



FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

# WELCOME TO OUR YMCA FAMILY

## YMCA OF METROPOLITAN CHATTANOOGA

### Member Handbook



## WELCOME TO THE Y!

The Y is more than day camp, childcare, sports, fitness or youth programs. It is a worldwide family of more than 120 autonomous national movements committed to building a positive future for youth and families. The Y, founded in London, England in 1844, is one of the largest social service organizations in the world. The Y currently serves over 45 million youth and families worldwide. In 10,000 neighborhoods across the nation, we have the presence and partnerships to not just promise, but deliver, positive change.

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

We've compiled this handbook as a quick reference for you. Please refer to this information to learn about policies, programs and the purpose behind our organization. We want to do whatever we can to help you make the most of your YMCA membership.

**Thank you for being a part of the Y!**

## WHO WE ARE

The Y is a nonprofit organization of men, women and children joined together by a shared commitment to nurture the potential of kids, healthy living and fostering a sense of social responsibility. For 150 years, the YMCA of Metropolitan Chattanooga has worked to bring people of all backgrounds together to bridge gaps in our community and strengthen its foundation – one child, one family, one individual at a time.

### Our Mission

At its core, the mission of the Y is *to put Christian principles into practice through programs that build healthy spirit, mind and body for all.* We are so much more than just a swim and gym.

## WHAT WE STAND FOR

The Y is the nation's leading nonprofit committed to strengthening communities. We strive daily to provide programs and services that are inclusive and welcoming to all. We value an environment that fosters dignity, respect, fairness and appreciation for all aspects and dimensions of diversity. Our focus areas are the following:

### Youth Development

*Nurturing the potential of every child and teen:* We believe that all kids deserve the opportunity to discover who they are and what they can achieve. Through the Y, youth cultivate the values, skills and relationships that lead to positive behaviors, better health and educational achievement.

### Healthy Living

*Improving the nation's health and well-being:* The Y brings families closer together, encourages good health and fosters connections through fitness, sports, fun and shared interests. As a result, thousands of youth, adults and families in

Chattanooga and the surrounding area receive the support, guidance and resources needed to achieve greater health and well-being.

### Social Responsibility

*Giving back and providing support to our neighbors:* The YMCA of Metropolitan Chattanooga has been meeting the communities' most critical social needs for 150 years. Thanks to community partners and hundreds of volunteers who devote their time, talent and financial support, the Y is able to provide access to life-changing programs and give people in our community the chance to learn, grow and thrive.

## THE YMCA IS A CHARITY

The YMCA is a 501-C3 Non-Profit Charity. Every day, the Y is focused on strengthening communities for kids, adults, seniors and families with programs that protect, teach, connect, heal, nourish and encourage. But we can't do it alone. Donate time, talent and/or treasure to the Y-- for a better us. For ways to give at your YMCA, contact the executive director at your YMCA branch.

At the YMCA, we:

- Are open to all. We are a place where you can be, belong and become.
- Value you and embrace your individuality.
- Believe in you and your potential to become a catalyst in the world.
- Support you in your journey to develop your full potential.

Above all else, we are on a relentless quest to make our community stronger, **beginning with you!**

## MEMBERSHIP CATEGORIES

**Youth Individual:** ages 5-17

**Young Adult Individual:** ages 18-29

**Adult Individual:** ages 30-64

**Senior Individual** – age 65 and older

**Senior Couple** – only one person must be age 65 and older

**One Adult Household** – 1 adult and up to 5 children living in the same home

**Two Adult Household** – 2 adults and up to 5 children living in the same home

**Three Adult Household** – 3 adults and up to 5 children living in the same home

**Four Adult Household** – 4 adults and up to 5 children living in the same home

**\*Notation:** An Individual membership may include children age 4 and under for use of *Childwatch* only. When participating in programs, the non-member rate will be charged.

