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# EVERYONE BELONGS AT THE Y

## CENTRAL CONNECTICUT COAST YMCA MEMBERSHIP HANDBOOK



Effective 8/2017

CENTRAL CONNECTICUT COAST YMCA  
1240 Chapel Street, New Haven CT 06511  
P 203 777 9622 F 203 773 8950 W [ccymca.org](http://ccymca.org)



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# WELCOME TO THE Y!

As a member of the Y, you become part of much more than a place to exercise. You become part of a welcoming and supportive association of men, women and children committed to making our community a place where everyone has the opportunity to learn, grow and thrive.

For more than 150 years, the Central Connecticut Coast YMCA (CCC Y) has been guided by its mission and values to strengthen the foundations of our community and nurture the potential of all who call our region home. Although the work of our Y has changed over the years, from teaching English to immigrants in the early 1900's to teaching values to modern day youth, our Y has a long record of service and programs that have brought a better quality of life to the community. One of the greatest things our Y's will continue to do is build character in children and adults.

We have 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 Y membership. Thank you for being a part of the Y!

## Who We Are

### Our Mission

To put Judeo-Christian principles into practice through programs that build healthy spirit, mind and body for all.

### Our Values

Caring, Honesty, Respect, Responsibility

### Statement of Diversity and Inclusion

The Central Connecticut Coast YMCA is an inclusive organization open to all. The Y believes that in a diverse world we are stronger when we are inclusive, when our doors are open to all, and when everyone has the opportunity to learn, grow, and thrive. At the Y, we welcome all people regardless of dimensions of diversity including race, faith, color, national origin/ancestry, sex, gender identity, marital status, age, sexual orientation, genetic information, disabilities, or socio-economic status.





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# MEMBERSHIP

Simply put, the Y is for everyone. All people are invited to join and enjoy our life-enhancing programs and services, regardless of age, faith, race, background, ability or socio-economic circumstance.

With a Y membership, you have full access to our branches, as well as priority registration and member only rates for programs and services.

## Membership Categories

We offer an array of flexible memberships to fit your unique family situation.

- A. Youth: Individuals ages 5-17
- B. Young Adult: Individuals ages 18-26
- C. Adult: Individuals ages 27+
- D. Couple: Two adults who share the same address
- E. Family: Two adults and their dependents ages 24 and younger who share the same address
- F. Single Parent Family: One adult and their dependents ages 24 and younger who share the same address
- G. Senior: Individuals 65+
- H. Senior Couple: Two adults ages 65+ who share the same address
- I. Community Membership: For those who wish to participate in programs without the benefits of a full facility membership.

## One Membership, Many Branches

Association-wide membership provides access to all Y locations within the CCC Y service area, up to and including all Y's in Connecticut and the New England area.

Each branch within the CCC Y is unique, with distinct facilities, classes and programs, and you can discover and enjoy them all by being a facility member.

Please note: All members of the CCC Y have priority registration on fee-based programs at reduced prices.



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# MEMBERSHIP POLICIES

As a member of the Y, you are part of an organization committed to helping everyone in our community have the opportunities they need to learn, grow and thrive. Our membership policies are designed to ensure we can continue to provide a safe, positive and nurturing environment where individuals and families feel welcome and at home.

## Member Code of Conduct

All members must act in accordance with the values of the Y to maintain an atmosphere that is free of offensive and unlawful conduct.

We show no tolerance for:

- Fighting
- Use of abusive language
- Smoking in Y facilities and/or properties
- Carrying or concealing a weapon or any device or object that may be used as a weapon
- Inappropriate, immodest or sexually revealing attire. (as interpreted by staff)
- Disrespect for property rights of the Y or others
- Conduct or actions of a sexual nature
- Derogatory or unwelcome comments based on individuals' sex, race, ethnicity, age, religion, marital status, citizenship, disability, sexual orientation or any legally protected status

As a private organization, the Y reserves the right to cancel the membership of any member who does not follow the Member Code of Conduct at any time—while on site at a Y branch or during participation of any Y affiliated program/event regardless of location.

Y staff members may define what is considered inappropriate behavior in determination of a member's suspension or termination. Y members or guests who observe conduct not fitting of the Member Code of Conduct should promptly report concerns to Y staff. We will then make every effort to investigate and resolve issues promptly, confidentially and effectively.



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The YMCA conducts regular sex offender screenings on all members, participants, and guests. If a sex offender match occurs, the YMCA reserves the right to cancel membership, end program participation, and remove visitation access. The Y, also, reserves the right to deny access or membership to any person who is presently or habitually under the influence of illegal drugs or chemicals, narcotics or intoxicating beverages.

