



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

YMCA of Steuben County 2026 Membership Handbook



Learn. Grow. Thrive.



FOR YOUTH DEVELOPMENT
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY



welcome to the YMCA of Steuben County

Dear New Member:

Welcome! Thank you for becoming a member of the YMCA of Steuben County. We are happy to have you as part of our family!

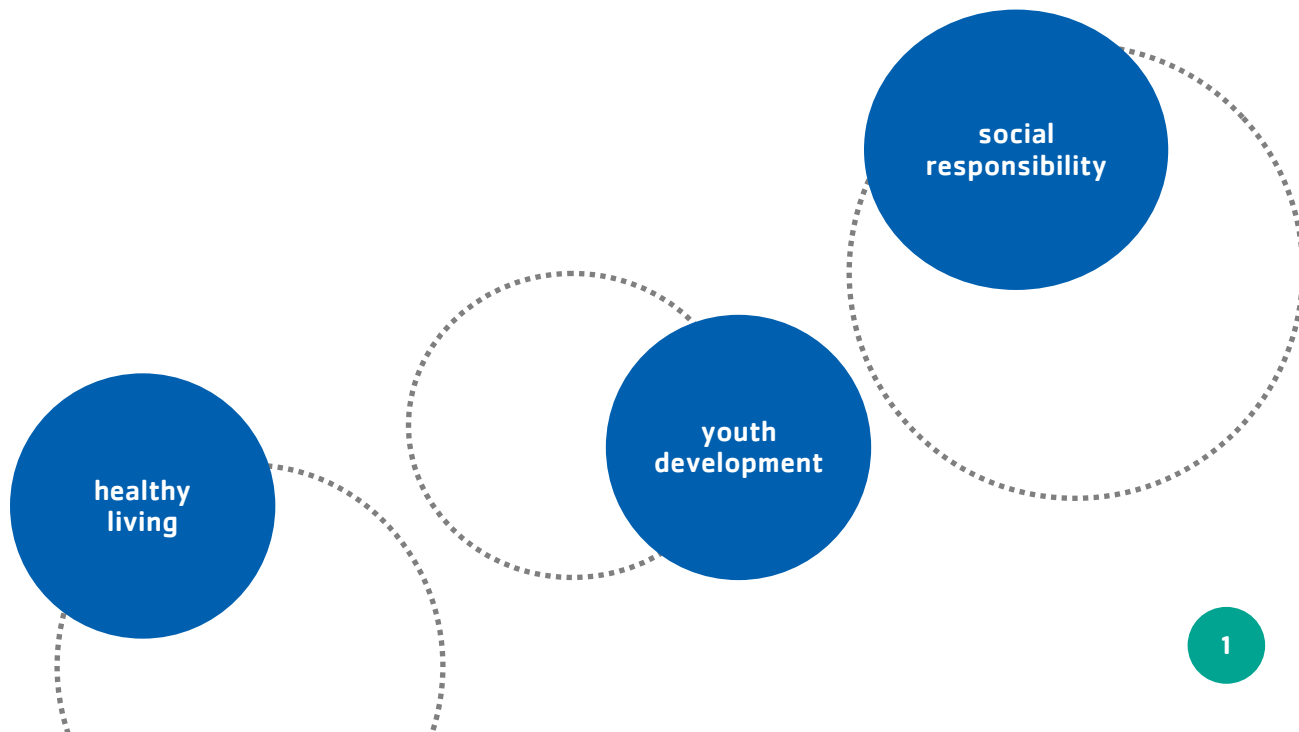
The YMCA of Steuben County was founded in 2000 by some of our very own community members. Since then, our organization has been strengthening the community to help improve the quality of life of our members and our community alike.

Today, the Y continues its commitment to provide life changing programs and services that are relevant to our community. Our organization strives to deliver on that commitment every day with programs, membership experiences, financial assistance, collaborations, and outreach initiatives that make the YMCA of Steuben County an indispensable part of life for kids, families, and adults throughout the area.

