

Claire Chapin Epps Family YMCA Member Handbook



A branch of the YMCA of Coastal Carolina
Copy of the handbook can also be viewed on our website

www.coastalcarolinaymca.org

Welcome to YOUR Claire Chapin Epps Family YMCA

Congratulations on becoming the proud owner of a YMCA membership!

You now belong to an honored group, a family of like-minded citizens: you are a YMCA member. We hope you will proudly tell the world of your new affiliation. Anywhere you go, people understand what it is to be a YMCA member, and will honor you for your commitment. As a YMCA member, you can help guide your YMCA in its quest to follow and fulfill its mission:

To be a community cornerstone that puts Christian principles into practice through programs that build healthy spirit, mind, and body for all.

This Member Handbook will help guide you through the facilities, policies, and programs your YMCA offers. We hope it helps you enjoy your membership. Please don't stop with just these pages. Talk to staff and volunteers to find out more information and ways you can become involved with your YMCA.

As members you will receive discounts on all programs to include:

Sports

Home School PE
Youth Soccer League
Youth Basketball League
Adult Basketball League
Summer Sports Camps

Child Development

Mom's Morning Out
Dance Classes
Art Classes
Science Classes
Summer Camp
After School Program
Out-of-School Day Camps

Aquatics

Swimming Lessons
Swim Team
Lifeguard Training

Claire Chapin Epps Family YMCA
Facilities and Staff

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Guide to Your Membership

The Claire Chapin Epps Family YMCA is a membership organization. Y-members will pay a reduced fee for most programs. Use of the facilities is reserved for members, program participants, and their guests.

The Claire Chapin Epps Family YMCA reserves the right to update our policies as necessary and without notice. This handbook is meant as a guideline and exceptions may be made on a case-by-case basis at the discretion of the Membership Director, Branch Director, and the Chief Executive Officer.

Membership Categories

The Claire Chapin Epps Family YMCA offers the following types of membership:

Family, defined as "Parents and their dependent children". To qualify for a family category members must reside at same address and pay monthly dues from one account.

Single Parent Family, defined as "One parent and their dependent children." To qualify for single parent family category, members must reside at same address and pay monthly dues from one account.

Adult, defined as "A single adult, ages 18-64".

Senior, defined as "A single adult, 65+".

Senior Couple, defined as "Two adults both 65 years of age and older."

Student, defined as "A full time student, ages 13-24".

Metro, ability to use both Georgetown and Myrtle Beach facilities.

Based on these definitions, when people with children join the YMCA their best option would be to join as Family Members so that they, and their children, may receive all of the discounts and benefits entitled to Family Members – to include the Wellness Center, Pool, Gym, and Child Watch program.

Scholarship Program

The YMCA seeks to serve all regardless of ability to pay without discrimination. To seek scholarship aid assistance, please see the Director of the department for which you are seeking to be enrolled. Scholarships are awarded on a first come, first served basis as funds allow.

AWAY Program

The A.W.A.Y. program is based on the philosophy that when a person enrolls in a YMCA, he or she becomes a member of a nationwide association of people that helps build strong kids, strong families and strong communities. So when away from home, on business or vacation, you will be warmly welcomed by all other participating YMCAs in the United States. A YMCA's participation in this program is voluntary. Some restrictions apply.

The Claire Chapin Epps Family YMCA participates in the AWAY (Always Welcome At the YMCA) program. If you are planning to visit another YMCA, please call that YMCA for its visitor policies before you go. General information on the AWAY program and other YMCAs can be found at the national YMCA website, <http://www.ymca.net>.

AWAY guests (current member of another YMCA) pay \$5 per visit when using our YMCA.

Guest and Potential Member Policy

Our guest policy is designed to protect the value of your membership.

- Guests will be charged a \$12 fee for each visit and must provide a valid picture ID.
- Members can bring a guest up to three times at no charge.
- Each guest must provide a valid picture ID.
- A parent or legal guardian must accompany teen guests (13-16 years of age), who have not completed our Teen Fitness & Safety Class.

- Guests will be charged a \$5 fee for children 12 years of age and younger. Children 13 years of age and older will be charged a \$12 fee and must pass the Teen Fitness and/or Swim test in order to participate in The Wellness Center or swim unaccompanied by an adult in the pool.

