



FOR YOUTH DEVELOPMENT  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

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## KEENE YMCA MEMBERSHIP POLICY

### I. Our Mission

We serve all people through programs and services that build spirit, mind and body with a focus on Youth Development, Healthy Living and Social Responsibility.

### II. Our Vision

A community where everyone is welcome and thriving.

### III. The Y Cause

Strengthening the Foundation of our Community.

### IV. Our Focus Areas

#### YOUTH DEVELOPMENT: NURTURING THE POTENTIAL OF EVERY CHILD AND TEEN

We believe that all kids deserve the opportunity to discover who they are and what they can achieve. Through the Y, millions of youth today are cultivating the values, skills and relationships that lead to positive behaviors, better health and educational achievement.

#### HEALTHY LIVING: IMPROVING THE NATION'S HEALTH AND WELL-BEING

In communities across the nation, the Y is a leading voice on health and well-being. With a mission centered on balance, the Y brings families closer together, encourages good health and fosters connections through fitness, sports, fun and shared interests. As a result, millions of youth, adults and families are receiving the support, guidance and resources needed to achieve greater health and well-being for their spirit, mind and body.

#### SOCIAL RESPONSIBILITY: GIVING BACK AND PROVIDING SUPPORT TO OUR NEIGHBORS

The Y has been listening and responding to our communities' most critical social needs for 160 years. Whether developing skills or emotional well-being through education and training, welcoming and connecting diverse demographic populations through global services, or preventing chronic diseases and building healthier communities through collaborations with policymakers, the Y fosters the care and respect all people need and deserve. Through the Y, 500,000 volunteers and thousands of donors, leaders and partners across the country are empowering millions of people in the U.S. and around the world to be healthy, confident, connected and secure.

## **V. The Y Values**

Our core values unite us as a movement with a common cause. They are the shared beliefs and essential principles that guide our behavior, interactions with each other and decision-making. The four values of the Y:

- **Caring:** Show a sincere concern for others
- **Honesty:** Be truthful in what you say and do
- **Respect:** Follow the golden rule
- **Responsibility:** Be accountable for your promises and actions

## **VI. Diversity, Equity and Inclusion Policy**

The Keene YMCA as a global active citizen has adopted a Diversity and Inclusion Policy that drives our efforts and calls for access and engagement of all in the community regardless of race, ethnicity, gender identity, national origin, faith, age, income levels, sexual orientation, immigration status, or any protected status.

What is Diversity and Inclusion?

**Diversity:** The presence of differences that make each person unique and that can be used to differentiate groups and people from one another.

**Inclusion:** The full engagement and development of all Y stakeholders (staff, participants, members, policy volunteers, program volunteers, partners, communities, vendors, etc.).

**Equity:** Equity is the guarantee of fair treatment, access, opportunity, and advancement for all, while striving to identify and eliminate barriers that have prevented full participation of some groups; it acknowledges historically underserved and underrepresented populations, and that fairness regarding these unbalanced conditions is needed to assist equality in the provision of effective opportunities to all groups.

The Y is made up of people of all ages and from every walk of life working side by side to strengthen communities. Together we work to ensure everyone, regardless of gender, income, faith, sexual orientation or cultural background has the opportunity to live life to its fullest. We share the values of caring, honesty, respect and responsibility—everything we do stems from it.

## **VII. Membership Privileges and Conditions**

The Keene YMCA policy outlined within this document applies to all memberships. Other privileges and limitations of the Keene YMCA membership may be established but cannot conflict with policies herein.

**Continuity of Membership:** Members shall be encouraged to regard membership in the Y as a continuous relationship regardless of payment timing. Members are terminated through cancellation by the member (including non-payment of dues) or by action of the CEO.

**Program Enrollment:** Members may receive priority privileges for most programs, including pricing.

**Services for People with Disabilities:** The Y serves people of all abilities. We provide reasonable accommodations to enable all people to participate in our programs and services. Please contact us if there is an accommodation that you need.

## Physical Readiness

Before starting any exercise program, members will be encouraged to check with their primary care physician through the Par Q form.