I hope that you will explore all of the opportunities to be part of our very special organization. The Y is unique. It's more than a place to go - it's a community organization that brings people from all walks of life together to connect with one another, makes lasting family memories, and improves the health and strength of all in our community.

Sincerely,

Tammy Bowen
Interim CEO



YMCA OF STEUBEN COUNTY MISSION STATEMENT: "To put Christian principles into practice through programs that build healthy spirit, mind and body for all."

YMCA Core Values:

- **Caring:** to demonstrate a sincere concern for others, for their needs and well-being. **Related values:** compassion, forgiveness, generosity, and kindness.
- **Honesty:** to tell the truth, to demonstrate reliability and trustworthiness through actions that are in keeping with my stated positions and beliefs. **Related values:** integrity and fairness.
- **Respect:** to treat others as I would want them to treat me, to value the worth of every person, including myself. **Related values:** acceptance, empathy, self-respect and tolerance.
- **Responsibility:** to do what is right - what I ought to do, to be accountable for my choices of behavior and actions and my promises. **Related values:** commitment, courage, good health, service and citizenship.

where
YOU
BELONG!

HOURS OF OPERATION

MONDAY to THURSDAY
5:00 AM – 9:00 PM

FRIDAY
5:00 AM – 7:00 PM

SATURDAY
8:00 AM – 5:00 PM

SUNDAY
12:00 PM – 4:00 PM
(Closed May 25 - Sept 1)

Membership Benefits

- Family friendly environment
- Full facility and access to two pools, sauna, group exercise classes, cardio and weight room
- Free wellness orientation
- Access to personal trainers (additional fees apply)
- Reduced fees for specialty classes, swim lessons, & youth and adult programs
- Group exercise classes are included with your membership at no additional charge
- Complimentary child care for ages 3 months to 11 years old when using Y facility
- Member appreciation days and events
- Access to Y's nationwide

Facility Highlights

- Complete fitness center with cardio machines and weight lifting equipment
- Two full indoor gymnasiums used for basketball, soccer, tennis, and pickleball
- 6 Lane, 25-Yard Lap Pool
- Large 92 degree Therapy Pool
- Dry Sauna
- State-of-the-art Pilates Reformer Studio
- Spin studio designated just for cycling enthusiasts
- Handicapped accessible and family locker rooms
- Childcare room equipped with fun and learning for children ages 3 months – 11 years old

collaboration engaged strategic
community
exciting
impactful
bright optimistic promising allowing
powerful hopeful
inclusive successful wonderful

Membership Policies & Information

Membership Scan Cards

- Membership scan cards are issued to all family members 12 years of age and older when you join the YMCA of Steuben County. Your card must be shown and scanned each time you enter the building.
- Membership scan cards are non-transferrable.
- You can have your scan card sent to your phone. Ask the front desk to send you an access code, download it on your phone and scan it at the scanner. You no longer need to worry about what keys you have with you! You will need to use the physical scan card when visiting other YMCA's.
- Please report any lost cards. **A \$5 fee will be issued to replace a lost card.**

Payment Types

- **Monthly Bank Draft / Credit Card:** The Y will draft your checking, savings, or credit card account monthly on the 1st or 15th of each month. If using a credit or debit card, there will be a \$1.85 processing charge added to monthly charge. To avoid this charge, use your checking or savings account to set up your monthly membership. Monthly bank draft memberships continue indefinitely until you give the Y written notice 5 business days in advance of your automatic withdrawal date. Membership is non-refundable.
- **Semi-Annual Payments:** One 6 month payment is made at the time that the membership application is filled out and the Y will bill every 6 months for membership dues. An invoice will be sent out to remind members that their 6 months is coming to an end. Membership is non-refundable.
- **Annual Payment:** One payment made at the time the membership application is filled out and is eligible for a \$0 join fee. An invoice will be sent out to remind member that their covered year is coming to an end. Membership is non-refundable.

