



FOR YOUTH DEVELOPMENT
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

HELLO! NICE TO MEET YOU.

Membership Guide
METROWEST YMCA



Welcome New Member!

At the Y, strengthening community is our cause. We believe that positive, lasting personal and social change can only come about when we all work together to invest in our kids, our health, and our neighbors. That's why we focus our work in three areas:

- **Youth Development**—nurturing the potential of every child and teen
- **Healthy Living**—improving the nation's health and well-being
- **Social Responsibility**—giving back and providing support to our neighbors

MetroWest YMCA Community Impact Statement

The MetroWest YMCA enriches and supports the lives of individuals, families and communities by focusing on youth development, healthy living and social responsibility.

WELCOME TO THE METROWEST YMCA.

The MetroWest YMCA has three locations.

Framingham Branch

280 Old Connecticut Path, Framingham MA

Family Outdoor Center, Hopkinton

45 East Street, Hopkinton MA

Clearbrook Family Swim Club

120 Parker Road, Framingham MA

The Y is more than just gym and swim. For over 50 years the MetroWest YMCA has helped members improve their health and well-being while building a stronger sense of community. We are a community of trust and caring, where building character and values are top priority.

The Y is a great place to increase health, have fun and meet new friends. When you become a part of the MetroWest YMCA family you are joining an organization that is for Youth Development, Healthy Living and Social Responsibility.

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FACILITY HOURS

Building hours:

Monday – Friday	5:00 am – 10:00 pm
Saturday and Sunday	7:00 am - 7:00 pm

Pool hours:

Monday – Friday	6:00 am – 9:30 pm
Saturday	7:00 am – 5:00 pm
Sunday	7:00 am – 6:30 pm

All other areas, including the Wellness Center, Gymnasium and Game Room close 15 minutes before the building closes.

HOLIDAY SCHEDULE

The MetroWest YMCA closes for Easter, Memorial Day, July 4th, Labor Day and Christmas. Our building hours on January 1, Thanksgiving, Christmas Eve and New Year's Eve are revised- please check at the Member Service Desk for details.

FACILITY ACCESS

Your membership card is valuable and important. Your membership card must be scanned each time you enter the facility. If you forget or misplace your membership card, you will need to check in with the Member Service Staff. Your membership card may not be used by anyone other than yourself.

GENERAL MEMBERSHIP INFORMATION

Memberships may be paid annually (in full) or by monthly electronic draft. Monthly drafts may be made from a checking account, statement savings account, Mastercard, Visa or Discover. Joining fees are payable in addition to the published annual membership fee. The joining fee is due at member enrollment. Annual or monthly memberships that are new or have lapsed for more than 30 days are subject to the joining fee.

Annual and monthly draft memberships may be placed on hold for a minimum of one month and a maximum of four months within a calendar year. A written request must be submitted thirty days in advance. Hold request forms are available at the Member Service Desk.

Membership cancellations and any other changes to memberships require a thirty day advance written request.

GUEST PASSES

You may obtain as many complimentary guest passes as you like from the Member Service Desk.

Each of your guests may use a maximum of two (2) complimentary passes. Thereafter, a one day pass or membership must be purchased. Your guest must present a photo ID and sign in at the Member Service Desk each time they visit the facility. Please note that guests are not eligible to participate in "Members Only" activities.

MEMBERSHIP POLICY STATEMENT

The protection of our members and guests participating in our programs and/or using our facilities is a paramount interest of the MetroWest YMCA. We reserve the right to deny access or membership to any person who has been accused or convicted of any crime including, but not limited to: crimes involving sexual abuse; is a registered sex offender; habitually or excessively uses narcotics or dangerous drugs; 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 continuously or excessively uses intoxicating beverages; or has been convicted of carrying a concealed weapon of any kind.