## ONE MEMBERSHIP, MANY BRANCHES

YMCA memberships provide access to all YMCA locations across the Chattanooga area and Cleveland at no additional costs. Each of our branches is unique, with distinct facilities, classes and programs. You can discover and enjoy them all by being a member. You also receive reduced member rates for programs and services.

## NATIONWIDE MEMBERSHIP

Nationwide Membership enables Y members to visit participating Ys across the U.S. while away from home. There are more than 2,700 YMCAs in 10,000 communities across the nation. This way, you can use the Y as often as you like, making it easier to achieve your health and wellness goals.

- Nationwide Membership is valid for active, full facility Y members whose home Y participates without restriction or blackout periods.
- Nationwide member visitors must use their home Y at least 50% of the time on a monthly basis.
- When visiting a Y, nationwide members will be required to show a valid Y membership card and photo ID as well as provide basic membership data such as name and email.

For more details and to find a list of participating Ys, go to [www.ymca.net/nationwidemembership](http://www.ymca.net/nationwidemembership).

## CORPORATE MEMBERSHIP

Containment of healthcare costs, increased workplace productivity and morale are just a few of the benefits with a corporate membership for your employees. Depending on the plan, you may also receive discounts on the joining fee and monthly dues. See the front desk for more information from our corporate membership director.

## INCOME BASED MEMBERSHIP

Membership to the Y is available for those who qualify, regardless of ability to pay. Through the **Income Based Membership Program**, we offer financial assistance to subsidize the monthly membership fees for those who have demonstrated a financial need. Members who receive assistance are guaranteed the same quality experience as full-pay members.

An application to participate in the program is available online or at the front desk of every Y branch. The program utilizes a sliding fee scale based on income and household size.

Interested individuals must complete an income based membership application and provide the appropriate documentation applicable to you:

*Working or Retired with benefits:*

- Prior year's tax 1040 tax form and 2 most recent pay stubs

*Unemployed:*

- Proof of unemployment benefits

*Disabled:*

- Proof of disability benefits

*SSI or SSA benefits:*

- Proof of Social Security benefits

See the front desk for more information.

If eligible, assistance is available at the reduced rate for one year. Individuals must reapply annually. If your income changes during the

course of your membership, you are welcome to contact us to learn more about this program.

## MEMBERSHIP POLICIES

Our membership policies are designed to ensure we can continue to provide a positive and nurturing environment where individuals and families feel welcome and at home.

## MEMBER CODE OF CONDUCT

The YMCA is committed to providing a safe and welcoming environment for all. To promote safety and comfort, the YMCA asks all persons to act appropriately at all times when in our facilities, on our property or participating in our programs.

We expect persons using the YMCA to act maturely, to behave responsibly, and to respect the rights and dignity of others. The actions listed below, which are not intended to be an all-inclusive list of behaviors, are considered inappropriate and are prohibited in our facilities or programs:

- Using or possessing alcohol or illegal drugs on YMCA property, in YMCA vehicles or facilities, or at YMCA-sponsored programs
- Smoking on YMCA property – all of our YMCA buildings and grounds are tobacco, smoking and vaping free
- Carrying or concealing a weapon or any device or object that may be used as a weapon
- Harassment or intimidation by words, gestures, body language, or any type or menacing behavior
- Physical contact with another person in an angry, aggressive, or threatening way
- Verbally abusive behavior, including profanity, angry language, swearing, name-calling, or shouting
- Sexually explicit conversation or behavior; any sexual contact with another person
- Inappropriate, immodest, or sexually revealing attire
- Theft or behavior that results in the destruction or loss of property
- Loitering within facilities or on the grounds of the YMCA after being requested to depart the YMCA's property
- The use of any technology (cameras, cell phones, iPads, etc.) to photograph or video other individuals without their consent
- Use of social networking websites in a manner that is contrary to the YMCA's mission, is detrimental to the community or is in violation of the law.

In addition, the YMCA reserves the right to deny access or membership to any person who has been accused or convicted of any crime involving sexual abuse, is or has been a registered sex offender, has ever been convicted of any offense related to the sale, possession and/or transportation of illegal drugs, or is currently under the influence of illegal or dangerous drugs or chemicals, narcotics, or alcoholic beverages.