## **VIII. Membership Code of Conduct**

Members join the Y in an intentional step toward seeking new opportunities to learn, grow and thrive. Members come together with men, women, and children from the community in a commitment to youth development, healthy living and social responsibility. With the values of caring, honesty, respect and responsibility, the Y works with each member every day to help them realize their potential. We promote and expect the same from our members to create a safe, fun, inclusive and nurturing place for all. Our Code of Conduct outlines these expectations:

We encourage the following:

- Engaging in Healthy Lifestyles
- Respecting Differences and Celebrating Diversity
- Modeling Empathy
- Learning New Skills
- Meeting Other People
- Supporting Relationships
- Volunteering
- Being a Role Model
- Behaving in a Safe Way

The following are not permitted on Keene YMCA premises, vehicles or at Y sponsored functions:

- Inappropriate sexual, physical or verbal contact
- Posturing, bullying or intimidation
- Using or possessing alcohol (unless express permission is granted for special events) or illegal chemicals
- Smoking– the Keene YMCA and its property is a smoke-free environment
- Carrying or concealing a weapon or any device or object that may be used as a weapon
- Harassment or intimidation by words, gestures, body language, or any type of menacing behavior
- Physical contact with another person in an angry, aggressive, inappropriate or threatening way
- Verbally abusive behavior, including angry or vulgar language, swearing, name-calling or shouting
- Discriminatory speech or actions
- Sexually explicit conversation or behavior; any sexual contact with another person
- Theft or behavior that results in the destruction or loss of property
- Loitering within or on the grounds of the Keene YMCA
- Any other behavior deemed in conflict with the Keene YMCA Mission by the CEO

### CELL PHONE USAGE:

- Cell phone usage is prohibited at all times in the locker rooms.
- Cell phone usage for communication is allowed in the lobby or outside ONLY.
- Cell phone usage for music while exercising is permitted. Must be respectful of people around you, preferably by using ear buds.

If members are in violation of the Y's policies and procedures, or for any other improper and/or inappropriate conduct, they may be disciplined. Disciplinary action taken is at the sole discretion of the Y and it reserves the right to take whatever action is appropriate based on the nature of the violation. Discipline may result in a verbal, written or final warning, suspension, or immediate termination of membership if deemed appropriate.

In addition, the Keene YMCA reserves the right to deny access or membership to any person who has been accused or convicted of any crime involving sexual abuse, is or has been a registered sex offender, has a history of violent offenses, 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 is presently or habitually under the influence of dangerous drugs or chemicals, narcotics or intoxicating beverages. (NOTE: The Keene YMCA conducts periodic sexual offender scans on the National Sex Offender Registry Database)

Members and guests are encouraged to take responsibility for their personal comfort and safety by asking any person whose behavior threatens their comfort to refrain from such behavior, and/or should immediately report the behavior to a staff person or the Building.

## **IX. Membership Categories**

There are six categories of membership in the association:

1. FACILITY MEMBERS: Those entitled to the use of the Keene YMCA facilities as outlined in the program and facility guide, subject to Y charges and policies.
2. COMMUNITY MEMBERS: Those entitled to participate in specific Keene YMCA programs only.
3. SPECIAL DESIGNATION MEMBERS: Those upon whom membership is designated by the Board of Directors and may include honorary membership or lifetime membership. The definition of these categories and respective privileges are the prerogative of the Board of Directors.
4. SUPPORTING MEMBERS: Those who further the goals of the Keene YMCA by making a charitable contribution. This membership carries no facility privileges or access to program activities.
5. EMPLOYEE MEMBERS AND VOLUNTEER MEMBERS: Subject to the policies and practices outlined in the human resource policy and volunteer policy. Volunteer members are subject to the policies & practices outlined in the association volunteer policy.

## **X. Membership Types**

Below is a listing of each membership category offered at the Keene YMCA. We offer assistance to members in each category and to outside organizations in our community as needed.

YOUTH MEMBERSHIP - Children between birth to 12 years. This is a full facility membership with some restrictions. Please refer to the Facility Usage by Age chart (below).

TEEN MEMBERSHIP – Teens 12-18 years old. This is a full facility membership with some restrictions. Please refer to the Facility Usage by Age chart (below).

YOUNG ADULT – Adults 19 - 29 years of age. This is a full facility membership.

ADULT – Adults 30+ years old. This is a full facility membership.

ADULT COUPLE - Two adults in the same household (at the same address). This is a full facility membership.

FAMILY - Two adults, dependent children under age 19, and full time undergraduate students under the age of 24 living in the same household (at the same address). Nannies and grand-parents living in the same household can be added to the membership for an additional \$10/month. This is a full facility membership.

SINGLE PARENT FAMILY - One adult and dependent children under age 19 living in the same household and at the same address. Nannies can be added to the membership for an additional \$10/month. This is a full facility membership.

