RESIDENT HANDBOOK

YMCA of Honolulu - Nu’uanu Branch

YMCA OF HONOLULU MISSION STATEMENT
The YMCA of Honolulu is a fellowship dedicated to putting Christian principles into practice through programs that build a healthy spirit, mind and body for all.

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Aloha Residents:

On behalf of YMCA staff, members, and volunteers welcome to the Nu’uanu YMCA! We hope your stay is both enjoyable and memorable.

We recognize that relocating to new surroundings takes a period of adjustment. To assist you, we have created this handbook to help you understand who we are, our policies, rules, regulations and the services available to you as a resident. **We encourage you to read this handbook thoroughly and to keep it for future reference.**

YMCA staff, volunteers and resident members consider ourselves to be an “OHANA” (family). Together, we strive to create an environment that makes the Nu’uanu YMCA a unique, safe and enjoyable place to be. Our staff, members and residents consist of people from Hawai’i, the U.S. mainland and around the world. We are proud of our cultural diversity, which provides an opportunity to develop global friendships.

As in any family, certain responsibilities and decorum are expected of its members. **In becoming a resident, you are expected to take personal responsibility to follow Nu’uanu YMCA guidelines and policies.**

As you continue to read this handbook, highlight any area that you are unsure of and please feel free to contact YMCA staff for clarification. You are expected to know, understand and abide by these policies, rules and regulations. Again, enjoy your stay at the Nu’uanu YMCA.

Sincerely,

Nu’uanu YMCA Staff
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SECTION I: RESIDENT INFORMATION & SERVICES

Check-In

- All registered minors must be accompanied by an individual who is 18 years of age or older at all time.
- Reservations can be made in advance with a credit card (online and/or in person); but acceptance into the YMCA Resident Program will not be confirmed until the applicant has provided the following:
  - All registered guests must be 18 years or older and will be asked to provide and submit to the following:
    - State I.D., Driver's License, or Passport
    - Consent to a criminal background check and United States Department of Justice National Sex Offender Public Website and the Hawaii State Sex Offender Registry check which is required for all applicants. Once accepted as a resident; required weekly background checks against the National Sex Offender Registry and Criminal background checks every six months.
- Applicants and current residents will be denied accommodations in the YMCA's resident program for the following reasons:
  - The person refuses to consent to the criminal background check or National Sex Offender registry check;
  - The person makes a false statement in connection with conducting such criminal background check or Sex Offender registry check;
  - The person is registered, or is required to be registered, on any sex offender registry;
  - The person has been convicted of a felony;
  - Has been convicted within the past 5 years, excluding the period of incarceration (if any), of a misdemeanor involving:
    - Physical assault or battery,
    - Drugs or controlled substances, or
    - Abuse of a family or household member.
  - Check-in can be refused if guest has been asked to leave from any YMCA properties in the past or displays unacceptable and/or inappropriate behavior or seems to be unsuited to stay in a community environment.
- Check-In time is Monday-Friday between 2:00 p.m. to 8:00 p.m., Saturday 2:00 p.m. to 6:00 p.m., and Sunday 2:00 p.m. to 4:00 p.m.
- Room fees must be paid in full and in advance. Rental payments are taken Monday-Friday - 6:00 a.m. - 9:00 p.m. Saturday & Sunday 7:00 a.m. - 4:00 p.m.

Check-Out

- It is the sole responsibility of the registered guest (or a representative) to directly inform the Welcome Center of a check out from their room. Failure to notify the Welcome Center (in a reasonable amount of time) will result in additional room charges in the name of the registered guest.
- Check-out time is daily before 11:00 a.m. Failure to check out by 11:00 a.m. will hold you accountable to pay another day's room fee. Failure to pay the room fee by 11:00 a.m. may result in you being removed from the premises and/or your room door being key-blocked. To remove the key-block, the balance owed to the YMCA needs to be paid in full.
- Room key must be returned to the Welcome Center; failure to do so, will result in a $50.00 charge to cover the replacement of the room key.
**Cleaning/Maintenance**

Housekeeping staff provides basic cleaning of the rooms to include fresh towels and linens. Room service is from 9:00 am to 3:00 pm, Saturday through Wednesday, (No service on certain Holidays). There are signs in your room that you can hang on your door for service or if you wish to decline. However, it is required that each room is checked at least once a week to insure everything is clean and safe. Please call the front desk if there are any problems in the room. Towels will be changed on all floors on Wednesday and Sundays, unless requested.

