

Sewickley Valley YMCA

**We Build Strong Kids, Strong Families,
and Strong Communities**

Member Handbook



Mission of the Sewickley Valley YMCA: *To build healthy spirit, mind, and body based on Christian principles, and to improve the quality of life for children, individuals, and families in the served communities.*

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Sewickley Valley YMCA Member Handbook

Welcome

Welcome to the Sewickley Valley YMCA! It is our pleasure to have you as a new member. The information presented in this *Member Handbook* has been developed to help you enjoy a safe and enriching experience when you visit the YMCA. We encourage you to read all of the enclosed material thoroughly and to ask our staff to answer any questions that you may have. Again, welcome to the Sewickley Valley YMCA!

The Mission of the Sewickley Valley YMCA

The Sewickley Valley YMCA is a mission-led organization that strives *to build healthy spirit, mind, and body based on Christian principles, and to improve the quality of life for children, individuals, and families in the served communities.*

We Build Character

The YMCA is an organization dedicated to developing strong character in all people. Special emphasis is placed on developing the character traits of *caring, honesty, respect, and responsibility*. As members of the YMCA family, we will accept, demonstrate, and teach character values to all with whom we interact. Character development is more than a program at the Y – it serves as a foundation for all that we say and do!

Financial Assistance

The YMCA recognizes the need to serve all members of the community, including those who are not able to pay the full cost of the membership or program fee. To apply for financial assistance, call for an application or visit the YMCA Membership Office.

Sewickley Valley YMCA Board of Directors

In accordance with the by-laws of the Sewickley Valley YMCA, a volunteer Board of Directors serves to assure that our mission is being fulfilled and to provide oversight to planning programs, policy development, administration and fund raising. Board members also serve on a variety of committees and task forces. New board candidates are elected to the board at the Sewickley Valley YMCA Annual Meeting held in the spring of each year.

Volunteers

The Sewickley Valley YMCA is a volunteer-led organization. Individuals of all ages donate their time and expertise to the YMCA as program volunteers, policy volunteers, and fund raising volunteers. On average, the Sewickley Valley YMCA receives 8,000 hours of volunteer service through 400 volunteers. These dedicated individuals serve as the lifeblood of our organization and make it possible for the YMCA to offer many great programs and services at no charge or for affordable fees. Please contact our Director of Volunteer Services if you would like to serve your YMCA.

Sewickley Valley YMCA Communications

The Sewickley Valley YMCA publishes several different publications to keep you updated on the many programs activities and future plans at the Y. These publications are available in the lobby, may be mailed to you, or can be viewed online. Included are:

- *The Sewickley Valley YMCA Program Guide* that is published in the late summer (for all fall and winter programs), late winter (for all spring programs), and late spring (for all summer programs).
- *The Sewickley Valley Y-Line Member Newsletter* that is published quarterly to update Y members on the many great upcoming programs and activities that are available at the Sewickley Valley YMCA.

Additionally, information on all Sewickley Valley YMCA programs and events may be found by visiting our website at www.sewickleyymca.org.

Safety and Security at the YMCA

We have taken many precautions to provide for your safety while you visit the YMCA. **Because many activities at the YMCA involve physical exercise, we strongly recommend that all adults over the age of fifteen (15) consult with their physician prior to beginning or continuing an exercise program or activity at the YMCA.**

Please take the time to follow proper hygiene and common sense safety habits while at the YMCA. Safety regulations have been posted in several locations throughout the YMCA facility. Please adhere to these rules and notify our staff if you have a safety concern.

Members are asked to leave their valuables at home. Members who must bring valuables with them are may use the wallet lockers located on the first floor next to the elevators, or may secure all their belongings in a locker in the appropriate locker room.

Members are encouraged to use a lock whenever placing any item in a locker within the locker rooms. Locks may not be left on overnight. If a lock is found on a locker at closing time, it will be cut off and the contents of the locker will be stored for a maximum of thirty days. Locks will not be cut off during open building hours. Members who need to hang outerwear may utilize the hangers provided in the locker rooms or the hooks located in the Wellness Center and gymnasiums. **The Sewickley Valley YMCA is not responsible for lost or stolen property.**

If the fire alarm sounds or the YMCA facility must be evacuated, all activities must stop and all individuals must exit the facility immediately. Please note the location of the emergency exits throughout the facility and follow the directions provided by the YMCA staff during an alarm or evacuation.