Returned Payments/ Insufficient Funds

- A \$25 service charge will be added to your balance due for each return or unfulfilled payment. This applies to check bank draw or credit card draw.
- All memberships with outstanding balances will be terminated at the end of the month. There will be efforts to notify the primary member of the outstanding membership before termination.

Cancellations & Changes

- A 5 business day notice must be given by completing our "Cancellation Form", which is available at the front desk. Cancellations cannot be made over the phone.

Membership Holds

- Y members, in good standing, have the option to place their membership on hold for up to 6 months, 1 time within a year period.
- A written 5 business day notice must be given by completing our Hold Form, which is available at the front desk.
- A \$20 fee is required at the time a Hold Form is filled out.

Nationwide YMCA Membership: The Y is one movement and we want to encourage members to utilize the Y as often as they can in order to meet their health and wellness goals. This program allows active, full facility/full privilege members flexibility to visit any participating YMCA in the US.

All membership cards entitle you to visit participating Ys when you travel. Some extra fees may apply. You may find any Y in the U.S. by calling 800-333-YMCA or by visiting www.ymca.net.

Membership Policies & Information...continued

Membership & Program Refunds / Credits

- Membership fees are **non-refundable**.
- Bank draft and credit card draft memberships, a 5 business day written notice is required to stop your automatic bank or credit card withdrawal.
- The YMCA of Steuben County reserves the right to change membership fees with a 30 day written notice to members.
- Program refunds shall not be given due to weather, illness, vacation, or lack of interest in the class.
- Refunds will be given to members and non-members if the YMCA of Steuben County cancels the program due to low enrollment.

Payment for Programs, Personal Training & Pilates Reformer

- Programs, Personal Training, Youth Certification Program, and Pilates payments are paid in full at the time of registration.
- Registration can be done on-line, in person, or over the phone.
- There are both member and non-member rates for our programming. To qualify for a member rates, the person participating in the program must be a member.
- Personal training and Pilates Reformer payments are non-refundable.

Non-Member Use of Facility (Day Passes)

- Non-members must complete YMCA forms, agree to Liability and Code of Conduct, and have their photo taken.
- Non-members age 17 and under must have a Liability and Code of Conduct waivers filled out by a parent or legal guardian in order to utilize the facility.
- Non-members must purchase a day pass to use facility or present a valid YMCA of Steuben County guest pass. Prices: Youth: \$5, Adult: \$15, Family (same household): \$20
- Day/Guest passes from other Y's are not accepted.
- New members receive 3 complimentary Day Passes in this Membership Handbook. No replacements will be given if lost or stolen.
- **All non-members must follow the rules and policies of the YMCA of Steuben County.**



A-Z Facility Policy Guide

Aquatic Center

The Aquatic Center, including the lap pool, therapy pool and sauna, hours will be posted every month at the front desk and on our website.

Child Supervision:

8 & Under - parent must be in water with child.

ALL kids 15 and under must pass the swim test to be in pool without a life vest unless in arms reach of a parent. Only one parent per child without a vest.

A swim test is defined as follows: A swimmer must swim the length of the pool using front crawl or breast stroke. No backstroke. A swimmer must tread water for 30 seconds in the deep end, back float for 30 seconds in the deep end, and jump in the deep end feet first submerge and resurface. A swimmer must be able to exit the pool without using the ladder and climbing out under their own power.

If Child DID Pass Swim Test:

8 - 12 - parent must be in the Aquatic Center while child is swimming.

13 - 18 - parent may be out of the Y while child is swimming.

If Child Did NOT pass Swim Test:

7 & Under - Parents must be in the pool with the child and within reaching distance.

8 - 12 - parent must be on deck and actively watching (free of distractions - no cell phones, books, computers, etc.) or in the water.

13 - 15 - parent must be in the Y while child is swimming.