**Weekly Room Inspections**

The YMCA conducts weekly room inspections to help ensure that all rooms meet health and safety regulations. This allows the YMCA to take proactive measures to prevent clutter, pest infestations, monitor prohibited actions/items, and monitor the condition of furnishings. For more information, please see the attached sheet or refer to your resident handbook *(Room Entry on page 9 and Prohibited Actions and Items on page 10).*

To ensure the safety of your items, weekly inspections will always be conducted with two staff members. At the conclusion of the inspection any resident(s) who is not in compliance with YMCA standards will be notified in writing to make the necessary arrangements to rectify the existing infraction. Any residential room(s) or resident(s) not in compliance with YMCA residential guidelines or those who prevent the YMCA from attaining these standards may be asked to make necessary arrangements to be in compliance and/or may have their residency immediately terminated.

At the discretion of YMCA staff, resident may be given time to make necessary changes to be compliant. Failure to do so may result in termination of residency.

**Future Reservations**

There is a non-refundable flat rate equal to one day rent in order to hold the room. No changes after reservation is made. Reservations are based on availability. Room assignments will be given at the time of check-in based on availability. Rates are subject to change. **There is no refund for a cancelled reservation or no show.**

**Payments**

Rental payments are taken Monday-Friday - 6:00 a.m. - 9:00 p.m. Saturday & Sunday 7:00 a.m. - 4:00 p.m.

Residence room payments must be paid in full and in advance. In order to be eligible for the weekly, or student rate which is a discounted rate, rent must be current. No exceptions.

We accept cash, U.S. traveler checks, MasterCard, Visa, JCB, American Express or Discover. Personal checks are not accepted. YMCA staff reserve the right to key-block your room or remove you from the room if payments are not made on time. **Additional fees will apply for lost key(s): $50.00/key.**
Early Check-Outs & Refunds

There will be a 30% processing fee (calculated from original transaction amount - $50 maximum) deducted for all credits/refunds. If evicted from YMCA property, any refund due may be forfeited. All refunds will be returned within 30 days using the following guidelines:
- All cash payments will be refunded by check and will be mailed to the address provided at check-in.
- All credit card payments will be credited back to the credit card used for the original transaction.
- Sorry, NO CASH REFUNDS.

Early Check-Out

If a resident checked in at a weekly or student rate and decides to check out early, he will be charged at the daily and/or weekly rate for every day stayed, plus a Service Fee will be applied before Refund/Credit on account for future use.

Furniture

Residents are not permitted to keep in their possession or remove YMCA furniture designated for public areas. Any resident in possession of common area furniture without authorization may be asked to leave. You will be charged for any damaged items in your room, which include but are not limited to:
- Linen, mattress, box spring and bed frame (soiled, burned, ripped, etc.), phone, door, desk, chairs, smoke detectors, curtains, vertical blinds, lighting (wall sconces and floor lamps).

Guests

A guest/visitor is defined as any person other than the registered occupant. YMCA residents are not allowed to have guests in their room or in the resident hall. You may meet tour guest in the lobby of the YMCA. Guests will not be allowed in the YMCA after the main facility is closed (when the main glass door is closed). You will have to meet your guest outside the YMCA at these times. Violation of this policy may result in you being asked to leave immediately.

Health & Wellness Facility

Nuuanu YMCA health and wellness facility is available to residents to use at no additional cost. Residents are not YMCA fitness members and therefore cannot bring a guest to use YMCA health and wellness facilities.

Keys

The possession of keys by anyone other than the person they were issued to is not allowed. In order to maintain security to the building and residents, a resident who loses a room key must report it to YMCA staff immediately. Residents reporting a lost or damaged key must pay $50.00 to replace the lock and key.
Laundry

Laundry room is equipped with coin-operated washers and dryers located in the basement. In case of malfunctioning machines please contact the vendor directly at 808-839-1500.

