



Sequoia YMCA

Member's Guide

Commit to your health.
Connect with community.
Care about life.



**We build strong kids,
strong families,
strong communities.**

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Letter from the Executive Director

Dear Member:

Welcome to the Sequoia Branch of the YMCA of Silicon Valley. On behalf of our staff and volunteers, I give you our personal commitment to ensuring that you receive a variety of quality programs to fit your every need.

It is the goal of the YMCA to build strong kids, strong families, and strong communities. We promise to do our best to keep our program areas and facilities well maintained, our programs innovative, and to ensure that you are always greeted with a friendly smile.

A major focus of all that we do here at the Sequoia YMCA revolves around our Character Counts program teaching our program participants Respect, Responsibility, Caring, and Honesty.

This booklet has been developed to interpret the YMCA's membership policies and procedures. However, it is my hope this booklet will provide more than just rules and regulations, but a realization that the YMCA is your organization. The YMCA is a volunteer organization. There are many opportunities to become involved through special events, sharing a talent with a young person and serving on a board or committee.

It is through the generous support of our community of donors and members that we are able to ensure access to our programs to all people. We are proud you have chosen the YMCA to be a part of your enrichment of spirit, mind, and body.

If I can ever be of any assistance to you, or if you have some ideas that could help us improve our service to you and the community, please do not hesitate to call or stop by my office.

Thanks again for becoming a part of our YMCA family.

Sincerely,

Julie Wesolek

Sequoia YMCA Background

Since 1954, the Sequoia YMCA has contributed to the lives of thousands of boys and girls, men and women of all ages, races, religions and economic backgrounds. The YMCA, then and now, is a charitable organization.

Part of a worldwide movement in more than 130 countries, we put values into practice through programs and activities that help people to grow personally, develop skills, clarify values, improve personal relationships, appreciate diversity, develop leadership and have fun.

Through the years, lifestyles and people's needs have changed and will continue to do so. The YMCA is committed to continually updating its programs and services to remain responsive to current needs.

Today we offer programs in six basic categories:

- Aquatics/Instructional and Recreational
- Health & Wellness
- Child Watch & Day Camp
- Youth and Adult Sports
- Youth and Family Activities
- Youth Leadership



Membership

Membership means being part of a worldwide association with over 30 million other members, carrying on the work of the YMCA.

Full Hours Facility Membership

A facility member is provided use of all facilities, including the fitness center, swimming pool, gymnasium, and over 50 group exercise classes. Certain specialty classes do require a fee, but, when applicable, facility members pay the lower facility member rate.

Select Hours Membership

Select Hour members have full access during “non-peak” hours.

Select Hours:

Monday-Thursday	11:00am - 4:00pm & 8:00pm - 10:00pm
Friday	11:00am - 8:30pm
Saturday	11:00am - 6:00pm
Sunday	9:00am - 5:00pm

Bay Area Membership

Bay Area membership allows the same privileges as a full facility membership at all participating YMCA branches in the Bay Area. You must join at one branch (your home branch, the one you will workout at the most), and obtain a membership card with the Choice Membership sticker. For more information please see the Welcome Center.

Categories of memberships are as follows:

- Youth age 13 - 17
- Individual adult age 24-64
- Two adults with or without children through age 23, all residing in the same household
- Single Adult with their dependent children through age 23, all residing in the same household
- Individual young adult age 18-23
- Individual adult age 65 and above

YMCA Guarantee

Purchase a YMCA facility membership today. If you are not completely satisfied, your joining fee will be refunded in full within the first 30 days.

Program Membership

This membership is offered to those who wish to enroll only in programs or classes, such as youth sports, summer camps, swim lessons, specialty fitness, etc., but do not wish to join the fitness facility. A one-year program membership entitles you:

- To enroll in classes, activities, or special events offered by the Sequoia YMCA.
- To receive mailings regarding upcoming activities and events
- This membership does not entitle you to the benefits of membership..

Benefits of Membership

- Part of a family
- Towel Service
- Fitness Orientations
- Personal Fitness Programs
- Volunteer Opportunities
- Locks for lockers
- Fitness Classes

Hours of Operation

	<u>Facility</u>	<u>Pool</u>
Monday - Thursday	5:30am-10:00pm	6:00am-9:30pm
Friday	5:30am-8:30pm	6:00am-8:00pm
Saturday	7:00am-6:00pm	7:00am-5:30pm
Sunday	9:00am-5:00pm	9:00am-4:30pm

The hours of operation may change without prior notice. We will make every effort to give a two week advance notice when we must change our hours of operation.

