



EUGENE FAMILY YMCA MEMBER HANDBOOK



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WELCOME TO THE EUGENE FAMILY YMCA!

As a member of our Y, you are not just joining a gym – but rather a wonderful community of youth, adults, families and health seekers, all with the goal of leading a healthy lifestyle.

Since 1887 the Y has been strengthening the foundations of its communities through our core values of caring, honesty, respect and responsibility.

Our Mission

The Eugene Family YMCA strengthens our diverse community by offering programs that build a healthy spirit, mind and body for all.

What You as a Member can Expect

- You will be warmly welcomed and treated respectfully at all times
- You will feel safe and well-cared for while at the Y
- The Y's grounds, buildings and equipment will be clean and safe
- Information regarding programs and services will be accurate and up to date
- Y staff will personify the Y's mission
- You will be the main priority of professional, well-trained and friendly staff
- Y staff will be visible and readily available to you
- You will belong to a cause-driven, well-managed, non-profit organization
- Your opinions are welcome, and your inquiries will be addressed in a timely manner – please speak to a Membership Representative at the Welcome Center

Section 1: Eugene Family YMCA Membership

Membership at the Y is for everyone, and we encourage individuals and families to take advantage of all we have to offer. Join us – experience a great connection with your community.

Membership Options

The Y offers a variety of membership categories to ensure you, as an individual, couple or family, find the right fit for your needs. Options include:

Individual

- Child: 0-11
- Youth: 12-17
- Young Adult: 18-26
- Adult: 27-61
- Senior: 62+

Couple

- Young Adult: 2 people only, both between the ages of 18-26
- Adult: 2 people only, 1 person 27-61, 2nd person between 18-61
- Senior: 2 people only, 1 person 62+, 2nd person between 27-61

Family

- Family 1-Adult: 1-Adult, plus their dependents 23 years and younger, living at the same address
- Family 2-Adults: 2-Adults, plus their dependents 23 years and younger, living at the same address

Joining Fee

- A one-time joining fee is due for all facility members upon joining/rejoining the Y. The joining fee will be waived if reactivating a membership within 6 months of cancellation.
- A down payment (joining fee + prorated first month) is due at time of enrollment and is based upon the join date.

Financial Assistance

The Y welcomes all who wish to participate in Y programs and services, and believes everyone deserves access despite financial barriers. Our financial assistance program assists youth, adults and families based on individual needs and circumstances. Thanks to generous giving by donors to our **Annual Campaign**, qualified applicants are approved for financial assistance based on each applicant's unique financial situation.

To apply for assistance, please click [here](#) or stop by the Welcome Center for a paper copy. All assistance is valid for one year/season. See application for details.

Section 2: Membership Code of Conduct

The Eugene Family YMCA is dedicated to providing a safe and welcoming environment for all its members and guests. The Y is an organization open to all people. We welcome and value individuals of all ages, races, ethnicities, religions, gender identities, abilities and sexual orientations. We are committed to having programs and services that embrace diversity, respecting the people and needs of our communities.

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

To promote safety, all individuals are asked to act appropriately and follow the rules/guidelines at all times within our facility or when participating in our programs. We expect persons using the Y to act maturely, to behave responsibly and to respect the rights and dignity of others.

Failure to follow this code of conduct will result in disciplinary actions, which may include immediate eviction from the premises, loss of privileges, suspension or expulsion. The following actions listed below are behaviors considered inappropriate in our facilities and programs, and therefore not allowed:

- Being under the influence, selling, using or possessing alcohol or illegal drugs on Y property, or while participating in a Y sponsored program
- Smoking and vaping – the Y and its property is a smoke-and-vape-free environment
- Carrying or concealing weapons or any object that can be used as a weapon
- Threats of harm, physical aggression or acts of violence