### **Membership Cards and Photo IDs**

- Membership cards and/or photo IDs are essential tools to maintaining safety at all Y locations.
- All members will receive membership cards.
- Your membership card is very important. Please keep track of it and present it at the Member Welcome Center every time you enter a Y location. If you happen to arrive without your card, you may show another form of photo ID, such as your driver's license.
- 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**

We provide locker rooms for adults by gender. Parents may bring children 6 and under into the locker room regardless of the child's gender. Children over the age of 6 must use the gender appropriate locker room.

Some branches offer Assisted Changing Rooms or family locker rooms; check with your preferred Y branch to find out your options.

When using any of our locker rooms, sauna, steam room or whirlpool facilities, please wear a towel or clothing at all times. Cameras or video recording devices are prohibited in any Y locker room. These practices will ensure all Y members' standards of privacy are respected and safety is prioritized.





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## Personal Belongings

When it comes to bringing 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 and you must provide your own secure lock for protection of your items.

Lockers are only to be used during normal operating hours. Unauthorized locks left overnight may be removed at the discretion of Y staff and the locker's contents held for one week. After one week, the contents will be donated to charity.

## Attire

The Y is a family-oriented organization, and your attire must always be appropriate throughout all areas of our facilities. Swimsuits are required in the pools—no cutoffs or street clothes are permitted.

Proper workout attire and gym shoes should be worn in our wellness branches, aerobic studios, basketball courts, tracks and other program areas.

## Security

We do everything we can to ensure your security and safety while on any Y premises. That's why we place so much attention on the use of membership IDs for check-ins. However, we cannot be responsible for any theft or damage to your personal property, either in our buildings or on our 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 Member Welcome Center. Be assured we do track such incidents and take any steps we can to prevent them from happening again and we seek to apprehend perpetrators whenever possible. The Y will prosecute those engaging in criminal activity on its premises.

Leave valuables at home and protect the property you do choose to bring by securing it in a locker in a locker room (you must provide your own lock). Y Staff are not permitted to hold or watch your valuables for you. Also note that we do not recommend leaving valuables in a locked car.



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## **Weapons Policy**

In short, our policy is this: no weapons of any kind, at any time on Y property. Regardless of any valid license to possess, Y members are prohibited from carrying onto Y property any firearms, Tasers, large knives or other objects Y staff members determine to be dangerous to the safety of its members.

## **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 just one week, and unclaimed items are donated to charity.

## **Health Issues**

We recommend that you get a medical exam prior to beginning any exercise program. This is a wise first step to engaging in any wellness-related activity. Some programs may require a written and signed physician's approval prior to participation.

Also, be sure to keep your contact information up to date with the Y offices. It's essential that we have your current address, phone number and emergency contact information in case of an emergency.

## **Caregiver Passes**

Do you have a nanny or babysitter who provides care for your children? Does an older member of your family require the help of a caregiver? The Y offers caregiver passes for families who rely on the support of outside-the-family caregivers. This accommodation encourages families to take advantage of their memberships as much as possible, even when parents or responsible guardians are not able to supervise. Households and caregivers must first complete and sign our caregiver pass policy. Once the caregiver pass has been issued, the pass holder may visit the Y at any time in a supervisory capacity.

Caregivers must be with the dependents they are supervising at all times. For children age 6 or younger, caregivers must be at least 18 in order to supervise at our locations. Please note that the caregiver pass does not constitute membership and does not entitle the benefits of membership.

## **Teenagers' Caregiver Pass**

Youth ages 16-17 may apply for and receive a caregiver pass granting them the right to supervise children ages 7-15 or older dependents during their visits to a Y facility. Holders of the teenager's Caregiver Pass have the same responsibilities and requirements as other Caregiver Pass holders.



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## **AWAY Program**

You're a Y member at home and AWAY. Your membership travels with you to most Y locations around the U.S. thanks to our "Always Welcome at the Y" (AWAY) program. Please be sure to check with the Y where you are visiting and/or [www.ymca.net](http://www.ymca.net) for current AWAY membership practices and procedures.

The current CCC Y AWAY membership program accommodates 14 out-of-region visits per calendar year. Exceptions to this policy are for those Y's located in Connecticut and the New England area. The Y's in New England provide reciprocity to all of our Y locations.

## **Branch Hours**

Branch hours vary by location, with each branch setting hours based on member needs. All Y branches are closed or have reduced hours on major holiday's. Check with your preferred location to get details about the latest hours and holiday closures.

