



ARMED SERVICES YMCA

## Armed Services YMCA

This handbook will help you to get to know your Armed Services YMCA and all it has to offer. This handbook outlines who we are, what our policies are and what your membership gives to you. The Armed Services YMCA is a military, youth, adult and family nonprofit, volunteer-driven organization offering a wide variety of programs and activities for Y members and the community. We hope that your relationship with us is as meaningful to you and your family as it is to us.

**Please note: due to COVID-19, any policy/procedure is subject to change.**

**Armed Services YMCA Mission Statement: Strengthening the Military Family**

### Annual Campaign

The Armed Services YMCA is committed to making quality programs and facilities available to people from every social and cultural background. We work hard to make programs and membership fees reasonable by subsidizing some of the real costs. Even so, we know that during difficult times some families need financial assistance.

Through the Armed Service YMCA Annual Campaign, we cover a portion of program costs and provide financial assistance to keep ASYMCA programs available to everyone who needs them most.

By giving to our Annual Campaign, you can help make sure that everyone can participate in our life-enriching programs regardless of their ability to pay. With your financial support, you allow the Armed Services YMCA to achieve its mission.

### Scholarships

No one is turned away from the Armed Services YMCA due to their inability to pay fees. An application process helps determine the level of financial assistance. Campaign funds make participation for Armed Services YMCA Childcare Programs and membership a reality for everyone.

**Affordable Rates**

Qualified youth, teens, individuals and family memberships are subsidized in order to reduce the cost to our military and community families. Campaign dollars and grant funding are targeted for this cause.

**How to Donate**

Donations can be made as a single offering or on a monthly basis. See the Member Services Desk or our website ([www.asymca.org](http://www.asymca.org)) or more information.

The Armed Services YMCA strengthens the lives of military members and their families in spirit, mind and body through programs relevant to the unique challenges of military life.

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## Branch Locations

Armed Services YMCA-Greater Killeen

### Childcare Office

415 N 8<sup>th</sup> Street  
Killeen, Texas 76541  
Phone: 254-690-9622

### Harker Heights Program Ctr.

100 East Beeline Lane  
Harker Heights, Texas 76548  
Phone: 254-690-9622

### Wellness Center

110 Mountain Lion Road  
Harker Heights, Texas 76548  
Phone: 254-690-9622

## Security

The Armed Services YMCA does not accept responsibility or liability for belongings anywhere on the premises, including parking lot and those locked in lockers. The ASYMCA will not be held responsible for any lost or stolen items.

## Food

Food, beverages and gum are not allowed to be brought in the facility including group exercise rooms, fitness center or on the pool deck at any time. Closed water bottles are permitted.

## Proper Attire

Wear clothes that are comfortable and allow for easy movement. Because we are a family facility, midriiffs must be covered and clothes modest. Distasteful verbiage on clothing is prohibited. Wear supportive, closed-toe athletic shoes with socks in all workout areas.

## General Safety Guidelines

A number of activities and items are inherently dangerous. Therefore, we ask you to assist us in providing a safe environment for all members by following these rules:

- No glass containers.
- Remain seated on chairs and benches.
- Babies in car seats are not permitted in the pool area, fitness or other areas in which you are taking part in activities or programs.
- The ASYMCA is a smoke-free, tobacco free, vapor free, drug free and alcohol-free environment. Smoking or Vaporing is not permitted within the facility or on facility property, including the entrance, parking lot and any properties utilized for ASYMCA programming.

## Volunteers

Volunteers make up the heart of the Armed Services YMCA. We rely on our volunteers to help us stay connected with our community and demonstrate ASYMCA values. Volunteers fulfill the ASYMCA mission in a variety of ways ... from raising funds for our Annual Campaign to teaching youth sports and special events. You will find volunteer opportunities in all areas of the ASYMCA. Your talents, interests and time can help impact someone's life. For a list of volunteer opportunities, contact the Human Resource Department.

## Solicitation

The Armed Services YMCA has a no solicitation policy outside of ASYMCA approved events. See your ASYMCA Branch Executive for complete details.

