



YOUR HOME AWAY FROM HOME

MEMBER HANDBOOK
YMCA OF COASTAL CAROLINA



BETTER TOGETHER

WELCOME TO THE Y!

All of us warmly welcome you to the YMCA of Coastal Carolina. You are now a member of one of the nation's leading non-profits, strengthening communities through youth development, healthy living, and social responsibility.

Your new Y membership provides much more than access to our state-of-the-art facilities and programs. It offers a sense of well-being and belonging. It represents a positive attitude toward health, wellness, and one another. As a Y member, you have joined a fellowship of families: individuals of all ages, backgrounds, and fitness levels; who have accepted the mission of enhancing their quality of life.

Your membership is an invitation for an opportunity that will change your life for the better. Best of all, we will be here for you every step of the way.

Sincerely,

David Byrd
CEO

P.S. We have designed this handbook to provide an overview of the Y and answer your questions. Please visit www.coastalcarolinaymca.org for: schedules, program information, Y news, job openings, and details about the Y you visit... and just about everything else you can imagine!

DAVID BYRD | CEO
YMCA OF COASTAL CAROLINA

"We're dedicated, and always will be, to making sure that everyone, regardless of age, income, or background, has the opportunity to LEARN, GROW & THRIVE. You are our #1 priority."

MISSION OF THE YMCA OF COASTAL CAROLINA

YMCA Mission: To put Christian principles into practice through programs that build healthy spirit, mind and body for all.



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JUST THE FACTS

As a member of the YMCA of Coastal Carolina, you receive access to our state-of-the-art facilities. One membership - two locations. You will discover comfortable wellness centers, impressive indoor aquatics centers, access to outdoor fitness classes, preschool, basketball courts, youth sports, and even summer camps! Visit www.coastalcarolinaymca.org to learn about the special features of each location.

CLAIRE CHAPIN EPPS FAMILY YMCA

5000 Claire Chapin Epps Drive
Myrtle Beach, SC 29577
843.449.9622
Monday - Thursday | 5 AM - 9 PM
Friday | 5 AM - 8 PM
Saturday | 7 AM - 3 PM
Sunday | 1 - 5 pm

TIDELANDS HEALTH GEORGETOWN FAMILY YMCA

529 Browns Ferry Road
Georgetown, SC 29440
843.545.9622
Monday - Thursday | 5 AM - 9 PM
Friday | 5 AM - 7 PM
Saturday | 7 AM - 3 PM
Sunday | Closed

HOLIDAY CLOSURES:

Easter Day, Thanksgiving Day, & Christmas Day

HOLIDAYS WITH ADJUSTED HOURS:

New Year's Day, Memorial Day, Independence Day,
Labor Day, Christmas Eve, & New Year's Eve

BENEFITS OF MEMBERSHIP

Your membership at the YMCA of Coastal Carolina includes the following benefits:

- Over 120+ Fitness Classes Weekly
- Free On-Site Child Watch
- Indoor Heated Pool
- Dry Sauna
- Discounts and Priority Registration on all Y Programs
- Men's, Women's, & Family Locker Rooms
- Health Education Seminars
- State-of-the-Art Cardio and Strength Training Equipment
- Dedicated Group Exercise Rooms
- Gymnasium (*Myrtle Beach and Pawleys locations only)
- Day Spa and Steam Room (Pawleys location only)
- SO MUCH MORE!!!

TIDELANDS HEALTH PAWLEYS FAMILY YMCA

12965 Ocean Hwy
Pawleys Island, SC 29585
843.237.2205
Monday - Friday | 5:30 AM - 8 PM
Saturday | 7 AM - 3 PM
Sunday | 12 PM - 5 PM



GETTING TO KNOW YOUR Y

MEMBERSHIP CATEGORIES, FEES & PAYMENT

Our monthly fees have been established to provide fun and family wellness for all. You can find current rates on our website. The Y is the one place where every member of your family can get active, feel great, and receive personalized attention!

