

NEW CANAAN YMCA

Policy Manual

Adopted 11/1/2009

Revised 9/2015



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

NEW CANAAN YMCA

Policy Manual

INDEX

	Page
FACILITY	3
FINANCE	6
GYMNASIUM(S)	8
LOCKER ROOM USE	9
MEMBERSHIP	10
MEN'S CENTER/WOMEN'S CENTER	14
MY PLAYROOM	15
POOLS	17
PROGRAMS	19
SAFETY AND SECURITY	23
SOCIAL MEDIA	26
VOLUNTEERS	26
WELLNESS	26

NEW CANAAN YMCA

Policy Manual

The New Canaan YMCA – Policy Manual is intended to be a guide for actions that currently occur at our YMCA. It is not meant to cover every possible rule and, as a work in progress, this manual can be modified at any time by YMCA administration.

FACILITY

Animals in Facility and on Premises

- Dogs, except service animals with documentation, are not permitted inside our facility.
- No pets permitted in any playground areas.
- Pet owners are expected to clean up after their pets on our outside premises.
- Pet/animal special events should be approved by department director and senior staff on a case by case basis, with proper contractor paperwork.

Bags Left for Pickup at Front Desk and Offices

- For security reasons, we cannot accept and/or “hold” personal items, such as duffle bags, back packs, or packages at the front desk or in offices. There may be special circumstances where the item may be left with the program director. This should be arranged with director prior to leaving unattended item.
- The front desk may not accept these items or be responsible for them

Cell Phone and Photographic Device Use

- Members may not use any photographic or recording devices; i.e. cell phones/smart phones, tablets, computers, cameras, etc. in bathrooms, locker rooms, pools, or any program areas while in use. If the need to use a device, including talking, texting, emailing, browsing the internet, playing games, etc. arises, members must leave these areas.
- Device-friendly areas are available throughout the YMCA: first and second floor lobbies, meeting rooms, program areas not in use, and outside premises. The Wellness Center allows for media access through devices, however, cell phone conversations and picture-taking are prohibited within the center.
- Indiscriminant picture taking on any photographic or recording devices within and outside the entire YMCA facility is prohibited. Parents should seek approval from program director for specific activities.
- If a member is found to be violating this policy, his/her membership is subject to termination.

NEW CANAAN YMCA

Policy Manual

Community Information Posting

- Any organization or individual wishing to post information in our facility has to be approved by the New Canaan YMCA management.
- Non-profit, community information is always welcome.

Grievance Course of Action

- Any YMCA member having a complaint or grievance should contact the director in charge of that area or responsibility.
- Forms of acceptable grievance communication may be in person, by telephone, or by mail/email.
- Director will contact person making objection and address issue within two (2) business days of receipt of communication, unless absent for leave or sickness. Depending upon the nature of the complaint, resolution or disposition may take an indeterminate period of time, but, upon request, any complainant shall be given a reasonable progress update.
- Final course of action and determination of how resolution will be communicated lies with the senior staff responsible for the area of complaint.
- Executive Director will be kept abreast of all grievances.

Hours of Operations

- The New Canaan YMCA is open Monday through Friday, 5:45 am to 10 pm; Saturday, 7:30 am to 6:30 pm; and Sunday, 9 am to 5 pm.
- Member Service Desk Business hours are 7:30 am – 8 pm Monday-Friday, Saturday, 7:30 am – 4:30 pm, and Sunday, 9 am – 5 pm.
- All members must be out of the facility within 15 minutes after closing.
- Parents/guardians of any program participants whose program is scheduled before or after hours of operations; i.e. selected aquatic team practices, may either wait outside the building in their car or are restricted to the observation deck of the Valles Pool or YMCA lobby after receiving clearance from the team director/coach. Access to any other parts of the facility is not permitted.

Lost and Found

- The New Canaan YMCA is not responsible for lost or stolen items.
- Unclaimed "found" items found on the New Canaan YMCA premises, becomes the property of the New Canaan YMCA after specific waiting periods have elapsed. See following designations.
- Any items left at our Y are held in our Lost and Found cabinet near the Men's Center locker room. At the end of each month, we wash and display items to give members the opportunity to reclaim what they may have lost. Any remaining unclaimed items after the display are then donated to a local charity, which donates clothing to local individuals in needs.

NEW CANAAN YMCA

Policy Manual

- **Last Tuesday of every month:** Items are removed from the Lost and Found cabinet to be washed.
- **Last Thursday of every month:** Items are available at the Claim Station in the main lobby for members to reclaim until the following Monday at 11:00 AM. Any remaining items left behind are donated to a local charity.
- Any item found to have worth (over \$50); i.e. cell phones, iPod, jewelry, cash, etc. will be kept in a locked container needing identification and legitimate property description before turning over property to claimant.
- Any item determined to have worth exceeding \$500 will either be:
 - Turned over to the New Canaan Police Department who will post ad for two weeks. After six months from date found, item will be returned to the New Canaan YMCA if not claimed.
 - Kept in locked container and posted in local newspaper and in-house communications by New Canaan YMCA for two weeks. After six months from date found, item will be valued and brought to the attention of the Executive Committee for a decision on its disposition.

No solicitation or petitions

- The New Canaan YMCA does not permit the petitioning or solicitation of members or staff by outside organizations or individuals or by other YMCA members. No petitions or solicitation materials may be left or given out in the YMCA facility or on its grounds. Violation of this policy could result in revocation of membership, as determined by senior management. Grievances should be brought to the attention of the YMCA director responsible for the area of complaint either in person, by telephone, or by mail/email. Please refer to Grievance Course of Action.

Parking Lot

- The YMCA Parking Lot is for the use of members who are using our facility.
- The front parking lot is designated for members, with specific areas for handicapped parking, drop off/pick up, 10-minute drop off/pick up, and childcare drop off/pick up.
- The side parking lot is designated for employees as well as members when front parking lot space is not available. 10-minute drop off/pick and childcare drop off/pick up is also available in this area.

Playground(s)

- YMCA Playgrounds are designated for participants of Y Child Development Programs (Kids Unlimited After-School program, and Rainbow Station Full Day Childcare/Preschool) and additional YMCA Camp and youth programs. When utilized by these programs, others are not permitted in the playground area.
- When not in use by YMCA programs, age-appropriate children, accompanied by parents/guardian, may use Y playgrounds. Children under the age of 12 must be under the supervision of an adult at all times while at the YMCA or its premises.