We will be closed on the following holidays :

Easter Sunday	Christmas Day	Memorial Day
Independence Day	Labor Day	

Limited Hours on:

Thanksgiving - 8am to 2pm	New Years Day - 8am to 2pm
Christmas Eve - 8am to 2pm	New Years Eve - 12pm to 6pm

Membership Cards

Membership cards are required for each member entering the YMCA facilities for your protection and benefit. Membership cards verify membership and help staff monitor facility use. Members without their cards may show photo identification at the Welcome Center in order to use the facility.

Your membership and membership card cannot be used by friends or family. Membership is restricted to the use of the original card holder. Members who fail to abide by these policies may have their membership revoked. Lost or mutilated cards may be replaced at the Welcome Center upon presentation of proper identification by an adult or parent. Membership cards remain the property of the YMCA.

Code Of Conduct

The YMCA of Silicon Valley is committed to providing a safe and welcoming environment for all persons using its facilities and attending its programs. In order to accomplish this objective, all persons using the YMCA of Silicon Valley's facilities or attending its programs are expected to behave in accordance with its core values of caring, honesty, respect and responsibility.

As a member of the YMCA of Silicon Valley, I agree that my behavior will comply with these values and I will ensure that my guests' and children's behavior also complies with these values. I will adhere to all rules and standards of behavior as posted in YMCA facilities. I will follow all directives issued by staff and comply with staff operational decisions. I hereby pledge to provide positive support, encouragement and guidance for my family members participating in YMCA activities and programs by following this Code of Conduct.

Bay Area Membership Cards

Bay Area Members must have their membership cards validated with a current sticker every three months. Stickers are available at the Welcome Center.

Visiting Other YMCA's

When Members travel outside of the Bay Area and want to work out or use the services of a YMCA in another city, members may do so free of charge on a short term basis at YMCA's participating in the A.W.A.Y. (Always Welcome At YMCA's) program. Each YMCA is autonomous and establishes its own guest policies and procedures.

Sequoia YMCA Members may visit any branch for a \$3 fee (no charge to Choice Members). Always be sure to have your membership card to use another YMCA facility. The AWAY logo on the reverse of your card identifies members as a participant in the AWAY program.

Guest of Members

Members are encouraged to bring in friends and guests any time. All guests must sign-in at the Welcome Center and abide by the Code of Conduct and Facility Guidelines. Each membership unit includes five (5) guest passes per year.

Day passes are available at the Welcome Center for
\$15 for ages 18 and up
\$10 of ages 10 -17
and \$5 for children age 6 -12
this fee includes full use of the facility.

Guests may leave their children (8 months to 9 years) at Childwatch for a fee. Parents must remain in the building at all times.



Other branches near the Sequoia YMCA:

For more branches
check out ymcasv.org

El Camino YMCA
2400 Grant Road
Mt. View, CA 94040
(650) 969-9622

Page Mill YMCA
755 Page Mill Road
Palo Alto, CA 94304
(650) 858-0661

Palo Alto Family YMCA
3412 Ross Road
Palo Alto, CA 94303
(650) 858-0661

East Palo Alto YMCA
550 Bell Rd.
East Palo Alto, CA 94303
(650) 838-1040

Payment of Fees

Joining Fee:

All members are required to pay a one time joining fee. Joining fees are refundable within the first 30 days of membership. Members whose membership has lapsed three months or more are required to repay the current joining fee.

Membership Dues:

Dues are payable in one of the following two ways:

1. **Annual:**
Full payment by cash, check or credit card (MasterCard or VISA.) Renewal bills will be mailed annually and may be paid by cash, check, or credit card (Master Card, VISA and American Express).
2. **Monthly:**
Monthly dues are payable on the 3rd or 17th business day of the month with an Automatic bank draft of your checking account, VISA or Mastercard. For automatic bank draft of your checking account, a voided check and a signed bank authorization card are required. For automatic draft of your credit card, your credit card number, expiration date and a signed authorization form are required. (Membership dues are prorated in advance and your draft will begin on the draft date you select.)

There will be a \$10 service charge for returned debit items. Members must pay the amount due, and any other outstanding monthly dues and applicable service charges to reinstate membership.

