



FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

# WELCOME TO OUR COMMUNITY

Membership Handbook  
OCEAN COMMUNITY YMCA





FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

# WELCOME TO THE Y!

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

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

We have compiled this handbook as a quick reference for you. Please refer to this information to learn about policies, programs and the purpose behind our organization. We want to do whatever we can to help you make the most of your Y membership.

Thank you for being a part of the Y!

## WHO WE ARE

### Our Cause Defines Us

We know that lasting personal and social change comes about when we all work together. That's why at the Y, strengthening community is our cause. Every day, we work side-by-side with our neighbors to make sure that everyone, regardless of age, income or background, has the opportunity to learn, grow and thrive.

### Our Areas of Focus

Youth Development: Nurturing the potential of every child and teen.

Healthy Living: Improving the nation's health and well-being.

Social Responsibility: Giving back and providing support to our neighbors.





# MEMBERSHIP

The Y is the utmost inclusive membership organization, which transforms lives and communities through people who want to belong and give back in an era that needs individuals to come together to improve well-being for all.

With a Y membership, you have full access to our 3 branches; Arcadia, Mystic, and Westerly, as well as priority registration and member only rates for programs and services.

## Membership Categories

We offer an array of flexible categories within the facility membership, to ensure you find a fit for your unique household situation. Just find the right Y membership category from the list below.

- A. Youth: Ages 0-12 years.
- B. Teen: Ages 13-17 years.
- C. Young Adult: Individuals 18-22 years.
- D. Adult: Individuals 23-64 years.
- E. Senior: Individuals 65+ years.
- F. Senior Couple: Two Senior Individuals, both 65+ years living in the same household.
- G. One-Adult Family: One Adult and his/her dependents under the age of 22.
- H. Two-Adult Family: Two Adults with or without dependents ages 22 years and younger.

## One Membership, Many Branches

Association-wide membership provides access to all Y locations within the OCY service area, up to and including all Y's in the country.

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

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



FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

# MEMBERSHIP POLICIES

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

## Member Code of Conduct

The YMCA is committed to providing a safe and welcoming environment for all members and guests. To promote safety and comfort for all, all individuals are asked to act appropriately at all times when in our facility or participating in our programs. We expect persons using the YMCA to act maturely, to behave responsibly, and to respect the rights and dignity of others. Our Member's Code of Conduct outlines prohibited action, but the actions listed below are not an all-inclusive list of behaviors considered inappropriate in our facilities or programs.

- Using or possessing alcohol or illegal chemicals on YMCA property, in YMCA vehicles, or at YMCA-sponsored programs
- Smoking on YMCA property – the YMCA and its property is a smoke-free environment
- Carrying or concealing a weapon or any device or object that may be used as a weapon
- Harassment or intimidation by words, gestures, body language, or any type of menacing behavior
- Physical contact with another person in an angry, aggressive, or threatening way
- Verbally abusive behavior, including angry or vulgar language, swearing, name-calling, or shouting
- Sexually explicit conversation or behavior; any sexual contact with another person
- Inappropriate, immodest, or sexually revealing attire
- Theft or behavior that results in the destruction or loss of property
- Loitering within or on the grounds of the YMCA





FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

In addition, The YMCA reserves the right to deny access or membership to any person who has been accused or convicted of any crime involving sexual abuse, is or has been a registered sex offender, has ever been convicted of any offense relating to the use, sale, possession, or transportation of narcotics or habit forming and/or dangerous drugs, or is presently or habitually under the influence of dangerous drugs or chemicals, narcotics, or intoxicating beverages.

Members and guests are encouraged to take responsibility for their personal comfort and safety by asking any person whose behavior threatens their comfort to refrain from such behavior. Anyone who feels uncomfortable in confronting a person directly should report the behavior to a staff person or the Director on duty.

YMCA staff members are eager to be of assistance. Members and guests should not hesitate to notify a staff member if assistance is needed.

In order to be able to carry out these policies, we ask that members and guests identify themselves to staff when asked.

The Branch Director will investigate all reported incidents. Suspension or termination of YMCA membership privileges may result from a determination by the Branch Director if in his/her discretion a violation of the YMCA Member's Code of Conduct has occurred.





## Membership Cards and Photo IDs

- Membership cards and/or photo IDs are essential tools to maintaining safety at all Y locations.
- All members will receive membership cards.
- Your membership card is very important. Please keep track of it and present it at the Member Welcome Center every time you enter a Y location. If you happen to arrive without your card, you may show another form of photo ID, such as your driver's license.
- If your card does not scan, we will verify your membership by other means, such as an additional form of identification, while you wait. If we find your membership is not current, you may not enter the Y.
- Never loan your card or transfer your membership to someone else; these actions are grounds for termination.