Membership Duration

Membership at the Claire Chapin Epps Family YMCA is perpetual, meaning you remain a member until the YMCA is notified of your desire to terminate. Your membership is payable by monthly draft (from a checking or savings account or credit card), or by annual billing, but is not bound by any type of contract. No refunds are given. It is the responsibility of the member to check monthly bank statements and report any corrections to the YMCA as soon as possible.

Membership Cards

All members must present their membership card to use the facilities and enjoy member privileges. If lost, a replacement card may be obtained for \$5.

Membership Renewals

If a member renews membership within 30 days, they may be readmitted as a continuing member. If more than 30 days have elapsed, membership will be subject to joining fees.

Membership Responsibilities

Members, guests, and visitors expressly assume the risk of damage to property and harm or death to themselves. Accordingly, neither the Claire Chapin Epps Family YMCA or any of its agents, employees, or invitees shall be liable to the person or any of the persons' family, agents, employees, or invitees for any damage to persons or property when and to the extent that any such damage or injury may be caused, either proximately or remotely, wholly or in part, by any action or omission, whether negligence or not, of the Claire Chapin Epps Family YMCA, or any of its agents, employees, or invitees or due to the condition or design of any defect in the building, its mechanical system, or its equipment.

Phone and Address Changes

Members should keep the YMCA advised of changes in home and office phone numbers as well as home and email addresses. The YMCA should also be informed of name changes and changes in family status.

Termination of Membership

A member may terminate his/her membership in writing to the Membership Director. Please allow 30 days for any change in your membership status to become effective. No refunds are given.

Membership privileges may be suspended or revoked by the Executive Director or CEO. The length of suspension or a refund of membership fees will also be determined at that time. A person whose membership has been suspended or revoked shall not be able to participate in any other YMCA program during the period of suspension or revocation.

Terminations are defined as follows:

- A. Complete a termination form in person **30 days** prior to cancellation.
- B. Nonpayment of dues after 60 days.
- C. Suspension – temporary due to violation of rules.
- D. Expulsion – permanent due to violation of rules.

Transferring Memberships

The Claire Chapin Epps Family YMCA will waive the joining fee of members transferring from other YMCAs. Verification of membership in good standing from the previous YMCA will be required. Membership and its privileges shall not be transferred from one person to another.

Facility Guidelines

Welcome to the Claire Chapin Epps Family YMCA. These guidelines will help orient you to the facility.

Operating Hours

Monday – Thursday	5:30 am – 9 pm
Friday	5:30 am – 7:00 pm
Saturday	8 am – 6 pm
Sunday	1 – 6 pm

Pool & Sauna Operating Hours:

Monday – Thursday	5:30 am – 1:30 pm, 3:00 pm – 8:30 pm
Friday	5:30 am – 1:30 pm, 3:00 pm – 7:00 pm
Saturday	8:00 am – 4:30 pm
Sunday	1:00 pm – 4:30 pm

*Please plan your workout to finish by closing time as a courtesy to the staff. This includes usage of the locker rooms.

Child Watch Hours

Monday – Thursday	8:00 am - 12:00 pm, 3:30 pm - 7:30 pm
Friday	8:00 am – 12:00 pm, 3:30 pm – 7:00 pm
Saturday	8:00 am – 12:00 pm

Cardio Equipment

Headphones and AM/FM receivers are required in order to receive audio for the Wellness Center televisions. Radios are available, to borrow, at the front desk. However, we are unable to provide/reuse headphones due to sanitary purposes. The Claire Chapin Epps Family YMCA advises you to come prepared with your own headphones or purchase a set at the Welcome Center.

Children & Teens using the Wellness Center

- Children between the ages of 13-17 must complete and pass Teen Fitness & Safety Orientation. Appointments may be scheduled at the Trainers Desk.
- After completing the Teen Fitness & Safety Orientation, teens 13-17 may exercise without supervision.
- The use of fitness equipment and areas by anyone under the age of 13 is prohibited unless attending specialized programming. Children under the age of 13 who are attending specialized programming must be with a parent, guardian, or instructor at all times.
- A parent or legal guardian must accompany teen guests (13-16) who have not completed our Teen Fitness & Safety Orientation.

