



FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

**WE'RE MORE  
THAN A GYM.  
WE'RE A CAUSE.**

**GIVE, JOIN, VOLUNTEER &  
DO SO MUCH MORE.**



## **MEMBERSHIP POLICIES**

**WASHINGTON COUNTY FAMILY YMCA**

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## **WELCOME**

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Welcome Member!

On behalf of the staff, volunteers, and donors, welcome to the Y.

At the Y strengthening community is our cause. Every day, we work side-by-side with our neighbors to make sure everyone, regardless of age, income, or background, has the opportunity to learn, grow, and thrive.

As you may hear frequently, we are much more than a gym. While we do provide the facility and tools to pursue healthy living that is just one part of who we are. We are a cause driven organization here to serve as a catalyst for change in our community. Through our three areas of focus, the Y nurtures the potential of every child, promotes healthy living, and fosters a sense of social responsibility. As a member of our organization, we invite you to join us in furthering our areas of focus through volunteerism and support.

Please use this handbook to familiarize yourself with these policies and procedures related to our membership. Should you have any questions or ideas for how we may support you as a member, please do not hesitate to reach out to one of our staff. We hope that your Y experience will be fulfilling, enjoyable, and rewarding.

Welcome to our membership!

Sincerely,

**WASHINGTON COUNTY FAMILY YMCA CEO & BOARD OF DIRECTORS**



## **INTRODUCTORY STATEMENT**

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This handbook is designed to acquaint you with the Y and provide you with information about membership policies and procedures. The policies set forth are approved and supported by the Board of Directors and it is the responsibility of the Chief Executive Officer to enforce the policies set forth. You should read, understand, and comply with all provisions of the handbook. It describes many of your responsibilities as member and outlines the procedures we ask our members to abide by when using our facility or programs. One of our objectives is to provide a membership environment that is conducive to reaching the personal goals you are here to achieve to develop your mind, body and spirit.

No membership handbook can anticipate every situation, circumstance, or question about policy. As the Y continues to grow, the need may arise and the Y reserves the right to revise, supplement, or rescind any policies or portion of the handbook from time to time, as it deems appropriate, in its sole and absolute discretion. Members will be notified in a reasonable manner of such changes to the handbook as they occur.

This handbook is intended to be a guide and resource for you. Only the Chief Executive Officer and Board of Directors have the authority to change this handbook or alter conditions of your membership. Membership with the Y is based at-will which permits you or the Y to end our membership relationship at any point. The Y does reserve the right to deny membership to any one if given cause.



## 100 INTRODUCTION

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At the heart of the YMCA we strive to build an atmosphere of community by providing excellent products, programs, services and staff in a safe, inviting environment. Engaging people as members is one of the primary ways for the YMCA to accomplish its mission. Through membership, individuals and families can establish a long-term relationship with other members of the YMCA and ultimately garner the enriching benefits of a sense of "belonging" and a commitment to the vital contribution the YMCA can make in its local community.

### **101 Mission of the Washington County Family YMCA**

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

### **102 Character Development**

At the root of YMCA membership is a commitment to Character Development and four core values. Through membership, the YMCA encourages people to accept and demonstrate the four core values of caring, honesty, respect, and responsibility.

### **103 Service Area**

The service area of the Washington County Family YMCA, as approved by Y of the USA, shall include persons residing or working in:

Washington County – 47167(Salem), 47165 (Pekin), 47108 (Campbellsburg)

Jackson County – 47281 (Vallonia), 47220 (Brownstown), 47260 (Medora), 47274 (Seymour), 47264 (Norman), 47235 (Freetown)

Lawrence County – 47446 (Mitchell), 47470 (Williams), 47462 (Springville), 47436 (Heltonville)

Orange County – 47432 (French Lick), 47454 (Paoli), 47452 (Orleans), 47469 (West Baden)

## 200 MEMBERSHIP

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A member is a person who agrees to cooperate with others in the accomplishment of the mission of the YMCA, and involves identification with a worldwide YMCA fellowship.

### **201 Definition of a Member**

Any person who supports the purpose 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 agent concludes, in its sole



discretion, that a member has failed to live up to the standards and commitments of being a member of this YMCA.

