



HOT SPRINGS FAMILY YMCA

MEMBER RESOURCE GUIDE

**Hot Springs Family YMCA
130 Werner Street, Hot Springs, Arkansas 71913
501.623.8803**

www.hsymca.org

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programs and services**



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Dear New Member,

On behalf of all the staff and members here at the Y, we're thrilled to welcome you to the Hot Springs Family YMCA community! Congratulations on taking this important step in your health and wellness journey.

At the Y, our mission is to help everyone build a healthy spirit, mind, and body, and we're committed to supporting you in achieving your personal goals. Your membership provides more than access to our facilities; it connects you to a community that is dedicated to making a difference in the lives of individuals and families in our area.

Here's how to get started and make the most of your membership:

- If you have not done so already, upon completing your membership enrollment, ask one of our membership service team members to give you a tour of our facility.
- Schedule a free Smart Start orientation with our wellness staff. (You will be referred to our Personal Training Team Leader who will set you up with an orientation time.) We'll give you an overview of the equipment and answer any questions you may have.
- Explore our class schedules. All adult group fitness classes on the published schedule are included with your membership!
- Check out our additional amenities, such as our pool, childcare options, and youth programs, by reading this resource guide or by checking out our website at www.hsymca.org. We encourage you to get involved and meet other members.

Like our Facebook page "The Hot Springs Family YMCA" for up to date program information.

If you have any questions or need assistance, please don't hesitate to reach out to us at 501.623.8803. You can also stop by the membership desk at any time.

We are excited to support you and look forward to seeing you around the Y!

Warmly,
The Hot Springs Family YMCA Staff Team

Kroger Partnership

Give back to your YMCA by simply attaching your Kroger Card @kroger.com

When you shop at Kroger and use your Kroger Card, a percentage of your spending is donated back to the Hot Springs Family YMCA. When you create an account and attach your card to the Community Reward Benefit, our Y benefits.

Steps to attach Hot Springs Family YMCA to your Kroger Card:

1. Visit www.kroger.com
2. Log in and create an online account
3. Under "my account", click on Community Rewards
4. Search JW701
5. Add Young Men's Christian Association - Hot Springs

Hot Springs Family YMCA Leadership Team

Our leadership team here at the Y is committed to serving our members and ensuring a community of excellence is built for all. Please feel free to reach out to the appropriate leader if you have any questions or if we can be of help in any way.

CEO	Peter Davin	<u>pdavin@hsymca.org</u>
Director of Operations	Annmarie Kaylo	<u>akaylo@hsymca.org</u>
Executive Program Director	Ana Love	<u>alove@hsymca.org</u>
Director HR/Business	Danielle Kimble	<u>dkimble@hsymca.org</u>
Director of Childcare	Abigail Dixon	<u>adixon@hsymca.org</u>
Associate Membership Director	Mary Downs	<u>mdowns@hsymca.org</u>
Associate Marketing & Program Director	Elizabeth Vaughn	<u>evaughn@hsymca.org</u>
Associate Aquatic Director	Debra Johnson	<u>djohnson@hsymca.org</u>
Director of Property Maintenance	Glen Lovell	<u>glovell@hsymca.org</u>
Personal Trainer Team Lead	Marcos Terrazas	<u>mterrazas@hsymca.org</u>
Wellness Center Team Lead	Bonham Taliaferro	<u>btaliaferro@hsymca.org</u>

Board of Director Leadership Team

Board Chairperson	Don Chmura
Vice Chairperson	Vance Dobyns
Treasurer	Bruce Phillips
Secretary	Raymond Haynie

Members at Large

Manley Beasley	Bob Clements	Mechelle McNary
Phil Montgomery	Doug Jones	Tim Poole
Phil Rayley	Rico Harris	Jodi Tooke
John Trevino	Don Twyford	Raymond Wright

History

Today, the Y engages more than 10,000 neighborhoods across the U.S. As the nation's leading nonprofit committed to helping people and communities to learn, grow and thrive. Our contributions are both far-reaching and intimate. We have a strong history, and have played a significant role in the development of our country.

- The Y invented basketball, volleyball and racquetball, along with pioneering camping, physical fitness and swim lessons.
- The Y helped found the USO, Boy Scouts of America and Camp Fire Girls.
- Y volunteers have provided support and service to millions of soldiers and continue to do so today.
- The Y continues to forge ahead!
- YMCA USA will celebrate its 175th anniversary in 2026. While the official founding date of the U.S. YMCA was in 1851, the organization is marking 175 years of service in the United States in 2026, with the campaign focusing on its deep community roots and evolving mission.

Locally the Y in Hot Springs is writing a story relevant to our community.

In the past year The Hot Springs Family YMCA

- Served over 1,000 school aged students in sports and academic programming
- Helped close the achievement gap through partnership with local school districts
- Advocated for strong public policy in the areas of community health and wellness
- Offered on and off campus licensed childcare programming
- Taught over 500 kids to swim

The Y story is the story of US.... Our community. Thank you for writing yourself into our story today!

Mission

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

To achieve this mission, we strive to:

- Be community-centered. For nearly 160 years, we've been listening and responding to our communities.
- Bring people together, connecting people of all ages and backgrounds to bridge the gap in community needs.
- Nurture potential because everyone should be able to learn, grow, and thrive.
- Maintain a local presence and global reach. We mobilize local communities to effect lasting, meaningful change.

Areas of Impact

We must be focused and accountable to bring about meaningful change in individuals and communities. At the Y, we measure the success of our cause by how well we engage communities in our three areas of focus:

- **Youth Development — Nurturing the potential of every child and teen**
- **Healthy Living — Improving the nation's health and well-being**
- **Social Responsibility — Giving back and providing support to our neighbors**

Access

The Y is committed to providing equal access to its programs, facilities, and enjoyment. We celebrate the presence of differences that make each person unique. We intentionally engage and develop all members of the Y community, and we strive to connect and serve all in our community.

The Y will make reasonable accommodations whenever possible to meet particular needs. Please inform us during enrollment if you or a family member requires any unique accommodations.

Membership

The Hot Springs Family YMCA is so much more than a “gym and swim”. In fact, membership at the Y offers the opportunity to become part of a community of people striving to be the best they can be, while encouraging others to do the same.

YMCA membership provides access to a wide range of amenities such as a 6200 sq. ft. wellness center, state -of- the- art equipment, sauna, a 25- meter indoor heated 4-foot pool, plus free group fitness classes, personal training, child care services, and discounted programs such as swim lessons, youth sports and camps. Members also get nationwide access to other participating YMCAs and can enjoy exclusive community events.

Membership Rates

Type	Equipment Fee	Monthly Dues
Youth	\$30	\$19
Young Adult	\$50	\$39
Adult	\$50	\$46
One Adult Household	\$50	\$63
Two Adult Household	\$50	\$74

Fees are subject to change without notice

Organizational and/or Community Groups

The Y works with organizations, churches, and businesses to accommodate group visits. Groups must book visiting times in advance. Please see our member service team for specific information regarding booking your group.

We are pleased to welcome organizations, churches and small groups to our Hot Springs Family YMCA Facility. Prior to enjoying the various venues and recreational activities offered at our Y, please review governance and policies pertaining to age restrictions in certain areas, overall code of conduct expectations, membership policies and dress codes. All policies are strictly enforced by Y team members in order to create environments of success for Y members and guests.