Teen - youth ages 13-18

Young Adult - single adult ages 19- 25

Adult - single adult ages 26-64

Senior - single adult ages 65 and older

Family - Two adults, with or without dependents, in the same household. This includes children up to age 25 residing in the home.

** An additional adult can be added to your account if they live in the same household for \$10/month.*

Single Parent Family - One adult and dependents in the same household. This includes children up to age 25 residing in the home.

Senior Couple - Two adults in the same household, 65 or old

Membership Payments

The joining fee and the first month of membership dues are due at the time of sign-up. Our automatic bank account or pre-authorized charge/debit options provide convenience and peace of mind; you never need to worry about being late with your payment. Bank draft or credit card debit cancellations require a 10-day written notice (in person or by emailing membership@coastalcarolinaymca.org) No contracts!

- We can automatically draft your checking or savings account on the 1st or 15th of each month.
- With a pre-authorized charge, we will charge your monthly fee to your Visa, MasterCard, American Express, or Discover.
- Annual Payments may be paid in full by using cash, check, or major credit card.
- Returned payments are subject to a \$20 fee.

Please Note:

If your draft information changes (your current card expires, account number changes, the card is stolen, etc.), please notify us to avoid an additional fee for a declined account. Each additional fee is \$20.

Lockers

Lockers are available to all members and guests for day use only. Members and guests may exchange a personal item for a lock while supplies last. All locks remaining at the end of the day may be removed; their contents are stored for up to 30 days then donated to a local charity. Lockers are available to rent for \$7 a month. The monthly locker fee may be added to your monthly membership dues. If for any reason, we have to remove your lock, an additional \$5 fee will apply.

FINANCIAL ASSISTANCE

The YMCA of Coastal Carolina embraces people of all ages, incomes, abilities, religions, and ethnic backgrounds; we are for everyone. We work to break barriers of isolation and create connections between people that add meaning to life. Individuals and families who cannot afford to pay full price for memberships or our programs still deserve the life-enriching experiences the Y offers. At the Y, we never turn anyone away because of an inability to pay.

Participants with a financial need are encouraged to apply for scholarships for any portion of the program fee that is not affordable. The YMCA uses a sliding scale to evaluate each applicant on an individual basis.



IMPORTANT INFO

MEMBERSHIP INFORMATION

Membership at the YMCA is perpetual, meaning you remain a member until the YMCA is notified of your desire to terminate. Membership fees are non-refundable. However, we want your Y experience to be memorable and beneficial! Please ask to speak with the Membership Director for additional information.

SCAN CARDS

- We will get to know you well, but you must scan your membership card during each visit
- For your security, we will take your photo when you register
- Membership Key Tags are non-transferable

RENEWALS

When a former YMCA of Coastal Carolina member renews their membership within 6 months of their cancellation date, they will be reinstated as a continuing member with no joining fee. If more than 6 months have elapsed, then the member will be subject to a rejoining fee.

CANCELLATIONS

Cancellations require written notice. In-person or by emailing membership@coastalcarolinaymca.org least 30 days before the next payment draft.

MEMBERSHIP HOLDS

Memberships may be placed on hold for a maximum of 6 months per calendar year. Hold requests require written notice (in person or email) at least 10 days before the next payment draft.

LOST & FOUND

The Y is not responsible for lost or stolen items. Please bring a lock and use lockers to keep belongings safe. Locks not removed daily will be removed by Y staff. Contents will be placed in lost & found. Any items not claimed after 30 days will be donated to a local charity or discarded.

HOLIDAY SCHEDULE

Please check your local Y's Member Services desk, our website, or social media sites for holiday closings and/or changes to normal operating hours.

INCLEMENT WEATHER & EMERGENCY CLOSINGS

Please check the Y website or our social media sites for any closings related to inclement weather and/or emergencies.

