

NEW CANAAN YMCA

Policy Manual

Adopted 11/1/2009

Revised 12/14/2018



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

NEW CANAAN YMCA

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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

ACTIVITIES

Activity Changes and Cancellations by the Y

- If the Y cancels an activity, a 100% refund will automatically be issued.
- The YMCA reserves the right to cancel any activity that fails to meet enrollment requirements.
- All schedules are subject to change.
- If a class is cancelled by the YMCA due to inclement weather or other emergency, every effort will be made to offer a make-up class. If the YMCA is unable to do this, credit for the missed class will be issued.
- If participants are unable to attend the scheduled make-up class, no credit will be issued.
- Registration for Y Swim lessons closes after the third week of the session. After week three, there will be no changes or moving of participants.

Activity Refund Policy

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 Activity fees. **Policies documented in activity or class handbooks and/or flyers supersede the following.**

- Refund inquiries should be sent to the appropriate activity director.
- If the Refund Request is received by the YMCA at least 1 week prior to the activity start date, a 100% refund/credit will be issued.*
- If an activity 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.
- No other refunds will be provided unless the vacant space can be immediately filled.

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

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Rainbow Station Waitlist Policy, Registration, Tuition & Billing (Effective 12/2018)

WAITLIST

- Due to the limited amount of space, every age group/classroom has a waitlist; therefore, families should notify the Child Development Director as soon as they know they will need a spot. All families (current or new) will be added to the waitlist at no cost.
 - YMCA Staff are given preference and moved to the top of the waitlist.
- Enrollment can happen at any time; depending on if there is availability in that specific classroom/age group families are looking for at the time of inquiry.

REGISTRATION FEES

- There are no registration fees for staff

TUITION

- If YMCA Staff accept a spot for their child they are responsible for paying for the spot when they begin to utilize the spot and payments will be prorated if necessary (example: if a staff member is offered a spot January 2nd but does not want to start until January 14th, payments will be prorated)

BILLING

- Tuition is divided into monthly payments for your convenience.
- Tuition is due and charged monthly 15 days prior to the first of the month for the following month (i.e., we will charge in August for September, September for October, etc.).
- It is your responsibility to pay the tuition, in full, when it is due.
 - Credit cards are preferred since we have an automatic billing system.
- After the 25th, a finance charge of \$25.00 per month will be charged on past due accounts. If payment is still not received by the first Monday of the following month, the child will not be allowed to attend until payment is made.
- Tuition is required, regardless of absence due to illness or vacation, because we are guaranteeing the child's spot in the program.

WITHDRAWAL POLICY

- 45-day written notice (email is preferred) of withdrawal must be submitted to the Child Development Director to terminate responsibility for monthly payments.

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 activity registration may be denied to any member/participant until resolution of these balances.

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- Refund Request Forms are available at the Front Desk or on our website at www.newcanaanymca.org.
- Policy exceptions by Directors or documented in activity/class handbooks/flyers supersede the above.
- Any transaction that requires withdrawal from a class/activity (including switching class time) is subject to the above policy.
- The YMCA reserves the right to cancel any activity that fails to meet enrollment requirements.

Registration Process

- Registration for YMCA activities 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 activities throughout the year.
- All activity registrations are available at the front desk and most activities are available online, except those with logistical limitations for online registration (i.e., activities that need appointments, testing, or are run by lottery).
- All activity 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 activity until payments have been brought up to date. In addition, "Refund Guidelines" regarding outstanding balances must be resolved before registration.
- 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 Y Swim lessons closes after the first week of the session. After week one, there will be no changes or moving of participants. Contact Aquatics Director.

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 activities or sponsored activities.
- 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.

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Y Swim 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 Aquatics Director.
- If participants are unable to attend the scheduled make-up class, no credit will be issued.

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 activity 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

Breastfeeding

- Currently, Connecticut state laws prohibits places of public accommodation, resort of amusement from restricting or limiting the right of a mother to breastfeed her child.
- Breastfeeding mothers are able to breastfeed anywhere they choose. However, please remember as an additional option, we also have a room available in the Dionne Locker Room on first floor designed for breastfeeding mothers who prefer privacy.

