

YMCA of Martha's Vineyard Code of Conduct

Using the principles of Caring, Honesty, Respect and Responsibility as a guide, we have implemented the following Code of Conduct to ensure that all who participate in the Y enjoy a safe, welcoming and comfortable environment. We ask individuals to behave in a manner that upholds these principles at all times when they are in our facility or participating in our programs. Specifically, actions that do not adhere to these guidelines and are not permitted include:

- Wearing inappropriate attire, including inappropriate swimsuits and workout attire. Clothing with vulgar/profane writing or language is not allowed
- Using angry or vulgar language including swearing, name-calling or shouting
- Making physical contact with a person in any angry or threatening manner
- Engaging in sexual activity or contact with another person
- Harassing or intimidating by words, gestures, body language, or other menacing behavior
- Stealing or destruction of property
- Carrying or concealing any weapons, devices or objects which may be used as a weapon
- Smoking - all Y centers offer a smoke-free environment
- Any other conduct of an inappropriate, threatening or offensive nature
- Refusing to adhere to staff requests
- Photography is prohibited within the Y, including the use of camera phones

Members and guests are encouraged to be responsible for their own personal comfort and safety, and to ask any person whose behavior threatens their comfort to refrain from doing so. If you feel uncomfortable confronting the person directly, please report the behavior to a Y staff person immediately.

The appropriate Y staff member will investigate all reported incidents. Suspension or termination of membership privileges may result from a violation of the Code of Conduct.

Etiquette Statement

The Y is a shared experience for everyone to enjoy. Each of us can make it better for all by being considerate of others. Y members, volunteers and staff pledge to treat one another with caring, honesty, respect and responsibility

Membership Information

Membership Types

- **Teen Membership** (Ages 13 – 19)
- **Young Adult Membership** (Ages 20 – 24)
- **Individual Membership** (Ages 25 – 61)
- **Senior Couple Membership** (at least one age 62+)
- **Senior Membership** (Ages 62+)
- **1 Adult Family Membership** (any adult and all kids/dependents under age 22)
- **2 Adult Family Membership** (any two adults and all kids/dependents under age 22)

Always Welcome at Ys (AWAY)

The Y of Martha's Vineyard is a member of the AWAY program and you are welcome to visit Ys across the country and around the world. Policies vary according to the individual Y. When inquiring about facilities and visitation, please have your current membership card with you.

Financial Assistance

The Y does not turn anyone away due to inability to pay. Financial aid is available to those who require assistance for programs and membership. Applications are available at the Member Service desk.

Membership Guidelines

Comment Cards

Thank you for including us as a part of your healthy lifestyle. Your experience and satisfaction are important to us. We invite you to speak to our staff, or complete a comment card to express satisfaction, concerns or questions. Comment cards are available at the Member Service desk. Please feel free to contact any Program Director directly, if you wish. We will do our best to exceed your expectations with each visit.

Membership Cancellations

Membership Cards/Identification

Y members are required to show their current membership card each time they use a center. If a member does not have their membership card with them, another form of picture identification must be shown to the membership staff. Membership cards and privileges are not transferable to other individuals.

If you have lost your membership card there is a \$5 lost card replacement fee, which is payable upon issue of a new membership card.

Membership Holds

Membership Annual Renewals

A renewal notice will be mailed to you approximately one month prior to your expiration date. Note that memberships that are being paid for by monthly bank draft will not require a renewal notice and are continuous until cancellation.

Returned Payments

Security

The Y cannot guarantee the security of personal belongings. Therefore we ask that you leave valuables at home. The Y will not be held responsible for any lost or stolen items anywhere on the premises, including the parking lot and those locked in lockers.

Telephones

A courtesy phone for local calls is available. Please be respectful and limit your calls to three minutes.

Emergency Procedures

Evacuations

All emergency exits are clearly marked, please familiarize yourself with their locations. Should an evacuation of the facility be required for any reason, follow the directions of Y staff to ensure a safe and orderly exit from the building.

Fire Alarm

If the fire alarm sounds please:

- **STOP** all activity
- Wait for instructions from staff

Incident Reports

In the event that first aid or corrective action is provided to you, or for you, the staff responding is required to ensure that proper documentation is provided for our records.

Members Responsibility

Members are expected to assist us in an emergency by following the instructions from staff in order to resolve the situation as efficiently and safely as possible.

Staff on Duty

Staff on Duty are staff designated to take a lead role in the daily operations of the facility and also in the event of an emergency. Please assist us in following their directions.

Locker Rooms

Day Use Only

- We provide complimentary lockers for day use only
- We advise all members to place a lock on the locker they are using
- Locks left on overnight will be cut off and the locker's contents will be stored for two weeks before being donated to an appropriate charity
- We are not responsible for the replacement of cut locks

Lost and Found

- The Y of Martha's Vineyard is not responsible for lost or stolen items
- Check at the Membership Service desk if you have lost an article
- Items are kept for two weeks, after which they are donated to an appropriate charity
- Valuable items will be secured and arrangements must be made for pick-up