Anyone who feels that this Code of Conduct is being violated should immediately report the behavior to a staff person on duty. YMCA staff members are eager to be of assistance. Please notify a staff member if assistance is needed. More information and resources available at: <https://www.ymcachattanooga.org/know-see-respond>.

Suspension or termination of Y membership may result from a violation of this Code of Conduct. While an incident is being investigated, the membership of the person(s) accused of violating this Code of Conduct may be temporarily suspended pending a final decision.

## SEX OFFENDER POLICY

To help enhance the safety of the members, guests and staff in our facilities, the YMCA cross-references our membership and guest records to the National Sex Offender Registry each week. This is done for the protection of the adults and children who access our facilities, programs and/or are entrusted into our care. For this reason, member photos are required. Persons on the registry will not be eligible for membership, guest access or program participation with the YMCA of Metropolitan Chattanooga.

## MEMBERSHIP CARDS AND PHOTO IDS

Safety is the cornerstone of our branch operations, and membership cards (and photo IDs) are essential tools to maintaining safety at all Y locations.

- All members age **14** and older receive membership cards. Members **under age** must be accompanied by a parent or legal guardian who possesses a membership card.
- We require that all members, adults and children have a current photo on file in our system. Having pictures of adults and children in our software system ensures those entering the YMCA are who they say

they are and that our children are with the adults identified on their membership unit.

- Your membership card is very important. Please keep track of it and present it at the front desk every time you enter a Y location. If you happen to arrive without your card, please show your driver's license or another photo ID to secure entry.
- If your card does not scan, we will verify your membership by other means, such as an additional form of identification while you wait. If we find your membership is not current, you may not enter the Y.
- Never loan your card or transfer your membership to someone else; these actions are grounds for termination.

### **LOCKER ROOMS**

To ensure all Y members' standards of privacy are respected & safety is prioritized, the Y offers several different options of locker rooms including women's adult, men's adult, and youth and family locker rooms as well as individual private changing rooms and restrooms. Youth ages 17 & under are not permitted in the adult only locker rooms. When using the locker rooms, sauna & steam rooms, please practice modesty at all times.

### **MOBILE MANNERS**

To ensure the privacy of members and guest, cell phones may not be used in locker rooms or rest rooms. No photos or videos of any type are to be taken without the expressed consent of Y staff.

If you must use a cell phone in a common or lobby area, please be courteous by keeping your conversation at a quiet, personal volume.

Please assist us in honoring this request and bringing this policy to the attention of your fellow Y members.

### **PERSONAL BELONGINGS**

When you bring personal belongings into the Y locker rooms, remember it's up to you to watch them and lock them. You are solely responsible for all personal belongings you bring. Please provide your own secure lock for protection of your items or check at the front desk to borrow a lock for the day. Lockers are for single day use only. Unauthorized locks left overnight may be removed. If you would like to leave your belongings overnight, locker rentals are available on a yearly basis for a nominal fee. Again, check at the desk for more information.

### **ATTIRE**

The Y is a family-oriented organization, and members are expected to dress modestly throughout all areas of our facilities. Proper workout attire and gym shoes or closed toe shoes should be worn in our wellness branches, aerobic studios, basketball courts, tracks and other areas. Appropriate swim attire is required. Ripped suits and/or revealing swimwear are not considered appropriate and, therefore are prohibited.

### **SECURITY**

To ensure your security and safety while on any Y premises, we require the use of membership IDs for check-ins. The YMCA is not responsible for any theft or damage to your personal property, either in our buildings or in parking lots. Please remember, you are responsible for securing any items you bring on site.

If you do have one of your possessions stolen or damaged, please complete an incident report at the front desk. Be assured that we do track such incidents and take any steps we can to prevent them from happening again. Leave valuables at home, and protect the property you do choose to bring by securing it in a secured locker in a locker room. YMCA staff are not permitted to hold or watch your valuables for you. Also please note that we do not recommend leaving valuables in a locked car.