MILITARY MEMBERSHIP – Must contact Member Service Director and complete a military membership application (must meet eligibility requirements).

#### CORPORATE/GROUP MEMBERSHIPS

Employee Group Memberships: Companies (for profit or nonprofit) requesting membership for their employees are offered a group membership under the following parameters:

1. A contract will be executed on an annual basis outlining payment terms
2. All memberships will be issued individually
3. There will be no membership fee discount
4. The company will pay the KEENE YMCA directly for all membership costs.
5. Financial assistance will not be offered to the company. However, if individual employees personally qualify for financial assistance, the Y will work with them on their portion of the membership fee.
6. Start up or Rejoin fees may be waived when 5 or more employees join.

ADULT SHORT TERM – This is 30 days only membership not to be used for paying month to month in person. This is a full facility membership.

COLLEGE STUDENTS MEMBERSHIP can be purchased in 3 months increments, making it easy to accommodate busy school schedules and home visit. This membership includes: A single student age 18+ with valid college ID. Free access to all facilities and group exercise classes. Joining fee does not apply to this membership category

CAREGIVERS- Caregivers are required to sign in and out of the facility when bringing the Member(s) to the Y. They are required to stay with the member throughout the visit. Caregivers such as adult assistants will be required to have their own membership for personal use of the Y facilities. They are not included, as caregivers, in any membership, including family memberships.

## **XI. Membership Dues**

### DETERMINATION OF DUES

The Keene YMCA is committed to providing financial assistance to those who are unable to afford the membership dues. No other reduced rates for membership are offered. Membership rates are approved by the Board of Directors. They will be reviewed on an annual basis. Thirty days written notice will be given to members for any rate change.

## PAYMENT

Membership can be purchased as follows:

1. Paid in full at time of enrollment or renewal by cash, check (with proper identification), credit card, or draft
2. Monthly payment plan to be paid by automatic withdrawal from a checking/savings account or through a monthly charge to a major credit card accepted by the Y.
3. Insufficient Funds Fees - Members are charged a fee for overdrafts and declined credit cards.

## STARTUP / REJOIN FEES

Keene YMCA membership, new or rejoining, comes with a startup or rejoin fee, details are available in the Conditions of Membership.

## MEMBERSHIP REFUNDS

The Keene YMCA may grant a refund of membership dues, or an extension of membership renewal date, when requested by a member due to serious illness, substantiated by a doctor's note at the beginning of the illness.

## MEMBERSHIP HOLDS

Members will be allowed to place their membership on hold for a period up to 90 days for medical reasons only. The request must be submitted with a written doctor's note at the beginning of the illness. During the hold period the member will not be charged monthly dues. Membership holds will only be approved by the Membership Director.

## FINANCIAL ASSISTANCE

It is policy of the Keene YMCA to serve all people regardless of financial situation. Financial assistance shall be provided to qualifying individuals subject to available resources. Financial assistance is available through a need-based process, which assess an applicant based on the Federal Poverty Level (FPL), or via a determination letter from a Board approved list of organizations or agencies, or special circumstances. All financial assistance information is strictly confidential.

The Chief Executive Officer (CEO) or a designee has the authority to set the procedures for the need-based application process and to give additional waivers or reductions to those in need, if the CEO or his designee deem it fit or if they believe doing so is consistent with the policies put in place by the Board of Directors.

The award is good for one year with full membership benefits. It also applies to programs, child care and camp for children under 18 years of age. Renewal is based on resubmission of the application or determination letter. At the Y's discretion in any given year an additional usage requirement of 48 visits in a calendar year may be a part of the renewal process. Applications will be available at the Member Service Desk.

## **XII. Conditions of Membership**

### 1. MEMBERSHIP CARDS

The membership scan tag is proof of membership and must be presented upon entry into the facility. If a scan tag is lost the YMCA may charge a fee to issue a new scan tag.

## 2. STARTUP / REJOIN FEES

New and rejoining memberships will include a Startup or Rejoin fee based on membership types. Startup or Rejoin fees are not refundable.

## 3. RE-ADMISSION

When a member renews their membership within one month of the date due, they may be re-admitted as a continuing member and the membership will be dated back to the day when the dues were payable. However, if more than 30 days have elapsed a person will be subject to a rejoin fee.

