



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

EVERYONE BELONGS AT THE Y

CENTRAL CONNECTICUT COAST YMCA MEMBER HANDBOOK



CENTRAL CONNECTICUT COAST YMCA
1240 Chapel Street, New Haven CT 06511
P 203 777 9622 F 203 773 8950 W 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 3-17
- 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. Program Participant: 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. While working or traveling, it also offers you to the ability to participate at other Y facilities across the United States as a Nationwide Member.

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.

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 have 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 our 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 befitting 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.





The Y 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, add it to the CCCY mobile app 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

The Central Connecticut Coast YMCA is committed to diversity, equity and inclusion, and strives to ensure that everyone feels both welcome and safe when visiting the Y.

Our locker rooms provide a communal space for all members and staff to change, shower, use the bathroom and temporarily store items while at the Y. All full-facility branches offering swimming pools and/or wellness (fitness) centers offer men's and women's locker rooms including a locker area, shower area, single-stall bathrooms, urinals (men's locker rooms) and a sink/mirror area. The Soundview Family Y in Branford and Woodruff Family Y in Milford also offer family changing rooms (private changing room with shower, toilet, and sink). Members using the family changing rooms may store their belongings in lockers provided in the area just outside of the family changing rooms or in the men's or women's locker rooms.

When using any Y locker room, everyone must wear a towel or clothing at all times except when showering. All members are asked to demonstrate modesty and show sensitivity toward the need for privacy of those around them. Please observe the Y's core values of caring, honesty, respect, and responsibility.

The safety and well-being of children is our top priority. Recognizing that adults will be using the space, parents may bring children 6 and under into the locker room. Children 7 years of age and older must use the locker room corresponding to their gender identity or expression.

The use of cell phones, cameras, and video and other recording devices are strictly prohibited in any Y locker room.

Please leave your valuables at home. Secure, with a lock, those belongings that you have brought to the Y. The Y is not responsible for lost or stolen items.

Please enjoy food and beverages in the lobby.

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. The Y is not responsible for lost, damaged or stolen 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 centers, aerobic studios, basketball courts, tracks and other program areas. While in our locker rooms, please wear a towel or clothing at all times.



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 report it immediately to our Member Welcome Center and call the local police. You may be asked to submit an incident report. 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.

Weapons Policy

In short, our policy is this: no weapons of any kind, at any time on Y property. 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 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.



Nationwide Membership

Traveling? Commuting? Take advantage of the Y wherever you live, work or travel with Nationwide Membership, you have the flexibility to use participating Y facilities across the United States at no extra charge. We offer this because we want to help you reach your health and wellness goals wherever you live, work or travel. This is an essential part of our mission to strengthen communities.

Nationwide Membership is valid for active, full facility Central Connecticut Coast Y Members. Nationwide members must use their home Y (the CCC Y) at least 50% of the time. Members will be required to show a valid Y membership card and photo ID as well as their name and email address. Members may need to sign a universal liability waiver and privacy policy.

Ys should allow Nationwide Members access to services typically offered to full-facility members. Please be sure to check with the Y where you are visiting for current membership practices, procedures and schedules. Nationwide members visiting others Ys for a period of greater than 28 days must transfer membership affiliation for continued use.

Member Get A Member Program

When a friend you've referred joins the Y, we'll thank you by giving you a **FREE** membership month. There's no limit to how many friends you refer and there's no limit to how many FREE months you can receive. Being with friends is always more fun for you and your family.

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

Turn it off. Use of recording devices on mobile and cell phones, cameras, iPods, iPads, Tablets, MP3 players, video recorders, etc. is strictly prohibited. Video recorders, cameras, or any other visual recording devices are not allowed within the Y without the expressed consent of the Executive Director.

Most cell 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.

Out of respect for all members and their safety - Cell phone conversations are only permitted in the Y lobby.

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 2nd 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 State-issued 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.

Nationwide Membership

The CCC Y will welcome Nationwide Memberships. Members will be asked to share a valid YMCA membership card, photo ID and confirm their name and email address. A universal liability waiver and privacy policy will need to be signed. Services typical offered to CCC Y will be also offered to visiting Y Nationwide Members.





