participating in a program. PARENT OR GUARDIAN MUST REMAIN IN THE BUILDING WHILE THE CHILD IS PARTICIPATING IN A PROGRAM.
- The entire YMCA property is a tobacco and substance-free environment.
- All persons are prohibited from carrying weapons or objects that can be used as a weapon.
- All members must present their membership cards or photo ID upon entering the facility.
- The Y is not responsible for lost or stolen items.
- Food and beverage items other than water must be confined to the lobby area.
- Personal electronics may only be used with headphones or earplugs. As a courtesy to other members, please use the lobby area to talk on the phone.
- Cameras, camera phones, and all other camera or video recording devices are PROHIBITED from use in all bathrooms, locker rooms, and changing areas.
- As a participant in any activity or class, your picture or that of your child may be taken and used for YMCA marketing purposes (see page 7 for more detail).

LOCKER ROOMS
Our membership policy clarifies that gender is self-identified. The Y community will honor a member’s gender identification and will ensure program, service, and facility access is available based on that identification.

We have 3 locker rooms: Men’s, Women’s, and Universal. The Universal Locker Room is comprised of private suites including a sink, toilet, and shower, is open to ALL members, and is not gender-specific. It is available for family members with children, people with special needs accompanied by their caregivers, or anyone who prefers more privacy or prefers not to use the Men’s or Women’s locker rooms.

- Lockers are available for day use only. Items left in a locker overnight will be discarded.
- Please be sure to lock your belongings. The YMCA is not responsible for lost or stolen items. It is recommended that valuable items not be brought into the Y facilities.
- Small valuables may be locked in the cell phone/wallet lockers near the Gym and Studio A.
- Please store coats and gym bags in the locker room. They cannot be stored in the gym, pool, or fitness areas.
- Children age 5 and under may use the opposite gender locker room as long as they are with a parent or guardian. Families are encouraged to use the Universal Locker Rooms.
- No glass allowed in locker room area.
AQUATICS CENTER

PROGRAM AND LAP POOLS
• You must shower before entering the pool.
• No glass or street shoes are allowed in the pool area.
• Please do not swim if you are ill — you may infect others.
• Always WALK on the pool deck.
• NO DIVING! The pool is shallow, spinal injuries can occur.
• Use of all equipment is at the discretion of the Lifeguard. Use of fins is not permitted for open swim in the Program Pool.
• Refrain from under water distance swimming and breath-holding activities.
• No dunking, pushing, or rough play.
• Please supervise your children in the Splash Pad area, which is not lifeguarded. Children should use “inside voices” and may not climb on structures.
• The strip between pools is for Aquatics Staff ONLY.
• Be respectful of Lifeguards enforcing these YMCA policies. It is their responsibility to keep all swimmers safe!
• Inflatable flotation devices such as arm wings are prohibited.
• Children cannot swim alone with only a floatation device; a parent must be in arm’s reach at all times and not rely on floatation devices.

Swimming Age Guidelines
Ages 5 & Under: A parent/guardian must provide supervision — defined as being in the pool and within arm’s reach.
Ages 6–9: May be in the pool alone if they have passed the swim test and a parent/guardian is in the pool area. In-water supervision by parent/guardian required if child has not passed a swim test.
Ages 10–12: May be in the pool alone if they have passed the swim test and a parent/guardian is in the building. In-water supervision by parent/guardian required if child has not passed a swim test.
Ages 13–17: May be in the pool alone without a parent/guardian present in the building as long as a consent form is on file, but access to the deep end requires a swim test.

