



**FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY**

MEMBERSHIP HANDBOOK

Greater Waterbury YMCA Member Policies & Usage Guidelines

Welcome to the Greater Waterbury Y!

As a member of the Waterbury YMCA, you have become part of a worldwide organization with over 30 million people involved as members and volunteers. We are an organization that strives to help individuals attain their greatest potential and towards this end, improve our society. Joining the YMCA signifies not only an investment in yourself, but in the local mission of the Waterbury YMCA. We feel confident that our wholesome atmosphere and friendly staff can help you reach your goals and provide opportunities to make new friends.

We have membership types to fit any lifestyle, please check out our Member Benefit page to find the category that works for you.

Mission Statement

To put Christian principles into practice through programs that develops a healthy spirit, mind and body for all.

Hours of Operation Jan 2nd-Memorial Day

Monday-Friday	5:00am - 9:00pm
Saturday	7:00am - 5:00pm
Sunday	7:30am - 3:30pm

Memorial Day-Labor Day

Monday-Friday	5:00am - 9:00pm
Saturday	7:00am - 3:30pm
Sunday	7:30am - 2:30pm

Holiday Hours & Closings

- New Year's Day - Open 10am-3pm
- Good Friday - Closing at 5:00pm
- Easter Sunday - Closed
- Memorial Day - Closed
- Independence Day- Closed
- Labor Day - Closed
- Thanksgiving Day - 8:30am-11:00am
- Christmas Eve - Closing at 3:00pm
- Christmas Day -Closed
- New Year's Eve - Closing at 3:00pm

Stay connected with the Greater Waterbury YMCA!

Please provide us with the most up to date contact & payment info anytime it changes.

Like our Facebook page: www.facebook.com/waterburyymca/

Follow us on Instagram & Twitter @waterburyymca

Download our Mobile App from the App Store or Google Play Store "Greater Waterbury YMCA"

Code of Conduct

The Waterbury YMCA is committed to providing a safe and welcoming environment for all members and guests. To promote safety and comfort for all, we ask individuals to act appropriately always when they are in our facility or participating in our programs. We reserve the right to do background checks on members in our sole discretion.

We expect persons using the YMCA to behave in a mature and responsible way and to respect the rights and dignity of others. Our Code of Conduct does not permit language or any action that can hurt or frighten another person or that falls below a generally accepted standard of conduct. Specifically, this includes:

- Inappropriate attire; Appropriate attire must be worn always for the activity. Offensive wording on shirts or accessories fall under this area
- Angry or vulgar language including swearing, name-calling or shouting.
- Physical contact with another person in any angry or threatening way.
- Any demonstration of sexual contact or activity
- Harassment or intimidation by words, gestures, body language or any other menacing behavior.
- Theft or behavior which results in the destruction of property.
- Carrying or concealing any weapons or devices or objects which may be used as weapons
- Using or possessing illegal substances or alcohol in or on YMCA property or at YMCA sponsored programs.
- Any other conduct of an inappropriate, threatening or offensive nature i.e. interrupting fitness classes or other structured workouts by non-participants
- Loitering is not permitted in or outside the YMCA.

Membership Fees/Refund Requests

Membership fees are not refundable unless drafted in error. Members are expected to fulfill a one-year contract before becoming open-ended with the option to cancel at any time. Exceptions are members that move out of the service area or have a documented medical reason for not using membership. Such members may submit a request for a refund.

Payment Options

Payments for membership dues may be made by cash, check, MasterCard Visa, or Discover. Fees may also be paid through payroll deduction if employed by the City of Waterbury, Saint Mary's or Waterbury Hospital. Monthly payments are by draft only. Annual and quarterly plans are available.

Financial Assistance

The YMCA is for everyone regardless of economic status. Financial Aid forms are available at the Front Desk. See a Membership Representative for more information.

Temporary Stop/Freeze

YMCA memberships can be put on limited hold for the maximum of six months due to illness, injury, pregnancy, deployment or seasonal residence.

Bank Draft Cancellation

The Waterbury YMCA requires written thirty-day notice and membership card relinquishment to terminate your membership. Payroll deducted memberships will only terminate when the member notifies the payroll off. The YMCA cannot authorize a change to payroll accounts.

Return Fees and Collections

If membership dues are drafted and result in returns or bounce fees, the member incurs a return fee in addition to the unpaid membership fee. This fee may be waived the first time if the balance is paid by the specified date the YMCA gives for the month payment failure occurred. The member is then responsible for any subsequent returned payment fees. Dues and fees not paid after two months result in termination of membership. All past due balances must be paid to reinstate membership.

Locker Rooms

We recommend you secure and lock all your belongings in lockers. Any locks left on full-length lockers overnight will be removed and the items in the locker will be held for one week. Kit lockers are available for an annual fee and can be used to store valuables as well as things you may forget (e.g. soap, shampoo, etc.) The Waterbury YMCA is not responsible for any personal items that are lost or stolen. Men and women's adult locker rooms are reserved for members aged 21 years and older. The family locker room is for adults with children. See the front desk for the Locker Policies and Procedures and for a Locker application.

Saunas and Steam Rooms

Members aged 21 years and older may use these facilities. Towels are required inside both facilities. For the health and protection of yourself and others, we recommend that shower shoes be worn in the shower, around the pool deck and in the sauna and steam rooms.

Valuables

Valuables may be checked at the Front Desk. Kit lockers are available for rental for an annual fee. Wallet lockers are available outside of the Wellness Center. The YMCA is NOT responsible for personal items that are lost or stolen.

Membership Cards

Membership cards must be presented at the Front Desk for admittance into the building. If you do not bring your card, you may be held at the desk until a computer becomes available to verify your membership. A \$5.00 fee will be charged for replacement cards. Misuse of membership cards is grounds for immediate termination of your YMCA membership.