NEW CANAAN YMCA

Policy Manual

- No loitering permitted.
- No pets permitted in any playground areas.

Room Rental

- The New Canaan YMCA does not routinely rent facility space to outside organizations or individuals.
- Non-profit community organizations wishing to utilize facility rooms or space need to obtain permission from the New Canaan YMCA management before scheduling event.

Tobacco and Cigarette Product-Free Environment

Smoking (including e-cigarettes and similar products) is not permitted on the New Canaan YMCA premises, which include but are not limited to inside and outside the facility, the grounds, and the parking lots.

Wifi Service

- The New Canaan YMCA has wireless service available to our members within our facility.

FINANCE

Contract Work

- For all contracted work expected to cost over \$2,000, it is recommended that we get three bids if possible before a contract is awarded.
- All independent contractors working with and around children must have a signed agreement, certificate of insurance, and background checks, and W9 before their start date.

Document Retention

- The New Canaan YMCA follows the general guidelines of the IRS and YUSA regarding document retention.

Payment Methods

- Memberships, programs, and services may be purchased by paying with cash, check, VISA, or MasterCard.
- The New Canaan Community YMCA, Inc. now has the ability to securely store your credit card information in a "tokenized" file called E-Wallet. Information regarding E-wallet is available at the YMCA Membership Services Dept. With the exception of E-wallet accounts and payment plans via credit card, credit card information is not retained.

Privacy (Data) Protection

- Personal or financial information for members or employees may not be given out to any individuals or organization outside the New Canaan YMCA, except for legal

NEW CANAAN YMCA

Policy Manual

purposes or requirements. However, this information on a 'need to know basis' may be accessed by designated New Canaan YMCA staff.

- Membership and employee lists are not sold or provided to outside businesses or organizations.

Returned Check Policy

- Members whose check payments are returned for insufficient funds will receive a letter advising member of this situation from the Finance Department and will send copy to program director. Applicable service charges or bank fees will be added to the insufficient payment amount.

Vendors (In-House Procedures)

- All vendors must have a completed W9 form on file prior to any payment being made to that vendor.
- Vendors are paid on a net 30 basis (payment is made 30 days from invoice date). Payments to Program Independent Contractors will be made after the session is complete unless prior arrangements are made with the Finance Office. With prior approval, contractor may be paid in installments, the first payment will be no sooner than three (3) weeks into the program session with final payment no sooner than the last day of class.
- Checks are cut regularly and mailed as soon as possible.
- All requests for payment to a vendor must include a completed Purchase/Payment Request form approved by the appropriate senior professional staff member and the vendor invoice. Vendor quotes, orders, statements or e-mails do not constitute appropriate documentation.
- All requests for staff reimbursements must include a completed Purchase/Payment Request form approved by the appropriate senior professional staff member and documentation such as a "paid" invoice, cash register receipts, or MapQuest mileage calculation.
- The use of Petty Cash is appropriate for purchases of approximately \$25 or less. Petty Cash funds may be requested from Finance Department staff and should include cash register receipt or "paid" invoice. A Purchase/Payment Request form or Petty Cash voucher must be completed prior to release of Petty Cash.
- All uses of the company issued credit card must be approved prior to purchase. A completed Purchase/Payment Request form with vendor quote or estimate attached and approved by the appropriate senior professional staff must be submitted prior to release of the credit card. Charge slip and/or "paid" invoice must be submitted when returning the credit card to the Finance Department upon completion of the credit card transaction.
- For a Capital Expense (any item or project \geq \$2,000) 3 RFPs must be solicited and attached to the Capital Expense/Project form and submitted to senior

NEW CANAAN YMCA

Policy Manual

professional staff, CEO and CFO for approval prior to purchase of item or commencement of project. Capital Expense/Project form (available from the Finance Office) must be completed prior to submission of invoice and/or progress payment request.

GYMNASIUM

Higgins Gym Rules

- The Higgins gym must remain locked and lights off when not in use by Bouncing Bears and Gymnastics personnel.
- No one is to permit the use of the Higgins Gym unless supervision is provided by certified personnel.
- When cleaning personnel and/or tour guides enter the gym lights must be turned off and all access to the gym should be secured when leaving.
- Activities that are scheduled regularly and periodically, and require certified instructors are:
- Bouncing Bears, Camp, Child Development programs (Kids Unlimited and Rainbow Station), gymnastics programs, Healthy Kids Day, International Festival, Open Gym for Bouncing Bear participants, other family activities open to the community, Project Adventure, and Tumbling.

South Gym Rules

- Wear proper athletic shoes. No street shoes.
- No food or drink allowed in gym.
- Parents are asked to wait outside of the gym while classes are in session.
- Proper behavior is mandatory. No offensive language allowed.
- No strollers in gymnasiums.

Open Gym/Family Gym Etiquette

- To ensure a comfortable atmosphere for everyone, be courteous and respectful of others.
- All members use the gym equipment and supplies. Be prepared to share all gymnasium equipment and supplies.
- Whenever you use any gym equipment, return it in the condition you found it. If equipment is damaged, please notify a YMCA staff member.
- Do not enter the gym while class is in progress.
- Respect all members by honoring the times designated as class time.
- Return all equipment where you found it or to the instructor.
- Food wrappers, water bottles, towels, or any other item should be removed from gym when you leave.

NEW CANAAN YMCA

Policy Manual

- No one under the age of 12 is allowed in the gym alone.
- Any problems in the gymnasium should be brought to the attention of a staff member.
- Hanging on the basketball or volleyball nets, in addition to any other equipment, is not permitted.
- Participant misconduct, violent actions, and foul language are not permitted.
- Wet clothing is not allowed in the gymnasium.
- Appropriate attire must be worn at all times (sneakers only).
- The New Canaan Community YMCA may amend rules at anytime.

LOCKER ROOM USE

- Cell phone use is not permitted in any locker rooms at any time.
- Locks are recommended for all locker rooms and must be removed daily after Y visit.

Boys Locker Room

- Boys under the age of 18.