ACCIDENTS & INCIDENTS

Immediately notify a staff member if there is an accident, injury, or unusual incident. We are here to assist you and provide first aid supplies and treatment as necessary. Please cooperate if asked to complete an accident/incident form. We encourage you to use protective equipment as necessary and be alert to the signals of overexertion. You are fully responsible for yourself and your children.



PROGRAMS & POLICIES

NO ONE IS TURNED AWAY BECAUSE OF AN INABILITY TO PAY

We offer financial assistance based on household income and size and review special circumstances like medical expenses and unemployment. Assistance is made possible through our generous donors and members who believe that the Y is a valuable community resource that everyone should have access to. Our commitment is to give every family, senior, and child access to membership and programming that strengthens spirit, mind, and body. To ensure that our resources are going to the people who need them most, we require each prospective recipient to complete an application.

1. All Applications require proof of household income for ALL adults. This is to be verified through your most recent tax return.
2. If you do not file taxes, proof of non-filing is required. To obtain this documentation, visit irs.gov or call 855.800.8105 and request form 4506-T
3. All financial applications are approved for a maximum of one year. You must re-apply each year that you would like assistance to continue.



Y TIP!

As a non-profit, we rely on your generosity to make the Y accessible to everyone. Please consider donating to the Hope & Possibility Fund so we can assist those who might not otherwise be able to participate.

YOUR GUESTS ARE OUR GUESTS

As a member benefit, your guests are welcome to come with you to the Y. A guest may visit a maximum of three times each year at no charge. If a guest is 17 or under, a parent/guardian must accompany the minor to sign a consent form. All guests must have a valid photo ID to use the facility.

DAY PASSES

If you are not a member of any YMCA or a guest of a current member, we also welcome you to try all that our facility offers. If a visitor is 17 or under, a parent/guardian must accompany the minor to sign a consent form. All visitors must have a valid photo ID to use the facility.

Check the website for day pass fees.



WELLNESS CENTER GUIDELINES

The following policies regarding the use of the Wellness Center and group exercise studios are geared toward keeping everyone safe and ensuring a clean, accessible, and healthy atmosphere for all members and guests.

PROPER ATTIRE & HYGIENE - Appropriate workout attire is required.

- Shirts that cover the entire chest and torso must be worn at all times.
- Closed-toe athletic shoes must be worn in all fitness areas.
- Clothing with graphics and phrases should not be offensive or conflict with the Y's values
- Shorts of modest length (TBD by Wellness Director) are to be worn.

GYM BAGS - For your safety, store personal items including gym bags, purses, extra clothing, etc. in the locker rooms. Please use a day-use locker and lock.

WIPE DOWN EQUIPMENT - Members must wipe down equipment when finished. Cleaning spray and/or disinfectant wipes are provided in both the weight and cardio rooms.

AGE GUIDELINES - Members and guests must be at least 10 years old to enter the Wellness Center.

- 10-12 years old: May use the cardio equipment with the supervision of an adult.
- 13-14 years old: May use the cardio equipment and the 'select a weight' machines with adult supervision.
- 15+ years old: Individuals may use all areas in the Wellness Center provided they are adhering to the rules and safety protocols.

CARDIO TIME LIMIT - During busy times, or when people are waiting, please limit the use of the cardio equipment to 30 minutes. (Subject to change seasonally)

RACK YOUR WEIGHTS - As a courtesy, when using free weights (or other movable equipment), please return them to their proper place at the end of your workout, making sure to strip bars and return plates to storage racks.

FOOD & DRINK - Closed water bottles are allowed. No food or gum is permitted in any fitness and/or group exercise area.

CONDUCT AND ETIQUETTE - Respect the rights of others by engaging in courteous and appropriate behavior. Profanity is not allowed. Please follow the Y values of Caring, Honesty, Respect, and Responsibility to govern behavior.

