



# The Altavista Area YMCA Member Handbook



# Welcome to the Altavista Area YMCA

## **Mission**

To put Christian Principles into practice through programs that build healthy spirit, mind, and body for all.

## **History**

Since 1971, the Altavista Area YMCA has been a leader in child development, wellness, sports, aquatics, families and seniors. All are welcome.

When you join the Y, you're part of something bigger – a movement for better health, stronger families, and connected communities.

You have two options for membership: Basic and Full Facility

## **Our Values**

Guided by our core values of caring, honesty, respect and responsibility, the Y is dedicated to giving people of all ages, backgrounds and walks of life the opportunity to reach their full potential with dignity.

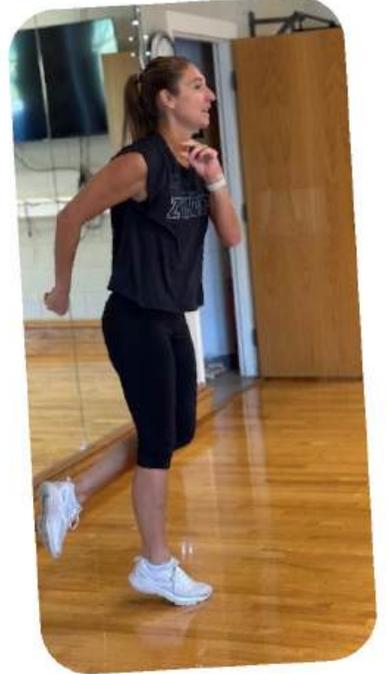
## **Our Programming**

The Y has the long-standing track record and on-the-ground presence necessary to address the nation's most pressing social issues related to youth, health and community life. The Y has distributed food to our neighbors in need, held a shoe and school supply drive for local students, back to school haircuts for kids, teen nights, community health fairs, workshops and much more.

# Who We Are



25-yard  
Swimming Pool



Group Fitness



Youth Sports  
Programs



Wellness Center &  
Community



# Membership/Financial Guide

718 7th St, Altavista, VA 24517 | 434.369.9622 ext. 10 | Mon–Fri: 5AM–9PM | Sat: 8AM – 5PM | Sun: 1PM – 5PM | [www.altavistaymca.org](http://www.altavistaymca.org)

## 2 Membership Options:

### BASIC

- Full-service locker rooms with showers, and sauna
- Indoor walking track
- Indoor gymnasium
- Indoor pool
- Racquetball court
- Pickleball
- Y360 access
- Discounted Add-Ons

### FULL FACILITY

- Everything with the Basic plus...
- Senior programs including wellness activities, health seminars, and social activities
- Member rates for Y programming
- Nationwide Membership access to over 2600+ participating YMCAs
- No contracts, no hidden fees
- 24/7 Access eligible

## MEMBERSHIP

We work side-by-side with our neighbors to make sure everyone, regardless of age, income or background, has the opportunity to live better. Your membership will help bring about meaningful change in our community, as well as your own life. In addition to the wide range of classes and programs available to each member, we also have financial assistance for those that can't afford a membership. With a membership at the Altavista Area YMCA, residents throughout the region can enjoy comprehensive health and wellness benefits.

## FINANCIAL ASSISTANCE

Everyone is welcome. Determining scholarship amounts is handled by the Membership Director in a fair and consistent manner. Every member receives the same membership benefits, regardless of whether they receive financial assistance. YMCA members can feel confident knowing that they are part of an organization that cares greatly for the well-being of all people and is committed to youth development, healthy living, and social responsibility.

# Athletic Center Policy

**Welcome to the Y! You are part of a wonderful organization that makes a real impact on people's lives. Below you will find a few rules and policies to help you make the most of the facility.**