- Abusive, harassing and/or obscene language, gestures, bullying or intimidation
- Discriminatory speech or actions
- Conduct or actions of a sexual nature
- Inappropriate attire as determined by Y staff
- Theft or behavior that results in the loss or destruction of property
- Loitering within or on the grounds of the Y
- Unauthorized pictures/videos/audio of facilities, members or participants without their permission
- Animals are not permitted in the facility or on Y property (ADA service animals accepted)
- Y members are not allowed to formally instruct, coach, teach, or educate their clients, students, other Y members, or participants on the Y's property, within the Y facility, or with the use of Y equipment or supplies without written authorization from the CEO. Note, these requirements do not apply to classroom-style instruction events that take place in an office or in the conference rooms at the Y
- Y members are not allowed to utilize the Y's property, facility, equipment or supplies for formal instruction, coaching, teaching, or education that is provided to them or a member of their membership unit by an individual not acting in their capacity as a Y employee
- Policies and services are subject to change without notice in order to better meet the needs of Y members and participants
- Any other behavior deemed in conflict with the Y by the CEO or Program Directors

Individuals who experience or observe inappropriate conduct are encouraged to promptly report their concern to Y staff. Every effort will be made to ensure that reports are investigated and will be resolved in a timely manner. The Y may contact security, police or other authorities for assistance or to take appropriate legal action.

Membership Suspension/Revocation

Membership eligibility may be revoked or suspended if members engage in vandalism, theft, unnecessary physical roughness in sports or activities, use obscene and offensive language while at the Y, act in an abusive or intimidating manner to other members or staff, or act contrary to the Y's core values of caring, honesty, respect and responsibility.

Staff are responsible for enforcing Y guidelines and have the right to bar members from the facility/program for a violation of rules.

No refunds of fees will be made for revoked or suspended memberships.

In addition, the Y reserves the right to deny access or membership to any person who has been convicted of any crime involving sexual abuse, is a registered sex offender or is under the influence of drugs or alcohol.

Zero Tolerance Policy for Hate, Bias and Discrimination

The Eugene Family YMCA is a diverse organization of people joined together by a shared commitment to ensure that everyone has the opportunity to learn, grow and thrive. Cause-driven Ys are led by staff and volunteers who intentionally and continuously strive to promote an inclusive organizational culture that values all dimensions of diversity, strengthens inclusion, and builds global community in the U.S. and abroad. In short, we are committed to ensuring equity and justice, and actively promoting a culture of equity free from bias and injustice. We strive to achieve equal access, resolve inequities and remove institutional barriers that limit the ability of all people to develop their full potential.

We are on a journey to become an anti-racist, multicultural organization that values human diversity in all its forms and actively opposes racism by connecting and educating people and mobilizing community action. As such, the Y does not tolerate any form of hate or bias. Hate and bias incidents will be placed on file at the Y, reported to the City of Eugene.

Section 3: Membership Policies & Procedures

Requests for Reasonable Accommodation/Modification

Please make your request for reasonable accommodation or modification using the [ADA Accommodation Request Form](#), or by contacting Brian Steffen, CEO (brian@eugeneymca.org) or Crispin Shelley, VP of Human Resources (crispin@eugeneymca.org). We will engage in an interactive process that will include conversations with the requesting member, the directors of impacted programs, and the CEO and VP of HR to create appropriate accommodations/modifications in compliance with Title III of the Americans with Disabilities Act of 1990 (ADA.) An action plan and modification will be developed, approved, and communicated to the requesting member within 14 days of receiving the request.

Members who require assistance while visiting the facility are allowed and expected to have their caregiver with them at all times. There is no fee for a caregiver to accompany a member.

Cell Phone Usage & Surveillance

The Y permits talking on cell phones in lobby and hallway areas only. We ask that you use discretion when talking and keep your voice low so as not to disrupt fellow members. For the privacy of members and guests: use of cell phones is forbidden in locker rooms, open workout spaces, bathrooms and childcare rooms. Anyone caught taking pictures/videos/audio of another person without their permission and knowledge risks immediate eviction from the premises, loss of privileges, suspension or expulsion.

Photo and Video/Audio Recording Release Policy

The Y often uses images and video for promotional purposes. Y members understand that:

- Images or video of themselves and individuals listed on their accounts, including minors, for publication online or in print for promotions, advertising, marketing materials, Y websites or Y social networks, editorial trade advertising, and any other lawful purposes related to the Y, may be used without compensation. Y members may or may not be identified in such publications.
- Y members assume full responsibility for removing themselves and their family members from media opportunities that they do not wish to participate in.
- The Y is granted restricted right to use or publish images of all persons as listed on any membership account, including minors.