Changes in Payment Plans:

The Sequoia YMCA must be notified in writing 15 days before your next draft date to change the payment plan or type of

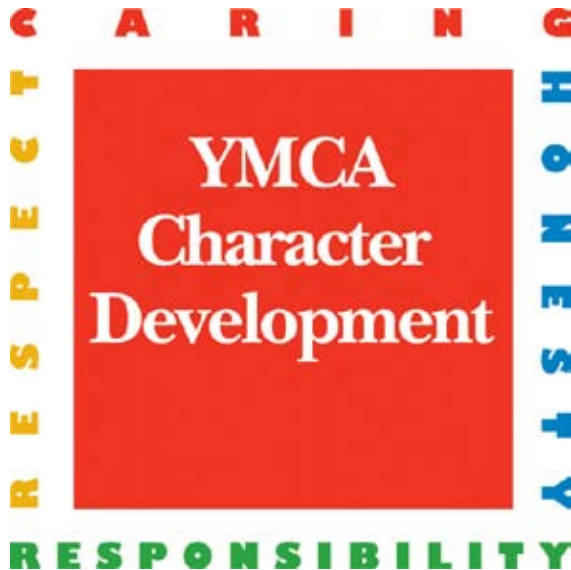


Leave of Absence Policy

The YMCA recognizes that there may be circumstances under which a member may need to take a leave of absence.

When a member chooses to go on Leave of Absence they must give written confirmation indicating the beginning and ending date of the leave. A leave of absence may be taken for a minimum of 1 months or a maximum of 4 months. An end date must be designated at the time of the LOA request and a \$20 processing fee included. Requests should be sub-mitted prior to billing cycle. (The monthly dues payme will be stopped for the duration of the leave.)

Membership will automatically be reinstated on the end date indicated on the leave of absence request. If dues are paid annually, any unused dues will be applied to the member's account upon return, or will be refunded upon request.



Transfer of Membership

YMCA members may transfer their membership to or from the Sequoia YMCA. All membership transfers will be verified with the original YMCA.

- For people transferring with a current membership in a YMCA outside of our Association (YMCA of Silicon Valley), the Sequoia YMCA will honor 100% of joining fee paid at another YMCA with proof of membership and joining fee. Members who have had a membership with a YMCA and join the Sequoia YMCA will not be required to repay the joining fee, providing they rejoin within a three month period from their termination date.
- Members moving from branch to branch within our Association will be expected to pay the difference in the initiation fee if the new branch joining fee is higher.
- If an annual member moves from one branch to another within our Association, the unused portion of their membership will be refunded to the member.
- Memberships are not transferable to another individual. Refunds will not be given for time periods prior to the date of notification.

Neighbor Relations/Parking

With your membership, facility or program, you will receive a parking pass allowing you to use our lot. Please make sure to place this on the rear, driver-side window.

Our facility is in a residential neighborhood. In an effort to be sensitive to our neighbors' peace of mind, please avoid unnecessary outside noise such as car stereos, especially in the early mornings and late evenings. Under no circumstances may YMCA members park in neighboring apartment buildings or park in a way that blocks neighbors' driveways.

If the parking lot is full we recommend seeking an open parking space on Hudson Street. The circular driveway in front of our building is for dropping off and picking up children in the Redwood City Preschool. School hours are Monday thru Friday 7:30 am - 6:30 pm. Members are allowed to park after 6:30 and weekends.

Grace Period for Membership Renewals

Members who have lapsed in their annual payment or have cancelled their membership are exempt from paying an initiation fee for up to 30 days past their renewal or cancellation date. After 31 days to a year, only half of the joining fee needs to be paid.

Cancellation of Membership

The YMCA recognizes that there are many circumstances under which a member may need to cancel their membership. The following policy is administered at the branch level and is up to the discretion of the Membership Director. Accordingly, the YMCA allows for the following:

- Members wishing to cancel must submit a written request to the Member Services Department 15 days prior to their next-draft date. All membership cards must accompany cancellation requests.
- Joining fees and dues are not refundable after the first 30 days of membership.
- Refunds for annual renewals are made on a prorated basis. Refund checks will be mailed to the member within three weeks of receipt of the cancellation request.
- Exceptional circumstances will be handled on a case-by-case basis, subject to arrangement with the Membership Director.

Termination for Cause

A membership may be suspended or revoked for cause, in accordance with YMCA policy. For annual memberships revoked for cause, refunds will be made on a pro-rated basis.

Joining fees are not refundable after the first 30 days of membership. A member whose card has been suspended will need to meet, by appointment, with the Executive Director to review rules of conduct and the circumstances leading to suspension. Reinstatement will be subject to approval by the Executive Director.

Facility Use Guidelines

The Sequoia YMCA staff, to ensure an enjoyable and professionally run facility, has established these guidelines. Violations of this code may result in suspension or revocation of privileges.