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 activity 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.

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- Device-friendly areas are available throughout the YMCA: first and second floor lobbies, meeting rooms, activity 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 activity director for specific activities.
- If a member is found to be violating this policy, his/her membership is subject to termination.
- In support of the New Canaan YMCA cell phone policy all aquatic teams have instituted the following regarding cell phones:
 - All athletes that have cell phones are required to store them in caddy/bin or other team receptacle on deck next to the coach's office or in an area designated by coach during practices times. The process with the phones is as follows:
 - When athlete enters the building, they come back to the Valles or Forese pool and deposit their phone in their assigned pocket/area.
 - They do not touch others phone or their own during scheduled practice times unless it's an emergency.
 - After practice or dryland, the swimmer can come back on deck and pick up their phone from its area after changing into dry clothes and not return to the locker room.

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.

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- 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, 8 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, 8 am – 5 pm.
- All members must be out of the facility within 15 minutes after closing.
- Parents/guardians of any activity participants whose activity 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. Please keep valuables with you or secure valuables in our locker rooms or lockers.
- Member belongings left at our Y will be held in our Lost and Found cabinets, located in the pool hallway.
- At the end of each month, any remaining items will be 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 at the front desk, 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.

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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.

Parking Lot Safety

With the cold weather settling in, member use of the facility has steadily increased. As a result, the parking lot has become busier. It is important to follow all of our policies so that we can provide a safe environment in the parking lot. Please adhere to the following policies:

- Do not stand, stop, drop off, or park in a crosswalk. The crosswalks must remain clear for pedestrian safety. There are now two crosswalks.
- We will allow the use of the fire lane as a quick drop off and pick up for program participants and the area will be marked for **Drop Off and Pick Up Only**. Do not park or stand in the fire lane. You will be asked to move and either circle the parking lot or park in an acceptable parking space.
- The middle lot will be used to “ferry park” as you wait for the person you are picking up to exit the building. Our crossing guard will safely cross them to meet you.
- The entire entrance aisle is **One Way**. It is labeled accordingly. Do not exit the entrance parking aisle going towards the entrance.
- If you have a child in one of our childcare programs, Rainbow Station or Kids Unlimited, you should have received two parking passes that are to be placed in your windshield. These passes provide you access to designated parking spaces for childcare when picking up your child. **If your pass is not in the windshield of your car, you will not be allowed to take advantage of these designated spaces.** If you have misplaced your pass, or need extra passes, please contact our staff directors Emma Scalero or Suzy Pfeifer.
- These policies are membership policies and if they are not followed your membership can be revoked. Please do not abuse or be disrespectful to our crossing guard as he is being directed by the Y to ensure these policies are being followed.
- Remember there is also a drop off and pick up in the side parking lot that you can use.

Your cooperation is imperative for the safety and well-being of all our children and members at the New Canaan YMCA. We thank you in advance for helping us make the Y safe, both inside and out.

Playground(s)

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- YMCA Playgrounds are designated for participants of Y Child Development Activities (Kids Unlimited After-School activity, and Rainbow Station Full Day Childcare/Preschool) and additional YMCA Camp and youth activities. When utilized by these activities, others are not permitted in the playground area.
- When not in use by YMCA activities, 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.
- 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, vape pens, juul, and other similar vaping products or devices) 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.

Wi-Fi Service

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

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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 previous approval from supervisor and have approved documents on file (signed IC agreement, certificate of insurance, proof of workers comp, any necessary waivers, background checks, and W9) before their start date.

Disaster Recovery Backup

- On the 15th of each month, a test file is restored from backups as it existed on the 15th of the previous month, to ensure the integrity of the backups and viability of the restore.

Document Retention

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

Payment Methods

- Memberships, activities, and services may be purchased by paying with cash, check, and all major credit cards.
- The New Canaan Community YMCA, Inc. now has the ability to securely save your credit card or checking account information. Payment information is available at the YMCA Membership Services Desk.

