



# Member Handbook

## Igniting Lasting Personal and Social Change

The YMCA-YWCA of Winnipeg is a charity that ignites the potential in people, helping them grow, lead, and give back to their communities. At our core, we are passionate about creating opportunities and continuously advancing the well-being of the communities we serve. We do this by developing healthy and successful people who in turn create a positive impact in their local neighborhoods. Members can help support this work by giving at [ywinnipeg.ca/donate](http://ywinnipeg.ca/donate).

### We ensure everyone can thrive

We remove financial barriers to our membership and programming for people who could not otherwise participate to give all people the chance to reach their potential.

### We support healthy lifestyles

We know that being healthy goes beyond being physically active. That's why we focus on fostering the growth and development of people in spirit, mind and body throughout all we do:

- Our Child Care Centres provide play-based programming that nurtures children's social, emotional, cognitive and physical development.
- We incorporate physical literacy and daily activity into our programs for children and teens, like camps and child care, to help them build healthy habits that will last a lifetime.
- Our health and fitness programs help people of all ages – regardless of their background or financial situation – to make physical activity part of their regular routine.
- We reduce barriers for individuals to access swim lessons because learning to swim is a life-saving skill.
- We provide important mental health programming for adults and youth.

### We foster belonging and connection

We provide safe and welcoming places where people of all backgrounds and walks of life can connect with each other and take part in activities that improve their lives and strengthen our community.

- Our Community Hubs are a second home to many in our community; a place to play, meet other people, and socialize in a welcoming space.
- We help newcomers adjust to life in Canada which helps the whole community thrive. Our programs offer opportunities to interact meaningfully with others, learn language skills, and connect with resources.
- Children shine brightest when they play and learn – together. Giving them a strong foundation of trust and safety allows them to explore through their own natural curiosity and play.
- We help children of all backgrounds experience the magic of camp at Camp Stephens. As children and teens explore nature and experience new activities, friendships and belonging are sparked, self-confidence and independence grow and leadership skills begin to shine.



## Visit a Y Community Hub 364 Days a Year

### Downtown Y

301 Vaughan St  
Winnipeg, MB  
204.947.3044

#### Downtown Hours:

Mon-Fri: 6:00am-9:00pm  
Sat-Sun: 8:00am-5:00pm

### Elmwood-Kildonan Y

454 Kimberly Ave  
Winnipeg, MB  
204.668.8140

#### Suburban Hours:

Mon-Fri: 6:00am-10:30pm  
Sat-Sun: 7:00am-8:00pm

### South Y

5 Fermor Ave  
Winnipeg, MB  
204.233.3476

Hours are subject to change. All locations are closed on Christmas Day. Find holiday hours for your location at [ywinnipeg.ca](http://ywinnipeg.ca).

### West Portage Y

3550 Portage Ave  
Winnipeg, MB  
204.889.8052

### Questions?

You can email us at:  
[info@ymanitoba.ca](mailto:info@ymanitoba.ca)

YMCA-YWCA of Winnipeg operates on Treaty 1 and 3 Territories in the original lands of Anishinaabeg, Cree, Oji-Cree, Dakota, Ojibway, Chippewa and Dene Peoples, and on the homeland of the Métis Nation. We acknowledge that Winnipeg's water is sourced from Shoal Lake 40 First Nation. We respect the Treaties that were made on these territories, we acknowledge the harms and mistakes of the past, and we dedicate ourselves to moving forward in partnership with Indigenous Peoples in a spirit of truth, reconciliation, and collaboration.



## About Your Membership

**As a member, you can participate as often as you want in all our drop-in health and fitness programs, and registered kids' land classes, plus you get exclusive access to swimming lessons!**

### Included in Membership

#### Access to Fitness & Aquatic Centres

Enjoy access to all four locations plus participating YMCAs worldwide. Members 9 and up\* can enjoy access to our fitness centres with top-of-the-line equipment which may include: TRX®, SPiVI Cycle Studios, and our exclusive EGYM® smart circuit. Amenities and equipment varies by location. Aquatic centre access includes hot tubs and steam rooms.

\*Children ages 9 to 12 must complete a complimentary Youth Fitness Orientation with a parent. After the session, youth get a shoe tag allowing them to use the fitness centre with supervision by the parent who attended the orientation. The 30-minute session covers essential training principles, equipment and exercises suited for youth, how to use the equipment and what is expected in the fitness centre.

To book a Youth Fitness Orientation, call your community hub location or visit the Membership Services desk.

#### Parking

Free parking is available at all community hub locations. If using our Downtown Y you are eligible for up to 2 consecutive hours of free parking per day\* in the parkade under the Portage Place Shopping Mall. Take note of your license plate number (do not pay at the parking stations) and register your plate at our Membership Services desk.