How offenses will be handled:

- 1. First Offense:** Y staff will advise group leadership of violation and ask that the situation be immediately remedied and/or addressed by a representative of the group.
- 2. Second Offense:** Y staff will inform group leadership the offender must be removed from the activity where a violation is/has occurred.
- 3. Third Offense:** The entire group will be asked to leave the premises for the day and will be issued a suspension until consensus is reached with the organization to ensure future adherence to Y policies and governance.

It is the Y's goal that we are able to provide all in our community safe spaces where recreational activities and health and wellness behaviors can be pursued. However, the Y is a membership organization and attention are given to preserving a positive member experience. Any group who violates the above-mentioned policies and governance will risk forfeiture of membership/guest privileges, with or without prior warning.

Hours of Operation

Monday – Friday	5:00 am – 9:00 pm
Saturday	7:00 am – 5:00 pm
Sunday	12:30 pm – 5:00 pm

Note: The Aquatic Center always closes 30 minutes earlier than the rest of the facility

Observance of Holidays

New Years Day	Closed
Easter Sunday	Closed
Memorial Day	Closed

Independence Day	Closed
Labor Day	Closed
Thanksgiving Day	Closed
Christmas Eve	Close at 12:00 pm
Christmas Day	Closed
New Year's Eve	Close at 6

The Hot Springs Family YMCA makes every attempt to keep our facility operational inside the published hours. However, in very rare cases the Y may close due to unforeseen circumstances such as power outages, building damage, renovation/cleaning, inclement weather etc. The Y does not refund memberships in the case of emergency closure.

Inclement Weather Policy

In the event of inclement weather, the Y administrative staff may call for closure and or late opening or early closing. This is to ensure our team members remain safe and off the roads.

The best way to keep up with real time closure announcement:

Facebook: Like us at The Hot Springs Family YMCA

Webpage: www.hsymca.org

Member Engage Notification/ Hot Springs Family YMCA Mobile App

Phone: If the Y is closed we do our best to remotely update messages reflecting real time information.

Membership Policy

- Please scan in each time you enter the facility.
- We are happy to hold keys at the membership service desk. However, purses, wallets and other personal items must be secured in the member's car or in a locker. We cannot be responsible for lost or stolen items. Please do not leave valuables in unsecured lockers. The Y has, on a first come first serve basis, a limited supply of locks available which we are happy to make available. Otherwise, members are encouraged to bring your own lock and secure your items in a rented or daily use locker. Daily use lockers must be emptied each day.
- The Y basketball/pickleball gym is reserved for members only. Guests are not permitted to play "pick-up" basketball.

- So that all members are availed of a safe environment and positive experience, the Code of Conduct is enforced without prejudice. A no tolerance policy for violations is consistently upheld by Y staff and members. (see Code of Conduct below in this document)
- **Abeyance Policy:** The holding of membership in abeyance for vacations, short term illness, business trips, etc. is not permitted. Credits cannot be extended for days missed due to personal and/or health reasons. When a membership is allowed to lapse for 30 days, restarting the membership will be subject to a new joining fee.
- The Y does not extend membership refunds in the case of closure deemed "out of our control". This includes inclement weather, pandemic closure, maintenance closure or other unexpected circumstances resulting in closure.
- Please review and understand the Age for Area Usage. These policies are strictly enforced by staff. Please note "area restriction" policies which are enforced in the wellness center in addition to all other Age for Area Usage policies.
- The Dress Code is strictly enforced. Please review. Closed toed shoes in the wellness center are mandatory.

Guest Policy

The Hot Springs Family YMCA is a membership organization. Our members make up our community, volunteer, put forth ideas and engage in "buy in" regarding helping our Y community be the best it can be.

All members of our community are encouraged to bring friends and family members to the Y as a guest. The following is our official guest policy.

In-Proximity Guest (60-mile radius)

A member can bring a guest (any age) for a maximum of one free visit per individual guest, per year. When a member brings a guest, we ask that individual to stop by member services and fill out a quick guest in-take form. Members are responsible for the guests they bring. All individuals visiting our Y must adhere to the Code of Conduct, Dress Code and all other policies as set forth in this member's handbook. A person residing within a 60-mile radius may visit as a guest free of charge one time per year. They may visit two additional times by paying the guest fee. After three visits individuals residing within a 60-mile radius will be asked to make a decision regarding membership. If you need to invite a guest outside the parameters of this policy please request a conversation with a director.

Out of Proximity Guest (Outside of 60-mile radius)

A visitor from out of the proximity of the Hot Springs Family YMCA may gain entrance by paying the guest fee and completing a short guest in-take form. An out of proximity guest

may purchase 10 guest passes per year. After 10 guest visits within a 12-month period the Out of Proximity Guest will be asked to make a decision regarding membership.

YMCA Nationwide Reciprocity

The Hot Springs Family YMCA, in partnership with other independent YMCA associations throughout the country, honors the Nationwide Reciprocity program. This allows for individuals who are members at YMCA's across the country to gain entrance as a guest to our facility free of charge. This entrance is granted over a 28-day period. If an individual continues to request access past the 28 days the guest will be asked to make a decision regarding membership.

Walk In Guests

The Hot Springs Family YMCA welcomes all individuals in our community to come and enjoy a visit to our Y facility. If an individual is over the age of 14 they may do so by checking in with Member Services, completing the guest in-take form and paying the \$5.00 (14-17 yo) or \$10.00(adult) guest fee. Guests who are under the age of 14 may visit as a guest with an accompanying adult (18 years or older), have the guardian complete a guest in-take form and pay the \$5.00 guest fee. Walk in guests are welcome to visit three times per year with the guest fee. Beyond the three visits we ask individuals to make a decision regarding membership.

THE HOT SPRINGS FAMILY YMCA DOES NOT ALLOW GUEST TO USE THE BASKETBALL COURT AND/OR PARTICIPATE IN PICK UP BASKETBALL GAMES.

The Hot Springs Family YMCA welcomes community groups, child care centers and other groups to visit the Y. Please reach out to the YMCA Membership Service Team at 501.623.8803 for group prices and booking availability.

We are pleased to welcome groups to our Hot Springs Family YMCA Facility. Prior to enjoying the various venues and recreational activities offered at our Y, please review governance and policies pertaining to age restrictions in certain areas, overall code of conduct expectations, membership policies and dress codes.

All policies are strictly enforced by Y team members in order to create environments of success for Y members and guests.

How offenses will be handled:

1. First Offense- Y staff will advise group leadership of violation and ask that the situation be immediately remedied and/or addressed by a representative of the group.

2. **Second Offense-** Y staff will inform group leadership the offender must be removed from the activity where a violation is/has occurred.
3. **Third Offense-** The entire group will be asked to leave the premises for the day and will be issued a suspension until consensus is reached with the organization to ensure future adherence to Y policies and governance.

It is the Y's goal that we are able to provide all in our community safe spaces where recreational activities and health and wellness behaviors can be pursued. However, the Y is a membership organization and attention is given to preserving a positive member experience. Any group who violates the above mentioned policies and governance will risk forfeiture of membership/guest privileges, with or without prior warning.