Family/Special Needs Locker Room

- Individuals with Special Needs
- Parents with children of opposite sex (i.e. Mom with son, Dad with daughter)
- Caregivers providing assistance to those who need it.
- This is a common area meant to support those with families or with special needs. All adults using this locker room must use a dressing stall for changing/undressing.

Girls Locker Room

- Girls under the age of 18 Female adults with children under 5 years of age.

Men's Locker Room

- Men 18 and Older
- Exceptions
 - During weekly open swim, male parents/caregivers with boys under 8 due to overflow.
 - Monday-Thursday 3:30-6:30 pm boys under 8 due to overflow.
 - All other circumstances should use appropriate locker rooms.
 - The above policies will be enforced.

Women's Locker Room

- Women 18 and Older.
- No children at any time.

NEW CANAAN YMCA

Policy Manual

MEMBERSHIP

E-Pay Membership Agreements

- An E-Pay plan is a perpetual membership plan which will remain in effect until member submits IN WRITING a request to terminate membership.
- If a member wishes to terminate an E-Pay membership:
 - An E-PAY Membership Termination Form can be picked up at the Front Desk and must be signed and submitted to the Front Desk for processing at least 7 business days prior to member E-Pay date.
- The Y requires updates on all E-Pay account and banking information.
- Upgrades and downgrades of memberships require a completed E-PAY Membership Change Form from the front desk.
- E-Pay Memberships may be temporarily suspended **for travel reasons**, one time per year, at a reduced monthly fee (with submission of An E-PAY **Membership Suspension Form**) at least 7 business days PRIOR to E-Pay date. There is no facility usage during suspension. It is the member's responsibility to re-activate membership by completing an E-PAY **Membership Re-Activation Form**.
- E-Pay Memberships may be temporarily suspended **for medical reasons** at no monthly fee (with submission of An E-PAY **Membership Suspension Form**) at least 7 business days PRIOR to E-Pay date. There is no facility usage during a medical suspension. It is the member's responsibility to re-activate membership by completing an E-PAY **Membership Re-Activation Form**. A signed doctor's note on medical letterhead is required prior to membership reactivation.
- Should a membership E-Pay be returned for insufficient funds, member is responsible for paying bank and/or YMCA service fees.
- Membership rates are reviewed annually and effective August 1 of each year. The YMCA Board of Directors may, at their discretion, adjust the monthly membership rates with at least four week's notice.
- Only billable members may make changes to a membership account.

Caregivers and Nannies Accompanying Members

- Caregivers and Nannies who accompany a member on a regular basis should identify themselves to the Membership Department staff. These visitors must sign a waiver and provide a photo ID to be kept on file.

Grievance Course of Action

- Any YMCA member having a complaint or grievance should contact the director in charge of that area or responsibility.
- Forms of acceptable grievance communication may be in person, by telephone, or by mail/email.

NEW CANAAN YMCA

Policy Manual

- Director will contact person making objection and address issue within two (2) business days of receipt of communication, unless absent for leave or sickness. Depending upon the nature of the complaint, resolution or disposition may take an indeterminate period of time, but, upon request, any complainant shall be given a reasonable progress update.
- Final course of action and determination of how resolution will be communicated lies with the senior staff responsible for the area of complaint.
- Executive Director will be kept abreast of all grievances.

Guest Passes

- Each member is entitled to two free guest passes per year. All guests of our Y are required to register at the front desk (sign a waiver and provide a photo ID) prior to entering our facility. To redeem a guest pass, come to the front desk with your guest and your guest will be noted in our computerized membership system. We also recommend that guests bring a towel and a lock to secure their personal belongings.

Membership Categories and Definitions

- Preschool - Ages 0-4
- Youth - Ages 5-14
- Student - Ages 15-18 and full-time college students; College photo ID and dated full-time course schedule required when joining.
- Adult - Ages 19 and older
- Family and Single Parent Family are defined using IRS guidelines to determine all qualified dependents. If there is someone listed on a family membership who is **not** a dependent according to IRS Guidelines, please see the Membership Department. This would include an au pair, nanny, caregiver, or adult child on a family membership who does not qualify as a "dependent" (based on IRS Guidelines). This is a change to our previous policy effective immediately.
- Men's or Women's Center - Ages 18 and older.
- Senior Citizens (age 62+) receive a subsidy (determined annually) on memberships. Members are responsible to inform YMCA when qualified for subsidy.

Member Conduct

- Membership is a privilege which may be suspended or revoked by management for abusive behavior, profanity, noncompliance with rules, failure to comply with staff, or other behavior deemed unacceptable and inappropriate, including, without limitation, actions which the management of the YMCA deems detrimental to the YMCA, its mission or its members.
- The activities outlined in the following list are strictly prohibited. Any program member, staff, or volunteer leader who violates this policy may be subject to discipline, up to and including removal from the program and/or suspension of membership.

NEW CANAAN YMCA

Policy Manual

- Abusive language toward a staff leader, volunteer, or another program member
- Possession or use of alcoholic beverages or illegal drugs on New Canaan YMCA property or reporting to the program while under the influence of drugs or alcohol
- Bringing onto YMCA property dangerous or unauthorized materials such as explosives, firearms, weapons, or other similar items
- Discourtesy or rudeness to a fellow program member, staff leader, or volunteer
- Verbal, physical, or visual harassment of another program member, staff leader, or volunteer
- Actual or threatened violence toward any individual or group
- Conduct endangering the life, safety, health, or well-being of others
- Failure to follow any agency policy or procedure
- Bullying or taking unfair advantage of any program member
- Failing to cooperate with an adult supervisor, leader, or mentor
- Not demonstrating the YMCA values of honesty, caring, respect, and responsibility

Membership Identification

- Members are required to carry their ID card(s) and scan them every time they come into the building. Members may be asked for additional identification if necessary.
- Members are required to have their picture taken, which is linked to their membership account.
- For security reasons, if ID cards are not scanned or pictures are not taken, membership may be revoked.

Membership Disclaimer

- The New Canaan YMCA is a non-profit organization and reserves the right to deny membership on a non-discriminatory basis when deemed appropriate. (The Executive Director will make this determination.)
- In the event of a lawsuit or claim against the New Canaan YMCA by a member, the Executive Director may suspend membership until the lawsuit or claim is resolved. At the Executive Director's discretion in the event of personal injury, a doctor's note will be required for membership reinstatement.
- Approval of membership at the New Canaan YMCA for employees terminated for cause must be obtained by the Executive Director.