### **WEAPONS POLICY**

No weapons of any kind are allowed at any time on YMCA property, regardless of a valid license to possess.

### **LOST AND FOUND**

If you lose something on site, promptly check your branch's Lost and Found area to see if the item has been retrieved. We hold items found within the facility in Lost and Found for a limited time period. Remember, the YMCA is not responsible for lost or stolen items.

### **HEALTH ISSUES**

The YMCA recommends you seek guidance from your physician before beginning an exercise program. Also, be sure to keep your contact information up to date at the front desk. It is essential that we have your current address, phone number and emergency contact information in case of an emergency.

## CAREGIVER

The YMCA recognizes a caregiver as an adult, 18 years and older, whose primary responsibility is to give care to a dependent member (i.e., children, elderly, or those with a chronic illness or disability). The caregiver may visit the Y at any time in the company of the dependent member in a supervisory capacity. All caregivers must provide ID and fill out waiver.

## SERVICE ANIMALS:

This policy is based on the legal aspects of the Americans with Disabilities Act and a consideration for the safety of our members.

Trained service dogs doing specific work or task that assist their owners are welcome in YMCA facilities. Companion Animals are not permitted in YMCA facilities.

## NANNIES

Members who require the assistance of a nanny may include that person on their household membership within the standard four adult limit.

## BRANCH HOURS

Branch hours vary by location, with each branch setting hours based on member needs. Please see the last page for specific hours of operation or ask at the front desk. Typically, all YMCA branches are closed or have reduced hours on major holidays.

*We are closed on the following holidays:*

New Year's Day	Labor Day
Easter	Thanksgiving Day
Memorial Day	Christmas Day
July 4th	

*We have reduced hours on the following days:*

New Year's Eve	Christmas Eve
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The outdoor pool at the Cleveland Family YMCA is open on the following holidays:

Memorial Day	July 4th	Labor Day
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## GUEST POLICY

### APPLICABLE TO ALL GUESTS:

Each guest must provide a valid photo ID on each visit. Each guest must fill out a Guest Waiver and have their ID photocopied. All guests ages 17 & under must be accompanied by an adult (18 years & older) during their entire visit to the YMCA.

Each guest must be properly checked-in at the front desk upon entering the facility.

The current YMCA member will be held responsible for any discipline issues of their guest(s) up to and including suspension or termination of membership.

### GUEST POLICY: MEMBER GUESTS

The YMCA is a member organization and seeks to encourage memberships through guest privileges. Members are invited to bring guests up to two times per year to enjoy the Y at no additional cost.

### GUEST POLICY: NON-MEMBER GUESTS

Guests who do not attend with a Y member, may purchase up to 2 guest passes per calendar year.

**Fees:** *Youth \$10; Adult \$15; Household \$25*  
(Household may consist of up to 2 parents and up to 4 children).

**All guests, both Member Guests and Non-Member Guests are allowed a maximum of 2 visits per calendar year.**

### OUT-OF-TOWN MEMBER GUESTS

A current YMCA of Metropolitan Chattanooga member can bring an out-of-town guest to the YMCA while they are visiting in town. Members must get approval from the membership director. Out-of-town guests will be required to provide proof of residence outside the YMCA of Metropolitan Chattanooga service area. Any out-of-town guest must be accompanied by a current member on their visits. This privilege is intended for visiting friends and family members for a limited time.

## FEES AND PAYMENTS

Your prompt, consistent payment of membership fees helps us continue to offer our community-focused programs and services. Through automatic draft, we deduct your monthly membership fees directly from your bank or credit account—with no hassle to you.