16 & Above - swimmer does not have to take swim test unless requested by lifeguard.

- Absolutely no glass.
- Child supervision requirement exceptions are made for program participants only.
- All swimmers and Aquatic Center guests must obey the Lifeguard on duty at all times. Failure to obey lifeguards may result in suspension or loss of Y privileges.
- The main pool is kept at approximately 80 degrees and the Therapy Pool is kept at approximately 92 degrees.
- At least one lane will be available for lap swim when the main pool is open. You may have to share a lane with other members especially during swim team season. This means following and abiding by lap swim etiquette.
- Lap lanes are for lap swimming only. The larger area is intended for playing and group exercise class participants.
- Proper and appropriate attire must be worn when using the pool and are restricted to the pool areas only. No cotton based clothing is allowed in the pools.
- Showering is required before entering the pool.
- No sitting or hanging on the lane-line.
- No diving permitted.
- No running, pushing, wrestling, or horseplay.
- No splashing or dunking allowed.
- Food, gum, or drinks (unless water) are not permitted in the Aquatic Center.
- Swim equipment will be permitted at the discretion of the lifeguard.
- All non potty trained children must wear swim diapers. No disposable diapers allowed.
- The therapy pool should only be used for therapy, wading, or swim instruction.
- It is NOT recommended to stay in the therapy pool for a prolonged period of time.
- Pregnant women, persons with heart disease, diabetes, high blood pressure, & low blood pressure should not enter the therapy pool except under advice of a physician.

A-Z Facility Policy Guide...Continued

Attire

- Clean athletic shoes and shirt must be worn while exercising in all workout areas of the facility.
- Clothing with vulgar or profane writing or pictures is not allowed and you will be asked to either remove the article of clothing or turn the item inside out.

Cycle Room

The cycle room is designated for Spin Classes only. Individual bikes are also located in the Wellness Center for your convenience.

Facility Age Requirements

Facility:	Children 11 and under must be accompanied by an adult. Children must be 12 years of age to be able to be in the facility without parent supervision.
Gymnasium:	Children under 8 years of age must have parent/guardian actively supervising while in the gymnasium. Children 8 - 11 years of age to use gymnasium without direct parent supervision but parent must be in the facility.
Wellness Center:	Children must be 16 years of age to use the wellness center unsupervised. Children ages 12-15 who have completed the Youth Certification Program (YCP), may use the wellness center. Children 12-13 must be under adult supervision to use the wellness center.
Sauna:	Must be 18 years old to use the sauna.
Y Play:	Children must be 3 months - 11 years of age.

Gymnasium

- No scooters, skateboards, roller skates/blades, hockey sticks, baseballs, softballs, and no tape of any kind are allowed on the gym floor.
- Food, gum or drinks (unless it is water) are not permitted in the gymnasium.
- Wear only soft-soled, non-marking shoes. Heely shoes are not permitted.
- Schedules for open basketball are available. No dunking or hanging on rim or nets.
- Profanity, fighting, or un-sportsman like conduct and/or misuse of equipment is subject to suspension or loss of facility privileges.
- The Y reserves the right to adjust the schedule to meet programming needs.
- Policies are posted in the gym.

General Policies

- Members and guests are encouraged to be responsible for their own safety. Signed Liability Release and Code of Conduct waivers are required to be on file and are available at the front desk.
- If any person exhibits behavior which threatens another person's safety, the behavior must be reported to YMCA staff.
- The Y is a TOBACCO FREE campus, including use of any tobacco products, including vapor and loose tobacco.
- No alcohol, drugs, or paraphernalia are allowed on the Y campus.
- No guns or weapons are allowed on the Y campus.