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 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 activity 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 Activity Independent Contractors will be made after the session is

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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 activity 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 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.

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GYMNASIUM

- No food or gum allowed in the gym at any time.
- Only drinks in closeable containers are allowed.
- A shirt and athletic shoes must be worn at ALL times.
- Inappropriate language and/or behavior will not be tolerated.
- Only NCYMCA staff are authorized to raise and lower the gym divider and baskets.
- Please do not hang on the basketball nets or rims.
- Notify YMCA staff in the event of an emergency.
- Good Sportsmanship is expected at ALL times.

KID ZONE

- The Kid Zone must remain locked, lights off, and shades down when not in use by Bouncing Bears and Gymnastics personnel.
- No one is to permit the use of the Kid Zone unless supervision is provided by certified personnel.
- When cleaning personnel and/or tour guides enter the kid zone lights must be turned off and all access to the kid zone should be secured when leaving.
- Use of Kid Zone is for only those registered in a class.
- Activities that require registration are scheduled regularly and periodically; these activities require certified instructors present: Bouncing Bears & Gymnastics, Open Gym for Bouncing Bears participants, Camp Mini, Kids Unlimited, Rainbow Station, and YSN Gym & Swim.
- No parents permitted in Kid Zone unless taking class with their child or assisting them during open gym.
- No adults and no older siblings permitted on gym equipment at any time.
- Due to severe & life threatening allergies, NO FOOD or drinks in both the Kid Zone and the Kid Zone waiting area.
- Shoes should be removed before entering Kid Zone.

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LOCKER ROOM USE

- Cell phone use is not permitted in any locker rooms at any time.
- Remove belongings from lockers at the end of your YMCA visit.

Boys Locker Room

- Open to boys through age 17.

Dionne Family/Privacy Locker Room

- Parents with children of opposite sex (i.e. Mom with son, Dad with daughter)
- Caregivers providing assistance to those who need it.
- Members who prefer more privacy are welcome to use our private locker room option. There are private showering spaces and changing areas in each locker room.
- Individuals with Special Needs.
- All adults using this locker room must use a dressing stall for changing/undressing.
- Nursing Mothers Room available in this area.

Girls Locker Room

- Open to girls through age 17.

Men's Locker Room

- Open to males age 18 and older.

Steam and Sauna

- In order to keep our steam and sauna areas clean and safe for all members, please do not apply body oils before entering or while using these areas.
- Members are should not be placing towels or clothing on coals for drying in sauna. Please hang towels or clothing on hooks provided.
- No one should throw cold water on thermostats in order to falsely manipulate temperatures in steam room.
- Do not wear street clothes or street shoes in the sauna or steam rooms.
- Information on proper use of steam and sauna rooms may be directed to Front Desk.

Women's Locker Room

- Open to females age 18 and older.

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MEMBERSHIP

Monthly Membership – Bank Draft

- Memberships that are renewed monthly through automatic payment from your checking account or credit card/debit card are continuous unless you request a termination.
- Membership Cancellation forms can be picked up at the Front Desk and must be signed and submitted to the Front Desk for processing at least **one week** prior to membership bank draft.
- Requests submitted via email are accepted with confirmation from Membership Accounts Administrator.
- Membership bank drafts may be temporarily suspended **for travel reasons**, one time per year, at a reduced monthly fee of \$25 per month. Notice must be given at least **one week** prior to membership bank draft. There is no facility usage during suspension. It is the member's responsibility to re-activate membership.
- Membership bank drafts may be temporarily cancelled **for medical reasons** with no monthly fee. Notice must be given at least **one week** prior to membership bank draft. There is no facility usage during a medical suspension. It is the member's responsibility to re-activate membership. A signed doctor's note on medical letterhead is required prior to membership reactivation.
- Should a membership bank draft be returned for insufficient funds, member is responsible for paying bank and/or YMCA service fees.
- Membership bank draft 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 Caregiver Waiver and provide a photo ID to be kept on file even though they will not be using our facility. A background check may be required at management's request. To inquire about membership, please see front desk.