Weapons

The Y does not permit weapons of any kind on the property regardless of any license to possess. Y Members are prohibited from carrying firearms, knives, tasers, or other objects that Y staff may determine to be dangerous to the safety of our members and staff.

YMCA Of the USA Nationwide Membership Program

- Nationwide Membership enables you to visit any participating YMCA in the United States through membership at your "home" YMCA. Each Y sets its own policy, but most honor out-of-state Y membership free of charge.
- Each member, by signing the Membership Agreement, agrees to the following: By participating in the YMCA Nationwide Membership Program, I agree to release the National Council of Young Men's Christian Associations of the United States of America, and its independent and autonomous member associations in the United States and Puerto Rico, from claims of negligence for bodily injury or death in connection with the use of YMCA facilities, and from any liability for other claims, including loss of property, to the fullest extent of the law.
- It is recommended that you call a visiting Y to check if Nationwide Membership is accepted prior to arriving at that YMCA facility.
- **Please note:** if your membership is paid for by a third party, when you travel to an outside Y you will be required to pay their daily fees.

Section 4: Membership Information

Personal Health & Contact Information

The Y recommends that all members receive approval from their personal healthcare professional prior to beginning any health and wellness program.

Proper Attire

- The Y requires appropriate attire at all times, including full-length shirts/tanks (exceptions include aquatics center and basketball gym)
- Closed-toe, athletic, non-marking footwear is allowed in the gym, fitness studios or in the Health & Wellness Center
- Clean, proper swim attire must be worn in the pools and the hot tub
- Street clothes are not permitted in the pools and the hot tub
- Children who are not toilet trained must wear a swim diaper

Locker Rooms

The Y provides the following locker rooms:

- Men's & Women's Locker Rooms – All ages, opposite sex under 5 years of age
- Two Family Changing Rooms - Wheelchair accessible, opposite sex 6+ years of age
- Personal locks may be used in the locker rooms while participants are in the building, but must be removed daily. Unauthorized locks left overnight will be removed at the discretion of Y staff and the contents of the locker will be removed, held in lost & found until claimed, and if unclaimed, donated to charity.

We ask that all members, guests and visitors follow our Locker Room Guidelines:

- Use of cell phones is prohibited
- Use of cameras, audio or video recording devices is prohibited
- In all areas, including but not limited to steam rooms and saunas, please do not use, out of respect for those with allergies and sensitivities:
 - Oils
 - Colognes or Perfumes
 - Aerosols with strong fragrances

- Always have a towel or item of clothing under you when you are sitting in the locker room
 - Bare bottoms on benches, in the steam room and sauna, is a sanitation concern
- Wet feet belong on the tiles
 - Please be sure to towel off on the tile, before walking onto the carpet

Lost & Found

The Y is not responsible for property lost, damaged or stolen while using Y facilities or participating in Y programs. If you lose a personal item on site, please check with the Welcome Center to direct you to our Lost & Found area. We will hold any lost and found items in the facility for two to four weeks, dependent upon storage space, before they are donated to charity.

Accidents / Incidents

In the event of injury or theft, Y staff will fill out an Accident/Incident documenting the event. We will assist with basic first aid needs, call Emergency Services if needed and call an emergency contact if necessary. We ask that all members keep their account information up to date at all times.

Playcare

Playcare is currently closed due to the current State of Emergency. Guidance does not allow facilities / programs to have drop in child care.

When Playcare is open, we serve youth 6 weeks to 10 years old while their family is working out. We look forward to the program reopening.

Parking

Members and guests are asked to park in the Y's parking lot, nearby street parking, or "YMCA designated" spots in the South Eugene High School parking lot. During school hours, pay close attention to SEHS parking signs. All parking at SEHS is open after school hours, on weekends and holidays.

Membership Cards

Membership cards are issued to all members. Members must have their photo taken upon joining the Y and bring their membership card and scan it upon entering the facility each visit. If a membership card is lost, a replacement card will be issued for \$5.

Emergency Closings

The Y makes every effort to remain open. However, there may be instances that require the Y to close for the safety of our members and staff. Visit our [website](#), [Facebook page](#) or [Mobile App](#) to see a list of current operating hours, scheduled holiday closures and latest updates.