A-Z Facility Policy Guide...Continued

Locker Rooms

- Lockers are available for daily use by members and non-members. You must bring your own lock and remove it at the end of each visit. Items left overnight will be removed and placed in the lost and found. It is recommended to always lock up your belongings and that you don't bring valuables into the facility. The Y is not responsible for lost or stolen items.
- Please help keep our locker rooms clean. This includes picking up after yourself when utilizing the shower stalls.
- Family locker rooms are available for your convenience. Parents/guardians with small children of the opposite gender must use family locker rooms. Locker rooms are for designated gender only.

Room Rentals

- We offer business rentals & party rentals! Please contact membership@ymcasteuben.org for more information or to make reservations. We offer birthday party packages as well.

Suggestions

- This is your Y and we would love to hear your concerns and comments! We pledge to acknowledge each comment and respond appropriately. Please contact us at coo@ymcasteuben.org.

Wellness Center

- Food and drinks (unless water) are not permitted.
- Shirts and full covering shorts must be worn in the Wellness Center. Street shoes not permitted on equipment.
- Denim shorts and jeans are not recommended if you are using the equipment.
- Please keep all gym bags in the locker rooms.
- Please wipe off the equipment before and after you are finished with the disposable towels provided at the cleaning stations.
- Please return dumbbells and weight plates to the appropriate racks when you are finished.
- Free weights are not to be removed from the free weights area.
- Contact wellness@ymcasteuben.org to set a complimentary wellness orientation to give an overall introduction to the fitness and weight machines and answer questions.

Wi-Fi

- Wireless Internet is available to all of our members and guests free of charge at YGuest and no password required.
- Please be aware that the use of our internet must be legally sound and that the YMCA of Steuben County is not liable for any misuse or unsafe practices by anyone that has logged onto our Wi-Fi.

Y Play

- Y Play is available for children ages 3 months to 11 years old.
- Y Play is a complimentary child watch service available to all members while using the facility. Both adult and child must be members to use this service, or a day pass must be purchased. (This is designed as a drop off service while you work out)
- If you plan to bring in a child under 12 months old, we require at least a 1 hour notice via the Remind App to ensure proper staffing. Please use Remind Code—@ymcaofst.
- Parents must remain in the Y facility while using the Y Play Program.
- A maximum of 10 children will be permitted in Y Play at a time.
- The maximum time allowed for a child to stay is 2 hours. **Anyone exceeding 2 hours will be charged \$1.00 per minute for each minute extending past the 2 hour limit.**

Y Play Hours:

Monday – Friday
Saturday – Sunday

9 AM – 12 PM & 4 PM – 7 PM
Closed

Age	Y-Play	Therapy Pool	Pool Did Not Pass Swim Test	Pool Passed Swim Test	Move About Facility	Gym	Group Classes	Fitness Center	Sauna
+3 Months	Level 1	Level 1	Level 1	Level 1	Level 1	Level 1			
1 Yr	Level 1	Level 1	Level 1	Level 1	Level 1	Level 1			
2 Yrs	Level 1	Level 1	Level 1	Level 1	Level 1	Level 1			
3 Yrs	Level 1	Level 1	Level 1	Level 1	Level 1	Level 1			
4 Yrs	Level 1	Level 1	Level 1	Level 1	Level 1	Level 1			
5 Yrs	Level 1	Level 1	Level 1	Level 1	Level 1	Level 1			
6 Yrs	Level 1	Level 1	Level 1	Level 1	Level 1	Level 1			
7 Yrs	Level 1	Level 1	Level 1	Level 1	Level 2	Level 2			
8 Yrs	Level 1	Level 1	Level 2	Level 2	Level 3	Level 3			
9 Yrs	Level 1	Level 1	Level 2	Level 2	Level 3	Level 3			
10 Yrs	Level 1	Level 1	Level 2	Level 2	Level 3	Level 3			
11 Yrs	Level 1	Level 1	Level 2	Level 3	Level 3	Level 3			
12 Yrs		Level 1	Level 2	Level 3	Level 4	Level 4	YCP Req	YCP Req	
13 Yrs		Level 1	Level 3	Level 3	Level 4	Level 4	YCP Req	YCP Req	
14 Yrs		Level 1	Level 3	Level 4	Level 4	Level 4	YCP Req	YCP Req	
15 Yrs		Level 1	Level 3	Level 4	Level 4	Level 4	YCP Req	YCP Req	
16 Yrs		Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	
17 Yrs		Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	
18 Yrs		Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4