Day Passes

- Non-members may purchase a day pass.
- Photo ID is required and a waiver must be signed prior to facility use. For non-members under 18, the waiver must be signed by an accompanying customer/member 18 years or older.
- Day Passes do NOT qualify for fee-based activities; 14 years or younger: \$5; 15-25 years: \$15; 26 years and older: \$20.

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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.

Guest Passes

- Members 18 years and older may bring unlimited guests; each guest is limited to three free visits per year.
- All guests must register and sign a waiver at the Front Desk.
- Guests under 18 years old receiving a free pass must be accompanied by a member age 18 years or older.
- Guest passes do NOT qualify for fee-based activities.

Local Y Reciprocity

- Under the Local Y Reciprocal Agreement you must belong to the Y you use most often and limit your reciprocal visits to 8 or less a month.
- Local Y's in this agreement include: The Westport Weston Family YMCA, the Greenwich YMCA, the Stamford YMCA, the CT Coast Regional YMCA, the Riverbrook Regional - Wilton YMCA, and the Darien YMCA.

Membership Categories and Definitions

- Youth (Ages 0-14)
- Young Adult (Ages 15-25)
- Adult (Ages 26-64)
- Senior Adult/Senior Couple (Ages 65+)
- Families (Adults ages 26+ and all dependents under 26 living in the same house hold. Fee is based on number of adults ages 26+.)
- A Joiner Fee is charged for all new memberships and to past members whose memberships have lapsed more than 29 days.
- Kit lockers in Adult Locker Rooms are available for rent at a fee of \$15 monthly.

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

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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 activity member, staff, or volunteer leader who violates this policy may be subject to discipline, up to and including removal from the activity and/or suspension of membership.
 - Abusive language toward a staff leader, volunteer, or another activity member
 - Possession or use of alcoholic beverages or illegal drugs on New Canaan YMCA property or reporting to the activity 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 activity member, staff leader, or volunteer
 - Verbal, physical, or visual harassment of another activity 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 activity member
 - Failing to cooperate with an adult supervisor, leader, or mentor
 - Not demonstrating the YMCA values of honesty, caring, respect, and responsibility.
 - Participating in any social media behavior (i.e. texting, Facebook, Snap Chat, etc.) or conduct which specifies negative actions or verbiage towards another program member, YMCA staff, or volunteer.
 - Any harmful deportment, in or out of the New Canaan YMCA, which reflects on our organization or others associated with our organization.

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.)

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- In the event of a lawsuit, claim, or threat of lawsuit or claim against the New Canaan YMCA by a member, non-member, or volunteer, the Executive Director may, after consultation with counsel, suspend membership and/or participation in Y programs until the claim is resolved. Suspensions may also be extended to the claimant's family members.
- At the Executive Director's discretion in the event of a personal injury claim, satisfactory resolution of the claim as well as 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, and may be denied in his/her discretion.

Nationwide Membership

- Nationwide Membership enables you to visit any participating Y in the United States through membership at your "home" YMCA (your home location is the facility that enrolled you as a member and that collects your membership dues).
- Usage may be limited to facility use only (no classes).
- Valid for active, full facility YMCA members; program-only participants and special memberships are not eligible for Nationwide Membership.
- Nationwide member visitors must use their home Y at least 50% of the time.
- Your New Canaan YMCA membership card will be honored at most Ys across the country. Policies vary by Y to Y, so call ahead to confirm.

Privacy

- The YMCA never releases personal information to outside parties.

Refunds

- 30-day Membership Guarantee: The New Canaan YMCA will refund memberships and joiner fee within the first 30 days of joining if member is not pleased.
- Memberships are non-transferrable and, after 30 days of joining, non-refundable.
- All outstanding balances, including YMCA charges and bank fees, must be resolved before refunds will be issued. Membership registration and/or activity registration may be denied to any member/participant until resolution of these balances.

