



ARMED SERVICES YMCA

FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

Armed Services YMCA Killeen

MEMBERSHIP HANDBOOK





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Armed Services YMCA Killeen

This Membership Handbook will help you get to know your Armed Services YMCA and all it has to offer. This handbook outlines who we are as an organization, the policies we maintain, and what you gain as a member.

The Armed Services YMCA is a military, youth, adult, and family nonprofit, volunteer-driven organization offering a wide variety of programs and services to our members and the community. We hope that your relationship with our organization is as meaningful to you and your family as it is to us. Thank you for being a member at Armed Services YMCA Killeen.

Our Mission: Strengthening Our Military Family.

The Armed Services YMCA enhances the lives of military members and their families in spirit, mind, and body through programs relevant to the unique challenges of military life.

Please note: due to the ongoing COVID-19 pandemic, policies/procedures are subject to change.

Annual Campaign

The Armed Services YMCA is committed to making quality programs and facilities available to people from every social and cultural background. We work hard to make programs and membership fees reasonable by subsidizing some of the real costs. Even so, we know that during difficult times some families need financial assistance.

Through the Armed Services YMCA Annual Campaign, we cover a portion of program costs and provide financial assistance to keep ASYMCA programs available to everyone who needs them most.

By giving to our Annual Campaign, you can help us ensure that everyone can participate in our life-enriching programs regardless of their ability to pay. With your financial support, you allow the Armed Services YMCA to expand our reach and achieve our mission.



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Scholarships

Our goal is to never turn anyone away from the Armed Services YMCA due to their inability to pay fees. An application process helps determine the level of financial assistance. Campaign funds make participation for Armed Services YMCA Childcare Programs and membership a reality for everyone.

Affordable Rates

Qualified youth, teens, individuals and family memberships are subsidized in order to reduce the cost to our military and community families. Campaign dollars and grant funding are targeted for this cause.

How to Donate

Donations can be made as a single offering or on a monthly basis. See the Member Services Desk or our website (forthood.asymca.org/annual-campaign) for more information.





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General Information

Service Area

Greater Killeen-Fort Cavazos

Branch Locations

Wellness Center

110 Mountain Lion Road
Harker Heights, TX 76548
254.690.9622

Harker Heights Program Center

100 E Beeline Lane
Harker Heights, TX 76548
254.690.9622

Child Care Office

415 N 8th Street
Killeen, TX 76541
254.690.9622

Security

The Armed Services YMCA does not accept responsibility or liability for belongings anywhere on the premises, including the parking lot and those locked in lockers. The Armed Services YMCA will not be held responsible for any lost or stolen items.

Food

Food, beverages, and gum are not allowed to be brought inside the facility, including group exercise studios, fitness center, or pool area, at any time. Closed water bottles are permitted.

Proper Attire

Wear clothes that are comfortable and allow for easy movement. Because we are a family facility, midriffs must be covered and clothing modest. Distasteful or offensive verbiage on clothing is prohibited. Wear supportive, closed-toe athletic shoes (no sandals, crocs, etc.) with socks in all workout areas.



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General Safety Guidelines

A number of activities and items are inherently dangerous. Therefore, we ask you to assist us in providing a safe environment for all members by following these rules:

- No glass containers.
- Remain fully seated on chairs and benches.
- No children in car seats permitted in pool area, fitness floors, or other areas in which you and/or others might be taking part in activities/programs.
- Armed Services YMCA is a smoke-free, tobacco-free, vapor-free, drug-free, and alcohol-free environment. None of these activities/substances are permitted within the facility or on facility property, including entry/exit points, parking lot, or any facilities utilized for Armed Services YMCA programming.

Solicitation

The Armed Services YMCA has a strict no-solicitation policy outside of Armed Services YMCA-approved events. Contact the Armed Services YMCA Killeen Executive Director for details.

Volunteers

Volunteers make up the heart of the Armed Services YMCA. We rely on our volunteers to help us stay connected with our community and demonstrate the values of the Armed Services YMCA. Volunteers help us fulfill our mission in a variety of ways; from raising funds for our Annual Campaign, to coaching Youth Sports Leagues, to running events, you will find volunteer opportunities in all areas of Armed Services YMCA Killeen. Your talents, interests, and time can help make a significant, positive impact in a person's life. For available volunteer opportunities, please visit asymca.org/killeen-volunteer or contact our Human Resources Department.