Child Watch Hours

Monday – Friday	8:30am – 1:00pm 4:15 pm – 8:00pm
Saturday	8:45am – 12:00pm
Sunday	CLOSED

Fee: Free to all full facility members, reciprocal YMCA members may not use Childwatch January-May 1st.

Age Restrictions: Children must be at least six months of age.

Please request a full copy of Child Watch policy- from the Childwatch staff.

Snow Policy

Please contact the YMCA directly at (203) 754- 9622 or visiting our website at www.waterburymca.org prior to coming in, Fox, CBS, NBC and ABC also will show YMCA closings as well as our Facebook page, direct member emails and a live Twitter Feed on our website.

Cell Phones

Cell phone use is prohibited in locker rooms. Cell phones may be used in the Wellness Center, however if use becomes disruptive or unsafe to other staff reserve the right to restrict use. At any time, if cell phone use violates the privacy of another member, the Y may ban usage.

WELLNESS CENTER RULES

To ensure the health, safety and enjoyment for all, we ask our members & guests to abide by the following guidelines:

- Get a Wellness Center Orientation. Members and guests are encouraged to go through a review with our staff that includes proper use and technique on the strength equipment and cardio machines. Sign up for your session at the Wellness Center Desk
- Children under the age of 12 are not permitted in the Wellness Center but can use the indoor track with parental supervision.
- Secure or Lock all belongings. All belongings should be put in the cubbies or needs to be stored in a locker with a secure lock. The YMCA is not responsible for items left in the cubbies. The Y Provides small lock boxes for your valuables. Please ask the Wellness Center Staff for a free token.
- Please wear appropriate workout attire. T-shirts, athletic shoes/sneakers, wind/sweat pants and shorts are permitted. Not permitted attire are:
 - A. Jeans, khakis, cargo pants/shorts, bathing suits or elastic suits and bands
 - B. Sandals, crocs, flip flops or boot
 - C. Attire that is not safe, sanitary or appropriate
- Please be courteous with your Cell Phone. Cell Phone use is permitted, however if it becomes disruptive or unsafe to others, you may be asked to discontinue use.
- Wipe down all equipment after use with a towel sprayed with cleaner; please do not spray cleaner directly on equipment.
- Please rack weights after use. Please return all equipment to its proper place and re-rack your weights after use.
- Do not rest on the equipment, allow others to "work in" or take turns.

Pool Policies & Rules

- ABSOLUTELY NO FOOD, BEVERAGE, OR GUM CHEWING IS ALLOWED IN THE POOL FACILITY.
- A lifeguard is on duty at all times that the pool is open to the public.
- Everyone should bathe with warm water and soap before entering the pool.
- Any person known or suspected of having a communicable disease shall not use the pool.
- Spitting or nose blowing in the water is prohibited
- Although the YMCA recommends that bathing caps be used, if a person's hair is longer than the neckline, his/her hair must be tied back.
- Bathing caps and goggles may be purchased at the front desk.
- Regulation bathing suits must be worn. No T-shirts or cut-offs.
- Running, boisterous or rough play is prohibited.
- Designated lanes are strictly for lap swimmers.
- Children under the age of 12 must have an adult with them in the pool area at all times. An adult must accompany children under the age of 8 in the water always.
- No Swimming floatation devices from home are allowed (Bubbles, etc....)
- No diving or jumping is permitted off the deck into the shallow end of the pool.
- Diving blocks are not to be used during open swim.

Gymnasium Policies

- Street Shoes are not permitted on the gym floor. Members are advised to bring an extra pair of sneakers to participate in activities.
- Proper sportsmanship is expected when engaging in pick-up and formal league play.
- No foul or obscene language will be tolerated.
- Food or Drinks are NOT permitted in the Gymnasium
- Shirt must be worn at all times.
- Have respect for all reserved gym program usage and do not delay or disrupt programs.
- The YMCA recommends leaving valuables at home.
- NO hanging on the rims.
- Gym schedules are available at the Front Desk, Mobile app and Online.

Teen Rules & Hours

Youth Membership: An adult must accompany members under the age of 12 at all times. School age/high school students are not allowed in the building during school hours unless school is not in session. Obtain a current copy of the Teen guidelines from our front desk at any time

Program Refunds

Program fee will be credited/refunded in the event the YMCA cancels a class due to insufficient enrollment or a facility conflict and will be processed by the appropriate Program Director. All other request will be based on when a program director is notified:

- a. If notified before class begins, 100% credit/refund less, \$10 service charge.
- b. If notified after one class meeting 75% credit/refund.
- c. If notified after two class meetings, 50% credit/refund.
- d. No refunds will be approved after three class meetings.

Credits or refunds will not be given to participants who failed to attend classes.

Guest Policy

YMCA members are allowed to bring 2 guests per year. Teens are not allowed to bring guests. Teens under family memberships may not bring guests unless there is parental supervision

YMCA Staff Directory:

Jim O'Rourke	Executive Director
Mike Tedesco	Sr. Director of Operations
Paula Labonte	Development Director
Brandi Fitzgerald	Finance Director
Tami MaCary	Human Resource Director
Arun Kumar	Facilities Director
Patti Flaherty	Aquatics Director
Kristen Jones	Child Development Director
Meghan Lennon	Health and Wellness Director
Dazure Prado	Director of Youth Development
Courtney Sims	Health and Wellness Specialist
Laura Murphy	Outdoor Center Program Director
Emily Powell	School Age Child Care Director
Rachel Walker	Office Manager
Rubi Gil-Lopez	Membership Operations Coordinator
Samantha Viera	Accounts Payable & Financial Aid
Stephanie Maldonado	Family Engagement Specialist
Amy Miele	Curriculum Specialist