Section 5: Visitors & Guests

Visitor Policies

All visitors must:

- Have photo ID, if 18+ years old
- Be cleared through a sex offender screening, if 18+ years old
- Sign participation waiver
- Guests under the age of 11 must be accompanied by an adult at all times while in the facility and follow our supervision requirements as outlined in Section 8 of this handbook
- Day Passes are available for ages 11 years old and up

Section 6: Membership Payment and Billing Information

Membership Payment Options

Membership payments are scheduled on either the 1st or 15th of each month via your bank account or credit card. Your monthly draft covers member access from the 1st to the last day of the calendar month.

- Members are responsible for:
 - Notifying the Y if their account information changes, including expiration dates
 - Monitoring their monthly statements for any possible discrepancies
- If you need an exception and cannot pay with a bank or credit card account, please speak with a Membership Representative for other options. These payments will be due by the 10th of each month.

Payment Discrepancies:

- All billing discrepancies must be reported within **45 DAYS** of the original transaction date
- Statements from a bank or card company will serve as your receipt for monthly payments
- If a monthly draft is returned for non-payment, you are still responsible for paying that fee
- Failure to pay membership dues will result in termination of your account
- Please notify membership staff if you are experiencing financial hardship

Third-Party and Insurance Billing

There are a variety of memberships that are covered through a partnership agreement between the Y and another organization. For these accounts:

- Your membership is based on employment or eligibility with an organization that has partnered with the Y
- Any additional member dues (i.e. tennis/locker fees/additional family members), not covered by the program are the member's responsibility

- If your eligibility through that organization changes, your membership will be terminated unless you update your payment method Membership Representative
- Third-party billing accounts are not eligible to participate in Nationwide Access, therefore you must pay a day fee when you travel to other Ys
- If you have insurance as your billing method:
 - Annually, each January, reconfirmation of your insurance provider and policy number must be validated with a Membership Representative in order to maintain an active membership, otherwise the account will automatically terminate on January 31st

Membership Fee Increases

Rate increases happen periodically over time to maintain programs and services. You will be notified at least 30 days prior to the effective date. Please do not let rate changes prohibit your membership, financial assistance is available if needed.

Membership Refunds

Refunds of membership will be granted in the following instances:

- You have documentation requesting a hold or termination of your membership and the Y did not process your request
- For medical reasons

All billing discrepancies must be reported within **45 DAYS** of the original transaction date.

Our Guarantee: We hope you will love it at the Eugene Family YMCA. If you are not completely satisfied with your membership, let us know within **30 days of joining** and we will refund your joining fee.

Section 7: Changes to Membership

All contact information must be kept current and correct. Please notify us or make the following changes on [YOUR ACCOUNT](#) if you need to update: address, email, phone number, billing method, emergency contact information, addition or deletion of eligible family members within **30 days** of the change. Changes must be made by the Primary Member or the Billing Account holder and will be effective for the following billing period.

How to Communicate Changes to your Account

- Request changes through [your online account](#)
- In-person at the Welcome Center
- Phone: 541-686-9622
- Email: membership@eugeneymca.org
- Mail: **Attention: Membership Department**
Eugene Family YMCA
2055 Patterson Street
Eugene, Oregon 97405

Hold Requests

- Memberships can be put on hold each year, for a minimum of one calendar month and a maximum of three calendar months
- Holds can be placed for travel, illness, injury, or other
- Please note: Holds cannot be retroactive, they must be requested prior to the requested hold date

Termination of Membership

- Membership is ongoing
- To terminate your membership you must notify us by the 20th of the month
- Please submit your termination request through [your online account](#)
- Or submit an email with your termination request to membership@eugeneymca.org
- If you do not have an email, please speak to a Membership Representative to terminate your account

Adding Members to a Membership Account

If you need to add someone to your membership, please contact a Membership Representative.

Please note:

- Anyone being added to your account must live at your address
- You must have the legal name and birthdate of the person you are adding
- Adding new members to your account may transition you to a different membership category with an increased fee

Removing Members from a Membership Account

If you need to remove a member from your account, please contact a Membership Representative.

Please note:

- Changes on monthly accounts will be effective for the following billing period

Relocation

Membership to the Y is not transferable to other Y's. Should you relocate and want to maintain your membership at another Y, you must cancel your membership with the Eugene Family YMCA and join again in your new location. At your request, the Eugene Family YMCA will be happy to provide you with a Member in Good Standing letter indicating your cancellation date with us. Please contact the local Y in your new location and inquire about their policies, joining fees and membership dues.