## **202 Membership Eligibility**

Eligibility for membership or participation in programs shall be without discrimination on the basis of race, gender, color, age, religion, sexual orientation, national origin, disability, or ability to pay.

### **202.1 Written Application**

Individuals must make written application for membership on standardized forms; provide applicable personal data, and state agreement with the mission of the YMCA.

#### **202.1.1 Sex and Violent Offender Registry**

The written application includes consent for the YMCA to cross-reference membership with the Indiana Sex and Violent Offender Registry periodically.

### **202.2 Financial Support**

Members shall share in the financial support of the YMCA by paying membership dues, participant fees and/ or making contributions.

### **202.3 Financial Assistance**

Financial assistance in the form of waiver or reduction of fees shall be available to individuals and families with substantiated financial need. Substantiated financial need must be demonstrated by providing the required documents outlined in the Financial Assistance Application. Financial assistance shall be subject to enrollment limitations and the financial resources of the YMCA. The YMCA reserves the right to review financial information and the level of assistance to be provided on an annual basis.

### **202.4 Rules & Regulations**

Members shall abide by rules and regulations provided at time of enrollment as established by CEO. Staff should review the rules and regulations with new members, answer questions and request a signed copy of the Rules & Regulations Form to place in the member's file.



### **202.5 Participation Requirements**

Members shall fulfill requirements for program-specific participation (i.e., age, physical skill, prerequisites, etc.).

### **202.6 Interaction with Other Members & Staff**

Members shall be expected to interact with other members and staff with caring, honesty, respect, and responsibility.

### **202.7 Physical Examination for Members**

All new members are encouraged to have a physical examination by a qualified physician before beginning a program of physical activities.

### **202.8 Join Fee**

All levels of membership are responsible for paying a one-time join fee at the time of enrollment. In the event of cancellation, the individual will be responsible for paying the join fee again at the time of re-enrollment. Exceptions apply to employee membership and promotional marketing programs.

## **203 Membership Classifications**

Exceptions to any of the following membership classifications are only allowed pending approval and documentation by the Chief Executive Officer on a case by case situation.

### **203.1 Contributing Members**

A Contributing Member is an individual, club/organization or business who contributed to the YMCA's Annual Campaign for the purpose of supporting and extending the YMCA program services to those unable to pay the full cost for participation. A contributing member must also join the YMCA as a Participating Member in order to utilize branch facilities or participate in programs.

### **203.2 Participating Members**

People who join the YMCA by paying membership dues and/or program fees to actively participate in the YMCA programs and services shall be considered Participating Members.



## **204 Participating Membership Categories**

Categories for participating members shall be Facility Members and Special Facility Members.

### **204.1 Facility Members**

Facility Members shall be entitled access to all facilities, member only events and activities, and can register for programs at the member rate. Membership categories for Facility Members shall be adult, family, senior adult, senior family, Silver Sneakers, student and National Guard (Title 10 Deployed) Family Membership.

#### **204.1.1 Adult Membership**

An individual (age 18 and over) shall be eligible for an Adult membership.

#### **204.1.2 Family Membership**

Family Memberships shall be available to any household with no more than 2 adults (ages 18 and older) plus any dependents, as identified with IRS, they have up to the age 17. Dependents (ages 18-24) can remain on a family membership provided they are currently attending or enrolled at an educational institution or program and can provide supporting documentation. Legally placed foster children and foreign exchange students shall be considered part of the family.

#### **204.1.3 Senior Adult Membership**

An individual (age 62 and over) shall be eligible for a Senior Adult membership.

#### **204.1.4 Senior Family Membership**

Senior Family Memberships shall be available to any household with at least one adult (age 62 and older) plus any dependents, as identified with IRS, they have up to age 17. Dependents (ages 18-24) can remain on a family membership provided they are currently attending or enrolled at an educational institution or program and can provide supporting documentation. Legally placed foster children and foreign exchange students shall be considered part of the family.

#### **204.1.5 Silver Sneakers Membership**

Silver Sneakers membership eligibility is offered as defined by the Healthways program. Per contract agreement with Healthways the joiner fees is waved. Upon approval through Healthways, membership fees are paid per visit of the





participant up to a specified number of visits per month. Silver sneakers members are required to follow same rules and regulations of all participating members.