## Locker Rooms

We provide locker rooms for adults by gender and age. Children over the age of 6 must use the gender appropriate locker room.

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





FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

## Inclement Weather Closing & Cancellation Procedure

The YMCA reserves the right to cancel classes or close its facilities if it feels that remaining open will jeopardize the safety of staff, members and participants. In the event of inclement weather the following guidelines will be used.

Branches will follow their local school districts:

**ARCADIA – *Chariho School District***

**MYSTIC – *Stonington School District***

**WESTERLY-PAWCATUCK – *Westerly School District***

If schools are closed or dismissed early due to weather conditions:

- All YMCA classes scheduled to begin prior to 3:00 pm will be cancelled.
- A decision to cancel afternoon and evening classes will be made by 1:00 pm. All branches of the Association will be consistent.
- Any program held at school facilities will be cancelled.

If schools have a delayed opening due to weather conditions:

- YMCA before school care is cancelled.
- All YMCA classes scheduled to begin prior to 10:00 am will be cancelled. Regular class schedules will resume at 10:00 am unless otherwise noted.

If weather conditions deteriorate while a program is in session, the YMCA may elect to dismiss participants early after consulting with Senior Management.

If weather conditions warrant, the YMCA may close one or more of its branches at any time.

During weekends days , the Vice President of Operations and/or CEO will make a decision to delay opening, close early or close one or more branches.

The YMCA will utilize our website, constant contact email, current social media platforms, phone messaging systems and RI/CT broadcasting systems to communicate all delays and closings. Staff will be contacted by phone and/or email.



FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

## Personal Belongings

When it comes to bringing personal belongings into the Y locker rooms, remember it's up to you to watch them and lock them. You are solely responsible for all personal belongings you bring and you must provide your own secure lock for protection of your items.

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

## Attire

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

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

## Security

We do everything we can to ensure your security and safety while on any Y premises. That's why we place so much attention on the use of membership IDs for check-ins. However, we cannot be responsible for any theft or damage to your personal property, either in our buildings or on our parking lots. Please remember, you are responsible for securing any items you bring on site.

If you do have one of your possessions stolen or damaged, please complete an incident report at the Member Welcome Center. Be assured we do track such incidents and take any steps we can to prevent them from happening again and we seek to apprehend perpetrators whenever possible. The Y will prosecute those engaging in criminal activity on its premises.

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





FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

# GUEST POLICY

## Applicable to all Guests

- Each guest must provide a valid photo ID on each visit and have a waiver on file.
- All guests under the age of 12 must be accompanied and signed in by an adult over the age of 18 on each visit.
- Each guest must be properly checked-in through Member Services at the Welcome Center.
- If a guest is accompanied by a current Y member, that member will be held responsible for any discipline issues of their guest(s) up to and including suspension or termination of membership.

## Day Pass Guests

Guests can purchase Day Passes for a fee of

\$7 per day for Youth, \$8 for Teens and \$13 for Adults.

Day Pass fees paid within 30 days of joining will get applied towards membership dues if a Guest decides to join the OCY.



# FEES AND PAYMENTS

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

To set up your automatic draft, simply visit the Member Welcome Center at your local Y and they'll be happy to help you set it up. Here are a few things to remember when you do:

- If you must cancel your membership or change your account information, we will gladly make those changes for you upon receiving written notice. Just visit your local Y to complete and sign a Change or Cancellation Form.
- Please monitor your monthly bank or credit card statement for discrepancies. You must report errors within 90 days of occurrence to enable us to correct our mistake and refund the appropriate amount to you (after 90 days, we will only be able to correct our error.)
- If you prefer to be billed, we offer an annual invoice option in addition to payment by monthly draft. You will receive an invoice at least 30 days prior to the payment due date. If we do not receive your complete payment by the payment due date, we will assume that you are canceling your membership.

## Membership for All

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





FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

## Changes to Your Membership

Change is inevitable, even when it comes to your Y membership. Thankfully we offer a simple form (available at any branch) for you to complete any time you need to alter something related to your membership. Whether adding or removing a family member or updating your address or bank account information, you can submit updates any time with ease.

## Upgrades

Do you need to add someone to your membership? Simply complete the change form to let us know of the upgrade. Of course, adding participants to a membership may push you to a different membership category with added fees. If that's the case, please note that you will be responsible for paying additional membership dues, as well as the difference in joining fees, at the time you submit your change form. If you pay by annual invoice, we ask that you also pay the difference in your dues for the balance of your invoice period.

## Downgrades

If you need to remove members from your membership, simply complete a change form and return the membership cards of those no longer participating. We will adjust your membership category and dues. Please allow 30 days to adjust the bank draft amount. Refunds will be made for remaining dues paid on annual invoice payments. We cannot refund or provide a credit for the original joining fee. Also, temporary membership cards will be issued for dropped members for the balance of their membership period.