Code of Conduct

The Hot Springs Family YMCA is committed to providing a safe and welcoming environment for all. To promote safety and comfort, the YMCA asks all persons to act appropriately at all times when in our facilities, on our property or participating in our programs. We expect persons using the YMCA to act maturely, to behave responsibly, and to respect the rights and dignity of others. The actions listed below, which are not intended to be an all-inclusive list of behaviors, are considered inappropriate and are prohibited in our facilities or programs:

HOT SPRINGS FAMILY YMCA CODE OF CONDUCT

- **Using or possessing alcohol or illegal drugs on YMCA property, in YMCA vehicles or facilities, or at YMCA-sponsored programs.**
- **Smoking on YMCA property – All YMCA buildings and grounds are smoke and tobacco product-free environments. This includes vaping and e-cigarettes.**
- **Illegally Carrying or concealing a weapon or any device or object that may be used as a weapon. This may include laser pointers, knives, fire arms and any other item which may be used as, or considered a weapon.**
- **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. Violence, or threats of violence will not be tolerated. Staff are available to participate in resolution of conflict if necessary.**
- **Verbally abusive behavior, including profanity, angry language, swearing, name-calling, or shouting**

- **Sexually explicit conversation or behavior; any sexual contact with another person, lap sitting, kissing and other public displays of overt affection.**
- **Inappropriate or sexually revealing attire, violation of YMCA dress code as published**
- **Using YMCA facilities to work with a “client”, or facilitate a “third-party program” regardless of membership status, without being an employee of the YMCA.**
- **Theft, or behavior that results in the destruction or loss of property**
- **Loitering within facilities or on the grounds of the YMCA after being requested to depart the YMCA’s property**
- **Use of social networking websites in a manner that is contrary to the YMCA’s mission, is detrimental to the community or is in violation of the law.**
- **Use of electronic devices to record, video, photograph or capture the image of any member without consent or knowledge. It is prohibited to use these devices in any public/ private area where another person may inadvertently be captured in the frame.**
- **Inappropriate or disruptive behaviors. This includes, but is not limited to graffiti, littering, spitting or throwing objects that could potentially cause harm.**

Note: As a member of the Hot Springs Family YMCA an individual may request a written copy of any or all of the above governance documents.

Sexual Harassment/Predatory Behaviors

The Hot Springs Family YMCA Member and Guest Database is combed every 24 hours and will identify sexual predators which are registered in the National Sexual Offender Screening database. If a member’s name comes up in the database the membership will be immediately suspended until further investigation. The member will be informed of this via mail. If it is confirmed the named member is identified correctly as the match in the national Sexual Offender Screening database, the membership will be permanently suspended and the account flagged for no further activity.

In an effort to ensure that the Hot Springs Family YMCA creates safety for all please note the following:

- **The Hot Springs Family YMCA has ZERO tolerance for youth on youth, adult on youth or adult on adult sexual/harassment violations. Y team members are charged with ensuring all program spaces remain safe for all members. This includes, but is not**

limited to, sexual hazing, bullying, harassing, intimidation, name calling, sexual misconduct (implied or overt), and/or physical/verbal aggression. These behaviors will not be permitted and recourse may be to suspend/discontinue membership and/or a call to law enforcement when appropriate.

- Member to Member or Member to Staff verbal abuse is not acceptable. This includes, but is not limited to profanity, derogatory speech, sexual speech, racial comments, shaming, humiliation, secrets, harsh language, off colored jokes etc. The Y is a general population commons and behaviors are expected to reflect that all people are different in their approach to interpersonal communication. It is expected that when an individual is interacting in "the commons" utmost care will be taken to ensure all feel welcomed and secure.
- Unless authorized by relationship, it is never appropriate for Y staff or a member to be alone behind closed doors with a minor child. Members are discouraged from being in closed spaces with minor children they do not have an authorized connection to. If the need arises for a Y staff member to interact, in a position of authority with a minor, the staff member will engage the "two deep" rule and ask another staff member to remain present until minors are in the full custody of an authorized adult.
- Y members should never approach a minor child member requesting personal information, to include, but not be limited to phone numbers, social media accounts, messenger accounts and any accounts which open communication between an adult and a minor child. Electronic communication may only be authorized by a minor's caregiver and no exchange of a minor's information should take place between an adult and a minor at a Y event and/or on the Y campus. Members, nor staff, should ever share content from a personal phone with a minor Y member or program participant.
- Y members should NEVER photograph another member without consent. To do so is a gross violation of personal privacy and will result in immediate suspension and possibly discontinued membership.
- Viewing, disseminating and/or promoting sexually explicit materials and/or pornography on the Y campus is forbidden. This behavior will lead to immediate suspension and/or discontinuation of membership.
- Public Displays of Affection violate the Y's code of conduct. Please refrain from overt touch, clinging, sexual exchange and personal physical exchanges while in program areas.

Reporting Misconduct

Because our organization is dedicated to maintaining zero tolerance for abuse, and for our commitment to creating environments which benefit all, it is imperative that everyone, including program participants, members, volunteers and staff, actively participate in the adherence to community policies. In the event that anyone observes any suspicious and/or inappropriate behaviors, or overt violation of community policies on the part of staff, volunteers, members or program participants, it is everyone's personal responsibility to immediately report their observation to a Staff Person in charge. Remember, at the Hot Springs Family YMCA, the policies apply to all.

Anyone who feels that the Code of Conduct, or any other conduct/harassment/policies, including sexual deviance, are being violated should immediately report the behavior to a staff member on duty. YMCA staff members are eager to be of assistance. Suspension or termination of YMCA membership may result from a violation of the Code of Conduct or other policies. While an incident is being investigated, the membership of the person(s) accused of violating this policy may be temporarily suspended pending a final decision. The Hot Springs Family YMCA does utilize video technology to protect all persons. Cameras are installed in open/public areas only and not in private areas such as locker rooms, restrooms, etc.

All program participants, members, volunteers and staff at the Hot Springs Family YMCA have an inherent right to move in safe spaces and have personal boundaries adhered to. This creates an ethos where all are welcome, respected, and accountable. It is always appropriate for a program participant, member, volunteer and/or staff person to immediately address a situation in which they feel uncomfortable and/or personally violated. Asking an individual to stop a behavior deemed to be violating is always the right thing to do and will be supported by YMCA administrators. Once an individual has addressed the immediate situation, the incident should be reported appropriately so that further action can be determined.

Obligation to report:

The Hot Springs Family YMCA takes every allegation of abuse or misconduct seriously and will fully cooperate with authorities to investigate all cases of alleged abuse or misconduct. Employees and volunteers shall cooperate with any external investigation by outside authorities or internal investigation conducted by the Hot Springs Family YMCA administrative team.

Cooperation with investigations includes, but is not limited to:

- **Promptly acknowledging and responding to requests for information**
- **Making oneself available for meeting with those investigating**
- **Providing full, accurate and truthful information**
- **Keeping confidential information learned or transmitted during the course of the investigation, unless directed by legal authorities**
- **Preserving relevant information and documents.**

Failure to cooperate with an investigation will result in disciplinary action up to and including termination of employment, or revocation of volunteer position.