Rejoining the Eugene Family YMCA

Any returning member may rejoin the Eugene Family YMCA after cancelling their membership unless the membership account was terminated or revoked by the Eugene Family YMCA for violation of the Y's Code of Conduct and policies.

If you wish to rejoin, please stop by the Welcome Center, email membership@eugeneymca.org or call us at 541.686.9622. If you are rejoining after 6 months, your account will be subject to repayment of the joining fee.

Section 8: Supervision of Youth

Protecting Youth

The Y greatly values the safety of our youth and the trust that their families and caregivers have in us. Our staff and volunteers work hard to create an environment where youth members and participants can safely learn, grow and play. The prevention of child abuse is something we continuously work towards.

Below are some of the many measures we follow to create a culture of prevention:

- All staff are given background checks prior to working at the Y
- Every staff member within the Y is trained to prevent abuse, but also to recognize, respond and report it
- Every staff member in the Y is a mandated reporter
- The Y conducts regular sex offender screenings on all members and guests. We consider it of great importance to provide a safe and threat-free environment. For this reason, the Y screens all members and guests accessing the facility. Persons found to be on the National Sex Offender Registry will not be eligible for membership, program participation, volunteer or employment opportunities with the Y.

Supervising Youth

At the Y we strive to provide a safe and nurturing environment for all of our youth members and program participants. To help the Y provide a great experience for all of our youth, it is very important that families and guardians are aware of our supervision policies as well as membership requirements and help to enforce them to ensure a secure and safe environment.

- Youth ages 11 and older are permitted at the Y without a supervising adult
- Youth under the age of 11 must be supervised by an adult at all times unless they are participating in a Y sponsored program or activity (tennis lesson, swim lesson, youth sports, etc.)
- Supervising adults are expected to drop off and pick up promptly for programmed youth activities
- All family members who wish to use the facility must have an active facility membership or pay a day pass fee

Section 9: Health & Wellness Guidelines

The following guidelines for Health and Wellness programs and are designed for the safety and well-being of all our members. The Y strongly believes in the importance of leading a healthy and active lifestyle and asks that all members abide by the health and wellness policies and guidelines so all of our members, ranging from health seekers to long-time fitness enthusiasts, can enjoy the benefits of being a member of the Y.

Health & Wellness Age & Program Guidelines

- Y members ages 15 and over are permitted to use the Health & Wellness Center.
- All Y members are expected to help keep cleanliness a priority by cleaning off machines and mats.
- All Y members ages 12-14 are required to take two complimentary Teen Training Appointments to learn proper technique and operation of all exercise equipment before using the Health & Wellness Center.
- Y members ages 15 and over are permitted to take part in any group fitness class without an adult.
- Y members ages 8 – 11 along with a parent or guardian, will work with a Wellness Coach to understand age-appropriate exercises, proper use of equipment (strength and cardio) as well as learn proper etiquette for the Wellness Center. Successful completion of the program will grant access (with adult supervision) to the Health & Wellness Center.

Personal Training & Coaching Guidelines

Only Y employed Fitness Trainers and staff are permitted to provide personal training and coaching on Y property and in programs. Personal trainers and coaches who are not employed by the Y, even if members, are prohibited from conducting training on Y property, including services provided in the Pool, Gym, Health & Wellness Center, Tennis Center and Group Fitness Studios.

General Health & Wellness Center Rules

- Wear closed-toe shoes only
- Always wear a shirt or a tank-top
- Wipe down all equipment after use including the area around if needed
- Respectful use of cell phones and other electronics, no pictures, filming or conversations
- Allow others to work in on weight machines and equipment
- Re-rack your weights when finished lifting and return equipment to its original location
- Cardio equipment has a 30-minute time limit
- Youth ages 12-14 must go through two Teen Trainings with a Wellness Coach before using the HWC on their own
- Children ages 8-11 may use HWC if they have gone through a Family Training, they are accompanied by an adult and are under close supervision

General Health & Wellness Center Rules

- For your safety, it is recommended you consult your physician prior to starting any exercise program.
- Classes are for ages 15 and up. Check with the class instructor for exceptions.
- For some classes, reservations are required. Registration opens up 5 days prior to the class. Otherwise, we run on a first-come, first-served basis for all classes. Please be mindful that some classes do fill.
- Class schedules are subject to change, those with less than 3 participants, or with less than 3 participants registered 90 min. Prior to class may be cancelled. We will try to contact anyone registered.
- Please bring your own yoga mat for mat-based classes. There are a limited number of mats available to borrow.
- We recommend arriving to class at least five minutes before its start time to allow for room set-up and for you and others to settle in.

