



MY Y IS... OUR PLACE TO THRIVE.

New Member Handbook



FAMILY YMCA OF
GREATER AUGUSTA

For a better us.®

706 922 9622
www.thefamilyy.org

WELCOME TO YOUR Y AND YOUR STORY

At the Family YMCA of Greater Augusta, we believe in more than fitness centers and swim lessons. We believe in family, however you define it. We believe in creating a place where your story matters, where you're known by name and where you're supported in every step of your journey.

Whether you're here to chase new goals, connect with others or simply find a place where you belong, we're so glad you chose us. The Y is your place to thrive. It's your place to grow stronger, laugh louder and find your people.

You'll find more than programs and policies in this handbook. You'll find opportunities. Opportunities to achieve something new, build relationships and be part of a community that lifts each other up.

Thank you for making the Y part of your story. We can't wait to see where it takes you.

With gratitude,

Catie McCauley
President and CEO



YOUR MEMBERSHIP



MEMBER SERVICES



FIRST DRAFT DATE



MONTHLY DRAFT \$

DIGITAL MEMBERSHIP CARD

Your Family Y membership gives you access to programs and services that support youth development, healthy living and social responsibility. Instead of carrying a physical card, most members now use their digital Membership ID. Your unique QR code was emailed to you when you joined and can be saved to your smartphone wallet for easy check-in.

Need help accessing your digital ID? Stop by the Welcome Center and we'll be happy to assist. Physical membership cards are still available upon request.

Please remember, your Membership ID is non-transferable and is just for you. It helps us keep our community safe and connected.

BENEFITS OF MEMBERSHIP

Your membership is your connection to a community that believes in your potential and supports your family's well-being every step of the way. Here's what you can count on as part of the Family YMCA of Greater Augusta:

Tools to Achieve Your Goals

- Smart Start Coaching – A free one-on-one session to create your personalized wellness plan
- Strong90 App – A 90-day guided wellness journey to help you build lasting habits
- Virtual YMCA – On-demand access to recorded workouts and wellness resources anytime, anywhere

Connection & Community

- Unlimited Group Exercise Classes – From yoga to strength training, included at no extra cost
- CrossFit/YFit – High-energy fitness included at select locations
- Nationwide Membership – Access Ys across the U.S. when you travel (Metro Members only)
- Access to All CSRA Family Y Locations – Stay connected wherever you go in the region (Metro Members only)

Support for the Whole Family

- Play & Learn Childcare – Up to 2 hours per day, 8 hours per week while you work out (age and hours vary by location)
- Member-Only Discounts – Special pricing on programs like swim lessons, youth sports, camps, and more
- Priority Registration Access – Get early access to high-demand programs before they open to the public

SMART START COACHING

Achieve your goals with a FREE 1-on-1 session with a certified wellness coach. Included with your membership.

- Personalized Goal Setting
- Body and Movement Analysis
- Fitness Plan Review and Guided Workout



BRING YOUR FRIENDS

At the Family YMCA of Greater Augusta, we believe everything is better with friends – especially working out! We welcome guests to experience our facilities while maintaining a safe and secure environment for everyone.

General Guest Guidelines

- **Registration Required** – All guests must complete a Guest Registration Form and present a valid state or government-issued photo ID upon entry.
- **Safety First** – Every guest, like our members, staff and volunteers, must complete an instant screening process designed to help keep our Y community safe.
- **Access May Vary** – Guest privileges may change based on season and location. We reserve the right to limit or suspend guest access at any time.
- **Guest Eligibility:**
 - Individuals with a past-due balance at any Family YMCA of Greater Augusta location are not eligible for guest access.
 - Individuals who have been members within the past 12 months are not eligible to be guests.
- **Code of Conduct** – All guests are expected to follow YMCA policies and our Code of Conduct. Failure to do so may result in suspension of guest privileges.