#### **204.1.6 Student Membership**

An individual (ages 13-24) shall be eligible for student membership provided they are currently attending or enrolled at an educational institution or program and can provide supporting documentation.

#### **204.1.7 National Guard (Title 10 Deployed) Family Membership**

The Department of Defense has contracted with the Armed Services YMCA to fund memberships at participating YMCAs throughout the United States and Puerto Rico for Title 10 DOD Military Groups. Membership eligibility and guidelines by the Department of Defense are defined as but NOT limited to the following. For a complete list of eligibility requirements visit [www.asymca.org](http://www.asymca.org).

**204.1.7.1** Families of Guard/Reserve personnel who are deployed for a minimum of 6 months.

**204.1.7.2** Deploying service member eligible for YMCA membership with the family up to three months pre and post deployment.

**204.1.7.3** Families are eligible for the duration of the deployment not to exceed 18 months (which includes Service member 3 months pre and post deployment.)

**204.1.7.4** Membership is renewable in six month increments contingent upon use (8 individual days per month).

**204.1.7.5** Minimum length of membership is six months.

**204.1.7.6** A copy of deployment orders and a military ID card must be present when applying for YMCA membership.

**204.1.7.7** Single service members do not qualify for this membership-spouse and children only.



**205 Special Facility Membership Categories**

Special Facility Membership Categories are not eligible for monthly bank draft. Membership fees must be paid in full at time of enrollment.

**205.1 Short Term Membership**

Short-term (one-month) memberships shall be available primarily for people who are living or staying in the area for a short time period. One-month membership rates shall be uniform across the Association and shall be equal to one and one-half times the current monthly bank draft rate. A one-month membership shall only be valid for use at the issuing branch. Other short-term memberships may be granted at the discretion of the Chief Executive Officer.

**205.2 Program Membership**

A Program Membership allows a youth 5 to 12 years old to participate in a YMCA program. A Program Membership can only be purchased for a minimum of three months and does not include any additional facility-use privileges. Program Members will pay the “Member” fee on programs rather than the “Non-Member” fee. Program members must present their current receipt to gain access to the facility for classes.

**300 MEMBERSHIP OF EMPLOYEES**

Listed below is an outline of the program and membership benefits available to employees. All benefit rates are effective only during the time of staff employment.

Classification	YMCA Membership	Approved Programs	School Age Child Care Preschool	Day Camp
Salary/Exempt	Family Membership	Free	Registration Fee	½ off weekly member fee + registration fee
Full Time (40+ hrs a week)	Adult Membership*	½ off Member Rate	½ off weekly fee	½ off weekly member fee + registration fee
Part Time (15 - 39 hrs a week)	Adult Membership*	25% off Member Rate**	25% off Member Rate**	25% off Member Rate**
Part Time (<15 hours per week)	Adult Membership*	25% off Member Rate**	Member Rate	Member Rate



\*Y employees may pay difference in membership fee if they wish to upgrade.

\*\*Y employees pay member rate for programs unless upgraded to a family membership.

All employees receive a free Adult membership for themselves only. Employees may pay the difference in their Adult membership and any other desired membership. Y gives preferential treatment to fee paying members. All membership benefits are effective only during the time of staff employment with the Y.

## **400 CORPORATE MEMBERSHIP**

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### **401 Corporate Membership Guidelines**

The Corporate Membership Plan allows for corporations, businesses, or organizations to make YMCA memberships available to their employees. Employers are encouraged to share the cost membership fees with their employees. Additional enrollment guidelines may be required as defined by the employer.

#### **401.1 Corporate Membership Dues**

Membership dues may be paid by one of the following methods: payroll deduction, a monthly bank draft or an annual payment. The method of payment shall be uniform for all employees at the same company. The YMCA will invoice the Corporate Member each month and provide a list of employees enrolled at that time for review by the Corporate Member. It is the Corporate Member's responsibility to review the list of employees enrolled and communicate any changes to the Quality Membership Director at the YMCA.