MEMBERSHIP GUARANTEE

At the MetroWest YMCA, we place great value on the satisfaction of our members. Therefore, we guarantee your membership. If you are not satisfied during the first month, you may cancel your membership and receive a 100% refund including your joining fee. After the first month, joining fees are non-refundable, but you may- with 30 days written notice- cancel the remainder of your membership and receive a pro-rated refund on your membership fee.

CODE OF CONDUCT

The MetroWest YMCA is 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 or participating in our programs.

We expect persons using the YMCA to behave in a mature and responsible way, and to respect the rights and dignity of others. Our Code of Conduct does not permit language or any action that can hurt or frighten another person or that falls below a generally accepted standard of conduct.

Prohibited actions specifically include:

- Inappropriate attire. Appropriate attire must be worn at all times.
- Angry or vulgar language, including swearing, name-calling or shouting.
- Physical contact with another person in any angry or threatening way.
- Any demonstration of sexual activity or sexual contact with another person.
- Harassment or intimidation by words, gestures, body language or any menacing behavior.
- Theft or behavior that results in the destruction of property.
- Carrying or concealing any weapons or devices or objects that may be used as weapons.
- Using or possessing illegal chemicals or alcohol on YMCA property, in YMCA vehicles, or at YMCA sponsored programs.
- Any other conduct of an inappropriate, threatening or offensive nature.
- Loitering is not permitted in or outside the YMCA.
- Smoking is not permitted in or outside the YMCA. The YMCA and its property is a smoke-free environment.

- All use of cell phones, audio, camera and video recording devices is strictly prohibited in all lockerrooms and bathrooms. Talking on cell phones is only allowed in offices, conference rooms, hallways and lobby areas. Please refer to the complete policy regarding cell phone use that is posted in our lobby.
- Allowing or assisting unauthorized persons access to the facility is prohibited.

Members and guests are encouraged to be responsible for their personal comfort and safety, and to ask any person whose behavior threatens their comfort to refrain in a courteous and respectful manner. If a member or guest feels uncomfortable in speaking with the person directly, they should report the behavior to a staff person or the Building Supervisor on duty.

YMCA staff members are eager to be of assistance. Members and guests should not hesitate to notify a staff member if assistance is needed.

In order to be able to carry out these policies, we ask that members and guests identify themselves to staff when asked.

The Branch Executive will investigate all reported incidents. Suspension or termination of YMCA membership privileges may result from a determination by the Branch Executive if in his/her discretion a violation of the YMCA Member Code of Conduct has occurred.

OUR LOCATIONS

FRAMINGHAM BRANCH

Full-Size Gymnasium

- Regulation-size basketball court
- Open basketball
- Family, youth and teen recreation
- Sport Wall (interactive games for youth & families)

Heated Indoor Swimming

- Over 65 hours of lap swimming time
- Designated open swim times for the whole family

Wellness Center

- Cardio & Selectorized strength equipment from Precor, Nautilus, Cybex, LifeFitness
- Stair climber, Stationary cycles, Ellipticals, Treadmills
- Updated free weights
- Free Wellness Center Orientations

Youth & Family Interactive Gym

- X-Box Kinect, Espresso Bikes, Cybex & Wii

Aerobics/Cycle Studio

- Suspended wood flooring
- Climate Controlled
- TRX Class included with membership

Youth & Family Game Room Lounge

- Pool table, ping pong and air hockey table.
- Free Wi-Fi
- Cafe Tables & Chairs

Locker Rooms:

- Adult-Only Rooms
- Adult-Only Steam and Sauna
- Youth & Family Rooms

FAMILY OUTDOOR CENTER

- 116 wooded acres
- Two outdoor pools (*additional Summer Swim Membership needed*)
- Outdoor basketball court
- Outdoor tennis courts
- Picnic pavilions and playing fields
- Extensive Challenge Course
- Hayes Lodge (A fully winterized, multi-purpose facility for rentals and group meetings.)
- School-age Extended Day Programs
- Licensed Summer Day Camp

