



MEMBER HANDBOOK

Welcome to the Y!

Welcome to the River Crossing YMCA! We're so happy you are members with us! We strive to create exceptional and unparalleled member experiences for you, and keep you the most informed. Please review the Member & Guest Policies below.

River Crossing YMCA is a charitable, nonprofit organization committed to strengthening our communities through membership and programs that foster youth development, healthy living and social responsibility for all. At the Y, we value the following attributes of personal character and ethical behavior and believe they are essential to fulfilling our mission:

Caring- To be sensitive, understanding and responsible for the well-being of self and others.

Honesty- To be truthful, trustworthy, sincere and fair in word and action.

Respect- To value the worth of person and property; treating others as you would have them treat you.

Responsibility- To recognize, accept and fulfill the obligation to contribute to a better society.

The Y stands for Youth Development, Healthy Living and Social Responsibility.

River Crossing YMCA is committed to fostering an environment of acceptance. We recognize that individuals, families, and communities are diverse, and choose to be inclusive of all. We are committed to developing programs and services which embrace the people and needs of our communities.

HOURS

Branch hours and holiday closures for branch are available on the location web pages listed below:

[Allentown](#)

[Bethlehem](#)

[Deer Path](#)

[Doylestown](#)

Updated: **Aug 30, 2024**

[Fairless Hills](#)

[Easton](#)

[Nazareth](#)

[Newtown](#)

[Quakertown](#)

[Slate Belt](#)

[Suburban North](#)

[Warminster](#)

Member Code of Conduct

River Crossing YMCA is committed to providing a safe and welcoming environment for all members and guests. To promote the safety and comfort for all, individuals are asked to act appropriately at all times when in our facility or 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. Our Member Code of Conduct outlines prohibited action, but the actions listed below are not an all-inclusive list of behaviors considered inappropriate in our facilities or programs.

Examples of Prohibited Actions:

- Using or possessing alcohol or unlawful controlled substances on Y property, in Y vehicles, or at Y sponsored programs. Being visibly intoxicated while on the Y premises.
- Carrying or concealing a weapon or any device or object that may be used as a weapon. River Crossing YMCA is a weapon free environment. This includes any types of devices or objects, which could be used or perceived as weapons.
- Smoking and vaping on Y property – the Y and its property is a smoke-free environment.
- Harassment or intimidation by words, gestures, body language, or any type of menacing behavior.
- Physical contact with another person in an angry, aggressive, or threatening way.
- Verbally abusive behavior, including angry or vulgar language, swearing, name-calling, or shouting.
- Sexually explicit conversation or behavior; any sexual contact with another person.
- Inappropriately using cameras and cellphones with cameras while on the Y premises. Taking photos of fellow members without their permission will result in immediate membership termination.
- Loitering within or on the Y grounds.
- Transferring membership cards.

- Theft or behavior that results in the destruction or loss of property.
- Wearing clothing with inappropriate messaging and imaging.
- Inappropriate use of the equipment in the Wellness Center, Gym, or Pool.
- Vandalising, defacing or damaging Y property.

Y members are expected to unconditionally follow the rules of the facility. In addition, the Y reserves the right to deny access or membership to any person who has been accused or convicted of any crime involving violence, sexual abuse, is or has been a registered sex offender, has ever been convicted of any offense relating to the use, sale, possession, or transportation of narcotics or habit-forming and/or dangerous drugs, or is presently or habitually under the influence of dangerous drugs or chemicals, narcotics, or intoxicating beverages. The Y reserves the right to terminate Membership for any lawful reason.

Members and guests are encouraged to take responsibility for their personal comfort and safety by reporting to a staff member the conduct of anyone whose behavior threatens their comfort.

Y staff members are eager to be of assistance. Members and guests should feel free to notify a staff member if assistance is needed. In order to carry out these policies, we ask that members and guests identify themselves to staff when asked.

The Y will investigate all reported incidents. Suspension or termination of Y membership privileges may result from a determination by the Y that a violation of the Y Member Code of Conduct has occurred. Carrying or concealing a weapon or any device or object that may be used as a weapon will result in automatic membership termination.

MEMBER & GUEST CHECK IN POLICIES & PROCEDURES

For the safety and security of all members and guests, you are required to check in at the Welcome Center upon entry to the Y. Full members are assigned a digital barcode at the time of initial enrollment to River Crossing YMCA, and will check in via the Y's member app. A physical swipe card is available upon request. Members are required to bring their barcode/swipe card to gain access through our computerized check-in system. If this barcode/swipe card is forgotten, members will be required to present a photo ID at the Welcome Center. All members and guests are required to have a photo on file for entry verification. Failure to check in and sharing/transferring of membership card will result in denied facility entry and could lead to membership revocation.

The following checkin policies outline how YMCA members are checked in depending on the membership or guest type applicable to you:

Members:

- Must scan in with either the assigned digital barcode or scan tag.
- Without a digital barcode or scan tag, a member must present a photo ID to verify active membership.

- Members are required to have a member photo taken for entry verification.

Non-Member Facility Guests:

Guests

All River Crossing YMCA membership units receive five complimentary guest passes per calendar year. A non-member may use a maximum of five complimentary guest passes per calendar year. After reaching the maximum number of complimentary visits the guest may pay daily guest fees or purchase a membership.

Please visit our website for updated guest fee rates and special guest passes here: ymcabhc.org/membership/information-members-guests

- All first time guests must provide a valid photo ID and have their photo taken.
- All guests are required to have a photo taken for entry verification.
- Adult guests ages 18 and older must provide a valid state or government issued photo ID to be scanned through our Raptor software, sign the guest waiver, and pay the appropriate guest fee to gain access to the facility.
- Guests ages 17 years and under must have a signed waiver by a parent or guardian before entering the facility. Waivers can be signed in person at the Welcome Center or printed from our website.
- Guests ages 11 and under are required to have an adult accompanying them while in the facility.
- Guest Waivers do not expire.