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Code of Conduct

Using the principles of caring, honesty, respect, responsibility, and faith as a guide, we have implemented the following code of conduct. Armed Services YMCA Killeen does not and shall not discriminate on the basis of race, color, religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, or sexual orientation, in any of its activities or operations. These activities include, but are not limited to: hiring and firing of staff, selection of volunteers and vendors, and provision of services, both within our facilities and without. We are committed to providing an inclusive and welcoming environment for all members, staff, volunteers, vendors, and partners.

We ask individuals to act in a manner that upholds these principles whenever they are in our facility or participating in our programs. We expect those using Armed Services YMCA Killeen programs/services to behave in a way that shows respect for and consideration of others. Specifically, actions in violation of these guidelines include:

- Inappropriate, immodest, or sexually revealing attire
- Using angry or vulgar language, including swearing, shouting, and name calling
- Making physical contact with anyone in an aggressive or threatening way
- Engaging in sexual contact with another person
- Using words, gestures, body language, or other menacing behavior to harass and/or intimidate
- Stealing, vandalism, or destruction of property
- Carrying/concealing weapons or devices/objects that might be used as a weapon
- Using or possessing illegal substances or alcohol on Armed Services YMCA property
- Smoking/vaping
- Any other conduct deemed inappropriate, offensive, or threatening in nature
- Refusing to adhere to facility rules and policies

Members and guests are encouraged to be responsible for their personal comfort and safety, and to ask any person whose behavior threatens their comfort to refrain from doing so. If you feel ill-at-ease confronting the person directly, please report the behavior to Armed Services YMCA Staff immediately.



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Armed Services YMCA Killeen will investigate all reported incidents. Any member who is guilty of misconduct or a violation of policies and procedures may have their membership suspended or terminated by the Armed Services YMCA Killeen Executive Director.

Membership Information

Etiquette Statement

The Armed Services YMCA is a shared experience for everyone to enjoy. Each of us can make it better for all by being considerate of others. Armed Services YMCA members, volunteers, and staff pledge to treat one another in accordance with our core values of caring, honesty, respect, responsibility, and faith.

Facility Access

Everyone is welcome at the Armed Services YMCA. To enhance facility security, all members accessing the facility must check in at the Member Services Desk. A non-member using the ASYMCA is required to register as a guest, present a photo ID, and have a National Registry Sex Offender Background Check conducted. Member accounts must be in good standing to access the facility. Facility tours are available.

Member Guests

The member must accompany the guest at the time of their visit and bring their member pass with them. Photo ID must be presented, Guest Policy/Covid-19 Waiver signed, and a National Registry Sex Offender Background Check will be conducted. Guests who accompany members to the Armed Services YMCA may use the facility with a guest pass. All guests must register at the Member Services Desk each time they visit. Guests must be at least 18 years of age or older and provide a valid photo ID. Guests must comply with the philosophy of the Armed Services YMCA during their visits.

Day Pass

Non-Armed Services YMCA members must purchase a facility day pass at the rate of \$10 per day/per adult.



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Swim Pass

Members may purchase daily swim passes at the rate of \$5 per day/per child for minor guests ages 0-17 years of age. Members and their minor guests must adhere to all Aquatics Department policies and procedures at all times. Minor guests must be accompanied by their guardian at all times. Guests aged 0-17 years of age will be issued a wristband and may only access the Aquatics portion of the facility. Please consult Aquatics Guidelines and schedules for further information.

Membership Cancellations

You may cancel your automatic monthly membership payment 30 days before the next draft date with written notice. Please complete a Membership Cancellation Form and submit it to the Armed Services YMCA Killeen Member Services Desk. All cancellations must be made in writing on an Armed Services YMCA Membership Cancellation Form at the branch. If you are participating in any fee-for-service program/class/league, your membership must remain in good standing from the time of registration through the duration of the program/class/league which you or your family has registered. Please note: Annual Memberships can be cancelled at any time; however, no refund will be processed.

Membership Renewals

A renewal notice will be emailed to you prior to your anniversary date. Note that in some cases, memberships that are being paid for on a monthly bank draft will not require a renewal notice and are continuous until cancellation. Members are responsible for maintaining accurate contact and bank information with the Armed Services YMCA.

Joiner Fee

Joining fees are collected at the point of sale. Joining fees may be waived during special Armed Services YMCA promotions, or when you register yourself or a family member for a fee-for-service program/class/league. Joining fees will only be waived one time within a 12-month period. If a new member registers for a fee-for-service program the day they join, their Joiner's Fee will be waived.



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Returned Payments

If one of your payments or automatic transfer payments to the Armed Services YMCA does not go through for whatever reason, you will be notified with options for payment. All applicable charges will be the responsibility of the member. Members are responsible for maintaining accurate personal information, including bank draft information, with Armed Services YMCA Killeen. There is a \$35.00 service charge for any item returned unpaid. A Member Services Desk representative will also contact you regarding payment options. Multiple returned items could jeopardize your membership and result in termination.