Guest Pass Options

- **Local Guests (Residents of the CSRA)**
 - Enjoy up to three complimentary visits within a calendar year.
 - This offer is per individual and non-transferable
- **Out-of-Town Guests (Non-CSRA Residents)**
 - Out-of-Town guests are welcome to visit for up to four weeks.
 - Weekly guest rates:
 - \$20/week – Individual Pass
 - \$30/week – Family Pass

BUDDY BONUS

We know our best members bring in the best people. When you invite a friend or family member to join the Y, you're not only helping them start their journey, you're also earning real rewards. Here's how it works:

- **You Get Rewarded** – For every new member you refer, you'll receive \$10 off your monthly membership dues for six months from their activation. That's \$60 per referral – and yes, the reward stacks, so your membership could be completely free for six months!
- **Friends Get a Deal Too** – Your buddy will receive 50% off their Joiner's Fee (up to \$50 value), or more during special promotions like Pay the Day or No Join Fee events.



BRING THE FAMILY

There's something for everyone at the Y. We offer programs that support kids and teens at every stage, so the whole family can learn, grow and thrive together.

Ages 8 Weeks - 12 Years

Play & Learn is included with all Family Memberships and is available for up to 2 hours per day (8 hours per week) while you're at the Y. Our staff provide enriching, age-appropriate activities to help children learn, play and explore in a safe, nurturing environment. Note: Parents must remain on-site while using Play & Learn.

Ages 3 - 12

We offer a variety of youth programs that keep kids active, engaged and having fun, including:

- Kids' group exercise classes
- Youth sports
- Swim lessons
- Adaptive programs
- Summer Camp
- Parents' Night Out

Program availability varies by location—check with your branch for seasonal offerings.



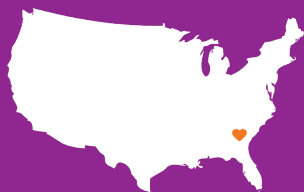
Teens (Ages 13-15)

Teens aged 13–15 can use the Wellness Floor with a parent or legal guardian (18+) once they've completed a Teen Orientation. This session teaches proper form, workout planning and Y fitness etiquette to set teens up for success.

Ages 16+

Members 16+ can use all Y facilities and participate independently. They're also welcome to volunteer or take part in leadership programs without a parent or guardian present.

NATIONWIDE MEMBERSHIP



Your Y membership travels with you! Metro Members can visit thousands of participating YMCAs across the U.S. at no extra cost. Whether you're on vacation, traveling for work, or visiting family, you'll have access to Y facilities wherever you go. It's all part of our mission to strengthen communities and support your wellness journey, wherever life takes you.

Find participating locations at [ymca.org/find-your-y](https://www.ymca.org/find-your-y) and call head to confirm their guest policies.

POLICIES AND GUIDELINES

These policies help ensure a safe, welcoming environment for all members.

Facility Use Guidelines

- Children 15 and under must be supervised by a parent or legal guardian (18+) while on YMCA property, or be actively participating in a Y program.
- A parent/guardian (18+) must escort children to and from Y programs
- Hours of operation vary by location and are subject to change.
- Outside trainers are not permitted

Accidents/Incidents

Report any accidents or unusual incidents to staff immediately. Participation is at your own risk and members are responsible for themselves, their children and their guests.

Attire

Proper attire is required at all times to ensure a safe, respectful environment for everyone:

- Tops must fully cover the torso. No crop tops, cut-off shirts, sports bras worn alone, or underarm cut-outs.
- Bottoms must fully cover the buttocks. No denim.
- Footwear: Closed-toe athletic shoes are required. No sandals, Crocs, slides, boots, or bare feet.
- Clothing must be free of obscene or inappropriate language or images, including those depicting alcohol, drug use or violence.
- In pool areas: Proper swimwear is required. No cutoffs or gym shoes. Cover-ups must be worn indoors.

Financial Assistance

To make our programs and services affordable and acceptable to all, we offer financial assistance to those who qualify. Financial assistance is provided on a sliding scale based on the applicant's income. Applications are available at all Family Y locations.