To set up your automatic draft, simply visit the front desk at your home Y and they'll be happy to help you set it up. Here are a few things to remember when you do:

- To set up a draft through your bank account, please remember to provide a voided check.
- If you must cancel your membership or change your account information, we will gladly make those changes for you upon receiving a 30-day written notice. Just visit your local Y to complete and sign a Change or Cancellation Form.
- Please monitor your monthly bank or credit card statement for discrepancies. You must report errors within 90 days of occurrence

to enable us to correct our mistake and refund up to 90 days.

- You may also pay in advance for 6 months or 1 year. Your membership will be valid for the period you have paid for. You will receive an invoice at least 30 days prior to the next payment due date. If we do not receive your complete payment by the payment due date, we will assume that you are canceling your membership.

### **RETURNED PAYMENT POLICY**

All returned payments (checks, electronic funds transfers and credit card payments) will result in a \$20 charge. Outstanding balances resulting from uncollected returned payments must be cleared up before the participant can enroll or attend any YMCA program.

### **SATISFACTION GUARANTEE**

The YMCA does not have contracts. If you are dissatisfied with your membership you may cancel at any time.

### **CANCELLATIONS & REFUNDS**

Membership is ongoing and not based on usage. To cancel your membership, you must go to your home Y branch and provide a 30-day written notice by completing and signing the YMCA cancellation form. Please submit the form with your membership cards to your local branch. We cannot accept cancellations by phone, verbal statements or fax. Note that the YMCA reserves the right to cancel a membership with appropriate notice.

If you have paid in advance for 6 months or 1 year, we will refund any unused portion of your membership dues on request. There are no refunds for joining fees. We do not refund membership fees due to lack of use or non-attendance.

### **PROGRAM REFUND POLICY**

If participating in a YMCA program, refunds will only be issued prior to the start of a program session. A refund may be issued in the form of money or credit toward future programs. The cost of the uniform may be deducted from the refund. If the parent/participant is dissatisfied with the program it will be at the branch's discretion whether to issue a refund. Please see the program director.

### **CHANGES TO YOUR MEMBERSHIP**

Change is inevitable, even when it comes to your YMCA membership. We offer a simple form for you

to complete any time you need to alter something related to your membership. Whether adding or removing a family member or updating your address or bank account information, you can submit updates any time with ease.

**UPGRADES-** Do you need to add someone to your membership? Simply complete the change form to let us know of the upgrade. Of course, adding participants to a membership may push you to a different membership category with added fees. If that's the case, please note that you will be responsible for paying additional membership dues at the time you submit your change form. If you pay in advance by invoice, we ask that you also pay the difference in your dues for the balance of your invoice period.

**DOWNGRADES-** If you need to remove members from your membership, simply complete a change form. We'll adjust your membership category and dues. Please allow 30 days to adjust the bank draft amount. Refunds will be made for remaining dues paid on annual invoice payments. We cannot refund or provide a credit for the original joining fee.

**MOVING-** Memberships to the YMCA of Metropolitan Chattanooga are not transferable to other Ys outside the association. If you're moving out of our area but would like to maintain Y membership elsewhere, you must cancel your membership here and join again in your new city. Contact the Y in your new area to find out their policies, joining fees and dues, as details will vary.

**HOLDS –** Although your Y membership is intended to be an ongoing commitment, we understand medical issues, extended travel and other extenuating circumstances happen. Because of this, we offer you the chance to suspend your membership for up to 3 consecutive months one time per year for a *fee of \$5 per month*. You must submit a Hold Form at least 30 days in advance of your end date. Exceptions to this guideline may be extended due to medical circumstances at the discretion of local branch leadership.

### **REJOINING THE YMCA**

You are welcome to rejoin the Y any time after canceling your membership. If more than 90 days has elapsed since your cancellation, we will assess an additional joining fee. No matter when you choose to rejoin, you will be responsible for paying current membership dues and any outstanding fees owed, if any.

## CHILDREN IN THE YMCA

Each day, kids come to the Y to learn, play, dream and achieve in a safe, fun and welcoming environment. Kids' experiences at the Y are made even better when parents and guardians are aware of the policies regarding the supervision of children at our facilities and programs. These important policies are designed to ensure the Y is a secure, caring place for all children.