Privacy

- The YMCA never releases personal information to outside parties.

Refunds

- 30-day Membership Guarantee: The New Canaan YMCA will refund adult and family memberships and joiner fee within the first 30 days of joining if member is not pleased.

NEW CANAAN YMCA

Policy Manual

- Memberships are non-transferrable and, after 30 days of joining, non-refundable. No refunds on preschool, youth, or student memberships.
- All outstanding balances, including YMCA charges and bank fees, must be resolved before refunds will be issued. Membership registration and/or program registration may be denied to any member/participant until resolution of these balances.

Renewals

- Membership renewal notices are sent out the month before the renewal date.
- Membership registration may be denied to any member/participant if there are any outstanding balances due until resolution of these balances. (See Refund Guidelines, page 18.)

Sex Offender Policy

- It is the policy of the New Canaan YMCA to deny membership to any person who has been registered as a sex offender or sexual predator with any national, state or local governmental agency or body and also to deny participation of any kind by any such person in any YMCA programs or sponsored programs.
- It is the decision of the New Canaan YMCA Board of Directors that any person registered as a sex offender or sexual predator with any national, state or local governmental agency or body may not enter the New Canaan YMCA premises.

Visitor Use

- When visiting the New Canaan YMCA, visitors (Y A.W.A.Y., day pass, and guest pass holders) must sign a waiver and present a picture ID with name and current address; i.e. drivers license, school ID, state or personal identification cards. A copy will be made and retained with visitor information material for the duration of the visit as necessary.
- All caregivers, including nannies and au pairs, are required to sign a non-member waiver if accompanying a member to use the facility.
- If a nanny, au pair, or caregiver would like to use the facility as a member, a separate membership is required.

Waivers of Liability

- All members will sign a waiver of liability upon establishing and renewing all memberships. The YMCA bears no responsibility or liability for the state of health or fitness of its members and shall have no liability to members, guests, or visitors for damage or injury to persons or property while on YMCA premises, using YMCA equipment or facilities, or participating in YMCA programs.

NEW CANAAN YMCA

Policy Manual

MEN'S/WOMEN'S CENTER

Center Usage

- The Men's/Women's Center is available for members 18 years and older with valid MC/WC Membership.
- MC/WC Day Pass Members must leave keys in exchange for a MC/WC card, which will give them temporary access to the MC/WC facility.
- The YMCA is not responsible for personal items.
- Shaving is only permitted over the sinks.
- Dispose of used razors properly.
- Secure all valuables in a locked locker.
- Kit lockers are emptied out 30 days after membership termination.
- You may lock your belongings in the locker while you are at the YMCA; however, you must remove the lock and contents when you leave. The lock will be cut off and the contents retained for one week if lock is not removed.
- Towels and all amenities are the property of the New Canaan YMCA and should remain at the Y.

Kit Locker Policy

- Please be advised that the YMCA reserves the right to reassign lockers that are not being utilized in the way intended when there are members who are on a wait list.
- If you do not pick up your locker information after being notified of availability within one month the locker will automatically be reassigned to the next person on the wait list.
- Please take the initiative to let us know when your kit locker is no longer in use so we can offer a locker to members who may be on our waiting list.

Sauna, Steam Room, and Hot Tub

- State law requires all members to shower before entering the pools, steam room, sauna, and hot tubs.
- Do not put water on the rocks, dry your clothing, or heat food in the sauna.
- Members with certain health conditions should consult with physician before using the steam room, sauna, or hot tub.
- Use a towel while sitting in the steam room, sauna, or on furniture in lounge.
- For safety, limit yourself to a maximum of 10 minutes in the steam room and sauna.
- Wait at least five minutes after exercising to cool down before using one of these facilities.
- No food or drink is allowed in the sauna, steam room, or hot tub.
- It is strongly recommended that members not use these facilities without supervision or having another person present.

NEW CANAAN YMCA

Policy Manual

MY PLAYROOM

- **HOURS Monday – Friday:** 8:15am – 1:15pm; **Saturday** – 8:15am – 12:00pm; **Sunday** – 9:00am – 12:00pm; 1 1/2 hours is the maximum amount of time per session that is offered for **My Playroom** participants.
- **FEES:** You have the option of purchasing a punch card or an individual stay. Prices are as follows: 15 hour punch card = \$95.00; 1 1/2 hours service = \$12.00; 1 hour service = \$8.00.
- Upon arrival to **My Playroom** you must have your purchased punch card or a receipt in order to drop your child off. There will be no exceptions to this policy. There are no refunds or replacements for lost, stolen or unused punch cards
- First time participants must fill out a **My Playroom** registration form. It is up to the parent to update the **My Playroom** staff of any changes or updates on the information originally provided.
- This service is for the children of members who are participating in activities and programs within the YMCA facility.
- This service is available for ages 6 months and up. (Children must be able to sit up on their own).
- A snack of plain Cheerio's and water is available throughout your child's stay. Due to children with severe allergies, we ask that no other food or beverage be brought into the facility from home. (Please inform the **My Playroom** staff of any allergies your child has so that we can take the proper precautions).
- **My Playroom** staff will be happy to assist you and your child in your children's potty training. Please inform us of any special requests you may have and most importantly, please provide your child with a change of clothes, just in case.
- Please provide your child/children with a labeled cup, diapers, wipes and a change of clothes if needed.
- You may bring one personal item from home to help your child feel, more at home, in the **My Playroom** Program. (Please no toys, gum or candy.)
- For babies 20 months and younger, **My Playroom** has provided a designated play space just for them within the room.
- **My Playroom** staff reserves the right to limit the number of participants in My Playroom at any given time if need be.
- **ILLNESS POLICY :** To ensure the health of **My Playroom** participants and staff, if your child appears ill while in My Playroom, the parent/guardian will be asked to remove the child from the program. Any child/children who are/seem ill will not be allowed into the **My Playroom** program upon arrival. If a child is not attending school they may not be signed into **My Playroom**. The **My Playroom** staff have the right at any time to inform a parent/guardian that their child may not stay in the program

NEW CANAAN YMCA

Policy Manual

until child is free of symptoms. A list of symptoms can be found on the Parent Board in My Playroom. For the safety of the My Playroom participants, pregnant mothers and staff, please notify the My Playroom staff of any infectious diseases that your child has had or come in contact with . A list of these types of illnesses are posted on the My Playroom Parent Board.