REPORT EQUIPMENT MALFUNCTIONS & INJURIES - Wellness Center participants should report all equipment malfunctions, personal injuries, and specific concerns immediately to YMCA staff.

WELLNESS CENTER ORIENTATIONS - It is highly recommended that all members participate in an equipment orientation. This is a FREE benefit included in your membership.

PERSONAL TRAINERS - The YMCA offers Personal Training for our facility members for a nominal fee. USE OF NON-YMCA PERSONAL TRAINERS IS PROHIBITED WITHIN OUR FACILITIES.



Y TIP!

Staff is always available in the wellness center to answer your questions and if you are ready to take your fitness to the next level, our nationally certified personal trainers can help!



GROUP EXERCISE GUIDELINES

HOUSE RULES FOR CLASSES

- Anything that disturbs others or the instructor during class is not tolerated. Please keep talking to a minimum during class and refrain from using headphones while participating in a group fitness class. Please arrive early or on time for class; it is disruptive to interrupt a class once it has started.
- Please take cell phone calls outside of the group exercise class. Use of cell phones is not permitted during class time including texting.
- Use of cameras, camera phones, or any other photographic equipment is not permitted.
- Athletic shoes are required (no open-toed shoes except mind/body classes such as yoga, Pilates, or PiYo).
- Individuals must actively participate.
- Appropriate clothing is required. Place all bags, coats, extra shoes, etc., in the locker room (locked) or on designated shelving/hooks.
- If you find it necessary to leave class early, please advise the instructor that you will be leaving early. Please exit the class in a manner that does not disturb the rest of the class.
- Please follow the instructor's lead, as they will always include modifications. All instructors are certified and trained to lead a safe and effective workout.
- All classes are subject to change due to instructor substitutions/availability, class attendance, or if emergencies arise. Class cancellation may occur in extreme situations and every effort will be made to avoid these circumstances.
- Advanced reservations are strongly encouraged, but not required. Reservations can be made by visiting coastalcarolinaymca.org.

AGE GUIDELINES

- 10-12 years old: May participate in designated group exercise classes with a parent or guardian.
- 13 and older: May participate and attend all group exercise classes without a parent.

CLASS RESERVATIONS

1. Visit coastalcarolinaymca.org
2. Select the date of the class and hit RESERVE under the specific class
3. Login with your online user information
4. Select member making a reservation
5. Verify information and hit COMPLETE
6. You will receive an email confirmation for the class you have reserved.



CHILD WATCH GUIDELINES

WELCOME

We are excited that you have chosen to allow us to look after your child(ren) in Child Watch. Our staff believes that every child should have a chance to grow and shine in a caring and encouraging environment.

We want your child's time in Child Watch to be a fun, enriching experience with activities, games, and crafts that reflect the core values of the YMCA. We will give your child quality care while you participate in YMCA activities; provide a safe experience involving fun activities including games, stories, and free play; and provide a positive role model for your child, personifying the Y's core values of caring, honesty, respect, and responsibility. Please review these guidelines with your child and make sure that they are aware of what is expected from them during their time in Child Watch.

AGES AND CHECK-IN

Children on family accounts between the ages of 6 weeks and 12 years old are welcome in Child Watch. All children must have a signed parent/ guardian enrollment form on file. For your child's safety, a parent/guardian is required to sign their child in and out of Child Watch. The parent/guardian who signs the child in must also sign the child out, unless prior arrangements have been made with Child Watch staff. No one under the age of 18 is allowed to check children in or out of Child Watch. The parent/guardian **MUST** remain on YMCA property during the child's stay. Advanced reservations are strongly encouraged however a reservation is **REQUIRED** before entering Child Watch. Reservations can be made by visiting coastalcarolinaymca.org.

TIME LIMITS

The Y's drop-in Child Watch is not a licensed childcare center. In conjunction with state guidelines, each child is limited to 2-hours per visit and may not exceed 4 hours per day. There will be a \$5 fee per child for every 10 minutes over the 2-hour maximum.