1. Always bring membership card and check-in to the front desk
2. Early Risers (5:00am-8:00am) must have an access code to enter through the upstairs entrance. An access code can be issued by the front desk. Members must swipe their card first and then enter the code to unlock the interior doors. Sharing an access code with others will result in loss of membership.
3. 24/7 membership available, at an additional fee, with Full Facility membership.
4. Front Desk opens at 8:00am Monday-Saturday for business purposes
5. No solicitation
6. Please, no hard sole shoes, sandals, slides, or Crocs are allowed on wood floors. No food or drinks in the gym
7. Please, no hanging over the track or walking in groups of three or more
8. Children under 11 are not allowed on the track unless they walk side by side with a parent and the track is not busy
9. Children must be 12 to have a Wellness Center membership. A minimum 14 to be in the weight room unaccompanied
10. Locks are not allowed to be used by children under the age of 12 unless a member of the Wellness Center
11. Locks are for daily use only. Please return lock to the front desk. Small locker rental is \$3.00 per month. Large lockers are \$5.00 a month and both are \$7.00 a month
12. Children under the age of 10 must be either in Play & Stay (reservations required due to the size of the room) or with a parent
13. Children under 16 are not allowed in the gymnasium after 7:00pm without adult supervision (Monday-Friday). This includes youth with Full Facility memberships
14. Call front desk 24 hours in advance to reserve the racquetball court (not mandatory but recommended)
15. The YMCA is not responsible for lost or stolen items
16. No smoking, vaping, use of any tobacco products, or under the influence of alcohol or marijuana allowed
17. Any abuse of the facilities or an inability to follow the rules will result in membership being revoked. Membership fees are non-refundable.

# Parent Policy

**Our organization is committed to providing a safe and welcoming environment for all children. To promote safety and comfort for all, all individuals are asked to act appropriately at all times when in our facility or participating in our programs. The purpose of this document is to provide a reminder to all parents, caretakers, and visitors to our organization about expected conduct.**

## **We expect parents, caretakers, and visitors to:**

1. Behave in a respectful and courteous manner that sets a good example
2. Speak in an encouraging & positive manner and use appropriate language
3. Be sober. Do not come to our organization while under the influence of alcohol, marijuana, or illicit substances.
4. Listen actively
5. Treat others with respect & dignity

## **The following behaviors are always unacceptable:**

1. Bullying (physical, verbal, emotional, social, or cyber bullying)
2. Harassment, including behavior that degrades, demeans, humiliates, or embarrasses someone that a reasonable person would know is unwelcome
3. Abuse (sexual, physical, or psychological), including verbally, in writing or otherwise
4. Discrimination against any person or group because of their race, color, ancestry, nationality or place of origin, ethnic background, religion, age, sex, gender-determined characteristics, sexual orientation, marital and family status, source of income, political belief and physical or mental disability
5. Actions that put another person at risk of harm, including violent physical acts and threatening someone
6. Physical contact with children other than your own

# Youth Policy

**Youth members are at the heart of what we do at the Y. We hope that your membership will be a fun, meaningful experience for you. To make the Y a place that is enjoyable for everyone, we ask that all youth members abide by the following rules:**

1. Youth members are RESPONSIBLE for bringing their cards every visit. Swipe the card at the front desk. Failure to bring card may result in a delayed entry.
2. Youth members should show RESPECT to other members
3. Youth members socialize in the gym and play in the gym not in lobby.
4. The upstairs lounge is for 16 y.o. or over unless with a parent.
5. Locks are for youth full facility members who are using the wellness center.
6. Personal belongings are to be placed in the gym, in the righthand corner or hooks/shelf outside locker room.
7. The sauna is off limits for youth under the age of 15.
8. The locker room is for changing clothes and going to the restroom and not for "hanging out".
9. The indoor track is for members 11 years old and up who are using it in a safe and proper manner. Hanging over the rail, stopping to have a conversation, or texting while walking is not permitted, and the youth will be asked to leave.
10. Vulgar language and inappropriate behavior is not allowed and can lead to loss of privileges.
11. Youth basic members are allowed in the gym after 1pm during school breaks. During the school year, NO STUDENTS are allowed in the gym before 2:45pm unless schools are released (early dismissal).
12. Youth full-facility members are allowed in the wellness center during the school year to workout. Youth full-facility members are not allowed to use the Y as a place to hang out. When workout is concluded, they are to depart the premises.