- **Signing in/out your child:** Due to the safety of your children and My Playroom participants, please make sure you check in and out with the My Playroom staff upon arrival and departure to and from My Playroom

Helpful hints for many successful visits to My Playroom

- Before dropping your child off in My Playroom for the first time, you may want to make a few visits with him/her so that he/she familiarizes him/herself with the room and the staff (no payment required).
- For the safety of your child/children and the other My Playroom participants, it is important to make sure you check in and out with the My Playroom staff. A coupon, or receipt must be submitted upon drop off or your child may not stay for a visit.
- If you have forgotten your coupon, you can purchase a receipt at the front desk for a My Playroom visit.
- If your child is upset at drop off time and you feel unsure about leaving him/her in My Playroom, please know that the staff will make sure your child is taken care of. If he/she continues to cry for more than 15 minutes and does not calm down, the My Playroom staff will come find you to come pick up your child from the program. If there is something your child can bring from home that would make them feel more comfortable, please do so.
- Due to children with severe allergies that attend My Playroom, Epi pen and Benadryl are the only medications allowed to be administered during their stay if necessary. A complete Authorization of Administration of Medication form along with your child's doctor's orders is needed in order for the YMCA staff to administer these medications. Please ask the My Playroom staff for the proper form.
- Any further questions, the My Playroom staff would be happy to assist you.

NEW CANAAN YMCA

Policy Manual

POOLS

General

- YMCA lifeguards have the right to ask anyone not abiding by the pool rules and/or putting other members at risk to leave the pool area.
- If there is no lifeguard available due to extraordinary circumstances, pool may be shut down by any YMCA Director or Member Relations Staff until proper lifeguard coverage can be secured.
- The YMCA will close pools during thunder and lightning storms. Pools will be closed for 30 minutes after last lightning or thunder strike.
- The YMCA does **not allow any type of breath-holding training**. This means no prolonged or competitive breath-holding or intentional hyperventilation. However, breath control may be performed as part of the conditioning as it relates to synchronized swimming and competitive swimming under the direction of the New Canaan YMCA coaches.
- Shower before entering pools.
- Use the handrails in hallways when entering or exiting the pool area.
- No shoes on deck. Flip flops and bare feet only.
- No strollers in pool areas.
- No spectators on deck during lessons.
- No running.
- No diving in shallow ends.
- No throwing equipment or people in or around the pool.
- No flips, twists, or back diving into the pools.
- No chewing gum, food, or drink allowed in the pool areas.
- No spitting, blowing nose or discharging bodily fluids in pools or gutters.
- The use of foul language and/or explicit behavior or excessive noise offensive to others will not be tolerated.
- Adult Lap is for all members 13 years of age or older with good swim skills.

"No Second Chance"

- The New Canaan YMCA Aquatic Department implemented a campaign called "NO SECOND CHANCE" with the Camp Waterfronts to address the need of educating staff on drowning situations that occur in the summer months. We implemented it with our year-round staff to focus on safety for all who use our pools. We now conduct mandatory swim testing on all members who use our pool during Family Swim times.
- Information on procedures for this swim testing will be available on our website and posted around our facility.

NEW CANAAN YMCA

Policy Manual

- All those attending Family Swim will need to be tested before participating in Family Swim. Aquatic staff will be available to test members 15 years and younger during all Family Swim times.
- Aquatic Staff are held to a high level of aquatic safety and have elevated procedures to support this important campaign.

Recreational Pool

- In order to participate in Family Swim, children 11 years and younger and non-swimmers of any age MUST have an adult (18 years & older) in a bathing suit in the pool responsible for the child at all times.
- Non-swimmers of any age and children using a swim aid must have a parent or guardian in the pool no more than an arm length away at all times.
- Swim testing will be required for all members 15 years and younger participating in Family Swim.
- Fish Pass procedure in effect during all Family Swims; maximum number of swimmers is 25 (weekend afternoon swim is maximum of 50).

Swim Bands (Effective 2/1/2013)

- Swim bands have been implemented into our Family Swim. Each child who participates in Family Swim will be tested and graded with a colored band which they will have to wear when in the pool area. There will be three colors:
Red (Beginner swimmers): Allowed to swim only in the shallow end of the pool up to the mid line. They will be able to wear an Instructional Floatation Aid (bubble) or noodle if needed but must have a parent no more than an arm's length away from the swimmer.
Yellow (Intermediate swimmers) Swimmers must be able to swim 25 ft. in a horizontal position starting at the deep wall of the pool to the 25ft mark by the first emergency exit door. Intermediate swimmers will be allowed to swim in the deep and shallow ends of the pool. They will be able to wear an Instructional Floatation Aid (bubble) or noodle if needed but must have a parent no more than an arm's length away from the swimmer.
Green (Advanced swimmers) – Swimmers must be able to swim 45 – 60 ft correct strokes in a horizontal position. Green swimmers will be allowed to swim in all parts of the pool.

Swim Testing Guidelines

Swim testing will be held during all family swim times. An initial swim test will be required for all swimmers ages 15 and younger. Swim tests will also be available for a swimmer to advance to a higher swim band level. A database will be maintained with all swim ability information and families must abide by the definitions of their child swim ability. Once swimmers have been tested, families will receive the appropriate swim band color(s) at check-in along with their Fish Pass.

Valles Pool

- During Adult Lap when conditions are busy, it may become necessary to circle swim in any lane.
- Diving boards are for diving team use only.

NEW CANAAN YMCA

Policy Manual

- No swimming under bulkhead.
- Parents are not allowed on deck during aquatic team practices.

PROGRAMS

Program Changes and Cancellations

- The YMCA reserves the right to cancel any program that fails to meet enrollment requirements.
- All schedules are subject to change.
- When classes are cancelled by the YMCA due to inclement weather or other emergency, every effort will be made to reschedule classes and offer make-up classes. If the YMCA is unable to do this, credit for the missed class will be issued and may be used at a later registration.
- If participants are unable to attend the scheduled make-up class, no credit will be issued.
- Registration for YSwim lessons closes after the third week of the session. After week three, there will be no changes or moving of participants.