- Level 1** Guardian Actively Participating
- Level 2** Guardian Actively Watching
- Level 3** Guardian Within The Facility
- Level 4** Guardian Away From The Facility For No More Than 3 Hours

Guardian: Must be over 18 yrs of age and held accountable for youth under their care

YCP: Youth Certification Program - upon completion youth will be allowed to work out in the Wellness Center and take Group Exercise Classes with a guardian present

BY AREA

Full Facility - Youth can move throughout the facility without a parent starting at the age of 12 (some exceptions apply).

Youth Supervision - We require adult supervision in specific areas throughout the facility. Adults are considered 18 years of age or older. An adult must be onsite with youth 11 and under. Adults must **ACTIVELY** supervise youth under 8 years old (with some exceptions – see charts).

Y Play - A childcare program for Youth 3 months through 11 years old, while parents are in the facility, 2 hours per child per day.

Group Exercise Classes – Youth can begin taking group classes with a parent starting at the age of 12 if they have gone through the Youth Certification Program. At 16 years old, Youth can take classes without an adult directly supervising. Youth will only be allowed to take group classes if they are following along with instructions, and not disrupting class.

Wellness Center - Children must be 16 years of age to use the wellness center unsupervised. Children ages 12 -15 who have completed the Youth Certification Program (YCP), may use the wellness center. Children ages 12-13 **MUST** have parent supervision after completing YCP.

Gym - Youth under 7 can use the gym with a parent present. Youth 8-11 can use the gym without a parent directly supervising, but with a parent in the facility. Youth 12+ can use the gyms without a parent onsite.

Sauna - No one under 18 is permitted to use the Sauna.

Therapy Pool - No one under the age of 3 months should use the therapy pool. Ages 3 months through 16 years are allowed to use the Therapy Pool with an adult present in the water with them.

Pool (Youth that cannot pass a deep water swim test) - 0-8 years old must have a parent in the water and within an arm's reach. 9-13 years old must have a parent in the Aquatic Center and actively watching them. 14 -15 years old must have a parent in the facility.

Pool (Youth that can pass a deep water swim test) - Parents are required to be in the water with a child that is a strong swimmer until the child is 8 years old. At 8 years old, if a child can pass a swim test, parents no longer need to be in the water, but must still be in the aquatic center actively watching until the child reaches 13 years of age.

Deep End Swim Test - This test will be administered by a lifeguard staff. All swimmers must pass to play in the deep end of the pool. A swim test is defined as follows: A swimmer must swim the length of the pool using front crawl or breast stroke. No backstroke. A swimmer must tread water for 30 seconds in the deep end, back float for 30 seconds in the deep end, and jump in the deep end feet first submerge and resurface. A swimmer must be able to exit the pool using the ladder and climbing out under their own power.



RATES

MEMBERSHIP TYPE	MONTHLY RATE	JOIN FEE
Youth (12 -18 & in High School).....	\$22	\$35
Young Adult (age 18-25)	\$35	\$50
Adult (age 26-61)	\$49	\$50
1 Adult Plus family* (1 adult + children)....	\$56	\$50
2 Adult Plus family* (2 adults + children)...	\$70.....	\$75
3 Adult Plus family* (3 adult + children)....	\$91	\$85
Senior (62+)	\$44	\$50
2 Senior (one age 62+)	\$59	\$75

**IT'S NOT
JUST KID
STUFF**

Memberships may be set up to pay monthly, semi-annually, or annually. Join fee is waived for the annual payment plan.