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, please let us know if writing, 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.

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 only on annual invoice payments. We cannot refund or provide a credit for the original joining fee.

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.



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 business hours of their next draft date.

Cancellations / Terminations

To end your membership, complete and sign the Y termination form and submit it with your membership cards to your local center. We ask that you provide at least 72 business hours prior to your next monthly bank draft. All cancellations / terminations 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.

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).



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.

If you have any questions about these policies, please contact your local 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 and private wellness coaches 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 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.



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Wellness Center

Please wear appropriate workout attire and use protective footwear / rubber sole, close toe athletic shoes at all times. Gym bags, coats and other large personal belongings should be stored in the locker room area.

Wellness Equipment

We constantly strive to offer our members 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 workout items that are not Y property.

To help keep the equipment clean, wipe down all equipment after use.

During our busiest hours, please be courteous and use cardio equipment for 30 minutes or less.

Practice proper form when strength training. Respect the equipment, refrain from dropping, slamming and banging weights. Weightlifting chalk is not permitted. Members must yield to others following the completion of one set of exercises on the strength training equipment. Share the equipment while you're resting. If you take it out, put it back. Return weights, attachments and dumbbells to racks. Keep hands and feet away from moving parts and weight stacks. Use collars and clips for 'free bar' lifting. Always use a spotter when using maximum weights. Use proper form when lifting.



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, at least 18 years of age, who are Y Members, must accompany any child five and under in the water at all times. Parents/guardians of children under age eight who have passed the swim test must remain on the pool deck. All swimmers age 8 or older who have passed the swim test may use the pool on their own. Any non-swimmer must have an adult in the water within arm's reach.



Deep End/Swim Test

To swim in the deep end, all swimmers must complete the swim test including an unassisted, 25-yard non-stop swim and a 30 second tread which will be recorded in our log. The lifeguard may administer a swim test at any time.

Pool Usage Guidelines

State Health Codes require all persons to shower with warm water and soap before entering pool. Wear appropriate swimming attire in the water at all times. T-shirts, shorts, cut-offs and street clothing are considered not appropriate.

Children who are not potty trained should wear two layers of accident protection, a waterproof swim diaper and a bathing suit, at all times while swimming or playing. For privacy and sanitary reasons, please refrain from changing children on the pool deck.

If you have a communicable or infectious disease or an open sore, please do not enter the pool area.

Spitting and nose blowing in the pool, pool areas and locker rooms are not permitted.

For everyone's safety, the pool will be closed during lightning and thunderstorms and will not reopen until thirty minutes after the last occurrence of either. Walk, do not run, to avoid injury. Pushing, dunking and rough play are not permitted.

Diving is only permitted in water at least nine feet in depth. Do not perform back-flips, back-dives, twists or any other type of flip that may cause injury to yourself or others. Extended breath holding activities may cause blackouts and are strictly prohibited.

United States Coast Guard approved Personal Flotation Devices can be used in the shallow end of the pool. They should be properly sized and in good condition. Persons wearing the device must have an adult in the water within arm's reach while in the pool.

YMCA equipment is for Y programs only. Starting and diving blocks are not for public use. Inflatable pool toys and flotation devices are not permitted.

Glass containers, food, and gum are not allowed on the pool deck. Please do not sit, play, hang or lie on the lane lines.

Stop, look and listen when you hear the lifeguard's whistle blow.

Have fun, be safe and keep your language and behavior family friendly.



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Lap Swimming Etiquette

Swimmers are encouraged to contribute to an atmosphere of cooperation and courtesy. Members fourteen and older may participate in lap swimming.

Always enter from the shallow end. Always let swimmers in your lane know when you are entering the water. A maximum of five swimmers are permitted in each lane during lap swimming.

Please swim with others of similar speed. Lifeguards will move swimmers to the appropriate lane when necessary. Allow faster swimmers to pass. Passing always occurs on the left of the swimmer or at the end walls.

Always circle swim counter-clockwise when three or more swimmers are in a lane.

Fins and/or kickboards are not permitted during circle swim.

Do not stand at the ends of the pool for an extended period of time.



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