Cell Phone Use

Some cell phones now have the capacity to take pictures. To protect the members and guests from unauthorized photos **the Claire Chapin Epps Family YMCA has developed a policy of limiting the use of cell phones to the lobby, member lounge, and hallways.** Use of cell phones through the rest of the facility is prohibited and may lead to suspension or termination of YMCA privileges.

Video recorders, cameras, or any other visual recording devices are not allowed within the YMCA without the express written consent of the Executive Director or the CEO.

Anyone seen taking pictures of another person without their permission or knowledge will be prosecuted to the full extent of the law by the YMCA and may lead to the termination of their membership.

Dress Code

- Members and guests are required to wear appropriate gym clothing while using the Y facilities. Closed-toe athletic shoes, shirts, and shorts or athletic pants (no denim) must be worn during exercise in workout areas of the facility. Work boots and street shoes are not permissible. Please refrain from wearing indecent or revealing clothing including sports bras without a shirt.
- Personal hygiene and cleanliness are expected and required.
- Appropriate swimsuits must be worn when using the pool. Street clothes are not permitted in pool. Cover-ups should be worn over suits in the social (lobby/lounge) areas. Swim diapers are required for children not yet potty-trained. Please no wet suits beyond the pool locker area.
- Only non-marking shoes should be worn in the gymnasium.

Facility Use

- The pool is open for adult swim and/or exercise during “open swim” hours and does not include scheduled class times.
- The sauna is available for all members age 18 and over.
- Aerobic floors are available during non-class times for stretching and training.
- For your safety, proper athletic attire and athletic shoes must be worn during workout. If dressed improperly or inappropriately you will be asked to change. Street shoes or work boots are not permissible. Inappropriate or sexually revealing attire is not permitted.
- Food and drink (besides water and sports drinks) are not allowed in gymnasium, workout, and pool areas. Allowable drinks must be in a plastic container with a lid.
- Please refrain from chewing gum in the facility. Please dispose of gum in receptacles.

Family Environment

- At the discretion of the YMCA membership or service may be denied or revoked for any reason, including but not limited to, fighting, abusive language, smoking in the facility, drug use, stealing, any inappropriate behavior towards other members, guests, or staff, vandalism of facility or property, and/or loitering.
- Profanity, harassment, and sexually explicit conversations are not permitted at the Claire Chapin Epps Family YMCA. Please refrain from using expletives or objectionable language in all areas.
- The YMCA and its property is a smoke free environment. Please do not use tobacco products on the YMCA property.
- Carrying or concealing a weapon is prohibited.

Holiday Schedule

Abbreviated hours and schedules are posted one week (5 days) prior to change. The YMCA staff observes the standard holidays. Hours may be shortened on additional days.

Lockers

Lockers are for day use only. Members and guests must bring their own locks. Personal belongings should be placed inside a locker during workouts. Locks should be removed after the workout session. Locks remaining at the end of the day will be cut off and the valuables will be stowed in the director's office until retrieval. Please remember to lock all personal items. The Claire Chapin Epps Family YMCA is not responsible for lost or stolen items.

Lost & Found

Claire Chapin Epps Family YMCA is not responsible for lost or stolen items. Members are encouraged to use locks on day lockers during visits. Found items turned in to YMCA Welcome Center are kept for 30 days and then donated to a local charity or thrown away.

Personal Trainers and Training Sessions

- All members, new and existing, are encouraged to take part in our FREE 6-session wellness program. This program consists of 30-minute sessions and is designed for you to meet one-on-one with a fitness trainer to go over work-out regimes and plan for future sessions. Stop by the fitness desk in the Wellness Center to make an appointment.
- Our Certified Personal Training staff is available for hire. Outside trainers must contact the Fitness Director **for approval BEFORE** training.
- Unauthorized personal training is not permitted. Violation will result in termination of membership.

Parking Lot, Children & Pets

For safety of all parties, no child under the age of 13 should be left unattended in any area of the YMCA, to include the parking lots. While every effort will be made to locate the parents, the City of Myrtle Beach Police Department will be notified immediately of any unattended children discovered in a vehicle.