\* Street parking and outside lots are not included. You must be using the Downtown Y facilities to qualify for free parking. Y Winnipeg members are responsible for any additional costs associated with parking past the 2-hour daily maximum as well as any parking tickets and/or tows.

### Classes & Programs

**Group Exercise Classes** – With land and aquatic group classes at all four locations and something for all fitness levels – you are sure to find your way to move! Classes are included with your membership. Non-member guests can attend drop-in classes when paying the drop-in fee. See class schedules and descriptions at [ywinnipeg.ca/health-and-fitness/fitness-classes](http://ywinnipeg.ca/health-and-fitness/fitness-classes).

**FitME or FitME Youth** – FitME and FitME Youth (for ages 9-12 years) are complimentary one-on-one training sessions with a trained fitness staff member who will recommend an exercise routine to fit your personal goals.

For FitME Youth, a member of our fitness staff will connect with both the parent and youth to discuss fitness goals, availability and of course, any health concerns. From this, a plan will be recommended that is safe, effective and age-appropriate. An in-person session will be booked where our fitness staff will guide the youth member and parent through the plan and answer any questions or concerns. To book your FitME session, visit us at [ywinnipeg.ca](http://ywinnipeg.ca).

**Registered Kids' Programs** – Our registered programs are available seasonally. From gymnastics and karate to basketball and kids' gym programs, we offer a range of activities included with your membership.

Families can also find all levels of swimming lessons, from the first introduction to the water, all the way to advanced levels. Swim lesson registration is available exclusively to members on a seasonal basis for an added fee per child per session.

The additional swim lesson fee is part of our commitment to providing children and families with a quality experience. We aim to increase lesson and pool availability by reinvesting in our aquatic programs to retain qualified aquatic staff with fair and competitive wages and to increase training programs to certify more swim instructors and lifeguards.

Find upcoming registration dates at [ywinnipeg.ca](http://ywinnipeg.ca)

**Babysitting** – Kids will have fun playing while you exercise, and parents can enjoy peace of mind knowing their children are in a safe environment. Our staff, volunteers and supervisors are certified in First Aid and CPR.

Babysitting is offered for a flat rate fee per child. Enjoy care for up to three hours for children 3 months to 12 years-old while using select community hub locations.

Drop-ins by member and non-member families are welcome (space permitting). Members can reserve a space by registering online up to 48-hours in advance. Find the link at [ywinnipeg.ca](http://ywinnipeg.ca)

### Additional Services

Fees apply. See our website or ask the member service desk for more information about the following services:

- Towel Service
- Locker Rental (Downtown Only)
- Birthday Parties
- Kids Day Camps (for Summer and School Breaks)
- Camp Stephens Overnight Summer Camp

### Member Guest Days

On the 7th day of every month, Y Members are invited to bring a guest FREE! Guests will have access to the fitness centres, drop-in programs, open gym, open swim and all fitness classes for the day. Registered programs not included with guest access.

### Your Membership Status

We love our members and never want to see you leave. However, our no commitment memberships allow you flexibility to change your status when needed.

### Holds

Going on vacation? Put your membership on hold for up to 3 months (90 days). There is no cost to placing your membership on hold.

Membership fees will automatically resume on your specified return date or after the 90-day maximum is reached. You may choose to return at any time in the 90 days by paying a prorated membership fee based on your return date.



Email us at [holds@ymanitoba.ca](mailto:holds@ymanitoba.ca) or visit the Membership Services desk to put your membership on hold.

### Cancellations

You must give notice of cancellation seven (7) days before the next debit is scheduled by registered mail, fax, email or personal delivery using the contact information below. Payments are non-refundable and YMCA-YWCA does not provide refunds or credits for any partial membership periods following notice of cancellation.

A membership that has lapsed for 90+ days is considered a new membership and is subject to applicable join fees.

Email us at [wpgcancel@ymanitoba.ca](mailto:wpgcancel@ymanitoba.ca) or visit the Membership Services desk to cancel your membership.

#### Contact your community hub:

**Downtown Y**  
301 Vaughan Street  
Winnipeg, MB R3B 2N7  
p. 204-947-3044

**Elmwood-Kildonan Y**  
454 Kimberly Avenue  
Winnipeg, MB R2K 0X8  
p. 204-668-8140

**South Y**  
5 Fermor Avenue  
Winnipeg, MB R2M 0Y1  
p. 204-233-3476

**West Portage Y**  
3550 Portage Avenue  
Winnipeg, MB R3K 0Z8  
p. 204-889-8052

### Age Categories

Individuals over the maximum defined category age range will be moved to the next category and corresponding biweekly fee on the next payment date after their birth date.