ILLNESS

Any child showing signs or symptoms of illness will not be permitted into Child Watch. A child must be symptom-free for 24 hours without medication to return. If your child has a communicable illness or head lice, please notify the Child Watch staff immediately, so appropriate action can be taken.

PARENT COMMUNICATION

We want you to feel comfortable leaving your child in our care while you take care of yourself! If your child has any special needs, is toilet training or if you have any other concerns/updates regarding your child, please share those with our staff when you drop your child off. Additionally, our staff is happy to provide updates on how your child did while he/she was in our care. Just talk with the staff member upon pick-up.

SPECIAL CIRCUMSTANCES

The goal of the YMCA of Coastal Carolina is to meaningfully include all and provide accommodations in our programs when needed. To help us achieve this goal, we respectfully ask parents or guardians to inform the YMCA, before the start of the program, of any special circumstances that may affect your child's ability to participate. By providing information regarding the strengths and needs of your child, the staff can prepare helpful accommodations that will better serve all children in our programs.

ATTIRE

For your child's safety, shoes and/or socks (for non-walking infants) are to be worn at all times.

FOOD

Baby bottles, sippy cups, and water bottles with a cap/lid are permitted.

For the safety of all, no other food is permitted.

Please label cups, bottles, bags, etc.

DIAPER POLICY

Parents should send their child(ren) in a clean/dry diaper and provide diapers and wipes. Y staff will change diapers for children under the age of 3.

EXCESSIVE CRYING POLICY

Our staff is committed to helping your child make a smooth transition into the Child Watch area. However, for the comfort and safety of all participants, a staff member will contact the parent/guardian if attempts to calm an inconsolable child last longer than 15-20 minutes.



SWIM SAFELY

At the Y, safety is our top priority. It is especially important in our aquatic centers. Our beautiful pools provide a venue for lessons, swim team practices, and hours of fun. Pool rules vary by Y location, so please refer to the posted rules at each facility. However, we encourage you to familiarize yourself with these general rules before making a splash at the Y!

- Lifeguards are on duty to prevent and respond to emergencies. All members and guests must adhere to the rules or they may be subject to being removed from the aquatic area.
- All members and guests are required to shower before entering the pool.
- Members and guests must always wear appropriate swimwear. Gym shorts, cut-offs, and/or revealing swimwear is not considered appropriate swimwear. The Y asks all members to remember this is a family environment and to choose their swimwear accordingly.
- Flotation devices must be U.S. Coast Guard (USCG) approved. Inflatable flotation devices will not be permitted (ex. water wings, tubes, training aids).
- Any child that is not potty trained must always wear a swim diaper and elastic-edged swimwear in and around the water. Regular diapers are prohibited.
- Breath-holding and prolonged underwater swimming are prohibited.
- Walk on the deck at all times to reduce the risk of falling. Any injuries acquired during your visit to the Y must be reported to management before you leave the facility.
- Pushing, dunking, splashing, rough play, and/or fighting are prohibited.
- No more than 2 swimmers may occupy a lane outside of programmed activities (IE swim team, swim lessons)
- No diving allowed. Always enter feet first, facing the water.
- Do not hang on lifelines and lane lines, except to use as a temporary support.
- Chewing gum, food, drinks, and/or glass containers in the aquatic area are prohibited.
- Swimmers with open wounds, cuts, sores, and/or obvious or suspected communicable illnesses will be asked to leave the aquatic area.



SWIM TEST POLICY

0-9 years – children who have not passed must have a parent/guardian in water or wear a USCG-approved life vest.

9-12 years – children who have not passed must have a parent/guardian on deck.

0-12 years who have passed the YMCA swim test must have a parent/guardian on deck actively supervising them at all times.

13+ years – no test is required.