Red Flag Incidents, Sexual Misconduct, High Risk Activities, and/or Gross Violations

Reporting red flag incidents, perceived sexual misconduct, high-risk activities, and gross violations efficiently is an imperative part of keeping our YMCA safe for all. In the event of an incident, including any of these concerns, the individual involved should expediently

schedule a time to report directly and verbally to a ranking staff member. Key follow-up steps by the staff member will include documenting all instances of incidents with dates, times, and specific details, and proactively engaging with the complainant to ensure their safety during the investigation. This may take the form of the immediate suspension of the allegedly offending participant and/or member until the investigation is finalized. The staff member will report up the chain of command and work with executive management to reach the best conclusions possible regarding the truth, and unless the accused admits the harassment or the complainant confesses to a false complaint, the CEO, along with support administrative staff, will choose between competing versions of events. If an individual feels they are being targeted and/or falsely accused, they have full recourse to file a written response and have a witness present when being questioned. At the close of the investigation, appropriate action will be taken according to the Hot Springs Family YMCA policy. When receiving a complaint supervisor should take these responsive steps:

- Take notes during the verbal report. Also note all questions and/or clarifications
- Complete a full report, in writing, to be submitted to the CEO.
- The CEO is responsible for initiating a thorough, documented investigation.
- Once the investigation is complete, the administrative staff will compile a report conveying the findings of the investigation and/or follow-up action.
- The CEO will report back verbally to the originally offended party, the accused, if appropriate, and when appropriate will communicate actions taken.

Note: If a member or program participant is a victim of or comes across an incident that may be construed as illegal and/or harmful in any way, member/program participant should immediately call 911 and be prepared to share all incident information with law enforcement and/or medical personnel, including but not limited to the names and contact information of all parties involved. If emergency/ police personnel are contacted, the reporting member/program participant should notify a Y staff member who can assist when/if warranted.

Mandated Reporting

YMCA staff members are mandated reporters and have completed the mandated reporting training during onboarding.

The role of a mandated reporter acts as a safety net to ensure that possible cases of abuse are not ignored. By upholding their legal obligations, mandated reporters contribute to creating a safer environment for children and older vulnerable adults. There are also legal ramifications if they do not file a report.

Knowingly falsifying or failing to notify the Child Abuse Hotline (1-844-SAVE-A-CHILD (1-844-728-3224)) results in facing a litany of legal consequences. If the mandated reporter has reason to believe that abuse has occurred, they must report it. Sharing information with a supervisor does not relieve individuals of the responsibility to report. Nor should a supervisor ever encourage a team member not to report.

Age Governance

No minor under the age of 14 may be dropped off at the Y without an adult remaining with them on the premises.

Children 13 and under must be accompanied by a parent or guardian at all times while on the Y campus. This includes participation in Y youth sports, swim lessons and Y events. This excludes children who are signed into the care of Childwatch and athletes on the Y swim team.

At the Hot Springs Family YMCA we are happy to welcome members of all ages to enjoy our facilities. To ensure that everyone has a safe and enjoyable experience, below you will find direction and policies guiding your family's success.

Childwatch

Children six weeks to 13 years of age are welcome to attend the Y's childwatch program. Childwatch is supervised and programmed care. Children must be signed in and out of childwatch by a parent or guardian. Childwatch is a screen free zone. (See Childwatch Policy for more information)

Wellness Center

- Youth age nine (9) and under are not permitted in the wellness center for any reason. Children under the age of nine (9) are encouraged to be signed in to childwatch for proper supervision.
- A child 10 to 13 may use wellness center equipment with adherence to posted age restrictions and **WITH THE DIRECT OVERSIGHT OF A PARENT/GUARDIAN**. This means the parent must be within reach of the child at all times.
- Children 14 – 17 may use the wellness center as posted.

Aquatic Center

- Youth ages 3 and below must have a parent or guardian IN the pool with them when swimming, unless they are actively participating in a swim lesson.
- Youth ages 4 to 13 may be in the pool unaccompanied as long as they have passed a skills test administered by a YMCA lifeguard or are wearing a life jacket. **No student 13 and under may be in the aquatic center without an adult.**
- Parents/caregivers must actively be watching with diligence as the 4 to 13-year old's are in the pool. Please do not become engrossed in cellphone scrolling. While the lifeguard is the final authority on behaviors, safety, etc. It is expected that parents/caregivers also join in oversight and safety ensuring the well-being of their child/ren.
- Youth 14 and up may be in the pool area without an adult as long as rules are being appropriately followed.

- **18 and up are welcome to use the sauna. Members 17 and under are not permitted to use the sauna due to safety concerns.**

The guard on duty is the governing oversight of the pool area. Any guard on duty has at their discretion, the authority to stop any behavior deemed to be unsafe and/or inappropriate and to ask any individual to leave the aquatic center. Failure to acknowledge guard oversight will result in being asked to leave the aquatic center.

Group Exercise Classes

- **Children ages 8 to 13 may participate in appropriate group instruction classes. Cycling classes are excluded as children will not fit properly on the required equipment. Parents or guardians are asked to also participate in classes where children 13 and under are attending.**
- **Youth ages 14 and up may participate in group exercise classes without a parent or guardian.**

Play Palooza

- **Children 17 and under must be accompanied by a parent or guardian in Play Palooza.**

Locker Rooms

- **Locker rooms are available and assigned by birth gender. Children 13 and under must be accompanied by an adult, present in the locker room, at all times. This is a safety issue and is strictly enforced.**
- **Parents who are accompanying a minor child, 13 and under, of the opposite gender are asked to use the family locker room located on the southeast side of the pool deck. If the family locker room is unavailable, please seek out the assistance of membership service staff for alternative restroom/changing areas.**
- **Children 14 and up are invited to use the locker rooms unattended. Please ensure your youth adhere to appropriate behaviors and courtesies while using this common space.**

Youth Groups and/or Youth Organizations enjoying the Y campus as part of a group membership or guest fee are asked to stay together as a group and follow all Y code of conduct and space usage guidelines.

Violation of Hot Springs Family YMCA Age Governance Policies, Member Code of Conduct, Dress Code and/or Membership Policies may result in immediate suspension or revocation of access to Y facilities, programs and membership.

Dress Code

- Shirt covering the entire torso must be worn by all
- Please DO NOT wear midriff tops or sports bras without a shirt.
- Shorts must fully cover the gluteus and hip complex area
- No sagging pants
- Appropriate gym shoes are required. Please no sandals, flip flops, boat shoes, etc in the gym, group instruction classes or wellness center.
- No obscene languages or images on clothing

Note: The Aquatic Center is exempt from the above protocol. YMCA lifeguards and staff maintain the right to ask any participant in aquatic center activities to wear more coverage.

Child Watch (Child care when caregivers are in the building)

HOURS OF OPERATION

Monday – Saturday 8:00 am – 12:00 pm
Monday-Thursday 4:00 pm – 8:00 pm

The Hot Springs Family YMCA Child Watch Center is available as a drop-in service for members and is ready to provide quality, nurturing care to our smallest members.

Child Watch is a drop in childcare service for members, allowing them to use the YMCA facilities while their children are supervised by trained staff in a safe environment. It is designed as a short-term care, free play environment for children to receive supervision while a parent exercises or participates in programs. Child Watch may also include age-appropriate activities like crafts, games, and creative play. A parent or guardian must remain in the YMCA facility during the time their child is in Child Watch.

Child Watch team members are committed to providing spaces where they can act as a role model for children participating in the program. Team members actively work on fostering a caring and learning environment through planning and constant evaluation.