Annual 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.

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 activities or sponsored activities.

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- 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 (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.
- Caregivers and Nannies who accompany a member on a regular basis should identify themselves to the Membership Department staff. These visitors must sign a Caregiver Waiver and provide a photo ID to be kept on file even though they will not be using our facility. A background check may be required at management's request. To inquire about membership, please see front desk.

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 activities.

MY PLAYROOM

- HOURS Monday - Saturday; 8:15am – 12:15pm; Sunday - 9:00am – 12:15pm;
- 90 minutes is the maximum amount of time per session that is offered for **My Playroom** participants.
- **My Playroom** is free for current NCYMCA Family Membership. Please stop by the Front Desk to receive your **My Playroom** pass for each visit.
- Non-Family Member rates: \$8.00/hour, \$12.00/hour or \$95.00/Punch Pass for 15 hours which can be purchased at the Front Desk.
- Individuals with a current punch pass may go directly to **My Playroom**.
- A Family Member Pass, punch card, or receipt must be presented at drop off. There will be exception 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

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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 is brought into the facility from home. (Please inform **My Playroom** staff of any allergies your child may have so that we can take the proper precautions).
- **My Playroom** staff will be happy to assist you and your child in your children's toilet 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** Activity. (Please no toys)
- 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 due to illness they may not be signed into **My Playroom**. The **My Playroom** staff the have the right at any time to inform a parent/guardian that their child may not stay in the program 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 pass, coupon, or receipt must be submitted upon drop off or your child may not stay for a

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visit.

- If you have forgotten your punch card, 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 personally 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.

POOLS

General

- Lifeguards have the authority to ask anyone not abiding by the pool rules, not behaving in a respectful manner, and/or putting other members at risk to leave the pool area.
- Lifeguards have the authority to ask members to change lanes during lap swim for the safety of all members.
- 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.
- All persons shall bathe with warm water and soap before entering the pools.
- Any person known or suspected of having a communicable disease shall not use the pools.

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- Only swimmers allowed in the pool area; parents and spectators are not allowed on deck.
- Only flip flops and bare feet allowed on the pool deck.
- No strollers in pool areas.
- No spectators on deck during lessons.
- Running, boisterous or rough play (except supervised water sports) is prohibited.
- 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.
- No glass allowed in the pool and locker rooms.
- The use of foul language and/or explicit behavior or excessive noise offensive to others will not be tolerated.
- Youth 13 years old and up with advanced swim skills are allowed to swim during adult lap time.
- During adult lap, when conditions are busy, it may become necessary to circle swim in designated lanes.
- Inflatable toys or swim aids re prohibited.
- Group or Private Swim Lessons, instruction, or coaching are permitted by New Canaan YMCA Aquatic Staff only.
- During Family Swim:
 - Must have a fish pass before entering pool area (1 pass for each swimmer).
 - Any child under the age of 2 must have an adult (18+) in a bathing suit in the pool responsible for the child at all times.
 - Non-swimmers of any age and children using swimming aids must have an adult in the pool no more than an arm's length away at all times.
 - All swimmers under the age of 15 must be swim tested and wear their designated color swim band.
 - The ratio is 1 adult to no more than 6 children (no more than 2 non-swimmers).

Valles Pool

- Diving boards are for diving team use only.
- No swimming under bulkhead.
- Parents are not allowed on deck during aquatic team practices.

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Swimming Attire

¹The current requirements are as follows:

- All persons on the pool deck and/or swimming in the pool must have on proper swim attire.
- All infants/toddlers that require a diaper must wear swimmer diapers and proper swimwear.
- Clean cotton t-shirts and sarongs are allowed on the pool deck, however patrons must have on proper swim attire underneath.
- The following attire is not allowed in all pools:
 - "Street clothes," Brazil/French-cut, thong style and/or revealing swim wear, cut-off jeans, jeans, skirts, shorts, sport bras, leotards, leggings, dri-fit wear, compression shorts and compression shirts are prohibited. Underwear and undergarments are not allowed to be worn under swimsuits.