All new memberships and memberships that have been inactive for more than 30 days will be required to pay an enrollment fee, if applicable.

*Children of family memberships must be under 23 years of age and live in same household.

Additional Options

Adult Add-On \$25.00 per month
 May be added to Silver Sneaker, Silver & Fit, or Renew Active memberships only
 Must live in same household.

Non-Member Day Passes Youth \$5 Adult \$15 Family \$20

2026 Holiday Schedule

New Year's Day.....January 1, CLOSED
Good Friday.....April 3, 5 am - 1 pm
Easter.....April 5, CLOSED
Memorial Day..... May 25, CLOSED
Independence Day..... July 4, CLOSED
Labor Day.....September 7, CLOSED
Thanksgiving.....November 26, CLOSED
Christmas Eve.....December 24, 5 am - 1 pm
Christmas Day.....December 25, CLOSED
New Year's Eve.....December 31, 5 am - 1 pm

Membership

Scholarship & Discounts

Membership & Program Assistance

Scholarships

Every day, we work side-by-side with our neighbors to make sure that everyone, regardless of age, income or background, has the opportunity to learn, grow, and thrive. Thanks to contributions of people in our community, financial assistance is available to help pay for memberships and programs. Stop by front desk today to pick up your application or visit us online at www.ymcasteuben.org and check out our Financial Assistance page. Scholarships are subject to qualification of personal need, enrollment limitations, and financial resources of the YMCA of Steuben County.

Military Personnel

Armed Services Y & In-House Discounts

Active or deployed military personnel includes: Active military, deployed Reservist, and Indiana National Guard

- Apply to receive a 6 month Adult Plus membership at no cost. Your membership will automatically terminate after 6 months. To continue, a renewal option is available.
- Applicant must show verification of full-time active duty or deployment status of self or spouse.

Part-time duty military personnel includes: Non-deployed Reservist or Indiana National Guard

- Applicant and their immediate family (spouse, dependent children) will receive a waived join fee along with 10% off their monthly membership dues when a traditional 12 -month membership is established.
- Applicant must show verification of military status.

SilverSneakers®

SilverSneakers® is a fun, energizing program that helps older adults take greater control of their health by encouraging physical activity. To check your SilverSneaker eligibility call [1-888-423-4632](tel:1-888-423-4632) Monday - Friday, 8 am - 8 pm EST.

If you have one of the following health care plans, bring your card to the YMCA and receive a free SilverSneaker® Membership.

Anthem Blue Cross and Blue Shield
Aetna Medicare
Humana

Washington National
Essence Healthcare
CommuniCare Advantage

Renew Active™

Renew Active™. The gold standard in Medicare fitness programs for body and mind and includes a free gym membership. To check your Renew Active™ eligibility call [1-855-604-1588](tel:1-855-604-1588) (TTY 711) toll free, 8 am - 8 pm, 7 days a week.

If you have one of the following health care plans, bring your card to the YMCA and receive a free Renew Active™ Membership.

Medicare Advantage (Part C) Plans
Medicare Prescription Drug (Part D) Plans

Medicare Supplement Insurance Plans
UnitedHealthcare Dual Complete (PPO D-SNP)

Silver&Fit®

Silver&Fit® has flexible options to support any healthy aging journey, you can exercise at a fitness center, join classes and events from home, and access personalized resources to enhance your well-being. Available through participating Medicare plans. To check your Silver&Fit eligibility, call [1-877-427-4788](tel:1-877-427-4788) (TTY/TDD 711) 5 am - 6 pm PT, Monday - Friday.

Ascension Complete
IU Health Plans
Wellcare by Allwell

CareSource
MyTru Advantage
Zing Health

Moda Health

As a SilverSneakers®, Renew Active™, or Silver&Fit® member, you will have full access to the YMCA of Steuben County and be able to use our entire facility, including Aquatic Center, Wellness Center, Gymnasium, group exercise classes, and programs.