1. Athletic shoes should be worn at all times in this facility, except in locker rooms and the pool. Please keep black soled shoes off of the gym floor.
2. As a courtesy to other members, please use personal stereos with headphones in workout areas.
3. All YMCA workout areas are co-ed.
4. A tank top or t-shirt is appropriate attire in the workout areas.
5. Members are expected to adhere to the courtesy guidelines as established and posted.
6. Smoking, the use of profanity, and the use of alcoholic beverages are prohibited in the facility or on the grounds.
7. Pets (with the exception of guide dogs), skates, and skateboards are for outside use only. Please lock your bicycles outside and remove your skates before entering the lobby. Shoes with wheels are prohibited throughout facility.
8. Food, drink, and gum are not allowed beyond the lobby.
9. Water bottles are encouraged in workout areas. Closed containers are allowed in workout rooms, gym or studio.
10. Always present membership card at the Welcome Center upon entering facility.
11. Please return all towels to the bin at the Welcome Center or in the locker rooms.
12. Cell phone use is allowed outside the building. Due to picture taking phones, cell phone use is prohibited within the YMCA facility.
13. Please refrain from using perfume or cologne while using the pool or fitness areas.



YMCA Fitness

Cardiovascular Room & Weight Room

Caring

- Re-rack your weights.

Responsibility

- Large bags, jackets, umbrellas, etc. should be kept in lockers while using the fitness facilities.
- Use paper towels (dispensers and disinfectant are located in both cardio rooms) to wipe down all equipment after use.
- Water in a closed container is allowed in the fitness center.

Honesty

- Honor the 30-minute cardiovascular equipment time limit.

Respect

- Cell phones are to be used outside the fitness facilities.
- Vulgar language is not respectful.
- Let other members work in with you during your set.
- Wear proper workout attire, especially closed toe workout shoes.

Only authorized YMCA strength trainers are permitted to train others in the YMCA.



Group Exercise

Caring

1. Please refrain from unnecessary conversation during class. It is distracting and inconsiderate to other members and the instructor.

Responsibility

2. Be prompt for class. All classes begin with an active warm-up. Missing the warm-up greatly increases your risk of injury. For your safety, participants will not be admitted 10 minutes after the class begins.
3. Ankle or wrist weights increase the potential of injury.
4. If you are on any medication that will influence your exercise intensity or have had any medical problems or complications, be sure to have your doctor approve your exercise program.
5. For their safety, children under **10 years of age aren't allowed in the adult exercise classes at any time.** (Children 10-12 years may participate with a parent or guardian and the instructor's approval.) Ages 13 and over may attend on their own.
6. First time participants are encouraged to arrive a few minutes early and inform the instructor that they are new. He/she will be happy to give you beginning guidelines.
7. Please watch the white board next to the front desk for any class changes.

Respect

8. Only use weights when the instructor specifies their use during the resistance portion of your workout.

Honesty

9. Please give feedback about class to instructor on a one-to-one basis after class, or fill out a comment form located near the Welcome Center.
10. If you are interested in becoming a trained group exercise instructor for us, please notify Kim Leonoudakis (see Staff Directory on page 23 for phone and e-mail information).

Aquatics

Facility and Program

State Health Law Requires:

1. Shower before entering the pool.
2. Members may not enter the water with open wounds.

For your safety and the safety of others:

Conduct

1. Walk on deck.
2. Diving in designated areas only. If in doubt, please ask the lifeguard.
3. No rough housing or horse play.
4. Lane lines are for dividing depth and for safety, not to hang on.
5. Lifeguard has final authority.
6. Pool use is restricted to hours posted on the schedule.
7. No flips or “twisty jumps.”
8. Person wishing to swim where they cannot stand may be required to take a swim test.
9. Breath holding games are prohibited, as is hypoxic training.

Children

1. Children must be seven years old or older to swim alone, and there must be a parent/guardian in the facility.
2. Children under seven must be accompanied by an adult in the water at all times.
3. Children 3 & under must wear swim diapers that fit securely around the legs. Swim diapers can be purchased at the Welcome Center for \$3.
4. People who have been sick, or have diarrhea may not use the pool.
5. Youth ages 13+ may swim alone with no parent/guardian in the facility.

Attire

1. Hair shoulder length or longer should be tied back or in a swim cap.
2. Bathing suits only (no street clothes in pool).

Equipment

1. Lap swim equipment may not be used while playing in the pool.
2. Coast guard approved life jackets/PFD's are OK. Use of inflatable items is prohibited.