## Code of Conduct

Using the principles of caring, honesty, respect, responsibility and faith as a guide, we have implemented the following code of conduct to ensure that all who participate in the ASYMCA enjoy a safe, welcoming and comfortable environment.

We ask individuals to act in a manner that upholds these principles at all times when they are in our facility or participating in our programs. We expect those using the ASYMCA to behave in a way that shows respect and caring for others. Specifically, actions that do not adhere to these guidelines and are not permitted include:

- Inappropriate, immodest or sexually revealing attire.
- Using angry or vulgar language, including swearing, name-calling or shouting.
- Making physical contact with a person in any aggressive or threatening way.
- 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.
- Using or possessing illegal chemicals or alcohol on Y property.
- Smoking/Vaporing; all ASYMCA properties offer a smoke/vapor-free environment.
- Any other conduct of an inappropriate, threatening or offensive nature.
- Refusing to adhere to facility rules/policies.

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 from doing so. If you feel uncomfortable confronting the person directly, please report the behavior to a staff person immediately.

The appropriate Armed Services YMCA staff member will investigate all reported incidents. Any member who is guilty of misconduct or is guilty of a violation of the policies, may be suspended or terminated by the Branch Executive Directors.

## Membership Information

### Etiquette Statement

The Armed Services YMCA is a shared experience for everyone to enjoy. Each of us can make it better for all by being considerate of others. ASYMCA members, volunteers and staff pledge to treat one another in accordance with our core values of caring, honesty, respect, responsibility and faith.

### Facility Access

Everyone is welcome at the Armed Services YMCA. To enhance facility security, all members accessing the facility must check in at the Member Services Desk. A non-member using the ASYMCA is required to register as a guest, present a photo ID and have a National Registry Sex Offender Background Check conducted. Member accounts must be in good standing to access the facility. Facility tours are available. Please ask a staff member if you would like to know more about joining the ASYMCA.

### Guest Access

Guests who accompany members to the Armed Services YMCA may use the facility with a guest pass. All guests must register at the Member Services Desk each time they visit. Guests must be at least 18 years of age or older and provide a valid photo ID. Guests must comply with the philosophy of the Armed Services YMCA during their visits.

### Member Guests

Each Armed Services YMCA membership comes with three (3) guest passes each year. The member must accompany the guest at the time of their visit and bring the actual pass with them. Photo ID must be presented, Guest Policy/Covid 19 Waiver signed, and a National Registry Sex Offender Background Check will be conducted.

### Day Pass

Non-Armed Services YMCA members must purchase a facility day pass at the rate of \$10 per day/per adult.

### Membership Cancellations

You may cancel your automatic monthly membership payment 30 days before the next draft date with written notice. Please complete a Membership Cancellation Form and

submit. All cancellations must be made in writing on an Armed Services YMCA Membership Cancellation Form at the branch. If you are participating in any fee for service program/class/league, your membership must stay in good standing from the time of registration through the duration of the program/class/league which you or your family has registered. Please note: Annual Memberships can be cancelled at any time; however, no refund will be processed.

### **Membership Renewals**

A renewal notice will be e-mailed to you prior to your anniversary date. Note that in some cases, memberships that are being paid for on a monthly bank draft will not require a renewal notice and are continuous until cancellation. Members are responsible for maintaining accurate contact and bank information with the Armed Services YMCA.

### **Joiner Fee**

Joining fees are collected at the point of sale. Joining fees may be waived during special Armed Services YMCA promotions or when you register yourself or a family member for a fee for service program/class/league. Joining fees will only be waived one time within a 12-month period.

If a new member registers for a fee for service program their Joiner's Fee will be waived.

### **Returned Payments**

If one of your payments or automatic transfer payments to the Armed Services YMCA does not go through for whatever reason you will be notified with options for payment. All applicable charges will be the responsibility of the member. Members are responsible for maintaining accurate personal information, which includes bank draft information, with the ASYMCA. There is a \$35.00 service charge for any item returned unpaid. A Member Services Desk representative will also contact you regarding payment options. Multiple returned items could jeopardize your membership and result in termination.