Fitness & Wellness Center

Locker Rooms

Armed Services YMCA provides complimentary lockers for the use of our members as they enjoy our facilities.

Children in Opposite-Gender Locker Rooms

For the comfort of your child and fellow members, we ask that you and your child(ren) utilize our family changing rooms. If needed, children aged four years and younger may accompany a parent inside opposite-gender locker rooms.

Day Use Only

Complimentary lockers are for day use only. Locks left on overnight may be cut off. The contents of the locker will be stored for two (2) weeks prior to being donated to an appropriate charity. We are not responsible for the replacement of cut locks.

Age Requirement

Members who are 13 years of age or older are permitted to use the Fitness Floor without being accompanied by a guardian. Young members aged 9-12 years may use the Fitness Floor 1.) once they have completed and passed the Youth Fitness Foundations course and 2.) are accompanied and within sight of their parent/guardian member. Absolutely no one under the age of 9 years old is permitted on the Fitness Floor at any time, including infants in carriers.



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Account Standing

Member accounts must be in good standing in order to access and utilize the facility.

Safety Guidelines

It is highly recommended that you consult a physician before beginning an exercise program, especially if you have any pre-existing conditions.

Cardio Sign Up & Time Limit

Please limit your time on all cardio equipment to 30 minutes during peak times or when others are waiting.

Collars & Spotters

For the safety of all members, collars are highly recommended on all free weight bars and spotters are recommended while lifting.

Fitness Orientations

It is highly recommended that all members participate in a Fitness Orientation. Orientations are free of charge and provide you with valuable information on how to exercise safely and effectively. Schedule an appointment for a Fitness Orientation at the Member Services Desk.

Personal Trainers

Armed Services YMCA Killeen offers personal training. Use of personal trainers not employed by the Armed Services YMCA is prohibited across all Armed Services YMCA facilities. To schedule Personal Training sessions, please visit the Member Services Desk.

Proper Attire

Appropriate and modest workout clothing is required for all members, regardless of gender. Street clothes, including but not limited to: jeans, swimsuits, sandals, crocs, etc. are strictly prohibited. The Fitness Director has the authority to make decisions on appropriate attire for all Armed Services YMCA members and guests, as necessary and without advance notice.



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Re-racking Weights

When using free weights, always re-rack them at the end of your workout. Leaving plate weights on bars, machines, or the Fitness Floor can prevent others from utilizing the Fitness Floor or cause injury.

Running Track

The running track is a high-activity area. No stopping or spectating is permitted on the track. For the safety of yourself and others, please maintain awareness of track direction, as it changes daily. Direction of travel is posted intermittently along the track for your convenience. Joggers/walkers should keep to the inside of the track, while runners should use the outer lane. When passing, please provide about 2 feet of clearance.

Sanitation

Wipe down all equipment after use. For the safety of our Armed Services YMCA members and staff, please help us maintain facility sanitization by covering coughs, sneezes, etc. No spitting is allowed in any group exercise classes, on the track, or on the Fitness Floor - please utilize our restroom facilities, and wash hands frequently.

Cellphone Usage

Cellphone usage is prohibited in all fitness areas, with the exception of being used to play music. If listening to music, headphones are required at all times, and volume must be kept at a reasonable level.



Group Exercise

Safety Guidelines

Members must follow the class guidelines and instructions of the Armed Services YMCA Group Exercise Instructor. Due to increased susceptibility to injury without proper warm-up, the Instructor reserves the right to deny late entry to the classroom if the warm-up period is missed. It is highly recommended that you see a physician before beginning an exercise program, especially if you have pre-existing conditions. To ensure the safety and enjoyment of all class participants, please refrain from having personal conversations.



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Age Requirements

Members who are 9-12 years of age may participate in select Group Exercise classes 1.) once they have completed and passed the Youth Fitness Foundations course and 2.) are accompanied and within sight of their parent/guardian member; they may not participate in any class that requires equipment. Members 13 years of age or older may participate in Group Exercise classes. All participants must be capable of full participation in the class.

Equipment

Equipment should be returned to its proper storage place to ensure safety and cleanliness of the room. For safety reasons, weight-bearing exercises may not be performed against mirrors.

Aquatics

Age Guidelines

Children under the age of 10 years must be directly supervised by a parent/guardian also in the water and within arm's reach. Children aged 10-12 years can utilize the pool without parent/guardian supervision, but the parent/guardian must remain in the building. All swimmers are subject to a swim evaluation.