Please report any incidents or injuries to the Front Desk.

Hours of Operation and Holiday Openings

Fall & Winter Hours

Monday through Thursday – 5:15 a.m. to 10:00 p.m.

Friday – 5:15 a.m. to 8:00 p.m.

Saturday – 6:45 a.m. to 5:00 p.m.

Sunday – 12:00 p.m. to 5:00 p.m.

Summer Hours

Monday through Thursday – 5:15 a.m. to 9:00 p.m.

Friday – 5:15 a.m. to 8:00 p.m.

Saturday – 6:45 a.m. to 4:00 p.m.

Sunday – 12:00 p.m. to 4:00 p.m.

Please refer to the section in this handbook titled “Care of Children” or the YMCA Program Guide for **Special Youth Hours**.

The Sewickley Valley YMCA will be open 10 a.m. to 2 p.m. on New Year’s Day, Martin Luther King, Jr.’s Birthday, Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas Eve Day and New Year’s Eve Day. The Sewickley Valley YMCA will be closed on Easter Sunday and Christmas Day. During holiday openings, the facility will be made available for recreational use only. Programs and services will not be offered during holiday openings.

Inclement Weather Policy

The Sewickley Valley YMCA takes great pride in maintaining normal operations and class scheduling during periods of inclement weather. Service to our members is a top priority. The Sewickley Valley YMCA will remain open, except in rare cases of power outage, exceptional snowfall, severe ice, extreme temperatures or treacherous travel conditions. To assure the safety of our members, volunteers and staff, weather related closings and delays will be posted on KDKA TV Storm Center under the heading of Sewickley Valley YMCA. **We will no longer follow the Quaker Valley delay schedule.** Childcare closings and delays will be listed under the separate heading of Sewickley Valley YMCA Childcare.

Prorated Classes

Class fees will not be prorated for late registrations. Late registrations are accepted in most programs (late registration for swim lessons is not recommended) but will require payment of the full class fee.

Conditions of Membership

A full-privileged member is entitled to full use of the general YMCA facility, with many programs and services provided at no cost. A Program Member is registered for a specific program and is limited to facility usage based on the time and location of that program.

The YMCA Board of Directors establishes the capital development and membership fees. The one-time capital development fee, paid when joining or re-joining the YMCA, is used to fund the YMCA’s building replacement reserve fund. The capital development fee is non-refundable and non-transferable.

Membership is continuous. Membership dues can be paid in the following ways:

- **A twelve-month advance payment** (by cash, check or credit card), or **automatic monthly bank or credit card draft** (by paying the stated fee through an electronic transfer from a savings, checking, or credit card account). Membership dues are subject to change at any time. A thirty-day written notice will be sent by mail notifying all monthly bank draft members of any dues changes. Members paying their dues on an annual basis will be notified of any changes in dues on their membership renewal invoice.
- Membership dues are established on the basis of a fifty-week period. Two weeks are devoted to facility maintenance projects each year.

A charge of \$20.00 will be assessed by the Sewickley Valley YMCA for any bank draft or check not honored by a member's bank account due to insufficient funds or closed accounts. If a bank draft is not honored due to insufficient funds, the member will be required to pay, in person, the current month's dues, the past month's dues, and a \$20.00 service charge in cash or certified check.

Membership is available to all individuals and families regardless of age, gender, religion, ethnicity, or income level. All members are required to submit a valid membership card when entering the YMCA facility. Membership cards and privileges are not transferable.

Membership Cards

Each member is issued a membership card that is valid for the duration of the YMCA membership. All members are required to check in at the Welcome Desk by presenting their membership card to the YMCA Member Service Representative when entering the YMCA. Members who do not have their membership card with them will be required to purchase a temporary pass for \$.25 at the Registration Desk. After seven (7) temporary passes are issued, the cost for a temporary pass will be \$1.00. Membership cards are not transferable and can be replaced for a cost of \$5.00. YMCA membership cards are the property of the Sewickley Valley YMCA.