Lap Swim Etiquette

- Circular swim (counter clockwise) when more than one swimmer is in a lane.
- When only two swimmers are in a lane you may both agree to "split" the lane and continue swimming.
- When passing, tap the swimmer in front of you on the foot. Pass them only when they have stopped at the wall. When tapped, please let the faster swimmer pass.
- Lane speeds will vary from day to day. Gauge yourself appropriately.
- If in doubt about the appropriate lane to use, please consult the lifeguard.



Childwatch

Childwatch is a program for children three months to 9 years of age. It is available to facility members while they are working out or participating in YMCA programs. Please see our Childwatch brochure for complete information on fees, rules, and times available. Childwatch is free with a Two Adult Family or One Adult Family facility membership or \$1 per half hour for other membership types and guests.

Youth Fitness Center

Youth Fitness Lounge is a program for children 5 years to 12 years of age. It is available to facility members while they are working out or participating in YMCA programs. Please see our Youth Fitness Lounge brochure for complete information on fees, rules, and times available. Youth Fitness Lounge is free with a Two Adult Family or a One Adult Family facility membership.

Children/Youth in the Facility

Free Weight Room / Fitness Center /
Group Exercises Class / Open Gym

- 9 and under No admittance to any fitness center room, or group exercise classes.
- 10 – 12 Must complete a fitness orientation and follow the prescribed program and be under direct parental/guardian supervision.
- 13 – 17 Must complete a fitness orientation and follow the prescribed program.
- Over 18 No restriction. Sequoia YMCA recommends that everyone receives a fitness orientation prior to the beginning of an exercise program.

Sequoia YMCA reserves the right to revoke fitness center privileges for anyone under 17 at the discretion of the YMCA's staff.

Pool

- Children under the age of 7 may only use the pool with a parent or guardian present in the water within arms reach of child at all times.
- Children ages 7-12 who pass the swim test may use the pool unattended but an adult must be present in the facility during use.
- Youth ages 13+ may swim without parent/guardian in the building.



Lost and Found/ Day Use Lockers

The YMCA **is not** responsible for any lost items. Please, always lock up your valuables. Lost and found items are given to charity every two weeks.

Lockers are available for day use only. Locks will be cut off if left on overnight. Small lockers suitable for keys, cell phones, etc. are available in the hallway. Free tokens are available at the Welcome Center.

Program Materials and Information

Brochures, programs, schedules, and flyers describing the YMCA, its services, and facilities, may be obtained at the Welcome Center. You will also find this information on our website, www.sequoiaymca.org

- If you want information about YMCA's in other states or countries, you may call 1(800) USA-YMCA.

Emergencies and Injuries

Always contact a staff member in the event of an emergency or injury. Most of our staff are trained in emergency procedures with CPR and first aid certifications. However, please be advised that you participate in all activities at your own risk and are fully responsible for yourself, your children, and your guests. Members and guests are responsible for their own medical expenses in the event of an accident or illness. You should apply to your own insurance company for reimbursement of expenses.

Suggestion

Your suggestions and concerns are welcome. We provide a suggestion and response box for your use, located at the Welcome Center. YMCA staff are known for being friendly, responsive, and caring people. Please feel free to contact any of our staff to ask questions, as well as to make suggestions. Please see staff directory for contact information.



Volunteer Opportunities

We need and want your help! Volunteers are essential to the Sequoia YMCA. Whether it's a few hours a week or one session a year, you will find great satisfaction in helping at the Y. Your YMCA frequently needs volunteers in a variety of service areas, such as:

- Assisting as Sport Coaches and Referees
- Fitness Instructors
- Childwatch Assistant
- Office Assistant
- Aquatic Aides
- Fundraisers
- Welcome Greeters
- Citizen Teacher
- Board Comity Members
- And many more!

Become a vital part of the moving force behind the YMCA and join the partnership with our dedicated staff. Please talk to a staff member if you have interest or expertise you would like to share. Applications are available at the Welcome Center.



Commit.

Contributors

The Sequoia YMCA is a non-profit charitable organization. We strongly encourage our members to find out more about our efforts to provide program services and financial assistance to hundreds of youth, families, and seniors in the Redwood City, and surrounding communities. YMCA members can get involved at many levels from becoming YMCA donors to volunteer campaigners and more.

The Sequoia YMCA is funded by:

- Membership Dues
- Program Fees
- Foundation Grants
- YMCA Endowment Fund
- Community Support Campaign

Contributions are always welcome and are tax deductible. If you would like information, please contact the Executive Director at (650) 481-1203.

Sequoia YMCA Contact Information

Main Phone: (650) 368-4168

Fax: (650) 368-1140

Christiane Barth, LSLW Coordinator
cbarth@ymcasv.org

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