We love our pets too, but for the safety of our members and guests as well as the pets, please do not bring them to YMCA facilities. There is no place to keep them safe and comfortable and it is a DHEC regulation that they not enter the facility. **Guide dogs and service dogs are permitted.**

Leaving pets unattended in vehicles or in the parking lot is forbidden on YMCA property.

Class Registration

Registration and payment for special lessons, youth, and adult programs or classes are handled at the Welcome Center.

**These rules and policies are subject to change without notice.*

Child Watch

We have set policies to address your concerns and to provide a safe place for your children while you exercise. If you have any additional suggestions that do not conflict with current policy and could further ensure the safety of your children, please inform the Membership Director. Please know that our mission is to put Christian principles into practice through programs that build healthy spirit, mind, and body for all and that we strive to make your child's stay fun as well as safe.

Child Watch Hours

Monday – Friday 8:00 am - 12:00 pm, 3:30 pm - 7:30 pm

Saturday 8:00 am – 12:00 pm

Rules Regarding Child Watch

- Child Watch is a service provided free of charge to **family and single parent family** memberships only. Child Watch is not for use by non-members.
- Children not listed on your membership will be charged a \$5 fee per visit to Child Watch.
- Prior to your child's first visit, all parents will be required to complete an information card.
- You may not leave the facility while your child(ren) are checked in unless you are participating in a YMCA Function/Program out of the building. Phone numbers must be provided.
- Children must be signed in and out by their parent or legal guardian. Please show YMCA key tag at the check-in table prior to having your child enter the Child Watch.
 - Please check-in with the YMCA staff before removing your child from the area.
- Children should be free of disease or contagious infection; this includes runny noses (any color other than clear, this includes those green in color). Claire Chapin Epps Family YMCA reserves the right to request a physician's release before allowing children in the child watch area who have recently had a known communicable disease.
- Children with any of the following symptoms may not be brought into child watch.
 - Fever within the last 24 hours
 - Diarrhea within the last 24 hours
 - Open sores
 - Has started a new medication in the last 24 hours
 - Runny nose (except in cases of allergies)
 - Abnormal fatigue or irritability
- We cannot administer medicine (prescription or over-the-counter).
- Diaper bags are required for children who are in diapers OR *recently toilet trained*, please place your child's name on the bag.
 - *If a child has an "accident" and a change of clothes has not been provided, the parent will be asked to remove the child from the Child Watch area.*
- Children must have a clean diaper when signed into the Child Watch area. If the child soils their diaper while under Child Watch supervision, the parent will be notified to change the diaper. Children will not be permitted to sit in soiled diapers.
- The Child Watch area is available for use while you are working out. There is a **two-hour maximum** time limit.

If a parent violates the time limit there is a three "strikes" policy. After the first offense, a verbal warning will be given; second offense, a written warning; and third offense, the loss of Child Watch privileges for one month.

- Parents please consider your children and plan your workouts around their schedule.
- No food, drinks (ex. – milk, juice), candy or gum will be permitted in the child watch (for sanitary and allergy reasons). It is recommended that you provide a bottle of water for infants or a sippy cup or other drinking utensil for older children that we may fill from our water cooler.
- As it is offensive to some, please do not allow your child to bring toy guns from home.
- Younger children often experience separation anxiety when they are uncomfortable about a parent’s absence. Be assured that we will do all that we can to make your child’s stay fun as well as safe. We will try to socialize them, introduce them to new games, read, or take them to the playground. However, sometimes nothing works but Mom or Dad!
 - After 20 minutes or in cases where nothing will do, the parents will be located and asked to assist in reassuring the child.
 - Because it is not fair to the other children for the Child Watch staff to spend 100% of their time with one child, the parent will be asked to remove the child from the Child Watch area if the child continues to be uncomfortable in the parent’s absence.
 - We suggest, as other parents have proven effective, that you sit with your child for 10 – 20 minutes prior to your workout, for the first couple of weeks; thus building trust between staff, parent, and child.
- Our children range in age from 0 to 12 years, and children always want to do what the “older kids” are doing, children will play and interact together, regardless of age. At times, the older children are faster and play harder than the smaller children. Please know that our staff constantly monitors your children and that despite this, children fall, trip, stumble, lose balance, are fallen on, tripped over, stumbled upon, and cause other children to lose their balance. We will do our best to ensure that the children are not intentionally harming themselves or others while under our supervision, but accidents do happen.
- The following are rules the children are expected to abide by:
 1. No running
 2. No climbing on cribs
 3. No spitting
 4. No yelling (without reason)
 5. No stealing of toys
 6. Do not go out of doors without supervision
 7. No hitting, kicking, pushing, fighting, biting, throwing and no scratching
- Three strikes rule: Children who do not abide by these rules will be put in time out. After much consultation, time out will consist of sitting in a chair or on the floor for 1 minute for each year in age. The same time frame will be used for a second offense. The third offense will result with the parent being located and asked to remove the child from the Child Watch area.
- Threat to others: Rule #7 is much more critical to the safety of other children. For that reason, if a child hits, kicks, pushes, fights, bites, or scratches another child they will be placed on time out. If the instance happens again during the same visit, the parent will be asked to remove the child from the child watch area. The three strikes rule does not apply to rule #7.
- Membership: If you are unable to use your membership because your children have not followed rule #7, please contact the Membership Director or the Executive Director.