Dress Code

Bathing suits are required (swim trunks for men and boys, and one or two-piece suits for women and girls). Requests for alternative swimwear due to religious/cultural reasons may be addressed directly to the Aquatics Director. Cutoffs or cotton t-shirts are not permitted. Children not yet toilet-trained must wear swim diapers/liners with a swimsuit over top. Cloth or disposable diapers cannot be worn in the pools.

Food & Beverages

Beverages and gum are not permitted on the pool deck at any time, with the exception of closed plastic water bottles. Food is allowed in designated areas.



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Etiquette

Please shower prior to entering the pool area. Showers are located in the general locker rooms and family locker rooms. All behavior in the pool should adhere to the Armed Services YMCA's core tenets of caring, honesty, respect, and responsibility.

Non-ASYMCA Swim Instructors

Swim Instructors not employed by the Armed Services YMCA are prohibited from conducting lessons in our pools.

Pool Hours & Schedule

Pool hours and schedules are subject to change based on both facility need and weather conditions. The schedules can be located in our Wellness Center Lobby and on our website at asymca.org/killeen-aquaticsschedule

Pool Rules

For your safety and the safety of others, we request that you adhere to the following rules:

- The lifeguard(s) has(/have) complete authority over the pool area.
- Running is prohibited on the pool deck and in the locker rooms.
- Diving is not permitted.
- People with infectious medical conditions/open wounds are not allowed in the Aquatics area.
- Inform Armed Services YMCA staff of potential safety issues immediately.
- No eating in the pool.
- Absolutely no electronics in or near the pool. We offer lockers throughout our facility, please store these items while utilizing our Aquatics Center

Sauna

- Must be 21 years of age or older. No exceptions.
- Must comply with all posted sauna rules. Failure to comply may result in removal from the facility.

Staff Certifications

All Armed Services YMCA Lifeguards maintain several certifications; American Red Cross (or comparable certification), CPR for the Professional Rescuer, Standard First Aid and Lifeguarding, AED, and Oxygen Administration.



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Child Watch & Zone

Child Watch and Zone are services afforded for Family Memberships that allow them to pursue their own health and wellbeing while maintaining peace of mind, knowing that their children are safe, secure, and cared for in an environment on site.

Ages - Child Watch (6 months - 5 years)

Child Watch is a non-licensed service for parents who require care for their child(ren) while working out in our facility. Family Members receive 2 hours of Child Watch per child/per day as they work out.

Ages - Zone (6 years - 12 years)

Zone is a non-licensed service for parents who require care for their child(ren) while working out in our facility. Family Members receive 2 hours of Child Watch per child/per day as they work out.

Allergies

For the safety of your child, we require that any and all allergies be brought to the attention of staff upon drop-off.

Hours & Schedule

Child Watch

- Mon-Fri: 8 AM - 12 PM and 4 PM - 8 PM
- Sat: 8 AM - 12 PM
- Sun: 1:30 PM - 4:30 PM

Zone

- Mon-Fri: 4 PM - 8 PM
- Sat: 8 AM - 12 PM
- Sun: 1:30 PM - 4:30 PM

Please note: when Killeen ISD is out of school, M-F Zone hours change to 8 AM - 12 PM and 4 PM - 8 PM



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Illness

Children who are sick will not be allowed in Child Watch or Zone. Symptoms include but are not limited to: diarrhea, vomiting, fever, persistent cough, etc. and/or other contagious afflictions (e.g. lice, pink eye, rash, etc.). The Child Watch and Zone Director has the authority to determine what is considered symptom-free. If a child starts exhibiting symptoms while in Child Watch or Zone, the parent will be contacted and asked to sign the child out.

Parent Involvement

Parents who utilize Child Watch and/or Zone must be aware of their responsibilities to ensure that the highest level of care is provided.

- Parents are required to check their children in and out for each visit.
- Children will only be released to the parent who signed them in unless otherwise designated.
- Parents must remain in the facility and/or be participating in a branch-approved fitness/wellness program while their child is in Child Watch or Zone
 - Please note: Parents may not utilize Child Watch or Zone while observing or coaching Youth Sports practices, games, clinics, camps, etc.
- Parents must pick their children up at the end of their time limit. A late fee of \$1 per minute/per child will be assessed after the time limit is reached.
- The Armed Services YMCA will not administer medication to children.
- The Armed Services YMCA will not conduct diaper changes during regular Child Watch hours.
- All personal belongings must be labeled with the child's first and last name and must be picked up each day upon check-out.
- Children should come in a dry/clean diaper (if applicable), well-rested, and fed.