Pool patrons often ask, "Why do I have to wear proper swimwear?" Here are just a few reasons as to why it is important to only wear pool attire in the pool.

1. ²Street clothes (especially cotton) can transport airborne and ultimately water borne contaminants into the pool.
2. Lycra and Nylon are the best non-absorbent material for swimming and are the best fabrics for proper swim attire.
 - Other absorbent materials (such as cotton) can break down in the water and cause fibers to clog filters.
 - Any "colored" material (unless specifically made for swimming) can bleed into the pool, affecting water chemistry and balance. This is also a reason for turbidity in pools.
3. Cotton and similar materials can absorb the chemicals in the water, causing the water to become less effective at maintaining the proper chemical balance or may cloud the water.

¹ DC.gov, Department of Parks and Recreation

² DC.gov, Department of Parks and Recreation

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4. (Please see photos below.)

ALLOWED



*When purchasing, please confirm that this item is specifically made for swimming/swimming pools.

NOT ALLOWED



3

³ DC.gov, Department of Parks and Recreation

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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.
- 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.
- Any staff member injured while performing their job responsibilities should complete a workers comp claim and inform the Human Resources Office. Forms are available at the front desk.

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 (4) is located in the first floor lobby across from Membership Office, in the basement to the left of Mind Body Studio door, next to the Scooter plaque in the Forese Pool, 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, lifeguards, and front desk opening staff 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

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opinion of YMCA management, such checks are warranted given the circumstances, the persons to be involved and the services to be performed.

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 activity 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, Apple watches, tablets, computers, cameras, etc. in bathrooms, locker rooms, pools, or any activity 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, activity 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 activity director for specific activities.
- If a member is found to be violating this policy, his/her membership is subject to termination.
- In support of the New Canaan YMCA cell phone policy all aquatic teams have instituted the following regarding cell phones:
 - All athletes that have cell phones are required to store them in caddy/bin or other team receptacle on deck next to the coach’s office or in an area designated by coach during practices times. The process with the phones is as follows:
 - When athlete enters the building, they come back to the Valles or Forese pool and deposit their phone in their assigned pocket/area.

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- They do not touch others phone or their own during scheduled practice times unless it's an emergency.
- After practice or dryland, the swimmer can come back on deck and pick up their phone from its area after changing into dry clothes and not return to the locker room.

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. For example, during some of our child programs such as camp, the following policy will be adhered to and have precedence when necessary:
 - Restroom supervision: Staff will make sure the restroom is not occupied by suspicious or unknown individuals before allowing children to use the facilities. Staff will stand in the doorway while children are using the restroom. This policy allows privacy for the children and protection for the staff (not being alone with a child). If staff is assisting younger children, doors to the facility must remain open. No child, regardless of age, should ever enter a bathroom alone on a field trip. Always send children in threes (known as the rule of three) and, whenever possible, with staff.
- At no time during a YMCA activity 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.

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.

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Locking Up Valuables

- It is recommended that all belongings and valuables be locked in lockers located throughout the New Canaan YMCA (locker rooms and common areas). Belongings 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 an activity or sport at the YMCA are under the supervision of the activity 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 activities.

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 activities or sponsored activities.
- 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 activities.

Surveillance Cameras

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

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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 activity director who supervises the activity 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

Cycling 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.
- 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 iPod 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.

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- Only riders allowed in class; no children may sit in the Center during class.
- No unauthorized entry into the Cycling Center
- 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.

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.
- 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 Strength Train Together.

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 or therapists 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.

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- 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.
- 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 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.
- Fit Pass holders can use the Wellness Center by themselves 2:00pm-5:00pm, Monday through Sunday, or with a parent at any time.
- No foul or abusive language.
- 40 minute time limit for cardio equipment while others are waiting.

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- 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.

Wellness Safety

- Consult a physician before embarking on any physical activity.
- 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.
- It is recommended that all members new to the Wellness Center make two appointments with fitness staff for proper orientation.