#### **401.2 Employer Contribution**

The employer has the option of contributing to the costs of a YMCA membership for their employees. The company contribution of each employee with a YMCA membership must be paid each month to the YMCA.

#### **401.3 Enrollment Qualifications**

##### **401.3.1 Five Employees Requirement**

A minimum of five employees must join in order to activate a Corporate Membership.



#### **401.3.2 Two Enrollment Periods**

Employer agrees to offer two open enrollment periods during the year at least 4 months apart at which time the joining fee will be waived.

#### **401.3.3 Maintaining Five Employees**

A minimum of five employees must maintain their membership to sustain the Corporate Membership plan. In the event that the business no longer qualifies for the Corporate Membership plan it is the responsibility of the YMCA to notify employees of their loss of discount.

#### **401.3.4 Employee Spouse Membership**

An employee may elect to decline membership but still enroll their spouse through the corporate membership plan.

#### **401.3.5 Promotional Access**

The YMCA shall have promotional access to the employees of Corporate Members during the open enrollment periods to showcase the benefits of YMCA membership.

## **500 MEMBERSHIP DUES**

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### **501 Establishment of Membership Dues**

The YMCA Board in collaboration with YMCA staff shall be responsible to regularly review membership rates. Recommendations for rate changes shall be reviewed by the Membership and Finance Committees prior to recommendation to the Board of Directors for approval.

### **502 Methods of Payment**

Membership dues may be paid on an annual basis, payroll deduction or monthly bank draft. Members who choose to pay by monthly bank draft must follow rules outlined in the Bank Draft Plan Rules provided at time of enrollment. Special provisions for payment of membership dues may be authorized on an individual basis by the Executive Director.

### **503 Cancellation of Membership**



**503.1** The YMCA requires no long-term contract; however, written notice is required to terminate all membership categories and the Membership Cancellation Request form must be completed, signed and on file.

**503.2 Cancellation of Bank Drafted Membership Dues**

Members must notify the YMCA by the 1<sup>st</sup> of the month to avoid charges for the current month. Bank drafted memberships may be cancelled at any time and additional fees will not be incurred when the member cancels in accordance with the bank draft rules, and the joining fee rules.

**504 Membership Dues Refund**

Refunds are only considered for members who pay annual membership. Refunds equal to the unused pro-rated portion of the annual membership minus a standard administration fee may be granted in case of serious illness substantiated by a doctor's statement. Refunds will not be made retroactively. Exceptions to the above may be made only with the approval of the Chief Executive Officer.

**505 Transfer of Membership from Outside the Washington County Family YMCA**

Members from YMCAs outside the Washington County Family YMCA may be granted a waiver of paying the joiner's fee provided they are current member in good standing at their previous YMCA.

**506 Membership Hold**

Members may request their membership be placed on hold for a period of up to 3 months due to medical reasons, extended travel or extenuating financial struggles. Membership may only be put on hold for up to 3 months in a 12 month period. The Membership Hold Form must be completed and on file. A request for an extension must be approved by the Chief Executive Officer.



### **601 Property of the YMCA**

Membership cards shall be the property of the Washington County Family YMCA. A card shall be issued to each YMCA member. The card must be shown for admission to a YMCA facility or for verifying membership when registering for programs. The card must be returned to the YMCA upon request or termination of membership.

### **602 Not Transferable**

A Membership card shall be for the sole use of the individual identified on the card. Members allowing others to use their card for access to facilities or programs registration may be subject to loss of membership privileges.

### **603 Lost Cards**

A lost card must be reported to the source of membership origin. A fee may be charged for a replacement card, which can be produced at any branch.

## **700 GUEST POLICY**

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### **701 Definition of a Guest**

Individual and families who are not Facility members of the Washington County Family YMCA may have access to branch facilities as a guest. All guests shall be required to conform to the local rules and conditions of the particular branch they are visiting.

### **702 Guest Privileges**

Members of the YMCA may host individuals and families as guests. A guest fee that is uniform throughout the Association shall be charged to obtain a guest pass.

### **703 Out of Town Guests**

Out-of-town guests who can show positive photo identification (i.e., out-of-state driver's license) may be admitted for the guest fee without being in the company of a member. This is limited to six annual visits.