Our Child Watch Team Commitment

- Child Watch Team Members are vetted through an extensive background check process during hiring.
- Child Watch Team Members are versed and understand the correct procedure for interacting with small children in appropriate manners which keep both child and staff safe.
- Child Watch Team Members have continual and up to date training ensuring best practices are utilized.

- Child Watch Team Members are certified in CPR and First Aid.

Child Watch Facility Usage Guidelines

All Children MUST be signed out by the same adult who signed them into the center. The designated adult must be 18 years or older. Staff may ask for identification for personal verification.

Children 8 weeks – 11 months old are welcome to remain in the center for 1.5 hours
Children 1 year – 13 year olds are welcome to remain in the center for 2.0 hours

These guidelines are set forth as appropriate time limits when all is going well and children are adjusted to being in the center. Children who are having difficulty adjusting to the center environment, display behavioral difficulties, or show signs of remedial socialization skills may be admitted on a limited basis, granted a shortened attendance time slot. (This decision will be made by the Child Watch Director.) Those time slots may increase as the staff and the caregiver work together to find paths for the child to acclimate and find success in this low structure environment. The Y Child Watch Director reserves the right to ask a child be removed from the Child Watch program for a short “we are done today” suspension, or a longer suspension if warranted. Decisions to suspend a child from Child Watch may only come from the program director, or their supervisors, and may come without previous warning.

Aside from situations where the Child Care Director will make a suspension decision, the following guidelines will be observed for handling day to day situations. Please keep in mind, these are guidelines and our Child Watch Director maintains the authority to act outside these guidelines when appropriate.

All children attending Child Watch will be expected to display age appropriate behaviors reflecting a moderate to high social skill set. The Child Watch Team is committed, and has been trained to intervene with positive reinforcement and to use redirection when possible. The YMCA Staff will never use physical discipline. A team member may take a child’s hand and walk them to a time out area, or to a redirected activity. However, physical discipline is absolutely not tolerated by any Y team member.

General steps to resolve behavioral issues:

(Parent/Caregivers will receive notice if a child did not have a successful visit to Child Watch)

First Incident: Child will be asked to sit out from activities for a time corresponding with their age

Second Incident: A “Let’s Be Done For Today” Suspension. The parent/ guardian will be asked to sign their child out of child watch and are free to try again the next day.

Facilities

Child Watch utilizes three main areas within the Y campus for programming. The primary space is the Child Watch Center. During program times activities may also take place on the back playground or in Play Palooza. A sign letting parents know which venue is being utilized will be placed on the Child Watch Center Door.

Snacks

Child Watch is a Nut Free Zone. If a parent/ caregiver sends a snack with a child it must not contain nuts and/or nut derivatives. Other than that, parents/ caregivers are invited to send a snack with their child. Children who do not bring a snack to child watch may be offered a small snack. Please send water for your child.

Screen Time

Child Watch is a personal Screen Free Zone. If a child brings a device into the center, the device will be placed in a cubby and will not be given to the child during their time in Child Watch.

Personal Belongings

Toys brought to child watch will be shared with other children, or will be put away until a child is checked out of the program. Please label all personal items.

Excessive Crying

The Hot Springs Family YMCA Child Watch team is most interested in helping children of all ages to successfully acclimate to the program environment. YMCA child watch staff will typically respond to excessive crying by using calming techniques like distraction and comfort, and by following a protocol that involves notifying parents if a child is inconsolable after a certain period. (usually 15 minutes)

While we fully understand all children acclimate differently to “out of the ordinary/new” environments, the Y Child Watch team is most interested in not allowing the smallest of our members to be in prolonged distress. If a child is displaying signs of high anxiety, agitation or excessive crying which does not respond to intervention, the parent or caregiver will be asked to come to child watch and either sign the child out for the day, or stay to help with acclimation interventions.

While it may take several visits before a child fully acclimates to the Child Watch environment, the staff is fully committed to working through a reasonable plan of integration.

If a child is unusually agitated and/or has many visits where excessive crying occurs the program director will meet with the parent/ caregiver to discuss an appropriate acclimation plan.

Illness and Communicable Disease

Child Watch policies require children with illness symptoms to stay home and prohibits entry for sick children to protect the health of everyone. Key guidelines include not bringing a child with a fever (usually 100°F), a persistent cough, diarrhea, vomiting, or other contagious symptoms. A child must be free of symptoms (and fever-free without medication) for a full 24 hours before returning.

Conditions for Staying Home

- **Fever:** A body temperature of over 100 degrees Fahrenheit
- **Respiratory issues:** Persistent cough, green runny nose, or difficulty breathing.
- **Digestive issues:** Diarrhea or vomiting.
- **Other contagious illnesses:** Pink eye, lice, unexplained rashes, ear infections, or strep throat.
- **Medication:** A child must have completed a full 24-hour dose of antibiotics for bacterial infections before returning, and be fever-free without medication for 24 hours.

What to do if your child becomes sick at the Y

You must pick up your child immediately if they become ill while at the facility. The staff will contact you if your child shows signs of illness.

Other important policies

- **Staff discretion:** Child Watch staff can refuse entry to a child who appears to be visibly sick.
- **Reporting:** Parents should notify the Child Watch Center Director if their child has been diagnosed with communicable illness or head lice and has been in the Child Watch Facility within the previous 48 hours.

Note: Keeping all names and identities anonymous, the Child Watch Director will put out a public announcement of any incidents of known communicable disease or lice exposure as soon as the exposure is declared.

Incase of an Emergency

If an emergency occurs and the YMCA building is executing an evacuation, children in Child Watch will attempt to exit the building through the back door and will meet with parents/caregivers on the YMCA playground located at the north corner of the Y campus, along Nash Street. If the back exit is blocked children and staff will evacuate through the aerobic room and proceed to the playground area. In the case of an evacuation Y team members will account for all children prior to allowing any to be signed out by a parent and/or caregiver.

If an accident occurs in Child Watch which involves blood borne pathogen contamination or contagious bodily fluids children signed into child watch will be located to another designated area while clean-up is occurring. A sign will be placed on the door with a notification of the change in program space.

If a child is signed into child watch and is involved in an emergency the parent/ guardian will be immediately notified and is expected to report to the child watch center.

Child Watch Toileting and Diapering

- Child Watch staff are not permitted to change diapers, nor help small children with toileting. We ask that parents and caregivers take their little ones to the restroom prior to signing them into the center. If a child needs assistance while using the restroom we will ask the parent/caregiver to come and assist the child.
- Children who are trained to use the restroom without assistance will be escorted to the restroom located on the south side of child watch. Staff will ensure the restroom is empty and then permit the child to enter. Only one child at a time will be allowed in the restroom, this includes siblings. The staff will stand outside the restroom door and remind the child to hand wash upon completion. No staff are permitted to be in a restroom alone with a child.
- Please ensure you take your child to the restroom prior to signing them into Child Watch. If your child currently uses diapers, please have them arrive wearing a clean diaper.

Sexual/Harassment Misconduct

The Y has a zero-tolerance policy for child on child, adult on child or adult on adult harassment or sexual deviant behaviors. Please take note of the following policy as it pertains to Child Watch.

Any verbal and/or physical deviant and/or aggressive, or apparently aggressive interaction with another child, of a sexual nature, to include but is not limited to asking another child to remove ANY article of clothing, show any “protected body parts”, including but not limited to genitalia for both boys and girls, and/or breasts for girls, will be considered sexual harassment and the parent/caregiver will immediately be asked to pick up the child and a suspension will be imposed.