## **Video Recorder, Camera, and Cell Phone Policy**

Video recorders, cameras, or any other visual recording devices are not allowed within the Y without the expressed consent of the Executive Director.

Some cellular phones have the capacity to take pictures and video, so be aware if someone has one pointed in your direction. Notify staff of any concerns. Report any one taking pictures of another person without their permission.

*Cell phones are only permitted in the Y lobby.*





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# GUEST POLICY

Applicable to all Guests

- Each guest must be accompanied by a member and provide a valid photo ID on each visit.
- All guests under the age of 12 must be accompanied and signed in by a current Y member over age 18 on each visit and meet our Youth Supervision requirements.
- Each guest must be properly checked-in through Member Services at the Member Welcome Center.
- The current Y member will be held responsible for any discipline issues of their guest(s) up to and including suspension or termination of membership.
- A guest is only allowed **2** visits to any CCC Y in a calendar year. After 2 visits, the guest is expected to join.

## Local Guests (guest in our service area)

The Y is a member organization and seeks to encourage memberships through guest privileges. Members are invited to bring local guests twice per year, per facility to enjoy the Y at no additional cost. All guests are encouraged to join after their 2<sup>nd</sup> visit.

## Out-of-Town Member Guests

A current CCC Y member can bring an out-of-town guest to the Y to purchase a weekly pass. The out-of-town guest will be required to provide proof of residence outside the CCC Y service area and show a valid id. There is a fee for the weekly pass. An out-of-town guest must be accompanied by a current member on their first visit. Out-of-town guests must become a CCC Y Member after purchasing two weekly passes per year.

## AWAY Program

Y Members from outside the state of Connecticut and the New England area can participate in the AWAY Program at no charge. Away program participants may use any CCC Y facility for up to 14 visits per calendar year.



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# FEES AND PAYMENTS

Your prompt, consistent payment of membership fees helps us continue to offer our community-focused programs and services. The best way to ensure your payments are always on time is to set up a monthly bank, debit or credit card draft. With an automatic draft, we deduct your monthly membership fees directly from your bank or credit account—with no hassle to you—as long as you're a member.

To set up your automatic draft, simply visit the Member Welcome Center at your local 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 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 the appropriate amount to you (after 90 days, we will only be able to correct our error.)
- If you prefer to be billed, we offer an annual invoice option in addition to payment by monthly draft. You will receive an invoice at least 30 days prior to the 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.

## Satisfaction Guarantee

If you are not completely satisfied with your membership within the first 30 days, we will refund both your joining fee and monthly dues in full.

## Membership for All

Membership for All is the Y's income based pricing system that helps ensure that we are there for those in need and affordable for all. An individual's rate for membership is determined by the chosen membership category and household income. Applicants for the program are required to provide verification of income. Everyone, including existing members, is welcome to apply. If your income changes during the course of your membership, you are welcome to contact us to explore this option to maintain your involvement in programs and services of the Y.



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## Changes to Your Membership

Change is inevitable, even when it comes to your Y membership. Thankfully we offer a simple form (available at any of our locations) 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, as well as the difference in joining fees, at the time you submit your change form. If you pay by annual 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 and return the membership cards of those no longer participating. We will 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. Also, temporary membership cards will be issued for dropped members for the balance of their membership period.

## Moving

Memberships to the CCC Y are not transferable to other Ys outside the Central Connecticut Coast. If you're moving out of our area but would like to maintain your Y membership elsewhere, you must cancel your membership here and join again in your new city. At your request, we will be happy to provide a letter stating your cancellation date here and the amount of joining fees you paid. Contact the Y in your new area to find out their policies, joining fees and dues, as details will vary.



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## Holds

Members may be eligible, upon approval from the branch, to put their membership on hold for up to 3 months per calendar year without being assessed the joiner fee upon returning to the Y under the following circumstances:

- Medical reasons - verified through a Doctor's note (hold may be longer than 3 months if stated in Doctor's orders).
- Loss of employment - verified through unemployment documents.
- "Snow Birds" - verified through proof of alternate address on a utility bill.

All requests to put a membership on hold must be submitted in writing within 48 hours of their next draft date.

## Cancellations

To end your membership, complete and sign the Y cancellation form and submit it with your membership cards to your local center. We ask that you provide 48 hour written notice prior to your next monthly bank draft. All cancellations must be in writing.

## Rejoining the Y

You are welcome to rejoin the Y any time after canceling your membership. If more than 30 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.