Non-Member Class Participants & Class Visitors:

- Non-Member class participants, accompanying parents/guardians/guests, and visitors are required to check in at the Welcome Center upon each visit to the facility.
- Non-Members escorting a child to programs will remain in spectator areas and not have access to the full facility or use of the facility. All Non-Members are encouraged to become a member to enjoy full use of the facilities

PLANNED CLOSINGS

Unsure if the Y is open? There are a variety of ways we communicate facility closures:

Signage

Look for signage in the branches.

Website

All planned closures are communicated on our <[website here](#)>.

Text Messaging

Visit our <[webpage here](#)> to opt into text message communications for all branches.

EMERGENCY CLOSINGS

The Y will close for severe weather that places our members and staff at risk. In the event of severe weather, check the resources listed above before heading to the Y.

FACILITY MAINTENANCE & UPGRADE CLOSINGS

It is necessary from time to time to close Y areas and/or the building for short periods due to facility improvements, upgrades and enhancements, and construction. The Y does not provide refunds or credits due to pre-announced facility area or building closings. When necessary, the Y will communicate facility maintenance and upgrade closings via text notification.

PHOTOGRAPHS/VIDEOS

Cellular phone cameras, video recorders, cameras or any other visual recording devices are not to be used in locker rooms, restrooms or in the sauna at any time. Photographs are permitted during classes and events except where the instructor or Y staff member determines that it is disruptive, unsafe, and/or not in the best interest of the participants. A Y staff member reserves the right to stop any member from taking pictures at any time.

CELL PHONE USAGE

River Crossing YMCA permits talking on cell phones in the lobby or hallways. We ask that you use discretion when talking and keep your voice low so as not to disrupt fellow members. Talking on cell phones is not permitted during classes, in the Wellness Center, or in the pool area. Cell phone use of any kind is not permitted in the locker rooms, restrooms or sauna.

SURVEILLANCE

River Crossing YMCA utilizes a video surveillance system. Cameras are located in the facilities and on the campus grounds. The surveillance system is used to help management determine how to better serve members, monitor high traffic areas and deter unauthorized access and crime. Members seeking to view camera footage are granted permission to do so under the guidance and approval of the local police department.

REGISTERED SEX OFFENDER SCANNING PROCEDURE

Raptor Technologies, provides the capability to search the national database of known sex offenders. Our Y will scan the entire database monthly for registered sex offenders, and daily for new members, visitors and guests.

All visitors or guests must provide a valid state or government issued photo ID to be scanned through our Raptor Software.

Those verified as known sex offenders will receive notification and membership will be terminated immediately.

PHOTO IDENTIFICATION POLICY

River Crossing YMCA requires members to be photographed for security purposes. These photos are stored in the Y's database and are displayed on the computer monitor each time the member accesses the facility. Our database is internally password protected. For safety and security, we are required to know who is in our facility at all times and to verify actual members with photo identification.

SEFA

Under River Crossing YMCA's Safe Environment for All (SEFA) policy, operational employees are trained and certified in CPR/AED, First Aid, Oxygen, and Child Abuse Prevention, before they begin working at our Y. A criminal background clearance and child abuse clearance are processed for each employee working at River Crossing YMCA. In addition, all staff must complete Employee Orientation and Listen First training within 60 days of employment.

INCIDENTS AND ACCIDENTS

We do our best to keep you safe, but if an accident, injury or unusual incident does occur, we require it to be reported to the Director or Supervisor on duty or the Welcome Center staff immediately. YMCA members seeking reimbursement from the Y associated with an incident or accident that occurred on Y property, must first speak with the VP of Operations to file a formal report. All claims are submitted and reviewed by the River Crossing YMCA insurance carrier. Financial reimbursement is not guaranteed. Members seeking reimbursement will be required to complete care and or repair through their personal insurance carrier. The Y's insurance carrier will review all out of pocket expenses when reviewing the claim.

VALUABLES

River Crossing YMCA is not responsible for lost or stolen items. We strongly recommend locking items in lockers.

LOCKER ROOMS

LOCKERS

We ask all members to leave valuables at home. For your convenience, lockers are located in all locker rooms and are available during your visit as space allows. Do

not leave items in an unlocked locker. In an attempt to provide all members with locker usage, we ask that you do not leave your lock or belongings in a locker beyond your visit. Locks left overnight will be cut and items will be individually bagged and brought to the Lost and Found, located at the Welcome Center. The Y has the right to cut a lock/open a locker, if deemed necessary by Y staff.

LOCKER ROOM SAFETY GUIDELINES FOR ALL

- If you need immediate assistance at any time, please call the Welcome Center, extension 0. Phones are available in each locker room for all branches.
- Please use caution when walking through the locker rooms.
- Cellular phone cameras, video recorders, cameras or any other visual recording devices are not to be used within locker rooms and restroom facilities at any time.
- Food and beverages are not permitted.
- Upon leaving the shower area, please dry off thoroughly before entering the locker room area.
- Items such as shampoo, conditioner, etc. must be in non-breakable containers.
- Showers are strongly recommended before entering the pool area.
- The use of baby oil is prohibited.
- Please place a towel down when using powder. Towels should also be placed on the benches while changing.

LOCKER ROOM AGE POLICIES

Allentown Branch

- Locker rooms are not available.

Bethlehem and Deer Path Branches

- Adult Locker Rooms: Individuals ages 18 + are permitted use the Men's or Women's locker rooms.
- Women's and Men's Family Locker Rooms: Youth ages 6 or under must be accompanied by an adult
- Private Changing Area - Family Locker Room: Independent Youth ages 6+, families and individuals with special needs are permitted to use this locker room.