## 4. DISCONTINUATION, SUSPENSION OR REVOCATION OF MEMBERSHIP

- a) **Paid in Full:** A member who has paid his/her membership fee in full is considered a member for the duration of the paid membership. If the member does not renew his/her membership, it will terminate automatically as of the renewal date. The member will have a 30-day grace period to renew without being charged a rejoin fee.
- b) **Monthly Payment Plan:** A member who has paid his/her membership fee using the monthly payment plan remains a member until he/she notifies the Keene YMCA in writing. The draft will terminate 30 days after discontinuation request.
- c) **Involuntary**  
Inappropriate behavior – any member may be disciplined, as outlined in the Code of Conduct, by restriction, suspension or expulsion from membership whenever such action shall be necessary or appropriate. This action will occur at the discretion of the CEO. If a member wishes, he/she can appeal the decision to the CEO. The member will be suspended until the final decision by the CEO has been made.
- d) **Failure to meet financial responsibility:** Any draft member who misses a payment and does not make payment within 10 days of notification shall have his/her membership terminated. If you are having difficulty paying for your membership for any reason please contact us.
- e) **Sexual Offender Background Check Policy**  
The Keene YMCA considers it of great importance to provide a safe and threat-free environment. For this reason, the YMCA monitors the sexual offender registry. Persons on the list will not be eligible for membership, program participation, volunteering, or employment opportunities with the Keene YMCA. We reserve the right to revoke your membership in the event that it is discovered that you have been placed on the sexual offender registry.
- f) **PHYSICAL READINESS**  
Members will be given a Par Q Form when they register for membership. The Y will not collect the completed form from the member. The Par Q questionnaire is designed to help the member determine their physical readiness before starting physical activities. It is the responsibility of the member to seek medical advice following the completion of the Par Q.

### **XIII. Transfers**

1. TRANSFER BETWEEN INDIVIDUALS

Membership and the use of particular privileges shall not be transferred from one person to another.

2. TRANSFERS TO ANOTHER ASSOCIATION

Members who move to another geographic area outside of the Keene YMCA and wish to participate in a YMCA there, will need to contact that YMCA for its specific policy on membership transfers.

3. NATIONWIDE RECIPROCIITY

Members of the Keene YMCA are entitled to visit any participating Y in the United States and Puerto Rico through membership at their home Y, at no additional cost. Members will need to check with the Y they are visiting regarding the exact policies with regards to classes and services. This system should not be abused and we ask that members retain their membership at the Y they use most frequently. Abuse of the reciprocity program could result in a Y discontinuing the acceptance of their membership. More than 24 visits to a single participating Y in a calendar year could be considered abuse of the policy. If an individual uses the Keene Family YMCA more in a 30 day period than their home Y, this may also be considered abuse and they may be required to purchase a membership at the Keene Family YMCA.

Any individual whose membership in another YMCA that has been suspended or terminated shall not be eligible to enter the Keene YMCA.

College Students moving to Keene for a semester should buy a college or young adult membership at the Keene Family YMCA, as their routine reciprocity use would exceed their use at their home Y and be considered abuse.

### **XIV. Locker Room Access**

MALE LOCKER ROOM: Open to all ages who identify with the male gender and what is on one's application form during membership registration. All children under 11 years old must be supervised by an adult at all times. There are private showering spaces and changing areas.

FEMALE LOCKER ROOM: Open to all ages who identify with the female gender and what is on one's application form during membership registration. All children under 11 years old must be supervised by an adult at all times. There are private showering spaces and changing areas.

COMMUNITY LOCKER ROOMS: Open to ALL members. All children under 11 years old must be supervised by an adult at all times. Available for people with special needs accompanied by their care givers or anyone whoprefers more privacy. There are private showering spaces and changing areas.

### **XV. Guest Passes**

GUEST/DAY PASSES

Guests must be a minimum of 12 years or in at least the sixth grade to use the facility without parent or guardian supervision. Guest will be required to sign a waiver of liability.



#### GUEST PASSES

The Keene YMCA offers free guest passes as a benefit to members and to encourage prospective members to join. The Keene YMCA does not have a maximum number of visits permitted by an individual guest. The YMCA requires that guests under 12 or not at least in the sixth grade be accompanied by an adult member.

#### **XVI. Member Input**

We value suggestions for improving the Keene YMCA. A mechanism for member comments is in place and email and phone contact information is made available to members for suggestions or concerns. The Keene YMCA requires the measurement of member satisfaction and reports findings to the Board of Directors.