CLEARBROOK FAMILY SWIM CLUB

- Two outdoor pools, including a
- Two outdoor pools (*additional Summer Swim Membership needed*)
- Recreation Room
- Bath House /Locker rooms
- Picnic Table Area
- Playground for Children
- Lounge chairs
- Licensed Summer Day Camp

CHILDWATCH



ChildWatch hours:

Monday – Friday

8:00am – 1:15pm*

(*12:00pm in July and August)

4-8pm (Mon-Thurs)

4-7pm (Friday)

Saturday

8:00am – 1:00pm

Our ChildWatch service provides quality drop in babysitting for children ages 10 months through 6 years during morning hours and 10 months through 10 years during evening and weekend hours and school vacations. Our goal is to provide a safe and fun environment for young children while parents are working out or taking a class.

ChildWatch is free for Adult, Senior and Family members. Parents of children with youth memberships pay \$3.00 per child per visit at the Member Service Desk.

TIME LIMIT: There is a 1 ½ hour per day maximum time limit for this room. Parents are required to be in the building at all times.

DRINKS/SNACKS: Children may bring plain water only to ChildWatch. Please label your child's water bottle. No other beverages or foods are permitted.

TRANSPORTATION: We will bring your child to or pick your child up to their YMCA class with the exception of aquatics classes.* This can be arranged with ChildWatch staff when you sign in. (We do not transport on the first class of the program session, nor do we transport children to outdoor classes). *We will meet you outside the locker room before or after your child's swim class. For more information, please speak with ChildWatch staff.

STAFF: All staff are trained to ensure the safety of the children in their care. All staff are subject to extensive background and reference checks prior to employment in this room. The ChildWatch room is staffed with a minimum of two and up to 5 staff depending on the ages and number of children in the room.

ROOM CAPACITY: ChildWatch is available on a first come, first serve basis. The maximum number of children that we can accommodate is determined by the ages of children currently in the room. WE will try to accommodate as many children as possible, however for safety reasons there may be occasions when the room has reached maximum capacity, at which time we will start a waiting list.

ADJUSTMENT TIME: With any new venture it takes children time to get used to the routine. Please plan for this adjustment. Our staff will try to make the transition as easy as possible. However, if after 15 minutes a child cannot be consoled, the staff will ask you to return to ChildWatch.

WELLNESS CENTER INFORMATION & GYMNASIUM RULES

WELLNESS CONSULTATIONS AND WELLNESS CENTER ORIENTATIONS

All members are offered and encouraged, to schedule a Wellness Consultation and/or Wellness Center Orientation. Both are offered at no charge to members and will help you get off to a good start. Wellness Consultations can be beneficial to you no matter what your fitness level or prior experience. This is an opportunity to discuss your lifestyle, your wellness goals and your previous successes or challenges. A Wellness Consultation can be especially helpful if you are not planning on working out in the Wellness Center, and are intending to work out in the pool or Group Exercise studios.

At a Wellness Center orientation, we will go over the safe and effective use of the Nautilus/Cybox circuits, the cardiovascular equipment, and/or the Youth and Family Interactive Gym equipment. We will set up a workout card for you so that you can keep track of your progress. New exercisers usually need at least two 45 minute appointments. If you are already familiar and comfortable with our equipment, you may need only one shorter appointment to learn about any equipment that is new to you and to review the Wellness Center policies.

Wellness Consultations and Orientations are available mornings, afternoons and evenings weekdays and weekends. Appointments can be scheduled at the Member Service Desk.

WELLNESS CENTER POLICIES

- Please schedule an orientation with a MetroWest YMCA wellness staff prior to using equipment that you are not familiar with.
- There is a 30 minute time limit on any piece of cardiovascular equipment when others are waiting. A waiting list is available at the front of the Cardiovascular Area. Please ask a Wellness Center staff member for assistance with the waiting list.
- Please wipe down equipment after use
- Appropriate exercise attire is required. Shirts must be worn and midriff must be covered.
- Appropriate footwear is required (no open-toed shoes or boots)
- Cell phone and video recording devices are not permitted.
- Food is not permitted. Water must be in a closed container.
- Teens ages 13 years and older may use the Nautilus, Cybox, and cardiovascular equipment. An orientation and parental consent is required.
- Teens ages 16 and older may use the free weight room.