Rainbow Station Wait List Policy

Current Participant / Sibling

- Family should notify the Child Development Director as soon as they know they will need a space at RS for an additional child. They will indicate a desired start date at that time.
- The family name will be added to the wait list at no fee. Siblings of current participants are given preference and are moved to the front of the wait list in the order they are received.
- Because Rainbow Station is currently full with a wait list, we are unable to guarantee a space in the classroom or time frame you have indicated as a start date. Note: When spaces do become available, they are filled from the wait list – by order **and** age. Ex: Being on the wait list the longest does not mean you will be the family to come off the wait list.
- When a space becomes available, the Child Development Director will refer to the wait list to fill the opening. If you are the next on the list **and** the child will be in the appropriate age range when he/she would attend the program, you will be contacted regarding the opening.
- As a sibling preference, if a space becomes available prior to your requested start date, and can be filled by another family from the wait list, you will be given the first opportunity to reserve the space.

NEW CANAAN YMCA

Policy Manual

- Full payment of monthly tuition is required as a security deposit to reserve the space, although 50% of the monthly security deposits will be applied to monthly tuitions after the child begins fulltime care.
- Full tuition is required if the child is 6 weeks or older before requested start date.
- Total length of time a space can be reserved with a security deposit is 4 months.
- If the family reserves a space with a security deposit and later chooses not to accept it, no refund will be given.
- If the family is offered a space but chooses not to accept it (and therefore does not make a security deposit), the name will remain at the top of the wait list.
 - Note: Depending on age of the child when the next space becomes available, you may or may not be offered that space.

*The Director will do her best to let you know the possibility of future space availability and openings to help you in your decision making, although, unexpected changes of needs from current participants can alter that information at a later date.

New Canaan YMCA Staff

- Same as above except there is no fee to hold a space up to four months of when it becomes available and offered to you.
- Staff names are entered in the wait list with the sibling preference names.

New Participant

- Spaces will be held, at full tuition fee, for up to four months.

Program Refund Policy (Effective 8/13/2012)

At the New Canaan YMCA, our mission is to enrich all people in spirit, mind and body. We seek to accomplish this mission and support our community by providing quality programming in a safe environment. To assist us in scheduling qualified instructors and assure that we maintain proper instructor/participant ratios, we have established policies limiting the conditions and time frames in which we can make changes to class rosters and/or provide refunds of program fees. **Policies documented in program or class handbooks and/or flyers supersede the following.**

- If the Y cancels a program, a 100% refund will automatically be issued.
- If a make-up class is scheduled by the Y due to inclement weather or an emergency, every effort will be made to offer a make-up class; however, no refund/credit will be issued.
- If the Refund Request is received by the YMCA at least 1 week prior to the program start date, a 100% refund/credit will be issued.*
- If the Refund Request is received by the YMCA before the day of the third class, a 75% refund/credit will be issued regardless of when participant was registered and whether or not the participant attended.*

NEW CANAAN YMCA

Policy Manual

- If the Refund Request is received by the YMCA after the third class regardless of when participant was registered and whether or not a participant attended, NO refund/credit shall be given.
- If a program participant withdraws due to a medical reason, with written verification by a physician, a prorated refund/credit will be issued.* Request must be submitted within two weeks of session end date.

*Less a \$15 processing fee per person/per program.

Refund Guidelines (Effective 8/13/2012)

In order to receive a refund/credit, members must complete and submit a Refund Request Form for each participant to the Front Desk.

- All outstanding balances including YMCA charges and bank fees must be resolved before refunds will be issued.
- Membership and/or program registration may be denied to any member/participant until resolution of these balances.
- Refund Request Forms are available at the Front Desk or on our website at www.newcanaanymca.org.
- Policy exceptions by Directors or documented in program/class handbooks/flyers supersede the above.
- Any transaction that requires withdrawal from a class/program (including switching class time) is subject to the above policy.
- The YMCA reserves the right to cancel any program that fails to meet enrollment requirements.
- **Online registration can only be processed with full payment; therefore, program fees can only be prorated or reduced at the Front Desk. If registration is completed online, a refund will not be given for any eligible proration or reduced rate.**

Registration Process

- Registration for YMCA programs is regularly scheduled for spring, summer, fall, and winter sessions. There are unique registration periods for camp, selected aquatic teams, sports leagues, child development, and social family programs throughout the year.
- All program registrations are available at the front desk and most programs are available online, except those with logistical limitations for online registration (i.e., programs that need appointments, testing, or are run by lottery).
- All program fees are due in full at time of registration, unless pre-approved for special payments, discounts, or financial aid. All pre-approved special payment schedules must be adhered to or participant may be denied access to the program until payments have been brought up to date. In addition, "Refund Guidelines" regarding outstanding balances must be resolved before registration.

NEW CANAAN YMCA

Policy Manual

- **Online registration can only be processed with full payment; therefore, program fees can only be prorated or reduced at the Front Desk. If registration is completed online, a refund will not be given for any eligible proration or reduced rate.**
- There are class limits for a variety of classes due to safety, regulations, class effectiveness, or instructor/participant ratios. All potential participants have the same registration opportunities on a first-come, first-served basis whether in person or online. Only current employees have the benefit of early registration.
- The New Canaan YMCA reserves the right to close online registration at its discretion.
- Registration for YSwim lessons closes after the third week of the session. After week three, there will be no changes or moving of participants.

Sex Offender Policy

- It is the policy of the New Canaan YMCA to deny membership to any person who has been registered as a sex offender or sexual predator with any national, state or local governmental agency or body and also to deny participation of any kind by any such person in any YMCA programs or sponsored programs.
- It is the decision of the New Canaan YMCA Board of Directors that any person registered as a sex offender or sexual predator with any national, state or local governmental agency or body may not enter the New Canaan YMCA premises.

YSwim Makeup Class Policy

- It is our desire that each student attend all classes within a session. This will provide the maximum benefit to the development of a child.
- Makeup class can only be allowed for a student who has been sick the day of their class with a doctor's note.
- All makeup classes MUST be approved AND scheduled by the Assistant Aquatics Director.
- If participants are unable to attend the scheduled make-up class, no credit will be issued.