AWAY Program (Always Welcome at the YMCA)

When traveling out of town, Sewickley Valley YMCA members may use YMCAs throughout the United States by presenting their membership card including the AWAY identification. To locate YMCAs participating in the AWAY program, and possible fees, contact the YMCA Membership Office or log onto the YMCA of the USA home page at www.ymca.net. Members of other YMCA's are welcome to visit the Sewickley Valley YMCA on the AWAY program three times per year at no charge and will then be asked to **pay ½ the regular guest fee.**

Termination of Membership

Membership at the Sewickley Valley YMCA is continuous until the YMCA receives a written termination request. Members utilizing bank draft as a form of dues payment must submit a written termination request thirty (30) days prior to their regularly scheduled draft date to discontinue monthly bank draft payments. Members terminating their bank draft will be permitted to use the YMCA for thirty days following their last full bank draft payment.

Membership Dues and the Capital Development Fee (Joining Fee) are non-refundable.

Expired or discontinued members may reinstate their memberships within thirty (30) days of expiration or discontinuation without losing their membership status. Membership renewals, in this case, will be backdated, as membership must be continuous. Expired or discontinued members who wish to renew their membership following a ninety (90) day expiration period will be required to pay the Capital Development Fee.

Program Refund Policy

- Refunds* will be issued if notice is given five business days** prior to the start date of the program. Refunds requested following the five business day period will only be available in the form of a credit voucher. Once the program has started there will be no refunds issued.
- There is a \$5 processing fee for refunds that are issued in the form of a check. If a program is cancelled by the YMCA, the \$5 processing fee will be waived.
- Processing cash refunds will take approximately 15 business days.
- The YMCA reserves the right to cancel a program that does not have the minimum enrollment. Programs cancelled by the YMCA will be refunded in full by check or as a program credit, based upon member's preference.
- All refund requests must be made **directly** through the Director of the program. Please contact the appropriate Program Director to request the refund.

* Refunds may be requested as a credit voucher to be used towards any future YMCA program, or as a check (a \$5 processing fee will be deducted from amount).

** Business days are defined as Monday through Friday.

Guest Policy

Sewickley Valley YMCA members are welcome to bring guests under the following conditions:

- Members are responsible for the behavior of their guests.
- Members must accompany guests at all times when visiting the YMCA.
- Members will receive 4 free guest passes with membership yearly.
- Adult guests must present a valid picture I.D. for each visit to the YMCA.
- Guests must complete the required guest form and pay the appropriate guest fee:
 - Youth (Age 17 and under, student I.D. required) - \$5.00
 - Adults - \$10.00
 - Families - \$15.00
- Guests may visit the YMCA no more than three times each year.
- During peak times of building usage, the YMCA may suspend guest privileges so that members can be more fully accommodated.

Dress and Behavior

As a member of a fine family and community service organization, members and guests are expected to dress and behave in an appropriate manner. All individuals entering the Sewickley Valley YMCA will be required to wear appropriate attire including a shirt and shoes.

Individuals utilizing the program areas will be required to wear appropriate exercise clothing including non-marking athletic shoes in all areas (except the swimming pools). Inappropriately revealing or offensive attire (including clothing with profane or suggestive language) will not be permitted. Please contact a program staff member if you have questions about appropriate and safe exercise attire.

The Sewickley Valley YMCA is an organization dedicated to teaching and demonstrating the character values of caring, honesty, respect, and responsibility. Inappropriate, rude, or disruptive behavior will not be tolerated at the YMCA and will result in immediate and permanent revocation of membership. Parents will be responsible for their children's behavior and members will be responsible for the behavior of their guests.

Care of Children at the YMCA

The care and safety of children utilizing the Sewickley Valley YMCA is a top priority. Accordingly, guidelines have been established to provide children with a safe, secure, and nurturing experience during their visits to the YMCA.