YOUTH AND FAMILY INTERACTIVE GYM

The Youth and Family Interactive Gym is located within the Wellness Center. Unless a specialty class is being held, this area is available to all our members, including children ages 9 – 12 when accompanied by an adult. Youth and Family Interactive Gym schedules are available at the Member Service Desk.

Children younger than 9 years are not permitted in the Youth and Family Interactive Gym, with the exception of infants in a stroller or rocker. (We ask that you comfort a crying or fussy baby outside the Wellness Center).

GYMNASIUM RULES

Be Caring

1. When programs are in progress please walk to the sides of gym.
2. Sneakers only please.
3. Please do not play or sit on mats stored in gymnasium.
4. Report any concerns to the member service desk.
5. Gymnasium closes 15 minutes prior to the building closing.

Be Respectful

1. Swearing, fighting and other obscenities are strictly prohibited. Players may be dismissed immediately for violation.
2. Children 10 years and under must be accompanied by an adult at all times.
3. Water only, no food or other beverages.
4. Misuse of equipment is prohibited, including sitting on closed bleachers or mats.
5. Court preference always goes to specified age group.

Be Responsible

1. Put all trash and recyclables in proper containers.
2. All injuries requiring first aide need to be reported to the member service desk.
3. Rims may only be lowered during supervised programs.
4. No hanging on rim.
5. No dunking.
6. The YMCA is not responsible for lost or stolen items. Please secure your personal items at all times.

Be Honest

1. Help each other.
2. Display good sportsmanship.
3. Encourage each other.
4. Play Fair.
5. Have fun!



LOCKER ROOMS INFORMATION & OTHER POLICIES

The MetroWest YMCA has 5 locker rooms available. The pool is accessible through all locker rooms. All locker rooms provide showers, daily use lockers and rest rooms. Daily use lockers are free, but you will need to bring your own lock. Kit size lockers are available to rent in the Men's and Women's locker rooms. Please ask Member Service staff for details.

Please read the information below to determine which locker room(s) you may access:

ADULT MENS LOCKER ROOM ADULT WOMENS LOCKER ROOM

Available only to adult men or adult women 18 years or older. Children are not allowed in the Adult Locker Rooms.

BOYS LOCKER ROOM

Available to boys 17 years and younger, and adult males when accompanying boys 10 years and younger or girls 5 years and younger

GIRLS LOCKER ROOM

Available to girls 17 years and younger, adult women accompanying girls 10 years and younger or boys 5 years and younger, or adult women wishing to use the private changing stalls

FAMILY COED LOCKER ROOM

Available to parents with children of the opposite sex (Ex. Dad with daughter, Mom with son) who are too old to accompany that parent to the Boys' or Girls' locker room, or prefer to use the Family Locker Room. Adults must wear bathing suits when showering in this locker room. Also available to caretakers of adults of the opposite sex who need assistance in the locker room

LOCKER ROOM RULES

- Food or drink (other than non-breakable water bottles) is not permitted in the locker rooms.
- Undergarments or towels must be worn when sitting on benches.
- All lockers other than kit lockers are for daily use only. Personal locks left overnight will be cut. Please contact the Member Service Desk for information on kit locker rentals.
- Do not leave valuables, including car keys, in the locker room. We are not responsible for lost or stolen property.

LIGHTNING POLICY

During a storm, the pool will be closed for 30 minutes following last bolt of lightning or clap of thunder.

METROWEST YMCA INCLEMENT WEATHER POLICY

Building Closings:

With few exceptions the MetroWest YMCA Framingham Branch will maintain a regular facility opening and closing schedule during inclement weather. Any changes to the regular facility opening and closing schedule will be announced on the main phone recording (508) 879-4420. When in doubt please call ahead for the most up to date information.