Doylestown, Fairless Hills, Newtown and Warminster Branches

- Adult Locker Rooms: Individuals ages 12+ are permitted to use the separate Men's or Women's Adult Locker Rooms.
- Universal/Special Needs/Family Locker Rooms: Independent Youth ages 6+, families and individuals with special needs are permitted to use this locker room.

Easton/Phillipsburg, Nazareth, Quakertown, and Slate Belt Branches

- Men's and Women's Locker Rooms: Individuals ages 12+ are permitted to use the separate Men's or Women's Adult Locker Rooms. Individuals 11 and under must be accompanied by a same sex adult.

- Universal/Special Needs/Family Locker Rooms: Independent Youth ages 6+, families and individuals with special needs are permitted to use this locker room.

Suburban North Branch

- Adult Locker Rooms: Individuals ages 18 + are permitted use the Men's or Women's locker rooms.
- Youth ages 17 and under must be accompanied by a same sex adult.

MEMBERSHIP

The Y offers memberships to individuals of all ages and abilities. Memberships for those ages 12 and older include full facility privileges and use of the entire facility, with the exception of the free weight and plate loaded equipment, which are reserved for age 15+ and certain group exercise classes that are reserved for age 16+. Group fitness and aqua-aerobics classes, programs at a reduced rate from the non-member price and age-appropriate use of facilities are also included with membership.

To find out more about the membership categories and pricing at each of our branches, visit our membership page on our website [HERE](#).

RIVER CROSSING YMCA BRANCH RECIPROACITY

Members are welcome to use all branches within River Crossing YMCA. Members are asked to purchase a membership at the branch they intend to use most of the time, defined as their "home branch." River Crossing YMCA reserves the right to transfer a membership based on visit history. The Y will notify the member 30 days in advance of the transfer. Please visit your home YMCA for more information about this policy.

JOINING FEE

All new members are required to pay a joining fee, which is nonrefundable. Joining fees are used toward the upkeep and maintenance of the Y building and equipment. A membership lapse of more than 30 days will result in paying the joining fee.

MEMBERSHIP BARCODES/SWIPE CARDS

For the safety and security of those in our facility, members and program participants are required to check in at the Welcome Center. Members and program participants will be issued a digital barcode at the time of initial enrollment to River Crossing YMCA, and will check in via the Y's member app. A physical swipe card is available upon request. Membership barcodes and swipe cards are not transferable; therefore it may not be used by anyone except the person it is assigned to. Members and program participants are required to bring their barcode/swipe card to gain access through our computerized check-in system.

MEMBER REFERRAL PROGRAM

All current members who refer a friend or family member (who is new or has been an inactive member for 6 months or more) who joins the Y will receive \$30 Y Bucks.

PAYMENT INFORMATION

Membership Payment

Memberships are non-transferable and non-refundable and are billed on a month-to-month basis.

Electronic Draft – (Bank or Credit Card) Electronic Drafts are automatically deducted from your account the first of each month and are continuous. If an increase is announced, the Y will provide 30 days advance notice, but all drafts will increase in the month the increase goes into effect. The Y may choose to terminate membership after one bounced draft, but that does not relieve you of your financial obligation.

Cancellation Policy

Cancellation of membership must occur in-person at our Welcome Center or over the phone. Membership cancellations occur for the next billing date. There is no fee to cancel; however, no retroactive refunds or credits will be granted.

Membership Cancellation & Fee-Based Programming

Membership has its privileges! To experience the benefits of member pricing, members must be active both when registering and participating in programming. Program participants who cancel their membership before or during the registered program will be charged non-member pricing.

Credits & Refunds

Please choose programs carefully. Refunds or credits for all programs, including Youth Leagues and Personal Services will only be considered with a doctor's note (submitted to the appropriate Y Director) or if the class is canceled by the Y. Programs cannot be made up or credit given due to participant's failure to attend for any reason other than medical. Approved credits will be kept electronically and will automatically expire after six months. See the Credit/Refund form for additional details. In rare cases of Acts of God, no credit or refund will be given.

Y Bucks

Members earn Y Bucks for various promotions, prizes and milestones. Y Bucks are non-transferable and must be used by the expiration date. Members must request to have Y Bucks applied to their desired program or registration. Restrictions may apply.

Fitness Orientation, Fitness Consultation, and InBody Scan Appointment Cancellation Policy

Your appointments and well-being are very important to us. We understand that sometimes, unexpected delays can occur, requiring schedule adjustments. If you need to cancel your appointment, we respectfully request at least 24 hours notice.

Our Policy:

- Any cancellation or reschedule made less than 24 hours will result in a \$15 cancellation fee.
- If you are more than 15 minutes late for your service, we may not be able to accommodate you. In this case, the same cancellation fee will apply. We will do our very best to reschedule your service for another time that is convenient to you.
- We require a credit card to hold your appointment. Cancellation fees will be charged to your card on file.
- In the event of a true, unavoidable emergency, all or part of your cancellation fee may be applied to future services.

Please see the Personal Training Agreement for the full terms and cancellation policy for all Personal, Partner, Team Training and Wellness Service appointments.

MEMBERSHIP POLICIES

Freeze Policy

A complimentary membership freeze is available to all members. A member can freeze their account every 12 months for up to 4 consecutive or nonconsecutive months. When you place your membership on freeze, the freeze is for the entire unit, not an individual member, and everyone on the account is unable to use the Y or participate in any programs. The duration of the freeze (up to 4 months) is at the discretion of the member but must be taken in 30-day increments. Please note: A member may not be on freeze and participate in programming; please keep this in mind when determining when you would like to freeze your membership.