## **Locker Rooms**

### **Children in Opposite Gender Locker Rooms**

For the comfort of your child and fellow members, we ask that you and your child(ren) of the opposite gender use the family changing locker rooms. If needed, children four years and younger may accompany a parent to opposite gender locker rooms.

### **Day Use Only**

Complimentary lockers are for day use only. Locks left on overnight may be cut off. Locker contents will be stored for two (2) weeks prior to being donated to an appropriate charity. We are not responsible for the replacement of cut locks.

## **Fitness & Wellness Center**

### **Account Standing**

Member accounts must be in good standing in order to access and utilize the facility.

### **Age Requirement**

Facility members who are 13 years and up are permitted to use the Fitness & Wellness Center. Youth facility members between the ages of 9-12 may use the Fitness & Wellness Center once they have completed and passed the Youth Fitness Foundation Course when accompanied and within sight of a parent/guardian member. Absolutely no one under the age of nine is permitted in the Fitness & Wellness Center at any time, including infants in carriers.

### **Safety Guidelines**

Closed-toed athletic shoes are to be worn at all times (no sandals, crocs etc.). Appropriate workout attire is required for all males and females. It is highly recommended that you see a physician before beginning an exercise program, especially if you have any pre-existing medical conditions.

### **Cardio Sign Up & Time Limit**

Please limit your time on all cardio equipment to 30 minutes during peak times or when others are waiting.

### **Collars and Spotters**

For the safety of all members, collars are highly recommended on all free weight bars and spotters are recommended while lifting.

### **Fitness Orientations**

It is highly recommended that all members participate in a Fitness & Wellness Center Orientation. Orientations are free of charge and will allow you to learn how to exercise safely and effectively. Schedule an appointment for a Fitness & Wellness Center Orientation at the Member Services Desk.

### **Food & Beverages**

Food, beverages and gum are not permitted in the Fitness & Wellness Center at any time. Closed containers/bottles are permitted (no glass is permitted).

### **Personal Trainers**

The Armed Services YMCA offers personal training. Use of non-Armed Services YMCA personal trainers is prohibited at all Armed Services YMCA facilities.



**Proper Attire**

Appropriate workout attire is required for males and females. No street clothes, including jeans, sandals or swimsuits are allowed. The Fitness Director has the authority to make the decision on appropriate attire for all Armed Service YMCA members and guests.

**Re-Rack the Weights**

When using free weights, always re-rack them at the end of your workout. Leaving heavy plate weights on bars or machines can prevent others from using that piece of equipment or lead to injury.

**Cell Phones**

Cell phone usage is prohibited in all Fitness areas.

**Running Track**

The running track is an active area. No stopping or spectating is permitted on the track. For member safety, please be aware of track direction as they change daily. The direction of travel is posted for your convenience. Slower runners should stay towards inside of track, while faster runners should use outer lane. Quicker paced walkers and runners should provide about 2 feet of clearance when passing. Please do not spit on track.

**Headphones**

Must use headphones when listening to music.

## Group Exercise

**Proper Attire**

T-Shirts, shorts, sweatpants, tights, leotards, socks and closed-toed athletic shoes are acceptable. No street clothes, including jeans, sandals or swimsuits are allowed.

**Safety Guidelines**

Members must follow the class guidelines and directions of the Armed Services YMCA Group Exercise Instructor. It is highly recommended that you see a physician before beginning an exercise program, especially if you have any pre-existing medical conditions. In order to ensure safety of all members attending the class please reframe from having personal conversations.

**Access / Age Requirements**

Members who are 9 – 12 years old may participate in select group exercise classes after graduating from the Fitness Foundation Class with their parent/legal guardian; however, they may not attend any Group Exercise Class that involves equipment.

Members 13 years and older may participate in group exercise classes. All participants must follow all class rules and directions of the instructor and must be capable of full participation in the class.

### **Equipment**

Equipment should be returned to its proper storage place to ensure safety and cleanliness of the room. Weight-bearing exercises should not be performed against the mirrors for safety reasons.



## **Aquatics**

### **Access / Age Guidelines**

Children under the age of 10 years must be directly supervised by a parent/guardian the water and within arm's reach. Parents or guardians of children who are 10 -12 years old can utilize the pool but, parent/guardian must be in the building. All swimmers are subject to a swim evaluation.