Further, ANY verbal conversation that contains verbiage and/or content which could be construed as sexually deviant and/or sexual in nature will lead to a suspension, the length to be determined by the Child Watch Director.

Second offenses for either of these infractions may result in immediate expulsion from the YMCA child watch program.

The Hot Springs Family YMCA has ZERO tolerance for sexually deviant behaviors, and/or seemingly sexually deviant behaviors or behaviors displaying sexual conduct or knowledge found to be “not age appropriate”, or unbecoming to settings where children are present.

YMCA staff are Mandated Reporters by law, in the state of Arkansas. This requires staff to report to DHS the appearance of/ or episodes of sexually deviant behaviors.

There will be no appeal process to this policy. It will be applied to all enrolled children equitably who are enrolled in to the Child Watch program.

Child Watch is a unique drop-in child-care center that is available for families while the parent/ caregiver is utilizing the Y. Our smallest members benefit from the social interactions and the appropriate relationships built with peers and adults. We thank you for entrusting us with your little one and we ask for open communication when issues of any kind arise. We are here to help, support and provide a beneficial member experience for the children in our care.

HOT SPRINGS FAMILY YMCA

PROGRAMS



The Hot Springs Family YMCA is a Class Wallet Vendor

Wellness/Fitness

Pickleball

Pickleball is a paddle sport that combines elements of tennis, badminton, and table tennis, played on a court similar to a badminton court with a lowered net. Players use paddles to hit a perforated plastic ball over the net, with games typically played in singles or doubles. Key rules include a "non-volley zone" near the net (often called "the kitchen") and requiring one bounce on each side before a player can volley.

Pickleball is offered at the Hot Springs Family YMCA, providing three courts in a shared space. Gym schedules are published quarterly to ensure all members interested in court activities have designated times to enjoy their chosen activity. Please see the Pickleball Bulletin Board located outside the Northside Gym or inquire at Member Services for specific playing times.

Basketball

Open court basketball is available at the Hot Springs Family YMCA during scheduled times. (Please see the court schedule located on the bulletin board outside the north gym). Pickup games are welcomed and are expected to include all members who are interested in playing. Guests are NOT permitted to join in pickup basketball games. A person who has entered the facility and stated they are not present to play basketball, but are then found participating will be asked to leave the facility and no refund will be granted.

Group Instruction

As part of our Group Instruction program, the Hot Springs Family YMCA offers over 50 classes a week. Everything from yoga, Pilates, cycling, strength training, step, HITT No-Barre Barre and much more. These classes are offered and instructed by highly qualified individuals holding national certifications. Class schedules are released on the first of each month and maybe accessed at the membership service desk or at our website www.hsymca.org

Smart Start Orientation

As a new member at the Hot Springs Family YMCA you will have the opportunity to join a certified trainer for a 30-minute session helping new members become acquainted with the wellness center equipment. If you are interested in this service please inquire at the Member Service Desk. They will take your name and information and forward it to our Personal Training Team Leader who will get you scheduled for your Smart Start Orientation.

Smart Start Orientations may be done in groups as large as five, depending on the demand.

Personal Training

The Hot Springs Family YMCA offers various options for personal training. Our desire is that your journey to personal wellness includes training you are comfortable with, and is able to meet your exact needs. Options are available for one on one training, couples (2 ppl.

sessions), small groups and in various increments of time. If you are unsure where to start on your training journey, please feel free to reach out to our Personal/ Small Group Training Team Leader, Marco, at 501.282.3366. He can help steer you in the right direction!

SMALL GROUP TRAINING

SGT is offered throughout the year here at the Y. Each class session is generally limited to 8 to 10 individuals and is scheduled at a specific time each week for a six-week session. Please visit the Welcome Center to inquire about current classes being registered.

Members: \$85.00 **Non-members: \$99.00**

PERSONAL SMALL GROUP TRAINING

**Do you have a small group of friends that are supporting each other on the wellness journey?
Are you seeking an affordable option for training, plus a way to make it fun and engaging?
Get your friends (4 to 7 ppl) and schedule a trainer for Small Group Training sessions.
Sessions are two times per week for six weeks.**

This option is available for members only: \$95.00/ Per six-week session

PERSONAL TRAINING

Personal Training is a one on one or couples (2 people) experience with a Nationally Certified Trainer. Training may be purchased in individual sessions, or in packages. If you are unsure where to start on this journey feel free to reach out to Marco, our Personal Training Team Leader at 501.282.3366.

Understanding that everyone has different needs, the Hot Springs Family YMCA Personal Training offering is set up to serve you. If you are looking for where to get started, a trainer can help with developing a training routine which can then be carried out by you. This can generally be done in one or two sessions. From here you can work out on your own and schedule further sessions as needed for progress.

Others may be looking for increased accountability, variety in a workout, or implementation of an identified workout to obtain specific goals. We are able to provide that as well. Packages are provided to help make ongoing training affordable and doable.

30 Minute Session: \$30.00
30 Minute Two People: \$45.00

60 Minute Session: \$42.00

Available Trainers:

Team Leader: Marco Terrazas: 501.282.9201 MTerrazas@hSYMCA.org

Trainer Name	Contact	Email
Ashley Haberer	501.545.3672	Ashleyhaberer@gmail.com
Amanda Mallonee	919.749.0728	Amandalmallonee@gmail.com
Tony Mason	501.463.1853	Bluepoodlegrooming@gmail.com

Jasmine Maldonado	501.617.8497	jasmineymal1@gmail.com
Lisa Lawless	501.617.6023	Tobefit@gmail.com
Marco Terrazas	501.282.9201	Mterrazas@hSYMCA.org

When you choose to invest in Personal Training, you are investing in your future self. It means that regardless of your healthy living goals or level of fitness expertise, you are in great hands. Our trainers will sit down and discuss what you hope to achieve through personal training at the YMCA, devise an overall healthy living plan and help you construct the best methods for success!

Play Palooza

Play Palooza is a three-story indoor play structure located across the hall from Child Watch on the north end of the Y. Families and children are welcome to visit and play in the area while spending time at the Y. Children 17 and under must be accompanied by a parent or guardian in Play Palooza.

Aquatics

The aquatic center at the Hot Springs Family YMCA hosts a 25-meter swimming pool with a uniform depth of 4 feet. The water temperature is kept at 84 degrees. The aquatic center also has a dry sauna. A lifeguard is on duty anytime the aquatic center is open and is the person in charge of space safety and oversight. The aquatic center will always close 30 minutes prior to the rest of the facility in order to facilitate pool cleaning. Please be aware that the following guidance is utilized to govern the aquatic center and ensure all members and program participants remain safe.

- Youth ages 3 and below must have a parent or guardian IN the pool with them when swimming, unless they are actively participating in a swim lesson.
- Youth ages 4 to 13 may be in the pool unaccompanied as long as they have passed a skills test administered by a YMCA lifeguard or are wearing a life jacket. No student 13 and under may be in the aquatic center without an adult.
- Youth 14 and up may be in the pool area without an adult as long as rules are being appropriately followed.
- 18 and up are welcome to use the sauna. Members 17 and under are not permitted to use the sauna due to safety concerns.