SAUNA
• Swimsuits are required in the sauna. Showers are required before entering. Remove all jewelry.
• Children under age 13 are not permitted in the sauna. Children over age 13 must be supervised by an adult.
• This is a DRY sauna. Do not pour water over coals.
• CAUTION: Use of the sauna increases pulse rate and body temperature, and can be dangerous to those with health problems.
• Pregnant women, elderly persons, and those with heart disease, diabetes, and high blood pressure should not enter the sauna without permission from their doctor.
• Do not use while under the influence of alcohol, or medications that cause drowsiness or lower blood pressure.
• Observe reasonable time limit of 10 – 15 minutes.
• Long exposure may result in nausea, dizziness, or fainting.
**HEALTH + WELLNESS**

- Sneakers are required at all times within the Health + Wellness Center.
- Please thoroughly wipe down equipment after use, including all areas that may come into contact with sweat. Please ask staff if you are unsure how a specific piece of equipment should be wiped down.
- Out of respect for others, screaming, grunting, and yelling are not permitted while exercising. Please refrain from excessive noise that may be disruptive to others.
- Do not drop or slam down weights. All exercising and use of equipment should be in a controlled manner.
- Please return all equipment when done with use, including racking of plates and dumbbells.
- Please observe all posted rules.

**Health + Wellness Age Guidelines**

Access to the second floor is for ages 13 and older. Use by ages 13 –17 is upon approval of the Health + Wellness staff.

**SOCIAL MEDIA POLICY**

Our social media profiles are part of a conversation between real people, and we have guidelines in place that govern our online interactions. Staff members work to post accurate, timely, and relevant content. We respond to feedback with respect and courtesy, and request that others do the same. We welcome constructive feedback, but reserve the right to remove any content deemed inappropriate.

We encourage our community to share content such as photos and stories of their YMCA experiences. We assume that anyone sharing this user-generated content has the right to do so and has permission of the photographed individuals.

Please do not take or post photos/videos you do not have permission to post, including photos of children without the permission of a parent or guardian. Greater Burlington YMCA members and guests are prohibited from taking photos or videos at the YMCA or in YMCA programs/functions for personal financial gain or benefit, or for purposes in direct conflict with YMCA interests.

By interacting with the Greater Burlington YMCA online, you are agreeing to our Social Media Policy for Members and Guests, and the restrictions as outlined within this document. We reserve the right to delete posts containing any of the following elements, including, but not limited to:

- Profanity
- Misinformation
- Spam
- Off-topic/irrelevant remarks
- Personal or group attacks of any kind
- Violence of any kind
- Pornography
- Business products or services
- Illegal or questionable activities
- Any communication deemed in conflict with YMCA values and/or principles

We do our best to respond to comments as quickly as possible. Please be patient with us as we do what we can to improve the experience of all our members and friends. Thank you for your understanding and support in making our online community productive and enjoyable for all.
**DROP-IN CHILD CARE**
Ages: 6 weeks – 12 years

Free to members, Drop-In Child Care provides a nurturing, safe and fun environment for the children of Y members and non-members while they work out on premises or take a class.

To ensure quality care, attendance is a one to five ratio, with no more than three children under the age of 18 months to two adults, and no more than four children under the age of 18 months to three adults. Reservations are strongly recommended to ensure space for your child. **Reservations are required for children under 18 months.** Please contact Becca Mann by phone at 802-652-8123 or by email at bmann@gbymca.org with questions.

Whoever drops off the child must be the one to do the pick-up. If both parents/guardians do the drop-off, either can pick up. Adults other than the parents/guardians that are taking care of the children must have a signed note from the parents/guardians that they have permission to use Drop-In, and we must speak directly to them first.

Due to high demand, we ask that you limit the transition time when dropping off/picking up your child. We also request that our parents and caregivers remember our core values when interacting with staff, and model these to your children.

**HOURS:**
- Monday – Friday: 7:30am – 1:30pm and 3:30pm – 7:30pm
- Saturday – Sunday: 8:00am – 1:00pm

Visits to Drop-In Child Care are limited to 2 hours.

**RATES:** Free for Y members, $10 per child, per visit for non-members.

**Please bring** (and please label all items that you bring with you):
- Extra set of clothes.
- Diapers and wipes.
- Healthy snack and drink/bottle. Please note that Drop-In Child Care is a nut-free space.
- Children should be in socks or indoor shoes.

**Your child cannot be in Drop-In Child Care if they:**
- have had a fever in the last 24 hours.
- have had 3 or more loose bowel movements in the last 24 hours.
- have vomited in the last 24 hours.
- have an illness that is contagious or infectious.