There is no limit of months an account may be on freeze for a medical reason provided the request is accompanied by a medical note.

To place an account on freeze, members must complete a freezeform, at least 6 days prior to draft.

INSURANCE REIMBURSEMENT

Some insurance providers offer a reimbursement program for Y membership and regular exercise programs. Be sure to check with your provider to determine their policy. By checking in at the Welcome Center and scanning a membership card each visit, our staff members are able to provide you with visit verification.

NATIONWIDE MEMBERSHIP

With Nationwide Membership Reciprocity, River Crossing YMCA members can visit any participating Y in the United States and Puerto Rico through membership at

their home Y, at no additional cost. Nationwide membership includes use of the facilities. Nationwide membership does not include access to programs at member pricing or use of Stay & Play. A Nationwide member interested in using Stay & Play may pay a daily guest fee.

Nationwide members may visit other participating Ys as often as they like, as long as they use their home Ys, on average, at least 51 percent of the time. Before being admitted into a participating Y, nationwide members present a valid Y membership card that includes a photo or other photo identification. The first visit to your non-home YMCA will require a short intake process including signing a nationwide membership waiver.

For additional information on this program and for a list of participating Y's please visit: ymcabhc.org/membership/nationwide-membership-reciprocity

PERCEIVED IMPAIRED TO DRIVE

If a parent/caregiver appears to be unable to safely assume responsibility for a child, the YMCA will contact an alternate release person as indicated on your child's Emergency Contact/Parental Consent Form to arrange for transportation. The Y also reserves the right to call the police. This is for the safety of you and your child.

TRANSPORTATION

All parent/caregiver vehicles must be equipped with appropriate, required car seats. Children will not be released to the parent/caregiver who is not adhering to state and local laws.

PROGRAM REGISTRATION

Members receive priority, early registration prior to open registration for non-members. For your convenience, program registration may be done in person, online, or over the phone. Early registration is recommended, as classes are limited in size. Program registration may be done online at ymcabhc.org

Class minimums must be met or a program may be canceled; when this occurs, Y staff will make every attempt to transfer participants to another, viable class.

For more information [click here](#).

STAY & PLAY

The Y offers babysitting service for children ages 3 months through 6th grade.

Stay & Play is provided free of charge for up to two hours per day to Adult, Adult Couple, Family 1 and Family 2 membership type categories.

- All members and non-members seeking Stay and Play babysitting services, who do not fit the above membership categories, are welcome to join Stay and Play by paying a guest fee.

- With the exception of Parents Night Out & Sitter Service,* parents may NOT leave the building while their child(ren) are in Stay & Play. However, parents may exercise outdoors and participate in outside Y programs within a 5 minute radius of the Y branch you are utilizing, provided they leave their cell phone number at Stay & Play.
- For safety purposes, please have identification with you, or confirm that Stay & Play has a current photo of you on file. Y staff reserves the right to request medical clearance for any child suspected of illness.

Doylestown, Fairless Hills and Quakertown branches only

KidCheck® is utilized in Stay & Play. It is a secure children's check-in system that enhances our security and simplifies the check-in process. Please visit go.kidcheck.com to create and keep your KidCheck® account up to date with authorized guardians and photos.

*Please see the current brochure or website for information regarding Sitter Service, and all other services offered. For more specific Stay & Play policies, please refer to the Stay & Play Parent handbook available in the Stay & Play service area.

AGE POLICIES

For the safety of your child, we expect parents/caregivers, ages 18 and older, be present with a child age 11 and under while using the facility.

- Parents with children ages 5 and under enrolled in programming are required to remain in the program area. Parents who are members, with children ages 6 and older enrolled in programming, are welcomed to enjoy the facility during the duration of the program. Parents/Caregivers of children between the ages of 6 to 11, must be in the facility and accessible based on the child’s needs. Parents/Caregivers are to alert the instructor and/or deck supervisor when accessing a different area of the facility.

Youth Facility Access	7 and Under	8	9-11	12-14	15-17	18 and Up
Cardio Equipment	No Access	No Access	No Access	Access after completion and passing score of Teen Strength Fitness Orientation Quiz	Access	Access

Selectorized Machines	No Access	No Access	No Access	Access after completion and passing score of Teen Strength Fitness Orientation Quiz	Access	Access
Y Circuit *QT Only	No Access	No Access	No Access	Access after completion and passing score of Teen Strength Fitness Orientation Quiz	Access	Access
Functional Training Areas *DP, DT, FH, QT, WM only	No Access	No Access	No Access	Access after completion and passing score of Teen Strength Fitness Orientation Quiz	Access	Access
Free Weights & Plate Loaded Machines	No Access	No Access	No Access	No Access	Access	Access
Group Exercise	No Access	No Access	No Access	Access* (16+ for Les Mills Body Pump and Mossa Strength Training Together)	Access* (16+ for Les Mills Body Pump and Mossa Strength Training Together)	
Group Exercise	No Access	No Access	No Access	Access*	Access*	Access

				(16+ for Les Mills Body Pump and Mossa Strength Training Together)	(16+ for Les Mills Body Pump and Mossa Strength Training Together)	
Steam, Sauna, Whirlpool	No Access	No Access	No Access	No Access	No Access	Access
Pool	Access upon participation in swimming skills assessment	Access upon participation in swimming skills assessment	Access upon participation in swimming skills assessment	Youth Ages 13 and older may also be required to take a swim test for safety purposes	Youth Ages 13 and older may also be required to take a swim test for safety purposes	Access
Basketball Gymnasium	Access with Parent/Guardian supervision	Access with Parent/Guardian supervision	Access with Parent/Guardian supervision	Access	Access	Access
Metro Esports DT FH WT Only	Access with Parent/Guardian supervision	Access with Parent/Guardian supervision	Access with parent present in building	Access	Access	Access
Skatepark *DT Only	No Access	Ages 8 and older are allowed with parent/legal guardian signed waiver	Access	Access	Access	Access
Pickleball *DP indoor & outdoor, DT indoor & outdoor, FH & QT indoor only	No Access	8+ for Pickleball Group Play, Clinics, Lessons	Access	Access	Access	Access
Rec Center *QT Only	Access with Parent/Guardian supervision	Access with Parent/Guardian supervision	Access with Parent/Guardian supervision	Access	Access	Access