### Member Agreement

Find our standard Membership Agreement and Conditions of Membership at [ywinnipeg.ca/membership-agreement](http://ywinnipeg.ca/membership-agreement). To see a copy of your signed agreement, log in to your ActiveNet Online Services account. Click My Account in the menu at [ywinnipeg.ca](http://ywinnipeg.ca) to visit Online Services. Click Sign In to log in. On your home screen, beneath your name and address, there will be a link that says Waivers. Click this link to see your signed agreement.

You are required to have an email on your member account to access Online Services. Visit the Membership Services desk or email [info@ymanitoba.ca](mailto:info@ymanitoba.ca) to provide an email. Find more details on using your Online Services account on the following page.



### ActiveNet Online Services

As a member, you already have an Online Services account with us. Your account allows you to manage payment details online, sign you and your family up for registered programs, pre-book babysitting, or buy virtual gift cards.

Click My Account in the menu at [ywinnipeg.ca](http://ywinnipeg.ca) to visit Online Services. Click Sign In to log in. If you have an email on your account but did not receive an email invitation to set up your password, click "Forgot your password?" to get started.

It is important to keep the email on your account current so we can send you a link to reset your password if you ever forget it.

If you do not have an email on account, visit the Membership Services desk or email [info@ymanitoba.ca](mailto:info@ymanitoba.ca) to provide an email. If you have your Online Services account set up, you can update your contact information online by clicking Manage Family Member on the sidebar of your home screen and then clicking edit Information next to your name (or the name of a family member).

### Communication

Please ensure we have your email so you receive the latest member news and have access to all our digital services.

Follow us on Facebook at [www.facebook.com/ywinnipeg](http://www.facebook.com/ywinnipeg) or on Instagram at [www.instagram.com/\\_ywinnipeg/](http://www.instagram.com/_ywinnipeg/) for more. General inquiries sent via direct message will be answered during regular office hours.

### Code of Conduct / Rules:

The Y is a shared experience for everyone to enjoy. Each of us can make it better for all by being considerate of others. Members, participants, staff and volunteers pledge to treat one another and the facilities and equipment with respect and dignity. Membership is enhanced when all members share in promoting agreed standards of courtesy and behaviour.

### Locker Room

As a member of the YMCA-YWCA, I will:

- Respect that cell phone use in locker room is prohibited for the privacy and safety of all members and staff.
- Remember to lock my locker while I am in the facility and remove my belongings and lock/membership card when I leave each day.
- Respect that only children 5 years of age and under may accompany parents of the opposite sex into men's or women's locker rooms.
- Refrain from shaving or brushing teeth in shower area.
- Act honestly and responsibly.
- Show respect to others.
- Keep food and glass bottles out of the locker room.

### Fitness Centre

As a member of the YMCA-YWCA, I will:

- Wear appropriate workout attire including shirt and running shoes for indoor use.
- Wipe down equipment after use.
- Keep food in the main lobby and use a water bottle.



- Put coats, outdoor shoes and gym bags in a locker.
- Respect the 30-minute time limit of all cardio equipment.
- Be respectful of all equipment, avoid dropping weights and rack them after use.
- Keep children 8 years and under out of the Fitness Centre for safety reasons.
- Attend a Youth Fitness Orientation with child members between the ages of 9-12 years before allowing them to access the fitness centre, provide supervision during all use after the orientation and ensure children who've completed the orientation are wearing the shoe tag provided.
- Be respectful of other members.
- Refrain from engaging in play hazardous to other persons or the facility.

### Gymnasium and Other Areas

As a member of the YMCA-YWCA, I will:

- Put coats, outdoor shoes and gym bags in a locker.
- Not hang from basketball hoops.
- Use climbing wall only under the supervision of trained YMCA-YWCA staff.
- Be respectful of programs that may be running on the opposite side of the gymnasium.
- Keep food in the main lobby.

### Aquatic Centre: Shower/Pool Areas

WARNING – Some of our pools have moveable floors. See electronic sign for current depth.

As a member of the YMCA-YWCA, I will:

- Shower before entering pool.
- Keep outdoor shoes out of the shower area and dry off before re-entering the changeroom.
- Avoid wearing outdoor shoes while on pool deck.
- Keep glass containers away from the pool area.
- Not enter the water if I am infected with a communicable disease or have open sores.
- Ensure children in my care demonstrate appropriate swimming ability to a Lifeguard before entering deep water.
- Keep children 7 years and under in my care within arms reach with one parent/caregiver/guardian supervising a maximum of four children.
- Adequately supervise children aged 12 years and under.
- Ensure children who are not toilet trained wear a swim diaper.
- Consult a Physician before using the hot tub or sauna if I am pregnant, have history of heart disease, stroke or high blood pressure.
- Keep hair restrained or tied up to minimize the risk of becoming caught in the equipment.
- Not engage in play hazardous to other persons in and around the pool or facility.
- Be respectful of all equipment, other members and lifeguards.