## Membership Refunds

If you choose to end your membership after our 30-day "Satisfaction Guarantee" period, we'll gladly refund any unused portion of your membership dues paid by invoice or halt the automatic withdrawal from your bank account on request. There are no refunds for joining fees. Note that we never refund membership fees due to lack of use or non-attendance. Help us help you by monitoring your monthly bank statements. If you discover an error on our part and report it within 90 days, we will correct our error and refund the appropriate amount (after 90 days, we will only be able to correct our error).



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# CHILDREN IN THE Y

At the Y, we're committed to giving children and teens the opportunity to learn, grow and thrive. Each day, thousands of 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 12 must be directly supervised by their parents or guardians while on Y property or at a Y program location. The only exceptions to this policy are for children 8 – 11 who have passed the YMCA swim test and occasions when children are participating in an organized Y program or activity, such as our Child Watch area, Youth Activity Centers, swim lessons, etc.
- Parents or guardians of children under the age of 12 must remain on Y property while their children are at the Y. The only exceptions to this policy are if children are participating in a supervised Y program or activity.
- Only children age 12 and older are allowed to be at the Y in an unsupervised environment (without their parents or guardians present).

## Child Watch and Youth Activity Center Policies

- Children may stay at the Child Watch or Youth Activity Center for up to two hours per day.
- Parents and guardians are the only adults authorized to leave a child at Child Watch or Youth Activity Centers, and are required to remain onsite at the Y during their child's visit.
- Only the parent or guardian who signs a child into Child Watch or the Youth Activity Center may sign them out or pick them up.
- Your local Y may have different age requirements or rules pertaining to their Child Watch and/or Youth Activity Center. Check with them for specific policies.





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# HEALTH, WELL-BEING & FITNESS GUIDELINES

The Y strives every day to provide a welcoming place where anyone—from beginning exercisers to competitive athletes—can come to improve their health and well-being.

The following health and wellness policies are designed to help ensure the safety and positive experience of all members who use the Y.

## **Personal Training Guidelines**

Only staff members employed by the Y are allowed to provide personal training within Y facilities and programs. Our staff members are trained and certified by the Y in accordance with the organization's history and philosophy and they are committed to carrying out our mission by providing high-quality programs. Personal trainers who are not employed by the Y are strictly prohibited from training or conducting business in a Y facility. The Y has this standard in order to provide safe, high-quality personal training at all times.

## **Wellness Equipment Policy**

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

## **Wellness Center Age Requirements**

A YMCA Fitness Trainer will instruct youth on how to safely and effectively use our cardiovascular equipment (10 – 13 years old) and our strength equipment (12 – 13 years old.) Upon completion, you will be able to use the equipment in our Wellness Centers when accompanied by a Y Member who is 18 years of age or older.

Youth ages 9 and under may not enter the Wellness Center unless they are there to participate in a program or class specifically designed for them.

If you have any questions about these policies, please contact your local Y.



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# SWIMMING AND WATER SAFETY

With 9 indoor pools, 5 outdoor pools, and a water front available across our organization, it's clear we prioritize aquatic activities and exercise. We also prioritize your family's safety in the water.

## Lifeguards and Water Safety

We follow Y of the USA guidelines, American Red Cross, and local Health Department Guidelines. All CCC Y lifeguards are trained to prevent aquatic emergencies and conduct emergency and rescue care whenever necessary. During your visit to one of our pools, you may observe on-going training exercises, including live water safety and rescue drills. Such training allows the Y's lifeguards to stay prepared as the guardians of your family's safety and well-being.

## Age Requirements/Swim Test

All swimmers under age 12 must pass a swim test before they can be in a Y pool area without direct adult supervision. The swim test consists of a 25-yard swim during which youth are asked to achieve the following:

- Jump into the pool, submerge fully, return to the surface and immediately begin swimming without pushing off the wall.
- Swim in a horizontal position on top of the water using a forward crawl or breast stroke. The swimmer's arms must achieve full extension on every stroke and he/she must maintain one or both of the strokes for the full 25 yard swim. Pausing is only allowed when the swimmer is rotating or turning to breathe.
- Exit the pool without assistance using either the wall or pool ladder.

Parents/guardians of swimmers under age 8 who pass the test must remain on-site at the pool. All swimmers age 8 and older who have passed the test may use the pool on their own. Swimmers who do not pass the swim test must remain within arm's reach of an adult in water that is armpit level or lower. Alternatively, a parent may be in another part of the pool if the child is wearing a Coast Guard-approved personal flotation device.