GROUP EXERCISE AND PERSONAL TRAINING AT THE Y

River Crossing YMCA offers a variety of Personal Training and Group Fitness Training offerings. Only authorized Y staff are permitted to teach land/water group exercise classes and provide personal training in our facilities. Class instruction or Personal Training by an outside trainer, member or guest is not permitted within our facilities whether it's for payment or not. River Crossing YMCA reserves the right to deny access or membership to any individual, for any reason, at any time.

FOR THE WELLNESS CENTER

Age Requirements:

- Ages 12+ may use the selectorized strength equipment, cardio machines, and Y Synergy Space/functional training areas, upon successful completion of the Teen Orientation
- Ages 15+ may utilize the Free Weight areas and plate loaded equipment

Prior to using the Wellness Center, all youth ages 12-14 must successfully complete the virtual Teen Orientation inclusive of taking the online Teen Orientation Quiz, getting at least 25 out of 32 questions correct. Once complete a screenshot of the quiz results should be taken and presented at the Welcome Center to receive an orange wristband that will need to be worn anytime the Wellness Center is utilized to indicate that the Teen Orientation has been successfully completed. The Free Weight areas and use of the plate loaded equipment is not permitted until ages 15+ for the safety of all participants.

GROUP EXERCISE

- Ages 12+ may attend Group Exercise Classes*

*Age 16+ may attend Les Mills Bodypump and MOSSA Strength Train Together

FOR WHIRLPOOL/SAUNA

- For ages 18 and older

GYMNASIUM (OPEN GYM)

Open to all members and guests, ages 12 and older; *under 11 must have parent/caregiver with them.

DOYLESTOWN SKATEPARK

Ages 8 and older are allowed with parent/legal guardian signed waiver.

Beginner session for ages 6-12 on Saturdays, 10 AM – 1 PM (April-November).

Current Skatepark hours can be found on our <[website here](#)>

RECREATION CENTER (QUAKERTOWN)

Available to all Full Members. For the safety of your child, we expect parents/caregivers, ages 18 and older, to be present with a child age 11 and under while using the facility. Please note, staff are not always present in the room.

ABILITY PROGRAMS

Ability Programs is our program that offers adapted physical activities, fitness and aquatics for individuals with disABILITIES. Our program is designed to provide success for ALL, with support from our professional staff.

PROGRAM OBSERVATION FOR PARENTS

Parents with children ages 5 and under enrolled in programming are required to remain in the program area. Parents who are members, with children ages 6 and older enrolled in programming, are welcome to enjoy the facility during the duration of the program. For the safety and comfort of the child, we ask that parents communicate to the Instructor or Aquatic Deck Supervisor as to his or her location within the building. If the child needs to use the bathroom, or has any further additional needs, the parent will be located and required to provide assistance for their child.

Parents/Caregivers of children between the ages of 6 to 11, must be in the facility and accessible based on the child's needs. Parents/Caregivers are to alert the instructor and/or deck supervisor when accessing a different area of the facility. For aquatic programs, parents of youth ages 5 and under are required to watch from the pool's observation areas.

WELLNESS CENTER

Wellness Center Etiquette

The following are the Wellness Center Usage Guidelines:

- **Demonstrate community.** Y core values are caring, honesty, respect and responsibility.
- **Keep clean.** Wipe down equipment and mats after use.
- **Stay kind.** Cell phones should be used for music and video purposes only. Please use headphones. Taking photos of fellow members without their permission will result in immediate membership termination.
- **Take care of equipment.** Re-rack and avoid unnecessary slamming of equipment.
- **Respect the dress.** Proper attire for the activity that you are engaged in is required at all times, including shoes and tops that cover your chest.
- **Communicate.** Tell a Wellness Center staff member or Member Engagement Representative if your experience is not to your satisfaction, especially if our

equipment is malfunctioning or you need support, or if you are feeling unwell.

- **No food or glass.** Food and glass containers are not permitted in the Wellness Center.
- **Welcome youth.** Youth ages 12-14 must wear a YMCA issued, orange wristband while in the Wellness Center after successfully completing our Teen Strength Fitness Orientation.
- **Wait there is more!** Please refer to your Member Code of Conduct for further descriptions and policies.

Free Weight Equipment Usage Guidelines

- A minimum age of 15 is required to access the Free Weight Area and all plate loaded equipment.
- Re-rack all weights and return all other training aids to their original location or position after use.
- Avoid unnecessary slamming of selectorized strength machine weight plates and equipment.
- Use a spotter when needed and always use safety clips. If a spotter is needed, please ask a Health and Wellness Coach or Fitness staff member.
- Lift only a weight that you can lift and set down properly with controlled movement patterns.
- When performing power and Olympic lifts such as but not limited to Deadlifts, Clean and Jerk, Snatch, and other CrossFit style lifts please use bumper plates, platforms, shock mats and/or drop pads for safety and to limit unnecessary slamming and damaging of equipment. When lowering a barbell from an overhead position, please do so in front of the body and in a deliberate manner.
- Do not release the barbell until the barbell has passed the waist level.
- Do not drag or move machinery other than free weight benches.