Dry Sauna

A dry sauna is available for members 18 years of age and older, and is located on the east side of the deck by the men's locker room. The sauna is COED. Shoes should be open toed and clean. No gym shoes are allowed in the sauna.

The dry sauna is designed to be DRY. Please do not use essential oils in the sauna, pour water or oil over the coals, or use any form of scented waxes, oils, steamers and so forth. Members caught using inappropriate oils, steamers or scented or unscented liquids in the sauna will be subject to member revocation or suspension.

The sauna is designed to sit and sweat. Please do not wear soiled clothing, sweat enhancing clothing or clothing that causes one to overheat. Swim suits are the preferred attire for the sauna. Also, please do not "work out" while using the sauna.

Swim Lessons

YMCA swim lessons are a progressive, skill-based program for all ages that teach swimming skills, stroke technique, and water safety. The curriculum is broken down into phases, such as "Swim Starters," "Swim Basics," and "Swim Strokes," which are designed to build confidence and competency in the water, from infants to adults. Lessons are led by nationally certified instructors and cover a range of skills including floating, treading water, and safe entry and exit from the pool.

Key features of YMCA swim lessons

- **For all ages:** Programs are available for infants, toddlers, children, teens, and adults.
- **Progressive curriculum:** Lessons are structured in progressive stages that build upon one another, from basic water comfort to advanced stroke development.
- **Water safety:** A strong emphasis is placed on water safety skills, including floating, treading water, and knowing what to do in an emergency. The YMCA also offers a dedicated water safety education program.
- **Stroke technique:** Lessons focus on learning and refining various swimming strokes and techniques.
- **Certified instructors:** Instructors are nationally certified and trained in CPR, AED, and First Aid.
- **Varied lesson formats:** Lessons are available in group, private, and semi-private formats to suit different needs and learning styles.

Swim Lessons offered at the Hot Springs Family YMCA are offered in sessions. February through May and September through October lessons are offered Monday AND Thursday, in the evenings for four (4) weeks, totaling eight (8) classes. June through August lessons are offered Monday THROUGH Thursday for two (2) weeks, totaling eight (8) classes. The June through August sessions offer both morning and evening sessions. The Membership Service Team is happy to help with providing information regarding specific session dates and appropriate placement.

Group Swim Lesson

Members \$68.00/session Program Participants (non-mem) \$87.00/session

Classes must have 3 or more participants registered in order to be offered. If a class does not meet the 3 or more participant criteria, best efforts will be made to move registered participants into other classes although dates and times may be different than the original session registered for.

A Swim Lesson Selector may be accessed on the Hot Springs Family YMCA website at www.hsymca.org. Membership service staff are also happy to assist in determining proper placement.

Private Swim Lessons

Private YMCA private swim lessons offer personalized instruction, faster progress, and a comfortable environment, ideal for overcoming fears, mastering specific techniques (like strokes or breathing), or accommodating busy schedules with tailored plans and flexible timing, benefiting everyone from anxious beginners to those seeking advanced skills without group distractions. Key advantages include undivided instructor attention, customized goals (safety, fitness, competition), less pressure, and better progress for unique learners.

Lessons are offered in 30- or 60-minute sessions. Fees range from \$25.00 - \$40.00 depending on session length and instructor experience. To receive more information regarding private swim lessons and finding the right instructor for your needs, you can reach out to Deb Johnson at djohnson@hsymca.org .

Swim Team

The Hot Springs Family YMCA Swim Teams is a semi- competitive swimming program for children and teens desiring to focus on developing swimming skills, endurance, and sportsmanship while promoting a healthy lifestyle. Team swimming is available for various age and skill levels, from beginner to advanced, and offers a multi-tiered structure with different training groups assigned according to skill level. The Hot Springs Family YMCA swim team requires a YMCA membership and a skill audit from the coach to determine team placement.

Dry Sauna

18 and up are welcome to use the sauna. Members 17 and under are not permitted to use the sauna due to safety concerns.

Birthday Parties

The Hot Springs Family YMCA offers birthday parties for both members and non-members in our community. Parties may be booked through the membership service desk and include a private room and an activity like swimming, play palooza, gym or time on our outdoor playground. A party host/ess is assigned to each party.

ALL PARTIES INCLUDE:

A fun energetic party host!

Private Party Room and Activity Time

All Parties are 2 hours long

(This includes 15 minutes set up, 1 hour in party room, 1 hour of activity time, clean up must be done within hour in party room)

Drinks: Capri Suns (KoolAid Jammer) for the number of children per party package purchased.

What we provide:

- Plates
- Napkins
- Forks
- Tablecloths
- Balloon bouquet

YOU CHOOSE ACTIVITY:

- POOL
- PLAY PALOOZA
- GYM (HALF COURT)
- OUTDOOR PLAYGROUND

Parties can be scheduled on Fridays, Saturdays and Sundays.

Please call 501.623.8803 to check schedule availability and/or to book a party.

Parties must be booked a minimum of 7 days in advance.

To ensure your birthday party experience is excellent, the following Memorandum of Understanding will be presented and need signature at the party point of sale.

BIRTHDAY PARTY WAIVER AND MEMERANDUM OF AGREEMENT:

I agree to, and understand that the Hot Springs Family YMCA assumes no responsibility for injury or illness which I, my spouse, my minor children, party guests or any other person may sustain as a result of participation in YMCA birthday activities. I, expressly acknowledge, on behalf of myself, my family members, including partner and minor children, and heirs that I assume the risk from any and all injuries, illness, death, loss or damage which may result in my participation in any activity within the YMCA or YMCA sponsored activity. I also agree to be responsible for ensuring that such guest adhere to the rules and policies of the Y and to inform them that they assume all liabilities for injuries, illness, death loss or damage which

may result from participating in any activities, or involvement in any activities on, or off the Y campus, sponsored by the Y.

I fully understand the Y is not responsible for any loss or damage of property.

Further; in order to mitigate any and all misunderstanding regarding party deliverables I fully understand NO VERBAL agreement will be honored in regards to deliverables, room usage, value added amenities or any other unauthorized agreement. Deliverables will be in writing on this contract. ANY changes to party deliverables must be approved by the Birthday Party Program Director IN WRITING! No other Y team member is authorized to grant promises on services.

Further, I agree:

Every child involved in the birthday party activity will be counted as a guest and I will be charged accordingly. This includes siblings and uninvited guests.

I will have a party host/hostess assigned to my party. My assigned host/hostess will assist with support, set up, tear down and any other party need I may have. It is the job of my party host/hostess to ensure, to the best of their ability, that my experience is as stated in this MOA. My party host/hostess will be charged with upholding this MOA and keeping my party moving in a timely manner.

I agree that my party will travel together throughout the building, at the direction of my assigned party hostess and will congregate to receive instructions regarding rules, policies and safety guidelines prior to participating in any activities. I have reviewed all policies pertaining to code of conduct, age boundaries, aquatic guidance, sexual misconduct, dress code and specific rules for the venue which I have reserved. I agree to abide by, and ensure all guests abide by these policies as outlined.

My party time is 2 hours. Period. This includes tear down and party time. The first hour is scheduled in the party room, the second hour in the chosen activity venue. I will have 15 minutes prior to my booked party time to set up any of my own decorations. I will not have access to my assigned party room until 15 minutes prior to my actual booked time, and will be asked to vacate the room after the first hour. My party hostess will help me with tracking time and vacating the room when my time is up. Your general party set up will be complete on Y time. Any additional changes must be made during the booked time.