- Teens, age fourteen and older, may use the Sewickley Valley YMCA during all regularly scheduled hours. Children age thirteen and under may visit the Sewickley Valley YMCA after 2:30 p.m. on school days and after 11:00 a.m. on a holiday and school vacation days (including summer vacation). Youth under the age of fourteen must be **directly supervised** by an adult after 9:00 p.m.
- Children going into second grade and younger must be **accompanied** by an adult at all times and in all areas while at the YMCA (except in the case of special programs or classes).
- Children going into second grade and older may visit the YMCA and participate in certain activities without the supervision of an adult.
- Children age five and under must be **accompanied** by an adult **in** the water at all times. Children in second grade and younger must be **directly supervised** by an adult from **the pool deck** at all times while in a swimming pool. Children in second grade or older are permitted to use the pool during open swim times.
- Children age eight and under are permitted to use the YMCA track under the direct supervision of an adult.
- **Children age thirteen and under are not permitted in the Nautilus and CV Center, or Free Weight Center (except during special youth programs). Members fourteen years of age and older are permitted to enter the Nautilus Center and Free Weight Center following the completion of an orientation.**
- **Children ages six through thirteen may use the youth cardiovascular equipment that is located adjacent to the Nautilus Center.**
- Teens age fourteen and older may participate in fitness classes and lap swimming when accompanied by a parent.

- Baby-sitting services are available for children between the ages of two months and six years. Baby-sitting services are available for members while they are participating in activities within the YMCA facility. Parents are permitted to leave their child or children with the YMCA baby-sitter for a maximum of three hours.

Babysitting Guidelines

The Sewickley Valley YMCA offers babysitting services for members and program participants. Please observe the following babysitting guidelines:

- Children between the ages of two months through six years of age may visit the Nursery for a maximum of three hours.
- A parent/guardian must remain in the YMCA facility when their child is in the Nursery.
- A parent/guardian must present photo ID when dropping off and picking up children. The photo I.D. will be returned when the child is signed out of the nursery.
- Children exhibiting a fever, vomiting, discharge from the eyes or ears, discolored nasal discharge, or a rash cannot be accepted in the Nursery.
- Please contact the Front Desk for Nursery hours of operation and fees.
- Babysitting coupon books may be purchased at the Front Desk.

Facility Use Guidelines

Facility use guidelines are posted throughout the Sewickley Valley YMCA to assist members in enjoying safe programs and activities. Members and guests are required to follow the posted guidelines and instructions provided by YMCA staff members.

Swimming Pool Guidelines

- Children age five and under must be **accompanied** by an adult **in** the water at all times. Children in second grade and younger must be **directly supervised** by an adult from **the pool deck** at all times while in a swimming pool. Children in second grade or older are allowed to use the pool during youth swim times.
- All swimmers must shower before entering the pool.
- Swimmers with shoulder length hair or longer must wear a bathing cap or a hair band.
- Please wear appropriate swimwear. Babies are required to wear swim diapers.
- The lifeguard may administer a swim test for those wishing to swim in the deep end.
- Gym bags, coats, and other large personal belongings are not permitted on the pool deck.
- Inflatable floatation devices will not be permitted in the pool.
- The lifeguard must approve pool toys before entering the water.
- Diving is only permitted in water at least ten feet in depth.
- Back dives and handstands are not permitted from the side of the pool.
- The starting blocks are to be used only during organized swim instruction and competitive swimming programs.
- Running, pushing, dunking, and rough play are not permitted.
- Food and beverages are not permitted in the swimming pools.

Lap Swimming

- Swimmers are encouraged to contribute to an atmosphere of cooperation and courtesy.
- A maximum number of five swimmers are permitted in each lane during lap swimming.
- Please swim with others who are swimming at a similar speed.
- Always let swimmers in your lane know when you are entering the water.
- Always circle swim when three or more swimmers are in a lane.
- Fins are not permitted during circle swim.
- Allow a faster swimmer to pass. Passing always occurs to the left of the swimmer or at the end walls.
- Do not stand at the ends of the pool for extended periods of time.
- Teens age fourteen and older may participate in lap swimming when accompanied by a parent.

Gymnasium Guidelines

- Please follow the scheduled times for exercise classes, family gym, open gym, etc.
- Please observe the posted guidelines for pick-up basketball.
- Only non-marking athletic shoes are permitted in the gymnasiums.
- Food is not permitted in the gymnasiums. Beverages, with the exception of water in non-breakable containers, are not permitted in the gymnasiums.
- Gym bags, coats, and other large personal belongings are not permitted in the gymnasiums. Personal items should be stored in the locker room or hung up on the coat rack.
- Inappropriate behavior, including poor sportsmanship, bad language, and dangerous play will not be tolerated.