**\*The Y is not responsible for valuables and personal items that are stolen or left behind.\***

# Guest Policy

## **GUEST POLICY**

A guest who participates in Y programs (group fitness classes, pickleball, volleyball, etc.) is expected to conduct him or herself in accordance with the principals and practices of the YMCA. A Y program guest does not enjoy or receive the same benefits as Y members. The Y reserves the right to permanently revoke, suspend or deny use of the Y for good cause determined by the CEO or the Board of Directors. Y access may be revoked or denied for, but not limited to, the following activities at the Y:

1. Threatening members or staff either physically or verbally
2. Use of profanity towards staff or other members
3. Fighting
4. Stealing. This includes removing any Y property from the building
5. Letting others use your guest or punch card or assisting unauthorized non-members to enter the Y
6. Being under the influence of, having possession of, or selling drugs and alcohol including Marijuana
7. Destruction or abuse of Y equipment or facilities
8. Sexual advances, activity or harassment
9. Remaining on Y premises after closing
10. Engaging in criminal behavior
11. Using any items as a weapon
12. Conduct that is detrimental to the well-being of the Y or its members
13. Camera cellular phones are not allowed to be used in locker rooms
14. Unauthorized coaching or personal training is not allowed
15. The guest is responsible for his or her actions



# Nationwide, Modesty, & Privacy Policy

## **NATIONWIDE POLICY**

The Altavista Area YMCA participates in Nationwide Reciprocity. Please inform the front desk staff you are a member of another YMCA. A different software is then opened and outside member then scan their card. Visiting members must be in good standing with their "Home" YMCA and abide by all of the Altavista Area YMCA's policies. Minors cannot bring in minors as guests and/or minors visiting from another YMCA. The minor must have an adult with them in order use the facilities.

## **MODESTY POLICY**

### **ATHLETIC CENTER LOCKER ROOM**

1. Have all members show discretion and change in one of the shower stalls.
2. While in the sauna - be covered up or at the bare minimum, wear a swimsuit.
3. While in the locker room- be covered up or at the bare minimum, wear a swimsuit.

### **POOL LOCKER ROOM**

1. Have all members show discretion and change in one of the shower stalls.
2. While in the locker room- be covered up or at the bare minimum, wear a swimsuit.
3. Use "The All Access" locker room for more privacy and for added personal comfort.

## **PRIVACY POLICY**

This privacy notice is a condensed version of our guidelines concerning the use of your personal information, including the reasonable efforts we make to protect your personal information in accordance with these guidelines, and about what choices you have concerning our use of such information.

We keep your private information private by:

1. Not selling your information.
2. Restricting who has access to your information.

**If you have any questions or concerns about our privacy policy, please contact us at 1.434.369.9622. and/or visit our website, [www.altavistaymca.org](http://www.altavistaymca.org) to view an in-depth look at our Privacy Policy.**

# Aquatics Guide

Our Aquatics Department offers programs for all ages and abilities. We provide group swim lessons for ages 6 months through adult, with multiple levels of instruction based on the YMCA Swim Lessons curriculum. For more personalized progress, private lessons with skilled instructors help bridge skill gaps and build confidence.

Our swim team features three practice groups to match varying abilities and goals, with plenty of opportunities for competition. For swimmers not quite ready for the team, our Mini Dolphins Club bridges the gap between independent swimming and competitive participation.

We offer a variety of water fitness classes — from gentle, yoga-inspired sessions to high-intensity workouts — accessible for all ages and ability levels. Pool rentals are available for birthday parties and other events, providing a fun and unique venue for celebrations.

We offer American Red Cross CPR classes and Lifeguard certification courses, giving you the chance to learn essential lifesaving skills, earn nationally recognized certifications, and prepare for rewarding opportunities in aquatics.

The pool is also open for lap swimming and independent water exercise at your own pace. Many members enjoy not only the physical benefits of aquatic activity, but also the friendships formed while spending time together in our Y community.



# Aquatics Guide Continued

## **AQUATIC CENTER**

1. Ages 16 & up may use the pool without a parent or guardian present in the building during FAMILY SWIM schedule blocks. Family Swim is not permitted during Water Fitness schedule blocks.
2. Ages 12 & up may use the pool without a parent or guardian present in the building during OPEN SWIM schedule blocks. Open Swim is not permitted during Water Fitness schedule blocks.
3. Ages 11 & under must have a parent or guardian present in the pool area.
4. Swim Test Required for Ages 12 & under

Those who do not take or do not pass the swim test must wear a coast guard approved life jacket and remain in the shallow end unless accompanied in the water by a responsible adult supervising that child. The responsible adult must be within arm's reach of the child.

·Please see detailed Swim Test Policy for full guidelines.