NEW CANAAN YMCA

Policy Manual

SAFETY AND SECURITY

Incident/Injury Reports

- It is a standard operating procedure for New Canaan YMCA staff, not members or injured party, to fill out incident/injury reports as they are New Canaan YMCA's internal documents. They reports should be submitted to VP of HR and Risk Management.
- Any YMCA Director or staff witnessing an incident or injury should take ownership of the situation until completed. Incident/injury report should be filled out by that individual.
- Member Relations Staff Director responsible for area where incident/injury took place should be informed whenever an accident/incident report has been filled out regarding major injury or extreme behavior so that knowledge of the activity is understood and that they are at heightened alert in case EMS or safety of staff and facility may be involved.
- Any incident/injury form, relating to an action which requires an EMS or 911 response, should also be copied and put in Executive Director and VP of Operations mailbox.
- Forms are available at the front desk, in the Human Resources Office, and on our staff ADP portal.

Automated External Defibrillator (AED)

- AED is a portable electronic device that automatically diagnoses the potentially life-threatening cardiac arrhythmias of ventricular fibrillation and ventricular tachycardia in a patient, and is able to treat them through defibrillation, the application of electrical therapy which stops the arrhythmia, allowing the heart to reestablish an effective rhythm.
- AED equipment is located in the membership department at the front desk and in the Wellness Center.
- Only certified staff should attempt to operate AED equipment. All aquatic and wellness staff are trained and certified in the use of this equipment.
- AED batteries are checked daily by both wellness floor staff and break lifeguards, as demonstrated by the log located with the AED.

Background Checks of Service Personnel and Caregivers

- The New Canaan YMCA reserves the right to request background checks regarding any personnel providing services to the YMCA, and in that regard to contact contractors, employers, caregiver agencies (or any other intermediaries) if in the opinion of YMCA management, such checks are warranted given the circumstances, the persons to be involved and the services to be performed.

NEW CANAAN YMCA

Policy Manual

Bags Left for Pickup at Front Desk and Offices

- For security reasons, we cannot accept and/or “hold” personal items, such as duffle bags, back packs, or packages at the front desk or in offices. There may be special circumstances where the item may be left with the program director. This should be arranged with director prior to leaving unattended item.
- The front desk may not accept these items or be responsible for them.

Caregivers and Nannies Accompanying Members

- Caregivers and Nannies who accompany a member on a regular basis should identify themselves to the Membership Department staff. These visitors must sign a waiver and provide a photo ID to be kept on file.

Cell Phone and Photographic Device Use

- Members may not use any photographic or recording devices; i.e. cell phones/smart phones, tablets, computers, cameras, etc. in bathrooms, locker rooms, pools, or any program areas while in use. If the need to use a device, including talking, texting, emailing, browsing the internet, playing games, etc. arises, members must leave these areas.
- Device-friendly areas are available throughout the YMCA: first and second floor lobbies, meeting rooms, program areas not in use, and outside premises. The Wellness Center allows for media access through devices, however, cell phone conversations and picture-taking are prohibited within the center.
- Indiscriminant picture taking on any photographic or recording devices within and outside the entire YMCA facility is prohibited. Parents should seek approval from program director for specific activities.
- If a member is found to be violating this policy, his/her membership is subject to termination.

Emergency Contacts

- All members and visitors are asked to supply emergency contact information when they sign up for regular or day memberships.

Employee Child Abuse Prevention Code of Conduct

- All New Canaan YMCA employees must sign an Employee Child Abuse Prevention Code of Conduct covering specific protective directives for staff relating with children for the purpose of shielding children as well as recommending defensive behavior for the employees.
- At no time during a YMCA program may a staff person be alone with a single child where they cannot be observed by others, unless supervised by parent or guardian.
- Any employee interacting with children outside the New Canaan YMCA in activities unrelated to their employment duties and responsibilities must have a release and waiver of liability signed by the parent or guardian.

NEW CANAAN YMCA

Policy Manual

Fire Drills

- The New Canaan YMCA has scheduled fire drills, held on the 15th of selected months. All members and staff are asked to participate and respond quickly.
- Notice of fire drills is posted ahead of time and can be found in brochure as well as on our website.
- YMCA staff will direct the operations and facility evacuation relative to the fire drill process.

Locking Up Valuables

- Locks are recommended for all locker rooms and must be removed daily after Y visit.
- The Y will not be responsible for items that are missing or stolen.
- YMCA staff are not permitted or responsible to store members' valuables in their offices.

No Child Left Alone

- Children under the age of 12 must be under the supervision of an adult at all times while at the YMCA. This policy also includes Family and Open Swim sessions.
- Youth involved in a program or sport at the YMCA are under the supervision of the program director or coach and are not considered unsupervised.
- The YMCA reserves the right to contact a guardian if a child is left unattended more than 15 minutes before or after their programs.

Photography within the YMCA

- The New Canaan YMCA reserves the right to use member and event photographs in YMCA-related promotional materials.
- Members or visitors may not indiscriminately use a camera within the facility. The YMCA reserves the right to ask a photographer to leave the premises.
- All photographs used by the New Canaan YMCA will be kept in New Canaan YMCA computers, cameras, files, or digital retention equipment.

Sex Offender Policy

- It is the policy of the New Canaan YMCA to deny membership to any person who has been registered as a sex offender or sexual predator with any national, state or local governmental agency or body and also to deny participation of any kind by any such person in any YMCA programs or sponsored programs.
- It is the decision of the New Canaan YMCA Board of Directors that any person registered as a sex offender or sexual predator with any national, state or local governmental agency or body may not enter the New Canaan YMCA premises.

Statement of Liability

- The YMCA bears no responsibility or liability for the state of health or fitness of its members and shall have no liability to members, guests or visitors for damage or injury to persons or property while on YMCA premises, using YMCA equipment or facilities or participating in YMCA programs.



NEW CANAAN YMCA

Policy Manual

Surveillance Cameras

- The New Canaan YMCA is equipped with surveillance cameras in key and public areas inside and outside of the facility.