Nautilus and Free Weight Center Guidelines

- The Nautilus and Free Weight Centers are open to all members fourteen years of age and older following the completion of an orientation.
- Workouts on cardiovascular equipment are limited to thirty minutes during peak times.
- Gym bags, coats, and other large personal belongings are not permitted in the Nautilus or Free Weight Centers.
- Members must extend courtesy to others who are utilizing the “circuit” style of strength training.
- Members are expected to wipe down strength training and cardiovascular equipment after use.
- Members are expected to rack weights in the Free Weight Center upon completion of exercise.

Personal Training

- Only Sewickley Valley YMCA staff that is certified in the appropriate areas may train, instruct or lead members or guests in athletic, strength and fitness programs. Personal training is conducted for only those who are registered in the corresponding programs or classes. No member or outside contractor may use the Sewickley Valley YMCA to conduct personal training or instruction whether compensated or not. Exceptions to this policy are only at the program directors' discretion. Violations can result in suspension or termination of membership privileges.

Indoor Track Guidelines

- Children age eight and under are permitted to use the indoor track under the direct supervision of an adult.
- Only non-marking athletic shoes are permitted on the indoor track.
- Fourteen inside laps or 12.75 outside laps are required to complete one mile on the indoor track.
- Walkers, joggers, and runners are welcome to use the indoor track.
- Walkers are asked to use the outside lane and runners are asked to use the inside lane.
- Please observe the direction of the day based on the posted information.
- For safety reasons, strollers are not permitted on the track.

Racquet Court Guidelines

The racquet court guidelines have been developed to maximize use of the YMCA racquetball, tennis, and paddle tennis courts. Reservations are accepted for all courts up to five days in advance and can be made by telephone (412) 741-2755.

- Use of eye guards is strongly recommended during racquet play.
- Only non-marking athletic shoes are permitted on the racquet courts.
- Courts may be reserved for a maximum of one hour, regardless of the number of players.
- Only current members may make reservations.
- Only two reservations may be made per telephone call for different days.
- Back-to-back court reservations are not permitted during prime-time hours: M-F, 4:00 p.m. to 9:00 p.m.
- Members must give the full names of all players when making a reservation.
- Members must claim their court within fifteen minutes of their scheduled court time.
- Courts not claimed after ten minutes may be claimed by another party at the Fitness Center.
- Players are asked to respect the court schedule and finish their play promptly at the top of the hour.
- Members must supply their own racquets and balls.
- Children, age twelve and under, must be directly supervised by an adult when using a racquet court.
- Racquetball courts light automatically when the court door is closed and will turn off when the door is opened.

Tennis

- Children age ten and under must be directly supervised by an adult when using a tennis court.
- Brooms and squeegees are available for members to use in clearing debris, water, etc.

Paddle Tennis

- Children age ten and under must be directly supervised by an adult when using a paddle tennis court.
- Paddle tennis court lights are available from dusk to 11:00 p.m. Lights can be activated at the exterior of the paddle tennis hut. Members are asked to turn the lights off when play is completed.
- Paddle tennis surface heaters are available to assist in the melting of court surface snow and ice. The court surface heaters are not designed to provide warmth for players and cannot dry courts during periods of rain.
- Brooms and shovels are available for members to use to help in removing snow and ice. YMCA staff will assist as soon as all building entrances/exits walk ways, and parking spaces have been cleared.
- The Paddle Tennis Hut is available to all members to use during breaks in play. A key to the hut can be obtained at the YMCA Front Desk.
- Alcoholic beverages and the use of tobacco products are prohibited in or around the Paddle Tennis Hut.

Locker Room Guidelines

Guidelines established by the YMCA serve to accommodate the needs of our members. Locker room usage can be a sensitive issue and the Sewickley Valley YMCA is fortunate to have many locker rooms that are used to serve all of our members. Please observe the following guidelines when using the YMCA locker rooms:

- Mother/Child Locker Room: For use by mothers and their children of either sex age six and under.
- Father/Child Locker Room: For use by fathers and their children of either sex age six and under.
- Please note that children age seven and older are not permitted in the Mother/Child or Father/Child Locker Rooms.
- Youth Locker Rooms: For use by boys and girls age seven through seventeen. Parents or guardians may use the appropriate youth locker room when accompanied by their same sex child age eight or under. Parents and guardians may bring an opposite sex child, age twenty-four months or younger, in the youth locker room when attending to their same sex child age eight or under. **Adults or guardians are not permitted in the youth locker rooms at any time without their children.**
- Adult Locker Rooms: For use by women and men age eighteen and over. Please note that children and infants are not permitted in the Adult Locker Rooms.
- All lockers available at the Sewickley Valley YMCA are day-use lockers only.
- All gym bags, coats, clothing, and other personal belongings should be secured in a locker before using the YMCA facilities. Gym bags, coats, and other large personal belongings will not be permitted in the program areas.