Repeated inappropriate use of the equipment in the Wellness Center, Free Weight Areas, and Y Synergy Spaces or failure to follow the Wellness Center Etiquette will result in removal from the Wellness Center and program spaces until meeting with a Y Fitness staff member to review proper equipment usage and etiquette.

AQUATICS CENTERS AND POOLS

POOL SCHEDULE

The Y strives for a consistent 'school year' pool schedule and 'summer' pool schedule, however pool schedules may change with each new session and on holidays. The current schedule is available on the website or can be picked up at the Welcome Center.

Please note that pools close 15 minutes prior to the building closing time.

POOL CLOSURE DURING INCLEMENT WEATHER

For the safety of our members, the pool, sauna and showers will close for thunder and lightning and remain closed until 30 minutes after the last observed thunder or lightning strike. The Y reserves the right to close the pool at any given time due to circumstances beyond our control to protect the health and safety of members and guests.

POOL RULES

River Crossing YMCA is committed to providing a safe and enjoyable swimming experience for all.

For all members swimming safety and enjoyment:

- All members and guests must adhere to Test-Mark-Protect guidelines
- For the safety of all, please adhere to rules and regulations as upheld by the Lifeguard on duty.
- Proper fitting swimwear is required; includes standard swimsuit with proper liner.
- No running, dunking, pushing, throwing, roughness or carrying children on shoulders.
- No prolonged breath holding
- Keep swimming healthy! Please shower before swimming.
- We strongly recommend the use of bathing caps for shoulder length or longer hair.
- Do not swim with open sores, abrasions or rashes; remove all band-aids prior to swimming.
- No food or glass containers of any kind are allowed in the pool area.
- Children/Adults must wear a swim diaper if necessary.
- Kickboards, barbells and other instructional items are not to be used during recreational swim unless approved by lifeguard.
- Do not sit or hang on lane lines.
- No playing on the exit steps, ladders or railings.
- Baby strollers are prohibited on the pool deck.
- Diving in designated area only. Starter blocks are not to be used by anyone unless accompanied by an instructor or coach
- Use all play features appropriately.
- To allow our swimmers to focus on the lesson at hand, parents must remain in the observation room during lessons.
- For special circumstances, please contact the Aquatics Department to discuss your child's needs.

AGE POLICIES

Test-Mark-Protect Guidelines.

Youth ages 12 and younger

All youth ages 12 and younger must participate in a swimming skills assessment and will be provided a colored wristband based on their swimming ability. Once tested, each time a child comes into the Y for open swim they will need to acquire their color-appropriate wristband from the Welcome Center when checking in.

Youth ages 13 and older

Youth ages 13 and older may also be required to take a swim test for safety purposes.

For youth members: All RED and YELLOW band youth members can bring 1 complimentary adult into the facility as this adult needs to either 1) Be in the water at within arm's reach of assistance (red band) and/or 2) Remain on the pool deck (yellow band). All green bands 10 and younger, may also bring 1 complimentary adult into the facility as this adult needs to remain on the pool deck.

For non youth members: The guest fee will be applied to the youth; mirror above in what is complimentary for safety.

SWIM TEST REQUIREMENTS

RED

Swim Testing Requirements

For any child who cannot pass the yellow band test, they will be considered a non-swimmer. Lifejacket will be required.

Parent Responsibility

- Parent/caregiver is to ensure the swimmer is safe at all times.
- For youth ages 6 and under:
 - Parent/caregiver must remain in the water and within arm's reach of the swimmer for assistance at all times.
- For youth ages 7 through 11:
 - Swimmer may swim independently in the Red Zone if water does not pass the swimmer's chest AND
 - Parent/caregiver remains on the pool deck: actively supervising swimmer/s at all times.

YELLOW

Swim Test Requirements

For any swimmer who can confidently perform the following swim test:

- Gets into the pool without assistance
- Ability to submerge, resurface, and float for at least 10 seconds without assistance

- Swims front crawl half the length of the pool (12.5 yards) (face in the water, arms overhead)

Parent Responsibility

- Parent/caregiver is to ensure the swimmer remains in the yellow or red pool zones at all times if swimming alone.
- For youth ages 10 and under:
 - Parent/caregiver must remain on the pool deck; actively supervising swimmer/s at all times.
- For youth ages 11:
 - Parent/caregiver must be present in the facility.
- Parent/caregiver may not take the child into water deeper than the parent/caregiver's chest.
- Swimmer may ride the water slide as per height requirement.

GREEN

Swim Requirements

For any swimmer who can confidently perform the following swim test:

- Gets into the pool without assistance
- Ability to submerge, resurface, and float for at least 10 seconds without assistance
- Swims front crawl half the length of the pool (12.5 yards) (face in the water, arms overhead)
- Rolls onto back and swims to deep end on their back (12.5 yards) (elementary backstroke or back crawl)
- Jump in, recover, and tread for one minute (ears out of the water)

Parent Responsibility

- Parent/caregiver is to ensure the swimmer has awareness of pool rules and safe swim practices.
- For youth ages 10 and under:
 - Parent/caregiver must remain on the pool deck; actively supervising swimmer/s at all times.
- For youth ages 11:
 - Parent/caregiver must be present in the facility.
- Parent/caregiver is not required to provide assistance in the water.
- Swimmer may ride the water slide as per height requirement (Quakertown and Doylestown locations)

LAP SWIM POLICIES

Circle Swim Etiquette

- Circle Swimming is available for members of all ages.
- Select lane with others at similar speed:
- Slow: For those who swim a lap (two lengths) slower than 1.5 minutes.
- Medium: For those who swim a lap (two lengths) in 1.5 minutes.