SOCIAL MEDIA

As an organization, the YMCA maintains a Social Media presence on various sites (Facebook, Twitter, YouTube, etc.).

The New Canaan YMCA reserves the right to moderate, delete and/or republish comments made on its Social Media pages. The YMCA may terminate the membership of any member who posts on any Site content that is unlawful, harmful, defamatory, or obscene, or is invasive of another's privacy or impersonates another.

VOLUNTEERS

- All volunteers are asked to fill out a volunteer application.
- Volunteers who have direct interaction with children will be subject to background checks and online child abuse risk management training.
- Volunteers will work under a specific job description, may be evaluated annually, and retained or terminated by the program director who supervises the program for which they volunteer.
- Volunteers may not volunteer for positions for which an employee is paid.
- Volunteers are not eligible for memberships, discounts, or other YMCA benefits.

WELLNESS

Group Fitness Class Etiquette

- Proper footwear; no street shoes. Please use clean footwear for classes. Rocks embedded in street shoes can permanently damage the floor and may injure other members to take classes barefoot or who exercise on the floor.
- Leave belongings outside the center.
- No food or drink except water.
- Entering a class later than 10 minutes past start time is unsafe and not permitted.
- Member should inform the instructor prior to the start of the class if planning to leave early.
- Turn cell phones off or on vibrate. Leave the centers to use cell phones.

NEW CANAAN YMCA

Policy Manual

- Wait until class is officially over to put equipment away.
- Equipment should be returned neatly to its properly designated storage location.
- Kindly respect the instructor when they ask that certain equipment be used for a particular class.
- Only class participants and the instructor are permitted in the center during class times. Members not participating in the class will be asked to leave.
- Kindly respect the instructor and other participants by following the structure of the class. "Doing your own thing" can be disruptive and dangerous for all participants.
- Group exercise classes are limited in size to ensure the safety of participants. Kindly respect this if an instructor indicates that a class is filled.
- Classes are open to all Y members 15 and older. Accompanied by a parent, 12-14 year olds may attend all classes-except Group Power.

Spinning and Training Center

- No food or drink other than water.
- Wipe down bike after use with spray on a paper towel.
- Remove all resistance before dismounting bike.
- Do not move the bikes.
- Windows are to remain closed.
- Cell phone calls are to be taken outside of Spinning and Training Center.
- No static stretching on the bike.
- Cover saddle with towel if using saddle in a stretch.
- Mount and dismount bike from floor or center bar.
- Do not mount/dismount bike with feet in pedals.
- No backward pedaling.
- No personal Ipods or tape/CD players.
- No entry after the class has completed the warm-up.
- No foul or abusive language.
- Be courteous and follow Instructors' directions about policy/procedures.
- Only riders allowed in class; no children may sit in the Center during class.
- No entry into the Spinning and Training Center unless Instructor or Trainer is present.
- Doors are to remain locked until Instructor or Trainer is present.
- Wear proper athletic attire and footwear.
- Bring a water bottle and towel to class.
- Come early to set up bike to be ready when class starts.
- Reservations are only good until class starts, be on time for class to ensure that you get your spot.

NEW CANAAN YMCA

Policy Manual

The Zone Rules

- Open use for New Canaan YMCA members and guests 15 years of age and older only. No FIT Pass holders and no small children at any time.
- Athletic clothing and footwear required, no bare or stocking feet. Shirts are required.
- No outside trainers, therapists, or trainers are allowed. All members wishing to work with a trainer must use New Canaan YMCA personal trainers and instructors.
- During class times, certain areas of The Zone will be blocked off from open member usage. Members may work in other open areas in The Zone during these times.
- Water only. No coffee, tea, or colored drinks.
- Zone equipment is to remain in The Zone and not taken to other areas of the Y.
- Equipment from other wellness areas of the Y are not to be moved to The Zone.
- Ask for instruction for any equipment you are not familiar with, improper use will not be allowed and could cause the user injury.
- Members should be in good health before participating in activities in The Zone. It is recommended that you check with your physician before participating in any physical activity program.
- No offensive language or behavior allowed.
- No loitering. The Zone is for those members working out.
- Members are responsible to clean up after themselves, wipe down equipment, and return equipment back to designated storage areas after use.
- Be sure to dispose of towels in hampers, water bottles in recycling bin, and trash in proper receptacles.
- Please report any equipment that is in disrepair to the Wellness Associate on duty in the Wellness Center.
- Please leave coats and bags in locker rooms or coat racks outside of The Zone. The Y strongly recommends all valuables are locked up in the locker rooms. The Y is not responsible for any items left unattended.
- Please refrain from using your cell phone inside The Zone. All calls should be taken in device-friendly areas throughout the Y.
- Pictures or video without the permission of the New Canaan YMCA are strictly prohibited.
- Please see a Wellness Associate with any questions.

Wellness Safety

- Consult a physician before embarking on any physical activity program.
- Complete a par-q form and "Acknowledgement of Risk and Waiver of Liability" on membership application.
- Provide emergency contact and medical concern information to the New Canaan YMCA.

NEW CANAAN YMCA

Policy Manual

- It is recommended that all members new to the Wellness Center make two appointments with fitness staff for proper orientation.

Wellness Center Rules

- Allow members to work-in.
- Do not rest on equipment in between sets.
- No food or drinks allowed in the Wellness Center, except water.
- Wipe down machines with towels and spray after use.
- Personal belongings should be placed in a locker or on hooks provided outside the Wellness Center. Do not leave personal belongings unattended in Wellness Center.
- Do not lean against mirrors.
- Remove and re-rack weights.
- Do not slam the weight slacks on the selectorized machines.
- Cell phone calls should be taken outside the Wellness Center.
- Must be 15 years of age or older to be admitted to the Wellness Center, unless Fit Pass approved.
- No foul or abusive language.
- 40 minute time limit for cardio equipment while others are waiting.
- Return all magazines and mats.
- Personal Training is permitted only by New Canaan YMCA personal trainers; no outside trainers allowed.
- Do not drop free weights; keep free weights on rubber flooring.
- Spotters and collars recommended when using free weights.
- Proper athletic attire and footwear required; rubber soles and closed-toe shoes only – no clogs, flip flops, socks, bare feet, open-toed, or open-backed shoes.