Food and Beverages

Food and drinks are allowed in designated areas only. Please do not bring food or drinks into the locker rooms, gyms or activity areas.

Lockers

Lockers are available for daily use. Members must provide their own lock for securing items and are asked to remove items and lock after each visit. The Y is not responsible for lost or stolen items.

Lost and Found

The Family Y is not responsible for lost or stolen property. However, we do keep lost and found items whenever possible. Check with your branch for any missing items. Unclaimed items are donated after two weeks.

Smoking Policy

All Y facilities and grounds are smoke-free, including vaping and smokeless tobacco.

Special Accommodations

The Family Y welcomes individuals of all abilities. Contact the Family Y about accommodations needed for participation.

MEMBER CODE OF CONDUCT

The Family YMCA is committed to providing a safe, welcoming environment for all. Members and guests are expected to uphold our core values of caring, honesty, respect and responsibility through the following behaviors:

BE RESPONSIBLE:

- Bring membership card and photo ID when using the facility.
- Secure personal items in lockers; bring your own lock for daily use.
- Wear attire that is appropriate for a family environment.
- Cover any tattoos that may be offensive.
- Keep our spaces free of alcohol, drugs and any items that may be used as weapons.

DEMONSTRATE RESPECT:

- Interact positively with others. Physical or verbal aggression, threats or harassment will not be tolerated.
- Use respectful language and actions. Avoid profanity, name-calling, or shouting.
- Maintain behavior appropriate for a family setting. Sexual conduct or displays are strictly prohibited.

SHOW CARE TOWARDS OTHERS:

- Do not misuse, abuse or steal YMCA property.
- Respect the property of others.
- Media devices: Photography or video, including cell phones, is not allowed on Y property without written permission from the Branch Executive Director. Unauthorized photography of others may result in membership termination and prosecution.

BE HONEST:

- Conduct that goes against the Y's mission or core values is not acceptable.
- Members, participants, and guests must identify themselves when asked by staff.
- All reported incidents will be investigated by YMCA management

The Family Y reserves the right to inspect or search facilities if a Code of Conduct concern arises. Membership may be suspended or terminated at the discretion of the Branch Executive Director if a violation is confirmed.

CANCELLATION POLICY

All membership changes, cancellations, or deletions must be submitted in writing by the primary member. Forms are available at the Welcome Center at any Y location. Cancellations must be submitted at least 30 days before your next draft date. You will continue to have full access to the facility during that 30-day period. Members, both current and former, who cancel a membership with an outstanding balance will be unable to register for programs or renew their membership until the account is in good standing.

FOR YOUTH DEVELOPMENT

We're committed to nurturing the potential of every child and teen. Through a wide variety of programs, activities and events, we provide opportunities for young people to discover their interests and develop new skills. Our programs help children build confidence, foster creativity and prepare them for a bright future.

Youth programs include Prime Time After School, Parents' Night Out, summer camp, youth sports and more. YMCA Camp Lakeside, our overnight camp facility on the lake, gives kids a chance to unplug, connect with nature, and build independence in a fun, supportive setting. Program availability varies by location.



SCAN TO VIEW OUR
PROGRAMS!

FOR HEALTHY LIVING

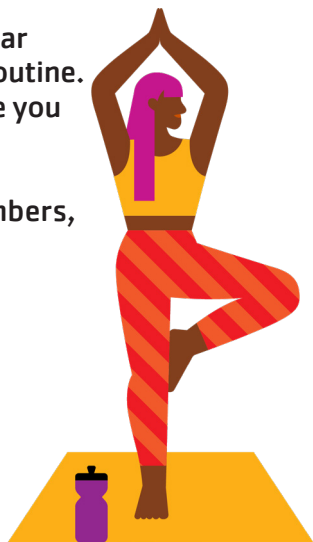
Promoting physical and mental well-being is at the heart of the Y. No matter your fitness level or age, we offer programs and classes to help you achieve your wellness goals. Our approach focuses on wellness of your entire being – mind, body and spirit.