Section 10: Aquatic Guidelines

LIFE SKILLS & LIFE LESSONS IN THE WATER

The Aquatics program at the Eugene Family YMCA continues the YMCA tradition by providing swimmers young and old a place to enjoy the water, learn safety, develop self-confidence, overcome fears and improve their fitness level. The Y Aquatics Center includes:

- Lap Pool: 25 yards, 4 lanes, 84 degrees
- Recreational Pool: 2.5ft - 3ft deep, 90 degrees
- Hot Tub: 102 degrees

The Y offers a variety of programming for all ages and includes Lap Swim, Recreational Swim, Aqua Exercise classes as well as Group Swim Lessons and Private Swim Lessons.

Lifeguards and Safety

Certified Lifeguards are present at all times to ensure safety and fun. Lifeguards and Aquatics Staff have the final say on who can use the Aquatics Center. Our lifeguards and Aquatic Management Staff are well trained to prevent and respond to any aquatic emergency, and to provide appropriate care if necessary. To ensure Aquatic Safety, all Y staff are empowered to enforce all rules and policies accordingly.

Age Requirements & Swim Testing

Please Note: *Lifeguards and Aquatics Staff have the final say on who can use the Aquatics Center.*

- **Lap Pool:**
 - Children must be 15 years or older to swim unaccompanied in the lap pool.
 - If a child is under 15 years old, they must take a Swim Test to swim in the lap pool.
 - Swim test:
 - Swim 25 yards crawl stroke with side breathing proficiently
 - Tread water for 45 seconds
 - If child passes swim test, give Red Necklace
 - If a child does **not** pass the swim test, he/she must wear a lifejacket in the Lap Pool or he/she may swim in the Small Pool.

- If a child is wearing a lifejacket, the child **must** be accompanied by an adult in the pool.
- If a child does **not** pass the Swim Test and does **not** want to wear a lifejacket, he/she may NOT swim in the Lap Pool.
- **Small Pool:**
 - Children must be 3 1/2 feet tall to swim unaccompanied in the small pool. If a child is under 3 1/2 feet, an adult must accompany the child. No more than 2 children per adult.
 - The adult must stay within arms' reach of the child or children at all times.

General Pool Rules:

Please Note: Lifeguards and Aquatics Staff have the final say on who can use the Aquatics Center.

- No running on the pool deck.
- Running, rough play, or pushing others into the pools are not permitted.
- Children who are not toilet trained must wear a swim diaper.
- All patrons must take a shower before entering the water.
- Lifejackets must be worn when a child cannot pass the swim test in the big pool.
- If a child is in a life jacket, that child must:
 - Be accompanied by an adult
 - Stay within arms' reach of the supervising adult
- Loud, rude, vulgar or inappropriate behavior is not tolerated.
- Glass containers are prohibited in any of the pool areas.
- Water wings are not allowed. Any flotation device used in the pools must be Coast Guard approved.
- Dolphin/mermaid tails are not permitted
- Back dives, spins or flips are not permitted.
- Extended breath holding, excessive underwater swimming, and repetitive breath holding are not allowed.
- Diving is only permitted in designated areas of the Lap Pool.
- Patrons may not be under the influence of any type of alcohol or drugs upon entering the pool area.
- Patrons may not swim if they have a skin disease or any kind of disease transferred via water.
- Patrons will be refused entrance to the pool if they present a clear and present danger to staff or other patrons.

Lap Pool Rules:

Please Note: Lifeguards and Aquatics Staff have the final say on who can use the Aquatics Center.