- Fast: For those who swim a lap (two lengths) in 1 minute.
- When fewer than 3 lanes are available, swimmer placement will be determined by the relative speeds of the swimmers present rather than the posted guidelines.
- Circle swim counter-clockwise close to the lane lines and wall.
- Observe circle swim at all times.
- Rest when needed. Stand to the right side corner of the lane so others can continue their swim without interruption.
- When joining the circle, do not start immediately in front of or behind other swimmers.
- If you adjust your speed, please change lanes accordingly.
- Allow faster swimmers to pass at the wall.
- To avoid collisions, please refrain from passing mid-length.
- Keep your eyes open to prevent a collision.
- Do not dive in the shallow end of the pool.
- Please only start and stop from the ends of the pool; refrain from stopping mid-length.
- Masks, fins, and snorkels are allowed, but please use discretion with overly large fins.
- Lifeguards are present to ensure safety and enjoyment. Please seek assistance if needed.
- The Lifeguard has the authority to place swimmers in appropriate lanes.
- If we work together, circle swimming will be a pleasant experience for all.

WATERSLIDE GUIDELINES (DOYLESTOWN & QUAKERTOWN BRANCH)

- All riders must be at least 48" tall.
- Maximum rider weight is 300 pounds.
- WARNING – water depth is 3 feet 6 inches.
- Non-swimmers are not permitted.
- All riders must ride feet first while lying on their back, with arms crossed across their chest. Do not go down the slide head first. Do not sit up while riding the slide.
- Riders must enter the slide in a sitting position and wait for instructions from the lifeguard stationed at the slide starter tub (top of slide).
- Do not propel yourself into the ride.
- Only one rider at a time. Absolutely no trains or chains of riders are permitted.
- No running, standing, kneeling, rotating, tumbling, or stopping in the flume. Arms and hands must remain inside the flume at all times. Riders should remain in proper riding position until forward movement is terminated. At no time should the rider attempt to stand up while on the slide or prior to coming to a complete stop in the splash out area.
- No tubes, mats, goggles, life jackets or flotation devices permitted on the waterslide.
- No combs or foreign objects are allowed in pockets and no jewelry can be worn while riding the slide. Only approved swimsuits with no exposed zippers, buckles, rivets or ornamentation are allowed.

- The line should form on the deck with one rider on each landing and one rider in the starter tub. Wait until landing area is clear before entering.
- Riders must be in good health. Elderly persons, those suffering from heart disease, high blood pressure, epilepsy, or persons using prescription medication should consult their physician before using the slide. Individuals with medical conditions including, but not limited to, pregnancy, heart or back problems should not ride.
- Do not use the slide under the influence of drugs or alcohol.
- No diving from the side.
- Leave pool plunge area promptly after entering.
- The Y reserves the right to refuse access to the slide for inappropriate behavior.
- Rider assumes all risk of injury due to misuse of the slide or failure to follow these rules.
- WARNING – failure to follow these rules can result in serious injury.

WHIRLPOOL/SPA GUIDELINES (DOYLESTOWN/EASTON/DEER PATH)

- No one under the age of 18 is permitted to use the whirlpool/spa.
- Maximum use of whirlpool/spa is 15 minutes.
- Swimwear is required.
- Keep swimming healthy! Please shower before using the whirlpool/spa.
- No soaps, body lotions, oils, etc in whirlpool/spa.
- No personal grooming while in the whirlpool/spa
- Anyone under a physician's care or with medical concerns should not enter whirlpool/spa without first consulting their doctor.
- Overexposure to hot water may cause nausea, dizziness, and fainting. Pregnant women, members with heart conditions, diabetes, high or low blood pressure or other health problems should not enter whirlpool/spa.
- Enter and exit whirlpool/spa by using the stairs or lift.
- Anyone with medical concerns, open sores, abrasions or rashes should not use whirlpool/spa.
- Aquatics Staff and Membership Staff will be monitoring the whirlpool/spa throughout the day.
- The Y reserves the right to respectfully request a member to leave the pool area for inappropriate behavior.

SAUNA/STEAM ROOM (DEER PATH, DOYLESTOWN, FAIRLESS HILLS, QUAKERTOWN)

You must be 18 or older to use the sauna.

- Maximum sauna use is 15 minutes.
- Breathing heated air increases pulse rate, increases body temperature, and changes blood pressure. Prolonged exposure to high temperatures may result in nausea, fainting or dizziness. If this occurs, leave the sauna immediately and dial "0" on the phone on the pool deck, or contact a lifeguard.

- Shower shoes or flip flops are encouraged.
- Please open and close the door quickly to maintain sauna temperature.
- Bathing suit, exercise clothing, or comparable attire is required.
- Please shower after use of sauna to cool down.
- Wait five minutes to cool down after exercising before using the sauna.
- No exercising or personal grooming while in the sauna.
- Persons with health conditions such as diabetes, high or low blood pressure, pregnancy, or heart disease, or taking any medication, should consult with a physician before using sauna.
- To eliminate the risk of fire, please refrain from drying clothes, or reading newspapers or magazines in sauna.
- No food or drinks in sauna.
- No rubberized suits in sauna.
- Do not use under the influence of alcohol or prescription medication.
- Aquatics Staff and Membership Staff will be monitoring the sauna throughout the day.

GYMNASIUM

- Open to all members and guests, ages 12 and up. Ages 11 and under must be accompanied by a parent or guardian.
- Proper dress is required of members while in the gymnasium. Shirt and sneakers must be worn at all times.
- No food or drink is allowed inside the Y gymnasium.
- Basketballs can be signed out at the Welcome Center.
- No members are permitted to enter the gym closets.
- The use of profane language will not be tolerated.
- Members are not permitted to enter the gymnasium while a class is taking place; members may only enter the gymnasium once the instructor is cleaned up and all the participants are picked up.
- Due to our class schedule, it is important for members to exit the gym when asked by the instructor. This is for the safety of our members.
- Rough play or bullying will not be tolerated.
- Be aware of your surroundings and other members; this is for your safety.