*These policies are based on National YMCA guidelines and recommendations. These policies are set in place and will be strictly enforced. Abuse of these policies will result in loss of Child Watch privilege.

Aquatics

Claire Chapin Epps Family YMCA

We have set policies and procedures to provide a safe and fun place for you and your children to enjoy the pool. Please know that we strive to make your pool experience fun as well as safe. The pool has a 4 lane, 25 yard lap pool along with a zero-depth entry play zone with spray features and a set of dumping buckets. The pool temp is kept roughly at 84 degrees give or take. Kickboards, fins, and pull buoys will be available for members doing lap swim. Noodle and a variety of toys are available for all to play with.

Age Guidelines:

- Teens ages 13 and up may be in the pool by themselves without a parent or guardian around in the building.
- Children between the ages of 10 to 12 may be in the gym and pool (if they pass the swim test) as long as a parent is in the building.
- Children between the ages of 6 to 9 may be in the pool with a parent or guardian on the side of the pool provided they can pass the swim test.
- ALL children under the age of 5 must be accompanied in the water by a parent or guardian.

Pool Rules –

- PLEASE SHOWER BEFORE ENTERING THE POOL.
- INFLATABLES OF ANY SORT ARE NOT ALLOWED IN THE POOL.
- PLEASE WALK, DO NOT RUN, TO AVOID INJURY.
- PUSHING, DUNKING, SPITTING, CHICKEN FIGHTS, OR ANY TYPE OF HORSEPLAY IS NOT ALLOWED IN THE POOL AREA.
- PLEASE DO NOT BRING GUM, GLASS CONTAINERS, FOOD, OR BEVERAGES IN THE POOL AREA.
- DIVING IS NOT ALLOWED ANY WHERE IN THE POOL.
- FOR SAFETY, PLEASE DO NOT PERFORM BACK FLIPS, BACK DIVES, TWISTS, FRONT FLIPS, OR ANY TYPE OF JUMP THAT MAY CAUSE INJURY TO THE PATRON OR TO OTHERS.
- PLEASE DO NOT HANG OR SIT ON THE LANE LINES OR SAFETY ROPES.
- DURING LAP SWIM, SWIMMERS MAY USE KICKBOARDS AND PULL-BUOYS. SWIMMERS SHOULD CIRCLE SWIM WHEN THERE ARE 3 OR MORE SWIMMERS PER LANE.
- PLEASE DO NOT ENTER THE WATER WITH OPEN WOUNDS.
- *EXTENDED BREATH HOLDING EXERCISES ARE NOT PERMITTED*

Swim Testing –

Anyone under the age of 16 will be asked to take a swim test. They must be able to swim 25 yards using a forward stroke (i.e. freestyle or breast stroke). Dog paddle does not count. Once they have passed the swim test, their name will be logged into a book. Each visit they will need to check in with the lifeguard to get a swim band.