### **704 Guest Limitations**

A guest may visit the YMCA six times in one calendar year. Additional visits may be granted for guests based at the discretion of the Executive Director.



### **705 Guest Access Limitations**

Access to facilities by guests may be limited to certain times and days and may vary.

### **706 Complimentary Guest Passes**

Complimentary guest passes may be distributed by designated staff member and must be initialed by the staff member and have an expiration date listed. Guests visiting the YMCA using a complimentary pass do not need to be in the company of a member.

### **707 A.W.A.Y. (Always Welcome at the Y)**

A member in good standing of another YMCA, at least 50 miles from their home YMCA, shall be granted access to branch facilities without a fee up to six visits within a calendar year. AWAY members must show a current verifiable membership card. More than six visits by an AWAY member in a calendar year require payment of the established guest pass fee.

## **800 Suspensions and Termination/Expulsion of Members**

Membership at the Washington County Family YMCA is a privilege. The safety of our members, employees, volunteers, guests and program participants is a primary concern of the YMCA.

### **801 Suspensions of Members**

The YMCA has the right to suspend membership privileges of its members. They may do so if:

**801.1** A member appears to be taking actions or doing things contrary to the Y's mission.

**801.2** The member is involved in a criminal activity.

**801.3** The member is acting in ways that disrupts the YMCA operations.

**801.4** The member uses abusive or profane language with an employee, member, volunteer, guest or program participant.

**801.5** A member may be suspended for up to 30 days for violation of rules, disorderly conduct, or other actions unbecoming a member. No refund may be made or credit given for the period of suspension.



## **802 Termination/Expulsion of Members**

**802.1** A member may be terminated/expelled and their membership canceled by the Chief Executive Officer for violation of rules, disorderly conduct or other actions unbecoming a member. No refund may be made or credit given to an expelled member.

**802.1** Due to the YMCA's involvement of working with children, families, and our community, it is the Y's policy to deny membership and program participation to any individual included on the Sex and Violent Offender Registry. All new members, current members, and program participants will be cross-referenced with the Indiana Sex and Violent Offender Registry.

**802.2** Grounds for termination may include the following:

**802.2.1** The member is on the Sex and Violent offender registry.

**802.2.2** The member has been convicted of a felony involving violence.

**802.2.3** The member previously had membership suspended.

**802.2.4** The member has plead guilty to or been convicted of any crime involving sexual abuse or criminal sexual conduct.

**802.2.5** The member has a history of non-payment.

## **803 Appeals**

**803.1** A suspended or expelled member may appeal the decision in writing within 30 days of suspension, termination, or denial of membership. Appeals shall be reviewed by the Executive Committee of the Board of Directors within thirty (30) days.

**803.2** Any current member, program member, or new member applicant denied membership due to their name being listed on the Sex and Violent Offender Registry list shall have the right to appeal the denial of their membership and/or participation based





upon cases of mistaken identity and erroneous listing on the registry. The Executive Committee of the Board of Directors has the authority to review all other circumstances.

#### **804 Ineligibility**

**804.1** A suspended or expelled member shall not be eligible for membership within the association.

**804.2** A note will be added to the individual's file stating that access is denied unless otherwise approved by the Chief Executive Officer.

#### **805 Reinstatement**

The Executive Committee of the Board of Directors of the facility where the member was suspended or expelled may reinstate a member after reviewing their appeal.

### **900 MISUSE OF YMCA MEMBERSHIPS**

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#### **901 Memberships as Prizes**

The YMCA shall not offer memberships as prizes in contests of any kind.

#### **902 Memberships in Exchange for Goods/Services**

The YMCA can offer membership in exchange for goods/services at the discretion of the Chief Executive Director.

#### **903 Membership Discounts**

Membership dues shall not be discounted unless substantiated financial need is established. All Other discounts are at the discretion of the Executive Director.

### **1000 POLICY RESPONSIBILITIES**

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**1001** Authority/Responsibility for approval and enforcement of the Association Membership Policy rests with the Board of Directors. Exceptions to this policy must be approved by the Membership and Finance Committees for recommendation to the Board of Directors.



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