Group exercise classes provide structured, fun workouts. Wellness challenges throughout the year offer accountability and ways to shake-up your routine. Personal training is also available for a fee to give you specialized instruction from a certified trainer.

Plus, Strong90, our exclusive app for YMCA members, takes you on a 90-day journey to kickstart your healthy lifestyle.



SCAN TO VIEW OUR
CLASSES!



FOR SOCIAL RESPONSIBILITY

By joining the Y, you are supporting a nonprofit that is committed to strengthening the community. There are many ways for our members to get involved with this mission and make a difference.

Volunteering at the Y allows you take an active role in creating meaningful, lasting change. We rely on volunteers in a variety of roles, including youth sports coaches, delivering beds for A Place to Dream, greeters, advisory board members and more.



Our Annual Campaign raises the funds needed to support our signature outreach programs and financial assistance fund. Donations ensure the Y remains a place for all, regardless of ability to pay.

MORE THAN A GYM

Guided by our mission, we have developed signature programs that support community needs and provide opportunities for our neighbors.

- **A Place to Dream Bed Program** provides beds, linens, Bibles and stuffed animals for children with unfavorable sleeping arrangements.
- **Cheryl's Kitchen Food Program** distributes meals to individuals and children in need through a combination of mobile sites and YMCA facilities.
- **Safety Around Water** teaches children life-saving water safety skills at no cost.
- **Camp I.V.E.Y.** is a week-long, overnight summer camp for children with disabilities.
- **LIVESTRONG® at the YMCA** helps adult cancer survivors reclaim their health and wellbeing following a cancer diagnosis.

SCAN TO
DONATE!



FINANCIAL ASSISTANCE

No one is ever turned away from the Y, regardless of their ability to pay. Through our financial assistance program, we ensure that YMCA membership and programs are affordable and accessible for everyone. Financial assistance is provided on a sliding scale based on the applicant's income. Applications can be completed at any YMCA facility or at thefamilyy.org.



**FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY**

FIND YOUR Y

FAMILY YMCA TEAM HEADQUARTERS
1058 Claussen Road, Suite 100
Augusta GA 30907
706 922 9130

AIKEN COUNTY FAMILY YMCA
621 Trolley Line Road
Graniteville SC 29829
803 349 8080

AUGUSTA SOUTH FAMILY YMCA
2215 Tobacco Road
Augusta GA 30906
706 922 9650

BARNWELL COUNTY FAMILY YMCA
660 Joey Zorn Blvd
Barnwell SC 29812
803 450 4151

BURKE COUNTY FAMILY YMCA
50 Olympic Drive
Waynesboro GA 30813
706 426 0122

YMCA CAMP LAKESIDE
1238 Dogwood Drive
Lincolnton GA 30817
706 359 2152

NORTH AUGUSTA FAMILY YMCA
406 E Martintown Road, Suite 100
North Augusta SC 29841
803 279 0882

NORTH JEFFERSON FAMILY YMCA
3001 GA Hwy 17 North
Wrens GA 30833
706 547 2653

STEINER BRANCH FAMILY YMCA
218 Partnership Drive
Grovetown GA 30813
706 922 6712

THOMSON FAMILY YMCA
521 W Hill Street
Thomson GA 30824
706 595 5615

WILSON FAMILY YMCA
3570 Wheeler Road
Augusta GA 30909
706 922 9623

YMCA CHILD DEVELOPMENT ACADEMY
1425 Walton Way
Augusta GA 30901
706 922 9670

OUR MISSION

is to serve individuals and families in the CSRA through programs designed to build healthy spirit, mind and body, reflecting the values of the Judeo-Christian tradition while maintaining respect for all people.

The Family YMCA is an equal opportunity provider and employer. To file a complaint of discrimination, write: USDA, Director, Office of Civil Rights, 1400 Independence Ave., SW, Stop 9410, Washington, DC 20250-9410 or call (800) 795-3272 (voice) or (202) 720-6382 (TDD).

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