Levels:

- Red – Non-Swimmer – Must be accompanied by an adult or guardian (18 yrs or older). They must have a lifejacket to go beyond the play zone area.
- Green – Swimmer – Can go freely anywhere in the pool. (If in a lap lane they must be doing laps).

Aquatics Programs

Swim Lessons -

Will be offered year round. Each session consists of eight classes. You have a choice of one day a week classes or twice a week classes. Summer session only we will offer two week session (every day for four days). Children are encouraged to attend all classes. We will not make up a class unless it is cancelled by the YMCA. Refunds will be given on a case to case basis by the Aquatics Director.

All registration will begin two weeks prior to the start of the session. Members will have a priority registration period of two days prior to non-members. Registration for classes is based on age not skill level. All participants will be tested the first 10 minutes of the first class each session and placed into groups according to swim level.

Stroke Clinics –

Faster and Further is a class for those who can swim 25 yards of freestyle, 25 yards of backstroke and have an idea of how to do the breaststroke and butterfly. Each class will focus on drills, technique, and endurance of the four competitive strokes. This is an ideal class for anyone interested in swim teams.

Lifeguard Classes –

The YMCA offers American Red Cross Lifeguard Classes. They are done periodically throughout the year. Please check with the Welcome Center for information on the next class. Participants must be at least 15 years old and be able to swim 300 yards of freestyle and breaststroke and be able to swim 25 yards surface dive down 7 feet, retrieve a 10lb brick and swim back carrying the brick in under 1 minute and 40 seconds. There is a \$10 non-refundable deposit for the class. Completion of the class is based on passing 3 written tests with 80% or higher and completion of all required water and land skill.

Guard Start –

The American Red Cross Guard Start Program is designed to guide youth to the American Red Cross Lifeguard program by building a foundation of knowledge, attitudes and skills for future lifeguarding. The foundation consists of 5 categories - Prevention, Fitness, Response, Leadership, and Professionalism. This does not certify them to lifeguard. Class meets once a week for 8 weeks. Prerequisite: Must be able to swim 25 yards with head up or front crawl w/rhythmic breathing, tread water 1 minute and submerge to 5 feet deep.

Water Fitness Classes –

The YMCA offers a variety of water fitness classes from Arthritis to a High Intensity Transitional Class. See Welcome Center for class descriptions along with days and times of the classes.

Sauna Rules

- Sauna is for members 18 years of age and older.
- The Sauna is Co-ed. Members MUST wear a swim suit or clothing.
- The Sauna is a DRY sauna. Please do not add water, oils or any other liquids to the rocks in an attempt to get steam. Doing so will damage the heating elements.
- Members should shower prior to entering the sauna.
- Members should wait at least 5 minutes after exercising to cool down before using the sauna.
- Pregnant women, those with epilepsy, elderly persons, and people requiring medical care or suffering from high or low blood pressure should not enter the sauna without prior medical consultation and permission from their doctor.

-Use of the sauna while under the influence of alcohol, tranquilizers, or other drugs or medicines that may cause drowsiness or may lead to serious consequences is prohibited.

-Maximum air temperature is 180 degrees Fahrenheit for the sauna.

-Do not use for longer than 15 minutes, long exposure may result in nausea, dizziness, or fainting. Do not lay down or fall asleep.

-Do not use in severe weather conditions (i.e. – electrical storms, tornadoes, etc.).

-Keep all breakable objects out of the area. Do not leave papers, clothing, or other litter in the rooms.

-Do not shave in the sauna.

-Sauna will always close when the pool closes.

Volunteer & Employment Opportunities

Volunteering

Our facility is able to thrive based on the efforts and assistance that we receive from our team of volunteers.

Whether you read to children, find items for an auction or conduct a group meeting - you can make a big difference in the lives of others. If interested in learning more about our volunteer opportunities, please contact Angel Rabon, Membership & Marketing Director at 449-9622.

Employment

The Claire Chapin Epps Family YMCA goal is to build strong kids, strong families and strong communities. We are able to achieve that goal by employing people who exemplify the values of our mission; caring, honesty, respect and responsibility. If you are interested in making a difference in someone's life, whether they are 2 or 92, please ask about our employment opportunities. We would love to talk to you about joining our team!