DOYLESTOWN SKATEPARK

Ages 8 and over with proper waivers.

- Day pass and rental fees are paid at the Welcome Center. Upon payment guests will receive a wristband to wear for the day.
- All skaters must sign a "Release of Liability" form. Anyone 17 years or younger must have this waiver form signed by a parent in the presence of a Skatepark Attendant or Welcome Center Representative.
- Participants must either possess an active Y membership or purchase a day pass to enter the Skatepark.
- Participants not wearing proper equipment will not be granted access to the park – please see Skatepark waiver for admission requirements.

- Skateboards, roller blades, BMX bikes and scooters are permitted in the Skatepark; please adhere to schedule as noted

VOLUNTEER

Volunteers are the foundation of nonprofit organizations like our Y. Help make a difference by volunteering as a sports coach, program volunteer, committee member, office helper, bulk mailing assistant, or greeter. Volunteers over the age of 18 must be willing to undergo criminal background and child abuse checks. For more information, please contact the Welcome Center at your branch or visit our volunteering webpage.

EMPLOYMENT

Consider working at the Y! We're often on the lookout for friendly, outgoing and supportive staff in many areas. Please check our website for current positions available. For more information, visit: ymcabhc.org/our-y/employment.

DIVERSITY AND INCLUSION

River Crossing YMCA is committed to accepting all people without reservation. We recognize that individuals, families and communities are diverse. The YMCA values and respects this diversity and chooses to be inclusive through its acceptance of all individuals regardless of race, age, gender, religion, ability, sexual orientation or cultural identity asserting that all individuals, without exception, are intrinsically valuable.

Service dogs are permitted on River Crossing YMCA property and inside branches as long as they are identified as such and non aggressive.

SOCIAL RESPONSIBILITY AND FINANCIAL ASSISTANCE

At the Y, we believe in making a positive impact on individuals and families in need. As a charitable nonprofit organization, we offer financial assistance to provide a helping hand, making our programs and services accessible to all. No one will be turned away because of their inability to pay, subject to the availability of funds.

Assistance will be granted based on financial need. Financial assistance recipients will pay a part of the fees, based upon gross household income and the specific needs of the individual or family. The YMCA reserves the right to refuse assistance to any applicant. Financial assistance is a temporary agreement granted for one year. Recipients interested in renewing their financial assistance contract will need to reapply annually to be reviewed for requalification.

Financial assistance is funded through gracious donations from local individuals and businesses. With the help of our donors, the Y provides community benefits in the form of programs and services like:

- Financial Assistance towards memberships and programs for low-income individuals and families.

- Financial Assistance towards preschool tuition for low-income families who do not qualify for ELRC or Norwescap.
- Financial Assistance towards Summer Camp costs for children in need.
- "Ability" memberships for individuals with a disability.

For more information on our Financial Assistance Program, including our income guidelines, child care requirements, and online financial assistance application, please visit our Financial Assistance webpage at ymcabucks.org/fa.

Community Impact and Pathway programs include:

- "7th Grade Initiative" program to provide all students in the 7th grade free memberships to develop healthy exercise habits and positive relationships in a safe, welcoming environment.
- "Empower U" free program for teenage girls ages 12-15 seeking to enhance their self-image and self-development.
- "Healthy Horizons" free program designed to support adults in the mental health recovery process through exercise, mindfulness and social connection within the nurturing space of the YMCA.
- "Healthy Lifestyles" free program open to all adults at risk of developing Type 2 Diabetes; focusing on lifestyle/behavior modification through exercise, nutrition and social connection.
- "NORM Running Program" - In partnership with local Doylestown group homes and our judicial system, participants ages 12 and older are guided through goal-setting, training and behavioral health coaching in preparation to run a 5K.
- "Safety Around Water" free program for children ages 3-5 that teach swim skills and safety topics.
- "Stand Up" free program for young men (ages 12-15) to enhance their self-image through exercise, learning to cultivate positive relationships, and developing self-reliance.
- "THRIVE Cancer Wellness" free program to support cancer survivors with an evidence based cancer survivorship program
- "Veterans Wellness" free program for military veterans and their families that nurtures health, wellness and social connection through individualized exercise training, nutrition and mindfulness within the group setting.
- "We All Wheel" A staff-led, donor-supported youth wheelchair basketball program that includes drills, practice and games. We All Wheel is a fun and challenging opportunity for physically disabled youth and their able-bodied peers to play together.

More information about our Community and Pathway Programs can be found on our ymcabhc.org/wellness/pathways webpage.

You can help ensure that everyone in our community can grow stronger here at our Y through any of the following options:

ANNUAL CAMPAIGN DONATION

You can make a donation to Financial Assistance, as well as the other Y community benefit programs, at any time at the Welcome Center or online at ymcabhc.org/giving/ways-to-help

MATCHING GIFTS & GRANTS

River Crossing YMCA is a 501(c)3 organization, and therefore eligible to receive matching gifts from businesses and corporations. If you are part of a foundation or organization offering funding to nonprofit organizations or know someone who does, please contact our development department via this webpage.

UNITED WAY

You can designate your United Way donation to the Y through the Donor Choice program. If you or your company participates in the United Way, please write in River Crossing YMCA on your donation form.

ENDOWMENT

Members of our Heritage Club have made arrangements for the future of our Y through the endowment program with bequests, transfer of appreciated stocks, outright gifts of cash, life insurance, charitable gifts from IRA, etc.