Mail

Mail Service is provided Monday through Saturday, except holidays. Mail will be placed in your mailbox. Due to federal regulations, no resident is allowed to sort through the mail for specific items. Residents are responsible for checking their mailboxes daily. YMCA information may be placed in your mailbox periodically. You are responsible for any changes in policies and procedures communicated through the resident mail. For your convenience, the Welcome Center has a drop box for outgoing mail. After a resident has moved out, all mail will be returned to sender. The post office will not forward to a new address.

Parking

No parking is allowed for residents on YMCA property. Resident’s vehicles found on the property are subject to tow at the owner’s expense. A resident found parking on the YMCA property is subject to eviction.

Room Assignments and Changes

Residents are informed of their room assignment upon check-in. Nuuanu YMCA reserves the right to assign and reassign rooms with or without advance notice. Residents may not make room changes unless authorized by the Welcome Center staff. All room changes MUST be done in the morning (11:00 am to 1:00 pm).

Facility Entrance

All residents must present their key to the Front Desk staff prior to entering the residential facility. The building is secured at 10:00 pm Monday—Friday, 7:00 pm on Saturday, and 5:00 pm on Sundays and holidays. The YMCA staff has the right to refuse entry to any resident who is violent, intoxicated or in any way threatens or harasses our staff, residents, members or program participants.

Service/Work Request Procedures

Please report any damages or maintenance repair to YMCA staff. Please be specific in describing the problem and location. The YMCA reserves the right for its authorized representatives to enter resident rooms at any time in case of emergency or for routine preventative maintenance, inspection and/or repair. Residents should not attempt to make their own repairs.

Internet Access

We do not provide internet service to our residents.
SECTION II: COMMON AREA AND COMMUNITY LIVING

Common areas are defined as those areas outside of a resident’s room. The YMCA asks that each resident use common courtesy when utilizing these areas. The YMCA core values of Respect, Responsibility, Honesty, and Caring should dictate your actions.

Attire

Proper attire (shirt, pants, and footwear) is required in all common areas such as but not limited to the residence hallways, lobby area, YMCA fitness facility, etc.

Quiet Hours

Quiet hours are 24 hours a day. Noise is confined to a resident's room and should not be audible in adjacent areas or rooms.

General Security

- Residents should lock their doors and keep valuables out of sight at all times even when just leaving the room for short periods of time such as going to the restroom.
- YMCA is NOT responsible for lost or stolen items. Lock the door when in the room, especially when sleeping. Try not to leave valuable items in the room.
- Never leave handbags, billfolds, jewelry, or other valuables unattended in rooms, showers, or lounges. Put them in a safe place.
- Strangers loitering in or around residence halls should immediately be reported to YMCA staff. Do not let strangers into your room or the building.
- Do not prop open residence hall doors that are supposed to be closed.

Bicycles, Skates, Skateboards, Scooters, Mopeds, Surfboards, etc.

- At no time are bicycles, skates, skateboards, scooters (Razors, etc.), mopeds and other similar types (excluding wheelchairs and other assistive technology) to be parked or ridden in the walkways, hallways, lounge, lobby, stairwells, or other common/public pedestrian areas.
- Mopeds or any motorized equipment containing fuel may not be stored in rooms.
- Bicycles may be stored in your room.
- Do not lock or park your bike on any YMCA property, except the bike rack including all landscaping, trees and bushes. A bike rack is available for usage in the parking lot.
Room Entry

The Nuuanu YMCA appreciates resident’s desire for privacy and will do all it can to protect and guarantee their privacy. However, the YMCA reserves the right to enter a resident’s room at any time for the following purposes:

- To determine compliance with all relevant health and safety regulations.
- To provide cleaning, repairs/maintenance and/or pest control treatment, etc.
- To conduct an inventory of YMCA property.
- There is an indication of imminent danger to life, health, and/or property.
- There is a reasonable cause to believe that a violation of YMCA regulations is occurring.
- If a room has a “Do Not Disturb” sign posted for more than 48 hours a YMCA staff person will enter the room to check for compliance.