LAP SWIMMING

- Do not exceed two swimmers per lane at any given time.
- Circle swim, counter-clockwise when sharing a lane.
- Be respectful of others. Lap swim lanes are intended for those who wish to swim using any stroke that will not impede another swimmer.
- Be courteous and responsive if asked to move lanes by a lifeguard. Lifeguards have the final say in lane placement if a problem arises.
- Advanced reservations are strongly encouraged, but not required. Reservations can be made by visiting coastalcarolinaymca.org.



MEMBER CODE OF CONDUCT

Based on our four core values of Caring, Honesty, Respect, and Responsibility, the following code of conduct ensures that all who enter our facilities enjoy a safe, welcoming, and comfortable environment. We ask that everyone who enters acts in a manner that upholds these principles throughout our facilities and program locations. These policies are listed below. Failure to follow the YMCA of Coastal Carolina's Code of Conduct or any policies can result in suspension or termination of membership.

- As a member of the Y, we ask that if you see something, say something. We are all responsible for our Y.
- Wear appropriate attire, which includes swimsuits only in the pool area, proper footwear, and acceptable workout attire in other areas of the facility. Inappropriate attire may include, but is not limited to provocative clothing, clothing with vulgar or profane writing or pictures, sports bras, and bathing suits without a cover-up is not permitted.
- Inappropriate language will not be tolerated on YMCA property or off-site programs.
- No displays of affection that would be inappropriate in a public setting or family environment. Sexual harassment or abuse in any form will not be tolerated. All allegations will be taken seriously, and the Y will fully cooperate with the authorities on such allegations.
- To ensure the best possible experience for everyone, the Y prohibits any form of harassment or intimidation by words, gestures, body language, or any other menacing behavior or making physical contact with another person in an angry or threatening manner.
- Theft or other behaviors that destroy property will not be tolerated.
- The YMCA restricts all members and guests from carrying or concealing any weapons, devices, or objects that may be used as weapons on YMCA property or off-site programs.
- The use or possession of illegal drugs and/or alcohol on Y property or in Y vehicles is prohibited.
- All Y facilities and properties are tobacco-free environments. This includes e-cigarettes.
- Inappropriate cell phone use is prohibited in locker rooms, pool deck, and fitness areas.
- Individuals falsifying member scan cards or allowing others to use their card will be subject to member suspension, termination, and additional fees will be charged to your account.
- To maintain a safe environment for all of our members and guests, the Y prohibits access to its facilities and/grounds to registered sex offenders. All members and guests are screened through the national sex offender registry. Anyone listed on the registry will be denied access.

SERVICES FOR FEE OR TRADE

YMCA members, participants, day pass users, and guests may not use Y facilities to provide services (e.g., personal training, basketball/swim coaching, etc.) for fees or trade. Acting as an independent contractor in a Y facility may lead to membership suspension and/or removal from the facility. If you are interested in volunteering or renting space, please contact a Y Director.

Please be responsible for your own comfort and safety. The Y is a family-oriented environment, and we ask that you please always use good judgment. We will investigate any reported incident and if it is determined a violation of the code of conduct has occurred; suspension and/or termination of membership or program participation may result.

Y FACT!

Established locally in 1983, we are one of more than 2,700 Ys in the U.S. We have grown to serve over 10,000 Horry and Georgetown County members annually.





**CLAIRE CHAPIN EPPS
FAMILY YMCA**

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Celebrating
40
YEARS
1983 • 2023
For a Better Us™

THE Y. FOR A BETTER US.

AT OUR CORE

Caring. Honesty. Respect. Responsibility. At the Y, they are more than words. They are words to live by. Character development has been at the heart of the YMCA movement since the beginning. We proudly incorporate our four core values into all of our programs, activities, and interactions. The more positive assets a child has, the more likely he or she is to behave well and mature into a responsible adult. Adults too, benefit from an encouraging environment and activities that incorporate core values.



Follow us on social media!



COASTALCAROLINAYMCA.ORG