- Rec Swimmers are not allowed in the lap lanes
- All diving and jumping must be done from the gutter, not the deck.
- Diving is only permitted in designated areas.
- Lifeguard Stands are off-limits to pool patrons and members.
- Starting Blocks may be used at the discretion of the lifeguard on duty.
 - Patrons may not use starting blocks during Lap Swim unless approved by the Lifeguard.
 - Swim Instructors may use starting blocks during group and private lessons.

Lap Swim Etiquette Rules:

Please Note: Lifeguards and Aquatics Staff have the final say on who can use the Aquatics Center.

- If there are 2 lap swimmers, swimmers can either split the lane or circle swim
- If there are 3 or more lap swimmers, swimmers need to circle swim in the lane
- Swimmers must be 15 years old, exceptions are up to the discretion of the lifeguard on duty.
- Please choose the appropriate lane for your pace.

Small Pool Rules:

Please Note: Lifeguards and Aquatics Staff have the final say who can use the Aquatics Center.

- Children must be 3 ½ feet to swim unaccompanied in the small pool.
- If a child is less than 3 ½ feet, an adult must accompany the child. No more than 2 children per adult.
- Jumps must be feet first and facing the pool. Flips, twisting jumps, and dives are not permitted.
- Only designated pool toys are allowed in the Small Pool during Rec. Swim (Inflatable rings, balls, colorful noodles, rubber ducks)
- No hanging, sitting or standing on buoy rope, which blocks off the entry area for the slide.
- The stair railings may not be used as a slide.
- Snorkels, fins (flippers) and/or dolphin/mermaid tails are not permitted.
- Jumping in the small pool is allowed at the discretion of the lifeguard on duty.

Small Pool Slide Rules:

- Children can only go down the slide feet first.
- Children can only go down the slide on their bottoms (no going down the slide on their stomach).
- Children need to go the whole way down the slide. They cannot stop in the middle of the slide or sit at the bottom of the slide.
- Children may not stand up and jump off the end of the slide or dive off of the end of the slide.
- Only children under 80 pounds may use the slide.

Hot Tub Rules:

- No one under the age of 14 is permitted in the hot tub without a supervising adult present in the hot tub or just outside of the hot tub.
- No toys permitted in the hot tub.
- Jumping or diving is prohibited in the hot tub.
- Patrons of any age may NOT submerge themselves in the hot tub.
- Elderly persons, pregnant women, infants and those with health conditions requiring medical care should consult with a physician before entering the hot tub.

Section 11: Tennis Guidelines

The Y Tennis Center is home to 4 indoor plexipave hardcourts and a large, avid and dynamic community of tennis players. In addition to court reservations, we offer a wide variety of tennis programs such as Cardio Tennis, Fun and Fitness and Doubles Mixers. Please check the [tennis pages](#) on our website for a line up of programs and options. Check [here](#) for our current hours.

Lessons, Racquet Stringing and More:

We have a complete Junior Tennis Program for all ages and levels. See our Junior Tennis Brochure or the [website](#) for more information.

[Private, Semi-Private and Private Group Lessons are available](#). These are scheduled with individual instructors and costs vary. Check with the Tennis Desk for more information.

The Y is an exclusive Wilson Tennis Dealer. We carry the latest Wilson racquets and equipment and have a variety of demo's available for you to try, [visit our pro shop](#). We offer high-quality racquet stringing using Wilson and Luxilon Strings.

The Y has a Playmate Ball Machine available for use. You can reserve the ball machine when booking your court, see the website for details.

Tennis Center Etiquette Expectations:

Creating a safe and welcoming environment is important to us. We ask that all members, guests and visitors follow our etiquette expectations:

- Wait in the lobby until your designated court time
- Please show respect and courtesy to all players at all times
- Check-in at Tennis Desk for your court assignment
- Courts are accessed from behind the curtain to the left. Don't walk across other courts. Wait for a break in play before entering a court.
- Keep noise to a minimum appropriate level
- Relinquish your court on time and leave the court clean and free of balls
- Encourage, praise and have fun
- Only non-marking shoes
- No food, gum or drinks (other than water) on courts

Court Reservations Policies:

We ask all members, guests and visitors to follow our court reservation policies at all times:

- The Y uses a system called Tennis Bookings to schedule courts. Members can request an account at eugene_ymca.tennis_bookings.com.
- Court times are generally 1.25 hours and are available throughout the day.
- Members may reserve courts up to 7 days in advance, starting at 7am online at eugeneymca.tennisbookings.com. They can also reserve courts during normal office hours by calling the Tennis Desk at 541-683-3410.
- Non-members may make a court reservation on the same day they are playing or can drop-in and play if a court is available. 6am and 7:15am courts can be reserved the day before. Day pass fees are applicable.
- Members are limited to a maximum number of reservations during a seven day period-Courts reserved the same day are not considered advanced reservations.
 - Multi-Person Memberships- 11 advanced reservations total weekly
 - Single Memberships- 5 advanced reservations total weekly
- Mixers, Drop-in's and Private Lessons do not count towards reservations.
- Everyone playing will be 'charged' with an advanced reservation.
- Everyone playing must be added to a court reservation 24 hours prior to the reserved time.
- Members may not use other member's log-ins. The person with the reservation needs to be present on the court.
- Unused reservations do not roll over to following weeks.
- Courts must be canceled 6 hours in advance. This allows the system to contact those on the waiting list.
- A \$10 fee will be charged for late cancelations and no shows to the person that made the court reservation.
- We will hold a court for 15 minutes. After that time your court may be given away to anyone waiting to play.
- When reserving a court, you are reserving a court time, not a specific court. All members and non-members must check-in at the tennis desk for their court assignment prior to using a court.
- Only Eugene Family YMCA employed/approved Tennis Coaches/Instructors are permitted to offer tennis lessons, teach, coach or give instruction on the Eugene Family YMCA courts.

For additional information or questions please call the Tennis Center Office at: 541-683-3410 or send an email to: tennis@eugeneymca.org

Section 12: Communication

The Y offers several ways members can stay connected with information on events, programs and other daily happenings. How to stay connected:

- Our website: www.eugeneymca.org for program information, [schedules](#) and [events](#).
- Social Media: Search "Eugene Family YMCA" and "Like" us on [Facebook](#), [Instagram](#) and [Twitter](#).
- Eugene Family YMCA Mobile App: [Download the App](#): called **Daxko**. Then type in: Eugene Family YMCA
- Member Emails: Receive emails with updates and general information.

Section 13: Annual Campaign

The Y ensures that everyone, regardless of age, income or background, has the opportunity to learn, grow and thrive and no one is turned away due to financial hardship or barriers. We are able to keep this promise thanks to the generous donors that support the Eugene Family YMCA through our Annual Campaign. Here are a few examples of the impact a gift to the Y can make:

- \$50 Can save a life by teaching a child important swim and safety skills
- \$300 Sends a child to our day camp for one week, keep their body and brain active
- \$500 Ensures a child is safe and engaged in healthy after school activities
- \$1,200 Ensures that a struggling family can connect at the Y and spend quality time together in healthy activities
- \$3,000 Helps 12 adults lower their risk for developing diabetes through participation in the Y's Diabetes Prevention Program

100% of your tax-deductible donation is invested in Lane County, providing financial assistance for Y programs and services to those in need. Donations can be made at the Welcome Center or by visiting us online at www.eugeneymca.org/donate.

Section 14: Contact Us

Visit us at	Eugene Family YMCA 2055 Patterson Street Eugene, OR 97405
Phone	541-686-9622
Email	membership@eugeneymca.org
Website	www.eugeneymca.org
Y Virtual Hub	https://eugeneymca.y.org/
Make a donation	https://www.eugeneymca.org/donate

Find the right staff member to assist you with your questions. [Click here](#) to see a complete list of the names of department heads and contact information.

Staff Directory

ADMINISTRATION

Brian Steffen	Chief Executive Officer	brian@eugeneymca.org
Crispin Shelley	VP of Human Resources	crispin@eugeneymca.org
Colleen Hogan	Finance and Billing Coordinator	colleen@eugeneymca.org

AQUATICS

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Victor Tilghman	Assistant Aquatics Director	victor@eugeneymca.org

DEVELOPMENT

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Kate Kevern	YMCA Diabetes Prevention Program	kate@eugeneymca.org
Lisa Milton	Cancer Fitness Fundamentals	lisa@eugeneymca.org

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TENNIS

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YOUTH DEVELOPMENT & SUMMER CAMP

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YOUTH SPORTS

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