Ratios

Our staff ensures quality care for all children. As a best practice, Armed Services YMCA Killeen strives to run appropriate child-to-caregiver ratios. Child Watch and Zone staff do not provide one-on-one care. If a child requires consistent redirection, cries inconsolably, or otherwise requires care that influences Child Watch or Zone staff's ability to maintain appropriate child-to-caregiver ratios for more than 20 minutes, the parent will be contacted and asked to sign the child out.



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Snacks

Parents may provide snacks for their children. To be considerate of all children and staff in the Child Watch or Zone areas, please limit snacks to 1.) drinks in spill-proof cups or baby bottles and/or 2.) small, healthy snacks. Please label all containers with the child's first and last name. All bottles must be pre-measured or pre-filled.

For safety reasons, the following snacks are prohibited:

Nuts of any kind (including peanuts and peanut products), gum, or candy.

Staff Certifications

Child Watch and Zone caregivers are well-qualified and competent. Each caregiver is certified in CPR and First Aid, is trained in emergency procedures, must pass background checks, is subject to mandatory random drug screening, and earns continuous training credits each year.

Youth Access/Safety

Our expectations are that parents are responsible for their children at all times. We see ourselves as partners to you, the parent/guardian, in providing guidance while your child is in our facility. We need your support in ensuring children:

- Accept directions from Armed Services YMCA staff. Failure to follow Armed Services YMCA policies and procedures could result in suspension/removal from the program.
- Show courtesy, respect, and kindness to others while participating in Armed Services YMCA programs/services.
- Do not use offensive/hurtful language while participating in Armed Services YMCA programs/services.
- Take care of the facility and the equipment.
- Abide by the guidelines outlined in this Handbook.
- Follow the Armed Services YMCA core values of caring, honesty, respect, responsibility, and faith, as well as branch-specific policies and procedures.



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Programs

Information

To assist in planning your program selections for an upcoming registration, season-specific program flyers are available at the Member Services Desk and in the lobby. Information on available programs is also accessible on our website (www.asymca.org/killeen-home).

Credit/Refund Policy

Program registrations are not refundable. Refunds are not provided for non-participation. Credit/refunds are not approved after the program start date unless the Armed Services YMCA cancels the program.

Financial Assistance

Financial assistance is available for childcare programs. Financial Assistance applications must be received AND processed before the registration deadline for the program. Financial Assistance applications are available at the Member Services Desk.

Payments

Full payment must be made at the time of registration. Payment can be made by check, cash or credit card (Visa or MasterCard are accepted).

Registered Programs

Registered programs are not available for drop-in participation. Registration occurs prior to the start of each session.

Registration Process

Participants must register in person at the Member Services Desk at our Wellness Center or online when available. Before & After School Care and Camp require in-person registration, due to additional paperwork necessary for your child to attend a Licensed Childcare Program.



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Late Fees

A late registration fee may be charged on fee-for-service programs/classes/leagues.

Merchandise

We offer a wide variety of items for sale at the Member Services Desk. An array of Armed Services YMCA clothing and fitness gear is available throughout the year and on display. Watch for new and specialty items!

Comments

We are so glad that you have chosen to include us as part of your active lifestyle. Your safety, first impressions, your experiences, and your satisfaction are of the utmost importance to us, and we will do our very best to ensure we meet your expectations with each visit.

We invite you to approach our staff to express satisfaction, ask questions, or voice concerns. Please feel free to contact the Executive Director directly, if you so choose.



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Emergencies

Security

Security is provided within the facility during hours of operation. In case of emergency, please assist us by following their directions.

Evacuations

In the event of inclement weather, or if the need arises to evacuate the facility for any reason, it is imperative that you follow the directions of Armed Services YMCA staff for your safety and the safety of others.

Fire Alarm

In the event that the fire alarm is sounded, please immediately cease any and all activity and await instructions from Armed Services YMCA staff. All emergency exits are clearly marked and lit with signs. Please familiarize yourself with their locations.

Member Responsibility

All members and guests are expected to assist us in an emergency by remaining calm and following instructions from Armed Services YMCA staff so that we may resolve the situation as efficiently and as safely as possible.

Power Outage

In the event of a power interruption, activity in all areas of the facility must cease immediately. All facility users must wait to resume activity until power has been restored to a safe level.



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THANK YOU

FOR BEING A PART OF
ARMED SERVICES YMCA
KILLEEN!

We hope your time
spent with us is
pleasant, memorable,
and beneficial!

