

Issues, Complaints, Concerns, Suggestions, and Praise:

The YMCA of DeKalb County, Inc. appreciates feedback from our members as we strive to better serve you.

There is comments cards located at each YMCA front desk. The management staff reviews these comments regularly. If you put your name and number on the card, we will bet back with you regarding your comment.

Additionally, if you feel you would rather talk with a YMCA staff, our protocol is for you to first communicate with the immediate staff who will attempt to resolve the issue. If he/she cannot, it will be referred to the appropriate management staff. If the management staff is unable to resolve the concern or complaint, the CEO will be informed and appropriate steps taken.

Our goal is to have your time at the YMCA as a member: fun, hassle free and productive!

Volunteers:

Volunteers are essential to our program. As a volunteer you have the opportunity to help make your community a healthier and safer place to live. You can make a difference! Apply to become a volunteer today. Applications are available at all three locations front desk.

Instruction and Personal Training:

Only authorized staff are permitted to engage in skill instruction, coaching or personal training for payment using YMCA facilities and/or equipment. Non-staff engaging in instruction or training will be asked to leave.

Youth Supervision:

Children under the age of 6 may enter the locker room with their opposite-sex parent/legal guardian. Family changing areas are recommended for the families with older children and are located at the Garrett Community YMCA. In the pool children under the age of 5 must be accompanied in the pool by an adult unless they are enrolled in a YMCA class.

Children under the age of 8 must be accompanied into the facility by a parent/legal guardian.

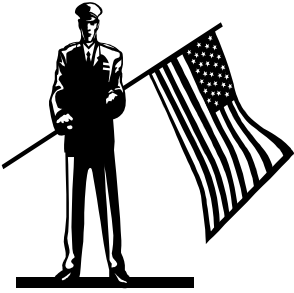
Youth ages 8-10 may utilize the Family Fitness Center at North St. with parent/legal guardian supervision after completing an orientation.

Youth ages 11-14 may utilize the fitness centers with a parent/legal guardian after completing a Youth orientation class. They may also use the Family Fitness Center during specified times for their age groups, after the orientation.

Youth ages 8-14 may attend Land or water fitness classes with a parent. Please contact the instructor to see what would fit best for their age.

Youth ages 15-18 may utilize any of the YMCA Fitness centers or attend any water or land fitness classes once a fitness orientation is completed.





Military Personnel:

The YMCA of DeKalb County, Inc. respects and admires community members who serve in the United States Armed Forces and understands that access to training facilities provides special support for these individuals. We are committed to providing health and wellness support to families of service personnel during times when a parent is deployed. Please see anyone of our front desks for details.

Annual Support:

There are many good reasons to provide annual support for the YMCA of DeKalb County, Inc. We have a unique approach to our work with the community, an approach that connects back to our mission. As a not for profit organization, your financial support helps to provide memberships and program participation for those in need. Each year, we provide tens of thousands of dollars in financial assistance to people in our community. On a yearly basis we seek our members' assistance in an Annual Support Campaign. Every dollar that you donate stays right here in our county to benefit your friends and neighbors. Please consider donating to help support our Christian mission. Donations to enhance and continue programs are welcome and tax-deductible to the full extent of the law.

Financial Support:

If you wish to join as a member or participant in programs and cannot afford to do so, financial assistance is available for those who qualify. Please make an appointment at any of the 3 front desks.

Standards:

Any person who supports the purpose of the YMCA may become a member of this corporation in accordance with such provisions as may be established by the Board of Directors, and shall so continue to be a member unless the Board or its authorized agents conclude, in its sole discretion, that a member has failed to live up to the standards and commitments of being a member of this YMCA. The YMCA is a family environment and membership may be denied or revoked for any reason. Additionally, the YMCA of DeKalb County, Inc. has a no-tolerance policy with regards to those persons who are convicted sex offenders and such persons will not be allowed to obtain or continue membership at the YMCA.