## **POOL**

1. Running, splashing, horseplay, chicken fights, wrestling, or dunking are not permitted.
2. Swimming is permitted only when the lifeguards are in position and rescue ready.
3. Diving is permitted in the deep end only.
4. All jumps should be feet first and forward facing- no twisting, backwards jumps, or flips.
5. Starting blocks are for competition use only.
6. Persons with open sores or rashes of unknown origins are not allowed in the pool.
7. Cut-offs are not permitted in the pool.
8. The stairs are for entry and exit from the water only. Sitting or standing on the stairs, climbing on the railings, swimming through the rails or under the steps is not permitted.
9. No food, drinks, gum, or glass allowed in the pool area.
10. Lifeguards are here for your safety and have final say on all matters; including rules, swim testing, and pool schedule.
11. Lifeguards will administer a warning for the first offense, a 5-minute removal from the pool for the second offense, and removal from the pool for the third offense. Any serious offense (fighting, dunking, pushing, etc) is grounds for immediate removal. Incidents requiring suspension from the pool for more than one day will be handled by the Aquatics Director after the initial consequence from the lifeguard on duty.
12. Please exit the pool at the sound of 3 consecutive whistle blasts.

# Athletic Center Guide

The Altavista Area YMCA Youth Sports Program offers a variety of athletic opportunities for children ages 4 to 17. Our programs promote teamwork, fitness, and character development in a supportive, inclusive environment. We also offer Buddy Ball, an adaptive t-ball program for individuals of all ages with physical or mental disabilities, ensuring everyone can enjoy the benefits of team sports. We are always seeking additional sponsors and volunteer coaches for all sports seasons.

## SPORTS OFFERED

Softball (Girls, ages 4–12): Spring & Fall

Volleyball (Girls, ages 7–14): Fall only;  
ages 7–8 are developmental

Soccer (Co-ed):

Spring: Ages 6–14

Fall: Ages 4–17

Baseball (Boys, in partnership with  
Motley Dixie Youth):

Spring: Ages 4–12

Summer: Ages 11–18

Fall: Ages 4–15 (hosted by Motley)

Swim Team: Fall

Whether your child is new to sports or building on existing skills, the YMCA offers a fun, safe, and encouraging place to grow.

**\*\*The E.R. English Scholarship is available to those who qualify.\*\***



# Athletic Center Guide Continued



## PLAY & STAY

1. Children can be signed up 3 days in advance.
2. Parents are required to call the Y to cancel their time slot if they are unable to use it.
3. There are a limited number of spaces (6). Drop-ins are available if space is available (NO drop-ins the last 45 minutes of play & stay). Must have child signed up to guarantee spot.
4. If no one has signed up 45 minutes prior to ending time, the Y reserves the right to cancel that time slot.
5. Available for ages 3 months to 11 years. To ensure safe and attentive care, we allow one child under 12 months per time slot, with a second infant permitted only if an additional staff member is available to assist.
  - Children 12 & older may be in the gymnasium while their parent/guardian is in the Athletic Center or may become a wellness center member.
6. Snacks are not allowed due to hygiene, allergies, and choking hazards. Sippy cups accepted.
7. Parent/Guardian must sign children in & out of PLAY & STAY. Only Parent/Guardian who signed child in, can sign child out unless staff is notified ahead of time. Staff may ask for Photo ID.
8. Children must be signed in with a CLEAN diaper. If diaper is soiled it is parent's responsibility to change.
9. Children taken to restroom must be able to use restroom by themselves.
10. YMCA Directors are required by law to report to DSS any signs of neglect or abuse that is learned or observed.
11. After 5-10 minutes of continuous crying, parent/guardian will be asked to return to play & stay.
12. Children must be picked up before their scheduled time slot ends.
13. PLAY & STAY is available for members using facilities only.
14. YMCA discourages children from bringing toys from home. The YMCA is not responsible for lost or broken toys.
15. For a child who needs gentle correction, the staff will redirect behavior. Parent/guardian will be notified if negative behavior does not change.

# Athletic Center Guide Continued

## **Group Fitness classes are complimentary for full facility members**

From intense and challenging workouts to exercises done in a chair, the Y has it all. Classes are complimentary with a full facility membership. A punch card is required for basic members, at a reduced rate and non-members. Play & Stay (child care while parents are working out) is available to Y members and for most classes.

## **Group Fitness Punch Card**

The Y offers 15 classes, 10 classes, and 5 classes punch cards. They are good for water fitness, as well. Cards never expire. Stop by the front desk for pricing.