For classes and programs between 8am – 1pm:

When the Framingham Public schools are closed there will be no classes and no ChildWatch.

For classes and programs between 1:30-5:30pm, 6:00-9:30pm and weekend classes

Cancellations will be determined as the day progresses. Please call ahead for the most up to date information.

For information regarding the Hopkinton Branch inclement facility opening and closing schedule and cancellations please call ahead at (508) 435-9345.

EMERGENCY PROCEDURES

The MetroWest YMCA staff will do everything possible to ensure your safety while using the facilities. In the event that there is an emergency please follow all YMCA staff instructions.

If a building evacuation needs to take place, please exit the building by using the nearest exit to you. Once outside please move far away from the building keeping all sidewalks and driveways clear.

Please let us know if you need assistance and how we can make your experience more enjoyable.

METROWEST YMCA POLICY FOR USE OF CELL PHONES, AUDIO, CAMERA AND VIDEO RECORDING DEVICES

In an ongoing effort to maintain a safe environment for children, adults, and families, the MetroWest YMCA has established this policy to both protect the safety and privacy of all of our members and guests from the possibility of having unauthorized pictures or audio recordings taken of them and to educate members and guests that the use of cell phones during YMCA activities is a distraction and a safety concern.

The use of cell phones, audio, camera and video recording devices is strictly prohibited in all locker rooms and bathrooms.

Talking on Cell Phones

Talking on cell phones is restricted to offices, conference rooms, hallways, and lobby areas. Talking on cell phones is not allowed in locker rooms, bathrooms or any program space including but not limited to: early childhood centers, schools out sites, the gymnasium, multipurpose rooms, enrichment rooms, wellness center and all work out areas.

Audio, Camera and Video Recording Devices Policy

The use of audio, camera and video recording devices is prohibited in all MetroWest YMCA facilities owned or leased unless there is implied authorization. Implied authorization is when a person is taking a picture, using an audio device or taking video of a member of their family, family friends or others from whom prior permission has been obtained while participating in a YMCA activity or event such as swim meets, basketball games, family events, graduation ceremonies, classes and the like. YMCA staff reserve the right to ask members or guests, who they are taking pictures of or recording during programs or activities to determine if there is implied authorization.

YMCA staff or authorized designees of the YMCA when given authorization shall be allowed to use cameras or video recording devices to create promotional, educational or advertising content. To communicate with members and the general public, signage will be posted when this occurs and written authorizations will be required in special cases when a person is going to be the focus of a marketing piece.

Enforcement

MetroWest YMCA staff will enforce the above policy. A violation by a Member, Program Participant or Guest may result in a warning, suspension or termination of YMCA privileges.

FINANCIAL ASSISTANCE (ASSIST)

The MetroWest YMCA is a 501 (3)C charitable community organization providing opportunities for every person to use the YMCA, regardless of income.

We count on the generosity of our members and the community to help people of all ages and from all walks of life be more healthy, confident and secure. Your generous donation to the Partners With Youth annual community campaign will allow us to continue providing financial assistance to children, families and adults who would otherwise be financially unable to participate in our programs.

We invite you to join with us by participating in our annual Partners With Youth campaign and give the gift that will make a difference in someone's life. Your donation will have a meaningful, enduring impact right in your own neighborhood.

If you need financial assistance from the Y, please stop by our Member Service Desk for an ASSIST program application. Reduced fees are available in the areas of membership, child care, summer camp and other programs. The amount of assistance is based on need, as determined by family income guidelines and is available to individuals and families who live or work in the MetroWest YMCA service area.





MetroWest YMCA

Association Offices
280 Old Connecticut Path
Framingham MA 01701

Framingham Branch
280 Old Connecticut Path, Framingham
(508) 879-4420

Family Outdoor Center
45 East Street, Hopkinton
(508) 435-9345

Clearbrook Family Swim Club
120 Parker Road, Framingham
(508) 405-0350

www.metrowestymca.org