Children participating in the party are ONLY allowed access to the party area. I further agree that I, as the booking party, am responsible for each child and will not allow them to wander the building unaccompanied by an adult.

I understand the activity venue I choose will be SHARED WITH OTHER PARTIES, AND/OR Y MEMBERS. This means I have no expectation of a private party activity venue.

My party must be booked seven days in advance. No changes may be made after that date. If guests arrive at the party, placing the party over the booked number threshold, guest will

be rotated through the activity venue with other guests “sitting out” to keep ratios in line. NO EXCEPTION. Rotations will be organized professionally, keeping in mind that children are seeking a fun experience. All guests will be charged to the party booking agent, regardless of time spent in the activity venue.

It is the Y’s desire to work with you, your family and guests to ensure a positive experience. We fully understand nothing is more important to you than celebrating your child’s birth. We join you in desiring a great experience. Please feel free to ask as many questions at booking, and/or call after booking with concerns.

All parties must be paid in full at booking. No Refunds are given for any reason. Unless canceled 7 days in advance at which time 75% will be refunded.

Youth Sports

YMCA Youth Sports is a program designed for children to learn and develop in sports, focusing on fun, skill-building, and character development rather than just winning. The Hot Springs Family YMCA offers Fall Soccer, Fall Grass Kickers (ages 2-4), Winter Basketball, Hoop Shooters (ages 2-4), Cheerleading, Spring Soccer and Spring Grass Kickers (ages 2-4). We welcome children of all skill levels, and emphasize life lessons like teamwork, sportsmanship, and healthy habits.

Fall Soccer

Fall Grass Kickers (soccer skill/drill age 2 to 4)

Winter Basketball

Winter Hoop Shooters (basketball skill/drill age 2 to 4)

Winter Cheerleading

Spring Soccer

Spring Grass Kickers (soccer skill/drill age 2 to 4)

The Hot Springs Family YMCA youth sports is a program which thrives because of the volunteer coaches and the parents. Those interested in filling a volunteer coaching position may inquire by reaching out to Ana Love at Alove@hsymca.org

Out of School Child Care

Out of School Time child care is offered in three different venues in Garland County. All YMCA programs are Licensed by the Arkansas Department of Education and follow all licensing criteria. According to Arkansas Law, all YMCA employees are Mandated Reporters. This requires staff members to report any appearance of, or knowledge of child abuse, malfeasance, physical, emotional or sexual harm, sexual deviance and/or misconduct, child corruption and/or exploitation.

The Hot Springs Family YMCA has a zero-tolerance policy for child on child, adult on child or adult on adult harassment or sexual deviant behaviors. For more information on policies and controls governing out of school programs please request our Out of School Time Handbook from Member Services.

Y Campus Afterschool/School Holiday Program

The Y Campus Out of School program is hosted at the Hot Springs Family YMCA location (130 Werner Street). The program serves children ages 5, enrolled in kindergarten, through 13 years of age. Transportation is provided to students attending after school care from Lake Hamilton, Lakeside and Hot Springs School Districts. School Holiday Camps concur with the school calendars of these same schools.

The School Holiday Program must have a minimum of 8 students registered for programming, 48 hours prior to the program start day. If 8 students are not registered the child care director will notify parents 48 hours in advance that the program did not "make" and will be cancelled.

Lakeside SCORE

Lakeside SCORE is a program offered by the Hot Springs Family YMCA in partnership with the Lakeside School District and is housed on the Lakeside Primary School campus. The program serves children ages 4 (PreK) through 13 years of age. The calendar will follow the Lakeside School Calendar and programming will only be available on days in which a full school day is in attendance. No program is held on days where parent/teacher conferences are scheduled or where an early dismissal occurs.

YMCA Summer Camp

Summer Camp is a child care offering which takes place during the summer months when school is dismissed. The program serves students ages 5 (going into kindergarten) – 13 years of age. Currently, the program is housed out of First Lutheran Church in Hot Springs Arkansas. The YMCA summer camp offers activities highlighting experiential learning, crafts, recreation, field trips and the opportunity to build lasting friendships.

Out of School Child Care Access and Inclusion Policy

Policy Statement:

The Hot Springs Family YMCA Out of School Time Programs welcomes all children and is committed to providing appropriate out of school time care that supports the full access and participation of each and every child. We believe that each child is unique and our team will work in partnership with families and other professionals involved with the child to provide, with reasonable accommodation, the support every child needs to reach their full potential.

Federal civil rights laws state that a facility may not discriminate on the basis of race, color, sex, religion, national origin, physical or mental handicap, or veteran status. The Hot Springs Family YMCA is committed to these regulations in all policies and procedures.

Inclusive Environment:

The Hot Springs Family YMCA uses age-appropriate practices and considers all enrolled children when formulating program activities. Staff will make every attempt to implement any reasonable adaptations or supports necessary to meet the needs of program participants. Reasonable accommodations and supports will be discussed with care givers and will be documented in the child's YMCA OST records.

Access:

The Hot Springs Family YMCA is committed to providing program access to all school aged children in our service areas. Students who are under the guidance of a School-Based IEP or 504 Plan are welcome in the program, and caregivers are encouraged to share these documents with the director. Staff will make reasonable accommodations and will support all students in successful program participation.

Confidentiality:

Confidentiality applies to all verbal and written information about potential, enrolling and previously enrolled children and their families. All staff are trained in confidentiality practices in written and verbal communication, and they are expected to protect the privacy of all individuals in the inquiry, enrollment, and/or program participation processes. Written records are stored in a secure location with access limited to the director, assistant director, counselors, and Arkansas Department of Education child care licensing specialists. No information will be released about a child to any inquiring adult not listed on registration paperwork. This excludes the responsibility held by staff as mandated reporters of suspected child abuse and negligence as outlined in Arkansas law or when information is subpoenaed by the court.

Emergency Procedures

Power Failure

If power in the YMCA building fails all members are asked to move to the southside hallway (near the front desk). Staff members will walk the building to ensure all areas are secure and evacuated. No member or guest will be allowed to continue to work out or use program areas during a power failure. If power is not restored within 15 minutes of the outage the building will be evacuated until power is restored.

Building Evacuation

If an emergency arises which requires evacuation, members are asked to move to the nearest exit and leave the building. Staff will assist with ensuring all areas are properly evacuated and secure. If a member has a child signed into Child Watch please do not attempt to go to the program area prior to self-evacuation. Child Watch staff will evacuate all children to the

playground on the northwest side of the Y campus. Parents will be asked to sign their child/ren out at that location.

Tornado/ Severe Weather Evacuation

In the event of a severe weather event such as a tornado or severe thunderstorm, members are asked to evacuate to the middle hallway away from glass doors.

Fire Alarm

When the fire alarm sounds we ask all members and guests to evacuate the building unless immediately notified it is a false alarm by a Y staff member.

Emergency Incident Reports

When an accident or emergency happens on the Y premises, staff are required to complete a full incident report. This will include capturing the name, birthday and address of everyone involved in the incident. This allows for proper follow up and insurance all persons involved are identified. Members and guests are asked to fully comply and assist with the completion of this report.