## **Water Fitness: Low-impact, Shallow-water and Deep-water**

Whether you are looking for a slower pace class, such as Low-Impact, ready for the next level with the Shallow Water fitness class or want to push yourself with the Deep Water workout, the Y has something for you. Classes address flexibility, strength, endurance and more.

## **Adult Aquatics**

The Y provides a host of classes that address a variety of needs. Water is helpful for participants experiencing arthritis, low back pain and have had joint replacement. Classes address balance, strength, range of motion, cardiovascular health and more. Contact Beth Wilson, Aquatic Director, 434.369.9622, ext. 23 for more information.

## **Personal Training**

Personal Training, either one on one or in a small group setting. Our trainers are certified and knowledgeable. Includes dedicated time with the client, utilizing a variety of exercise equipment. Trainer will assess, design a program and coach the client to help them achieve their goals.



**YMCA360.org is complimentary with membership. \$10 a month for virtual Y members, who may use the Y one time a month.**

# Wellness Center Guide

## YMCA Wellness Center Dress Code

To ensure a safe, respectful, and family-friendly environment, all members and guests must follow our dress code while using YMCA Wellness Center.

### What to Wear

Shirts or tank tops worn at all times

Sports bras **MUST** be layered with a tank or shirt (majority of torso covered)

Shorts cover buttocks and not see-through (Not excessively short, minimum 3-inch inseam)

Closed-toe shoes with full foot coverage (NOT crocs, slides, or flip-flops)

### What Not to Wear

Undergarments worn as outerwear (sport bras revealing cleavage & midriff or shirtless)

Crocs, slides, or flip-flops (\*\*lack the support, stability, traction, & full foot coverage\*\*)

Offensive graphics, words, or symbols

Walking around bare feet

## WELLNESS CENTER POLICY

Please note that issues or items not specifically addressed are not exempt from the oversight of the responsible attendant or manager.

1. Children not members of the Wellness Center may not accompany other family members into the Wellness Center.

2. Children under the minimum age of twelve (12) may wait in the gymnasium, upstairs lounge area or Play & Stay, if open and of appropriate age. Safety considerations and insurance requirements make this restriction necessary.

3. Children are not allowed to follow a parent around. They may sit in a chair in the Wellness Center while parent is working out.

4. All new members, ages 12-17 **MUST** have an orientation before using the wellness center. Members ages 12-13 may **NOT** be in the free weight room unless with an adult family member. That adult **MUST** be in the free weight room at all times with the youth. Members ages 14 and up may be in free weight room unaccompanied.

5. The track is for serious walkers or runners only. There should be no more than two abreast at any time. Stopping to watch gym activities, texting, or other behaviors which impede other users of the track are prohibited.

6. Children ten (10) and under must be with a parent on the track. Strollers are also prohibited on the track. Babies may be carried in a front or back carrier.

7. Gym bags, pocketbooks, and other gear left in the floor are a tripping hazard for our members. Please store them in the provided shelving located below the televisions or beside elevator. Staff are not responsible for any lost or stolen items.

8. Safety clips and rods are strongly suggested to be used with any weight for all ages.

9. All barbell weight plates should be racked on the storage tree or storage points on the various pieces of equipment. Handles, bars, straps, pads, and other attachments should be returned to the appropriate storage locations.

# 24/7 Frequently Asked Questions

## **ELIGIBILITY:**

24-hour access is limited to adults, ages 18 and older, with a Full Facility membership plus, \$5/month add on and who are in good standing at the Altavista Area YMCA. \*No children, ages 17 and under allowed in the facility during non-staffed times\*

## **CAN I BRING MY CHILD WITH ME?**

No. 24-hour access is only for members with Full Facility Membership plus \$5/month add on and 18 years or older. We encourage your children to come along during normal operating hours.

## **IS THE FACILITY STAFFED DURING NON-BUSINESS HOURS?**

No. The facility is not staffed after regular facility operating hours. In the event of an emergency, 3 emergency wall buttons, 5 emergency alert buttons, a first aid kit, and AED are available. We also highly recommend that members exercise with other 24-hour access members when using the facility outside of staffed hours.