## **Food & Beverages**

Beverages and gum are not permitted on the pool deck at any time. Closed plastic water bottles are permitted, and food is allowed in designated areas.

## **Etiquette**

Please shower prior to entering the pool area. Showers are located in the general locker rooms and family locker rooms. All behavior in the pool should be respectful of others.

## **Pool Hours & Schedule**

Pool hours and schedules are subject to change based on need and weather conditions.

## **Non-ASYMCA Swim Instructors**

External swim instructors are not permitted to teach lessons in the Armed Services YMCA pool.

## **Proper Attire**

Bathing suits are required (swim trunks for men and boys, and one or two-piece suits for women and girls). Requests for alternative wear due to religious / cultural reasons may be addressed directly to the Aquatics Director. Cutoffs or cotton T-shirts are not permitted. Children who are not yet toilet trained must wear swim diapers / liners with a swimsuit over them. Cloth or disposable diapers cannot be worn in the pool.

## **Pool Rules**

For your safety and the safety of others at the Armed Services YMCA, we request that you adhere to the following pool rules:

- The lifeguard has complete authority over the pool area.
- Please walk on pool deck and in locker rooms at all times.
- Diving is not permitted.
- People with infectious medical conditions are not allowed in the aquatic area.
- Inform the Armed Services YMCA staff of anything that may be a safety issue.
- No eating is allowed in the pool.

## **Staff Certifications**

All Armed Services YMCA lifeguards are certified in American Red Cross (or comparable certification), CPR for the Professional Rescuer, Standard First Aid and Lifeguarding; AED and Oxygen Administration.

## **Toys / Equipment**

The lifeguard on duty must approve all toys and other equipment brought to the Aquatics Center. All ASYMCA pool toys / equipment must remain at the pool.

## **Sauna**

- Must be 21 years of age or older. No exceptions.

- Must comply with all posted Sauna rules. Failure to comply could result in removal from the facility.



## Emergencies

### Security

Security is provided in the facility during regular hours of operation in case of emergency. Please assist us in following their directions.

### Evacuations

In the event of inclement weather or the need to evacuate the facility for any reason, you must follow the directions of Armed Services YMCA staff for your safety and the safety of others.

### Fire Alarm

If the fire alarm is sounded, please STOP all activity and await instructions from the Armed Services YMCA staff. All emergency exits are clearly marked. Please familiarize yourself with their locations.

### **Member Responsibility**

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

### **Power Outage**

In the event of a power interruption, activity in all areas must stop immediately. Facility users will need to wait to resume activity until power has been restored to a safe level.



## **Childwatch/Zone**

Child Watch and Zone are services for Family Memberships that allow them to pursue their own health and wellbeing, knowing that their children are safe, secure and cared for in a positive environment.

### **Ages – Child Watch (6 months – 5 years)**

Child Watch is a non-licensed service for parents who require care for their child(ren) while working out in the facility. Family members receive 2 hours of Childwatch per child/per day while working out in the facility.

### **Ages – Zone (6 years – 12 years)**

The Zone is a non-licensed service for parents who require care for their child(ren) while working out in the facility. Family members receive 2 hours of The Zone per child/per day while working out in the facility.

### **Allergies**

We require that any allergies be brought to the attention of the Child Watch or Zone staff upon arrival.

### **Hours & Schedule**

**Childwatch** is 8am-Noon Monday thru Saturday and 4pm-8pm Monday thru Friday.

**Effective Sunday, January 8, 2022 Childwatch and Zone will be open 1:30pm-4:3pm.**

**Zone** is open 4pm-8pm Monday thru Friday and 8am-Noon on Saturday. Please note; when Killeen ISD is out of school the Zone will be open 8am-Noon Monday thru Friday.

### **Illness**

Children who are sick will not be allowed in the Child Watch or Zone areas. Symptoms include, but are not limited to, diarrhea, fever and fever / symptom free for 24 hours, and other contagious symptoms (i.e. lice, pink eye, rash, etc.). Determination of what is considered symptom free is at the discretion of the Department Director.