## SUPERVISION REQUIREMENTS

All children under the age of 10 must be directly supervised by their parents or guardians unless registered in an organized YMCA Program, in which case they must remain on Y property. Parents or guardians of children ages 11-13 must remain on YMCA property while their children are at the Y.

## FACILITY AGE GUIDELINES

YOUTH MEMBERS & GUESTS IN THE FACILITY	
Members Ages 13 & Under	Member children 13 years and under must be accompanied by an adult during their visit to the YMCA.
Members Ages 14 - 17	Member children 14 - 17 years may visit the YMCA for up to 3 hours without being in a supervised program.
Guests Age 17 & Under	Guests ages 17 & under must be accompanied by an adult (18 years & older) during their entire visit to the YMCA.

## CHILDWATCH POLICIES

The YMCA offers childcare for parents while they are working out in the facility. Children may stay in the nursery or childwatch for up to two hours per day and a maximum of 10 hours per week.

Parents and guardians are the only adults authorized to leave a child in the Youth Activity Center and are required to remain on-site at the Y during their child's visit. Only the parent or guardian who signs a child into the Youth Activity Center may sign them out or pick them up.

Each Y may have different age requirements or rules pertaining to their nursery and/or Youth Activity Center. Check with them for specific policies.

## HEALTH & WELLNESS GUIDELINES

WELLNESS FLOOR AGE GUIDELINES	
Ages 10-15	Orientation is available for use of cardio equipment in the wellness center. Orientation is <u>required</u> for use of machine weights in the wellness center.
Ages 10-11	Children ages 10-11 are allowed to use cardio equipment while working out together with a parent beside them. Orientation is <u>required</u> for use of machine weights.
Ages 12-15	Allowed to use cardio equipment while parents in the facility. Orientation is <u>required</u> for use of machine weights.
Ages 16	Allowed full access to wellness center

## PERSONAL TRAINING GUIDELINES

Only staff members employed by the Y are allowed to provide personal training within YMCA facilities and programs. Our staff members are trained and certified and are committed to carrying out our mission by providing high-quality programs.

Personal trainers who are not employed by the YMCA are strictly prohibited from training or conducting business in a YMCA facility.

## WELLNESS EQUIPMENT POLICY

We constantly strive to supply our members with a wide variety of well-maintained wellness equipment. We ask that you refrain from bringing personal fitness equipment for use within the YMCA—such as TRX equipment, dumbbells and any other items Y staff members determine do not comply with our high safety standards.

GROUP EXERCISE AGE GUIDELINES	
Ages 10-11	Members 10 & 11 years old may attend family-friendly classes with a parent. Check the schedule for these classes.
Ages 12	Members 12 years and up may attend classes alone.

## SWIMMING AND WATER SAFETY

With a number of indoor pools and one outdoor pool available across our organization, it's clear we prioritize aquatic activities and exercise. We also prioritize your family's safety in the water. Contact your local branch for swim lessons and our annual free Safety Around Water Week.

For the health and safety of our members and guests, persons with open wounds and skin irritations will not be allowed in pools.

Full-face SCUBA masks, mermaid tails, and other recreational floats (tubes, rafts, etc.) are not permitted.

## INCLEMENT WEATHER

We hold the safety and security of our members at the highest priority. Our precautions during severe or potentially dangerous weather are designed to protect our members.

Indoor pools and decks will close for lightning in the area. Outdoor pools and decks will close for thunder or lightning in the area. Pools will remain closed until 30 minutes after the last sign of thunder or lightning. Pools will also close and evacuate immediately when a tornado warning has been issued for the area. Once the warning has been lifted, the pools may reopen.

Members are encouraged to follow our social media channels, website [www.ymcachattanooga.org](http://www.ymcachattanooga.org) and download our YMCA360 App (available in Google Play or App Store) for the most current updates on weather and facility closures.