### Waterslide Use

As a member of the YMCA-YWCA, I will:

- Use waterslides according to the scheduled times and by following the posted guidelines on pool deck.

- Ensure children under 8 wear a life jacket while using water slides and children under 7 are accompanied by an adult on the slides.

**NOTE:** Our commitment to the care and upkeep of our facilities is an important part of ensuring safe spaces for all to enjoy. This may result in temporary interruptions in service or access to specific areas/equipment, such as the pool.

### Photography Policy

For the safety and privacy of all users, the use of photo and or video is **strictly prohibited** in change/locker rooms, washrooms, hot tubs, steam rooms and other areas where there is a reasonable expectation of privacy.

Photos and or video are permitted in public areas of the facility; however they must **not** capture other members, visitors, or staff without their knowledge and verbal consent. Parental consent is required for all individuals under the age of 18.

### Loss of Membership Privileges

We reserve the right to permanently or temporarily discontinue membership privileges for any of the following reasons:

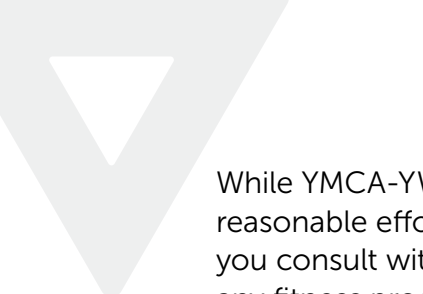
- Inappropriate and/or disrespectful behaviour at the discretion of management.
- Intentional misuse, destruction or theft of equipment or property.
- Failure to follow safety practices and precautions or any membership/facility policies or procedures.
- Fighting on property.

- Use of profanity.
- Unauthorized possession of alcohol on property.
- Possession of illegal drugs or drug paraphernalia.
- Smoking or use of tobacco products on property.
- Failure to pay membership fees or outstanding payment for any service.

### Safety

Safety is our top priority. The YMCA-YWCA of Winnipeg meets all YMCA Canada safety standards with respect to injury prevention, emergency response and child protection.

- Staff are trained in CPR and first aid.
- AEDs and first aid kits available on site and staff are trained to use them.
- Robust emergency response plans prepare our team to respond in the event of fire, threatening or violent behaviour, or other safety threat.
- Exercise staff, Swim Instructors and Lifeguards are certified and have on-going education.
- Lifeguards are on duty when the pool is open.
- Child Protection Standards – All staff complete mandatory annual child protection training. All staff and volunteers must complete a criminal record check and vulnerable sector check when applying to work with us.
- A supervisor is on duty at all times to address any concerns and lead emergency action plans.



While YMCA-YWCA staff and instructors make every reasonable effort to minimize risks, we recommend that you consult with your physician before participating in any fitness program, and/or using any fitness equipment or facilities, especially if you are new to exercise.

YMCA-YWCA staff, instructors and volunteers are not licensed health care providers and have no expertise in determining the effect of any specific program such as an exercise program, or use of equipment on a medical condition. Participating in programs and/or using any fitness equipment or facilities, is done so at your own risk.

as of December 2024

## More Than a Gym Membership.

Your membership sparks meaningful change not just within yourself, but in your community too. Your support can change lives, create opportunities and advance the well-being of the communities we serve by helping to develop healthy and successful people who in turn create a positive impact.

We bring light to our vision by helping children and youth find their spark, creating belonging, and helping people overcome the obstacles that prevent them from thriving mentally, physically and socially.

The Y believes that everyone has the skills and ability to achieve. That every obstacle can be met with support, positivity and guidance. That every single person is worthy of the opportunity to shine. When you join the Y, you belong to a centre of community where:

- you learn how to live healthier in spirit, mind, and body.
- you build connections and find a sense of belonging.
- you help give back to your community so it can thrive.
- your children find a safe environment to learn through play.
- your family can actively spend time together.
- everyone is welcomed and accepted.

So many of our charity's programs and supports are essential. We provide several programs for free, and offer assistance through our Member Access Program to anyone whose current financial situation limits their ability to participate in our paid programs.

**Help us support our community: [ywinnipeg.ca/donate](https://ywinnipeg.ca/donate)**



**[ywinnipeg.ca](http://ywinnipeg.ca)**

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