Prohibited Actions/Items

The following actions/items are not permitted for health and safety reasons. Violations may result in the immediate termination of residency:

- **No smoking on YMCA property (includes e-cigarettes/vapor cigarettes).** Property area includes the front stairway area, parking lots, and the side of the building. (Do not bring your half smoked cigarette back into your room).
- Antennas extending outside the building.
- Washers, dryers, water beds, air conditioners, ceiling fans (that are not installed by the YMCA), lofts or any other structures.
- Dangerous chemicals, gas, flammable liquid, automobile batteries.
- Barbeque grills.
- Weapons/firearms: guns, paintball, spear, bb, pellet and/or air, ammunition, slingshots, arrows, axes, machetes, nun-chucks, throwing stars, knives (other than kitchen knives or small utility knives), etc.
- Pets (animals of any kind: birds, cats, dogs, fish, etc.).
- Candles, incense, oil lamps, open flame devices, fire crackers, fireworks, explosives, open flame or electrical cooking burners.
- Illegal drugs.
- Homemade or modified electrical wiring.
- Banners/Posters on windows which can be seen from exterior.
- Substances with offensive odors.
- Pornographic materials.
- Non-YMCA issued locks for your door.
- Alcohol (open or closed containers).
- Cooking/heating of all types of foods.
- Drying/hanging of clothes/laundry in room.
- Altering of the room structure in any and all forms.
- Unclean/unsanitary room.
IMPORTANT RULES AND REGULATIONS

Felonies & Convictions

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 relating to the use, sale, possession, or transportation of narcotics or habit forming and/or dangerous drugs, or is presently or habitually under the influence of dangerous drugs or chemicals, narcotics, or intoxicating beverages.

Alcohol & Drug Policy

Any evidence of alcohol or illicit substance possession, use of/or consumption on the premises is a violation of this policy and will result in disciplinary action. Furthermore, the possession, selling, sharing and/or illicit use of prescription drugs are not allowed. All residents are expected to know and comply with all applicable state laws and guidelines.

Tobacco Policy

The Nuuanu YMCA, along with any other YMCA of Honolulu facility, is smoke-free and promotes healthy living for all guests. Tobacco use may include but is not limited to the form of cigarettes, cigars, chewing tobacco, e-cigarettes, and vapor cigarettes.

Behavioral Misconduct Policy

Behavior that is threatening, harmful or dangerous to self and others is prohibited. Conduct that is lewd, indecent, or obscene is also prohibited. Hazing will not be tolerated. Unacceptable behavior also includes disrespecting property of others. Harassment in any form is prohibited. Harassment includes, but is not limited to, that which intimidates or ridicules an individual or group; behavior which degrades an individual or group because of race, sex, age, religion, color, national origin, ancestry, disability, marital status, arrest and court record, sexual orientation, and veteran status.

Guests & Visitation Policy

A guest/visitor is defined as any person other than the registered occupant. Guests are allowed to entertain their visitor(s) in the lobby area. No visitors shall be allowed into the residence facility. No visitors anywhere on the premises after closing hours.

Abandoned Property

Any and all unclaimed items left behind by anyone will be considered abandoned and will be disposed of immediately.

Mahalo for Staying at the Nu’uanu YMCA!
Nuuanu YMCA is a community of people from diverse racial, ethnic, social backgrounds, national origins, religious and political beliefs, physical abilities, and sexual orientations. The YMCA is committed to celebrating the rich diversity of people at the YMCA. All of our activities, programs, and interactions are enriched by our acceptance of one another and the knowledge we gain when we learn from each other in an atmosphere of positive engagement and mutual respect. We strongly encourage that one’s actions demonstrate one’s commitment to respecting differences. Accordingly, we are fully responsible for our behavior and accountable for our actions. It is important that we each take responsibility for our awareness of racism, sexism, homophobia, and other forms of oppression. We are guided by the principle that understanding and celebrating diversity enriches and empowers the lives of all people.

Everyone who chooses to live in or visits the YMCA must understand that we will not tolerate any form of bigotry, threats, intimidation, violence, or other forms of harassment against any member of our community. In the same manner, we will not accept ignorance, humor, anger, alcohol or substance abuse as an excuse, reason, or rationale for such behavior.

The disciplinary action that will follow such behavior may include, but is not limited to, immediate removal from the YMCA and/or legal prosecution. It is the YMCA’s vision that individuals accept ownership of and take responsibility for resolving conflicts and problems in the community.