## **HOW DO I ENTER THE FACILITY AFTER HOURS?**

Only after regular business hours, members will scan their key fob to unlock the exterior door and then type in their pin code to unlock the interior doors for the upstairs entrance located on Franklin Ave. (Regular business hours = Regular entrance use)

## **WHAT AREAS WILL I HAVE ACCESS TO?**

Members will have access to the Wellness Center, track, lounge, and restrooms.

## **DOES IT COST EXTRA FOR Y FULL FACILITY MEMBERS TO HAVE 24-HOUR ACCESS?**

Yes. There is a \$5/month add on per Full Facility member and a one-time \$10 fee for the key fob.

## **CAN I PURCHASE A 24-HOUR ACCESS ONLY MEMBERSHIP?**

No. The Altavista Area YMCA does not offer a 24 Hour Access only Membership.

## **ARE BASIC Y MEMBERS ELIGIBLE FOR 24-HOUR ACCESS?**

No. In order to participate in 24-hour access, you must upgrade to a Full Facility Membership plus \$5/month add on.

## **WHAT IF MY KEY FOB IS LOST OR DAMAGED?**

If you lose or damage your key fob, report it to the Altavista Area YMCA immediately. A replacement key fob can be purchased for \$10.

## **WILL FULL FACILITY MEMBERS ONLY NEED ONE KEY FOB PER FAMILY?**

No. Each adult individual will need to register and purchase their own key fob and have their own pin code to be able to access the facility after hours.

## **CAN GUESTS OR VISITING YMCA MEMBERS USE 24-HOUR ACCESS?**

No. Only Altavista Area YMCA Full Facility members will have access. Guests or members through Nationwide Reciprocity are not permitted.



# 24/7 Frequently Asked Questions

## Continued

### **WHAT IF A MEMBER WITH 24-HOUR ACCESS LETS A MEMBER WITHOUT 24-HOUR ACCESS INTO THE WELLNESS CENTER WITH THEM AFTER HOURS?**

Members with 24-hour access cannot grant access to other individuals, even if they are YMCA members and known to you. Granting access to another individual will result in the member losing 24-hour access and possible termination of their YMCA membership.

### **WHAT ARE THE SAFETY AND SECURITY MEASURES FOR THE FACILITY?**

There is a 2-step authentication process to enter the building.

1. Members will scan their key fob to unlock the exterior door.
2. Members will type in their pin code to unlock the interior door. (pin code will not work if the exterior door is open)

Wellness Center Staff recheck members upon closing to verify members have 24/7 access. The facility is monitored by a video surveillance system for security purposes. Surveillance system does not provide staffing assistance for an immediate emergency that may arise. Directors review the video on a daily basis to address security concerns and monitor appropriate usage.

There are 3 emergency wall buttons and 5 portable emergency alert buttons accessible that has a direct line to 911. Access to a first aid kit and AED is available. There is NO Access to the lower level during non-business hours.

### **CLOSURES AND SNOW DAYS**

During non-business hours on heavy snow days, parking lot and sidewalk snow removal and application of ice melt WILL NOT BE IN PLACE until staff are present, later if there is a delay in operating hours. During inclement weather, you may still access the facility after hours, but at your own risk from the elements. Members with 24-hour access will be notified of closures for power outages, and/or inclement weather that result in unsafe conditions via social media, and the Rained-out app.

### **WHY ARE YOU IMPLEMENTING 24-HOUR ACCESS?**

To provide our members with an added benefit, and to meet the growing need for those who work different shifts. It's also in response to member feedback asking for longer/extended hours.

### **AS A CURRENT MEMBER, WHAT MUST I DO TO HAVE 24-HOUR ACCESS?**

There will be a few requirements that you will need to follow in order to have access:

- Must have a Full Facility Membership plus \$5/month add on
- Must be at least 18 years old
- Update your member photo, if necessary
- Read and sign the 24-Hour Access Code of Conduct
- Read and sign the 24-Hour Access Release of Liability & Assumption of Risk Waiver

### **ADDITIONAL THINGS YOU NEED TO KNOW:**

- WIFI will be available.
- Coffee will not be provided. Members may bring their own K-Cups
- The elevator and stairwell door will be locked and only overridden by staff and emergency personnel.
- Administrative offices will be locked.
- Can only Add on to membership during business hours at the Front Desk



**Altavista Area YMCA**  
**718 7<sup>th</sup> St. Altavista, VA 24517**  
**[www.altavistaymca.org](http://www.altavistaymca.org)**