- Clothing, equipment, and other personal property left within the YMCA facility overnight will be collected and stored by YMCA staff. Lost and found items will be held for thirty days and will be donated to charity or disposed of. Locks may not be left on lockers overnight. If a lock is found on a locker at closing time, it will be cut off and the contents of the locker will be stored for a maximum of thirty days. The YMCA is not responsible for locks left on lockers at closing time.
- Members are asked to leave their valuables at home. Members who must bring their valuables with them to the YMCA are encouraged to use the envelope check system at the Welcome Desk. The Sewickley Valley YMCA is not responsible for lost or stolen property. The use of a lock when using the locker room is strongly suggested.

Snacks and Beverages

Food, snacks, and beverages are permitted in the YMCA lobby and swimming pool outdoor patio only. Please help us by placing your aluminum cans in the recycling receptacle.

Parking

Sewickley Valley YMCA members and program members must display a valid YMCA parking permit on the left rear bumper of their automobile. Members are permitted to use the YMCA parking lots only when they are utilizing the YMCA facilities. Illegally parked vehicles will be ticketed by the Sewickley Police Department.

The Sewickley Valley YMCA offers two large lots for use by members and program members. Healthy adults and teens are asked to park in the upper lot located above the YMCA tennis courts. Person displaying a Handicap license plate or rear view mirror tag may park in the designated Handicap spaces. Person with temporary disabilities may request a temporary permit allowing the use of the spaces marked for Disabled Persons. Please request the permit application at the Registration Desk. Please show courtesy to our disabled members, elderly members, and members with young children by allowing them to park in the lower lot closest to the YMCA facility.

The Sewickley Valley Hospital parking garage will be made available free of charge for YMCA member and program member parking Monday through Friday between the hours of 4:00 p.m. and 10:30 p.m. Y members must enter and exit the garage from the hospital entrance on Blackburn Avenue directly across from the YMCA. A Sewickley Valley YMCA parking permit must be displayed and the parking garage will be closed, and gates locked, promptly at 10:30 p.m. Please recognize the generosity of the Sewickley Valley Hospital by driving carefully, following common-sense safety rules, and by not disposing of trash or litter in the garage. When walking to and from the YMCA, please use the marked crosswalks.

Lost and Found

Lost and found items are stored in several locations throughout the YMCA facility. Please contact the Registration Desk to return a found item or if you need assistance in locating a lost item. Lost and found items will be held for thirty days and will then be donated to charity or disposed of. The Sewickley Valley YMCA is not responsible for lost or stolen property.

Drug, Alcohol, and Tobacco Policy

The Sewickley Valley YMCA is an organization dedicated to the development of safe and healthy lifestyles. Accordingly, the YMCA is a drug, alcohol, and tobacco free zone. The use of these substances is strictly prohibited in or around the YMCA facility and campus.

Annual Maintenance Program

The Sewickley Valley YMCA will close portions of the YMCA facility periodically for annual preventive maintenance, cleaning, and revitalization. The YMCA will post notifications throughout the YMCA facility concerning upcoming facility closings.

Suggestions

Members are encouraged to share, in writing, their ideas, comments and concerns with YMCA management. Suggestion forms are available in the YMCA Welcome Desk and Registration Desk.

***Caring & Sharing* - The YMCA Scholarship Campaign**

Caring & Sharing – The YMCA Scholarship Campaign provides funds for those in need of financial assistance and subsidizes programs and services for children, families and individuals.

All monies donated to the *Caring & Sharing* Campaign go directly to helping a local youth, family, or individuals participate in a positive YMCA program. Contributions may be made to *Caring & Sharing* at any time by contacting the Director of Membership and Development at 412-741-9622, ext. 104.

Each year, more than fifty YMCA volunteers work to raise funds to help those in need. We encourage and welcome your participation in this worthwhile and rewarding effort. Please contact the YMCA Director of Development and Communications for more information.