AQUATIC GUIDELINES	
Ages 13 & Under	All swimmers ages 13 and under must take a Swim Test before they can get in the pool. Those who do not pass the swim test are required to wear a lifejacket or another approved flotation device and <i>remain with a parent at all times.</i>
Ages 10 & Under	May use the pool only when parent/responsible adult (age 18 or older) is <i>on the pool deck or in the immediate pool area or in the water</i> with the child.
Ages 11-13	May use the pool only when a parent/responsible adult (age 18 or older) is <i>in the facility.</i>
Ages 14-17	May use the pool without an adult present.

## YMCA PROGRAMS

As a member, you can sign up for any YMCA program and pay less than a non-member. So whether it is youth sports, day camp or swim lessons for your child under your household membership, or adult sports for you, be assured the savings will be yours to enjoy.

## STAY IN THE KNOW

For the most current updates on program information, upcoming events, weather, closures and more, follow our social media channels, website [www.ymcachattanooga.org](http://www.ymcachattanooga.org) and download our YMCA360 App (available in Google Play or App Store)

YMCA360 provides our members with a virtual wellness option offering on-demand, livestream workouts and more. This platform allows you to work out from home when you need to or while away on a trip. Anytime you want to work out with the Y! You can access YMCA360 on your phone or on the web and on your TV with Roku or Apple TV. Best of all: It's free for our members!

To log into the app, you need your email associated with your membership. *If you do not know the correct email, stop by the front desk of your home branch, and we'll look it up for you or add an email to your membership account.*

## FACILITY LOCATIONS

**DOWNTOWN FAMILY YMCA** 423.266.3766  
 301 West 6<sup>th</sup> Street • Chattanooga, TN 37402  
 Monday-Thursday 4:45am to 10:00pm  
 Friday 4:45am to 9:00pm  
 Saturday 6:00am to 6:00pm  
 Sunday 9:00am to 5:00pm

**HAMILTON FAMILY YMCA** 423.899.1721  
 7430 Shallowford Road • Chattanooga, TN 37421  
 Monday-Thursday 5:00am to 10:00pm  
 Friday 5:00am to 9:00pm  
 Saturday 8:00am to 6:00pm  
 Sunday 9:00am to 5:00pm

**NORTH RIVER FAMILY YMCA** 423.877.3517  
 4138 Hixson Pike • Chattanooga, TN 37415  
 Monday-Friday 5:00am to 9:00pm  
 Saturday 8:00am to 6:00pm  
 Sunday 1:00pm to 5:00pm

**CLEVELAND FAMILY YMCA** 423.476.5573  
 220 Urbane Road, NE • Cleveland, TN 37312  
 Monday-Friday 5:00am to 9:30pm  
 Saturday 8:00am to 6:00pm  
 Sunday 1:00pm to 5:00pm

## COMMUNITY YMCAs

**NORTH GEORGIA COMMUNITY YMCA** 706.935.2226  
 1735 Battlefield Parkway • Fort Oglethorpe, GA 30742  
 (on the Fort Oglethorpe UMC campus)  
 Office Hours: Monday-Friday 12:00pm to 7:00pm

**J.A. HENRY COMMUNITY YMCA** 423.757.0665  
 3500 Dodds Ave., Ste. 108 • Chattanooga, TN 37407  
 Office Hours: Monday-Friday 8:00am to 5:00pm

**YMCA CAMP OCOEE** 423.338.5588  
 111 YMCA Drive • Ocoee, TN 37361

**YMCA Y-CAP** 423.641.0775  
 Office Hours: Monday-Friday 8:00am – 5:00pm  
 1600 Central Avenue • Chattanooga, TN 37408

**YMCA Y-CAP CLEVELAND** 423.476.5573  
 220 Urbane Rd. Cleveland, TN 37312

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## THANKS FOR BEING A YMCA MEMBER!

If you have any questions or concerns, please feel free to speak to someone at the front desk and they will be glad to assist you. For more information about our facilities and programs, please visit our website: [ymcachattanooga.org](http://ymcachattanooga.org)