### **Parent Involvement**

Parents who use Child Watch or the Zone must be aware of their responsibilities to ensure that the very best care is provided. Of note, all children will be signed in.

- Parents are required to check their children in and out for each visit.
- Children will only be released to the parent who signed them in unless otherwise designated.
- Parents must remain in the facility and/or be participating in a branch-approved fitness/wellness program while their child is in Child Watch or the Zone.
- Parents must pick their children up at the end of their time limit. A late fee of \$1 per minute per child will be assessed after the time limit has been reached.
- The Armed Services YMCA staff will not administer medication to children.
- All personal belongings must be labeled with the child's first and last name and must be picked up each day as you leave.
- Children should come in a dry / clean diaper and well rested and fed.

## Ratios

Our staff ensures quality care for all children. As a best practice the Armed Services YMCA strives to run appropriate child to caregiver ratios. Childwatch/Zone is on a first-come, first-served basis.

## Snacks

Parents may provide snacks for their children. In order to be respectful of all children in the Child Watch or Zone areas, please limit snacks to drinks in spill-proof cups or baby bottles and/or small, healthy snacks. Please label all containers with the child's first and last name. All bottles must be pre-measured or pre-filled. For safety reasons, the following snacks are prohibited: peanuts, peanut products, nuts of any kind, gum or candy

## Staff Certifications

Child Watch and Zone caregivers are well-qualified and competent. Each caregiver is certified in CPR and First Aid, is trained in emergency procedures, must pass a background check and mandatory random drug tests, and earn continuous training credits each year.

# Child & Youth Access / Safety

Our expectations are that parents are responsible for their children at all times. We see ourselves as partners with the parent/guardian in providing leadership while your child or youth is in our facility. We need your support ensuring children and youth will:

- Accept directions from Armed Services YMCA staff. Failure to follow ASYMCA policies and procedures could result in suspension/removal from the program.
- Show courtesy and respect for others while at the Armed Services YMCA.
- Do not use offensive/hurtful language anywhere in our facility.
- Take care of the facility and equipment.
- Abide by the guidelines outlined in this handbook.
- Follow the Armed Service YMCA core values of caring, honesty, respect, responsibility and faith as well as branch specific rules.



### **Information**

To assist in planning your program selections for an upcoming registration, season-specific program flyers are available at the Member Services Desk. Information on programs is also available on our website ([www.asymca.org](http://www.asymca.org)).

### **Credit / Refund Policy**

Program registrations are not refundable. Refunds are not provided for non-participation. Credit/refunds are not approved beyond the program start date unless the Armed Services YMCA cancels the program.

### **Financial Assistance**

Financial assistance is available for childcare programs. Financial Assistance applications must be received AND processed before the registration deadline for the program.

Financial

Assistance applications are available at the Member Services Desk.

### **Payments**

Full payment must be made at the time of registration. Payment can be made by check, cash or credit card (Visa or MasterCard are accepted).

### **Registered Programs**

Registered programs are not available for drop-in participation. Registration occurs prior to the start of each session.

### **Registration Process**

Participants must register in person at their local branch location Member Services Desk. Before and After School Care and Camp registrations require additional



paperwork to be completed in order for your child to attend a Licensed Childcare Program.

### **Late Fees**

A late registration fee may be charged on a fee for service programs/classes/leagues.

## **Merchandise**

We offer a wide variety of items for sale at the Member Services Desk. An array of Armed Services YMCA clothing is also available throughout the year and on display at the Member Services Desk. Watch for new and specialty items.

## **Comments**

We're glad that you have chosen to include us as a part of your active lifestyle. Your first impressions, your experiences and your satisfaction are all important to us, and we will do our best to make sure we meet your expectations with each visit.

We invite you to approach our staff in order to express satisfaction, concerns or questions. Please feel free to contact the Branch Executive directly, if you wish.

# **THANK YOU**

**FOR BEING A**

## **PART OF THE ASYMCA!**

We hope your time spent with us  
Is pleasant, memorable and beneficial.

**PLEASE NOTE:**  
**All Policies**  
**Are Subject to**  
**Change.**



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