## Moving

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





## Holds

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

- Medical reasons - verified through a Doctor's note (hold may be longer than 3 months if stated in Doctor's orders).
- Loss of employment - verified through unemployment documents.

All requests to put a membership on hold must be submitted in writing within 10 days of their next draft date.

## Cancellations

To end your membership, complete and sign the OCY Exit Survey & Cancellation Form and submit it with your membership cards to your local Welcome Center. We ask that you provide a completed OCY Exit Survey & Cancellation Form 10 days prior to your next draft date.

## Return Payment Fees

In the result that your credit card, debit card or checking/savings account declines upon drafting membership or program fees, a \$25 return payment fee will be added to your account. This fee must be paid and cannot be refunded.

## Rejoining the Y

You are welcome to rejoin the Y any time after canceling your membership. If more than 90 days has elapsed since your cancellation, we will assess an additional joining fee. No matter when you choose to rejoin, you will be responsible for paying current membership dues and any outstanding fees owed, if any.

## Membership Refunds

If you choose to end your membership, we'll halt the automatic withdrawal from your bank account on request. 10 days prior to your monthly dues draft date is required. There are no refunds for joining fees. Note that we never refund membership fees due to lack of use or non-attendance. Help us help you by monitoring your monthly bank statements. If you discover an error on our part and report it within 90 days, we will correct our error and refund the appropriate amount (after 90 days, we will only be able to correct our error).



FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

# CHILDREN IN THE Y

At the Y, we're committed to giving children and teens the opportunity to learn, grow and thrive. Each day, thousands of kids come to the Y to learn, play, dream and achieve in a safe, fun and welcoming environment.

Kids' experiences at the Y are made even better when parents and guardians are aware of the policies regarding the supervision of children at our facilities and programs. These important policies are designed to ensure the Y is a secure, caring place for all children.

## Supervision Requirements

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

## Child Watch and Youth Activity Center Policies

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





FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

# HEALTH, WELL-BEING & FITNESS GUIDELINES

The Y strives every day to provide a welcoming place where anyone—from beginning exercisers to competitive athletes—can come to improve their health and well-being. The following health and wellness policies are designed to help ensure the safety and positive experience of all members who use the Y.

## Personal Training Guidelines

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

## Wellness Equipment Policy

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

## Wellness Center Age Requirements

A YMCA Wellness Trainer will instruct youth on how to safely and effectively use our cardiovascular equipment and our strength machines (8 – 13 years old.) Upon completion, you will be able to use the equipment in our Wellness Centers when accompanied by a Y Member who is 18 years of age or older.

Youth ages 13 and under may not enter the Wellness Center unless they are there to participate in a program or class specifically designed for them.

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





FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

# SWIMMING AND WATER SAFETY

With 3 indoor pools and two waterfronts available across our organization, it's clear we prioritize aquatic activities, exercise and safety. All OCY lifeguards are trained to prevent aquatic emergencies and conduct emergency and rescue care whenever necessary. During your visit, you may observe on-going training exercises, including live water safety and rescue drills. Such training allows the Y's lifeguards to stay prepared as the guardians of your family's safety and well-being.



## Test. Mark. Protect.

The Ocean Community YMCA is committed to providing a safe and enjoyable aquatics experience. In accordance with Y-USA and The Redwoods Group best practices, the OCY will have a Test. Mark. Protect. policy. All minors, age 17 and under, must participate in a swimming skills assessment and will be provided a green or red band for the day. These bands assist our certified lifeguards in keeping all swimmers safe. The Y reserves the right to test all swimmers regardless of age. The following outlines the policy in detail.

- **TEST**
  - Jump into a designated area of water over their head and easily return to the surface.
  - Swim 20 yards unassisted in a horizontal body position without resting.
  - Tread water in deep end for 30 seconds, keeping head above water.
- **MARK**
  - Swimmers 17 and under that pass the assessment will be provided with a GREEN swim band and will be allowed access to all areas of the pool.
  - Non-Swimmers 17 and under who do not take or pass the assessment will be provided with a RED swim band and be limited to the shallow end.
  - Swim band level is at the discretion of the lifeguard on duty.
- **PROTECT**
  - Swimmers, who do not meet the height requirement, must wear a Personal Flotation Device (PFD). Swimmers who are in the pool with an adult at arm's length, may be excused of a PFD. Children age 6 and under must be within arm's reach of an adult at all times.
  - Lifeguard may switch a swimmer to a red band at any time if they notice the swimming is becoming tired.
  - One adult can be responsible for no more than 3 non-swimmers during open swim.



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

