



Westfield Area Y

Membership Handbook

Welcome to the Westfield Area Y

May 2011

Dear Westfield Area Y Member,

Welcome! We are thrilled that you have chosen to become a part of our Y and want you to know that it is our desire to build a relationship with you that will last a lifetime.

The purpose of this handbook is to help you to understand the *benefits* of your YMCA membership as well as the *responsibilities* associated with it. Use it as a guide to learn about what you can expect from the Y. Please discard any previous editions you may have and keep this handbook in a place that is convenient for ongoing reference. If policy changes occur, we will update the copy on our website www.westfieldynj.org.

As a community service organization affiliated with the United Fund of Westfield & United Way of Greater Union County, we are constantly striving to meet the needs of our members & guests by developing new and innovative programs and services. While we have changed through the years to keep pace with the times, we have not lost touch with our four core values of Caring, Honesty, Respect & Responsibility. Our professional staff is committed to providing quality experiences that help all of our participants grow in spirit, mind and body.

The Westfield Area Y is a charitable, nonprofit 501 (c) 3 organization. At the YMCA it is our mission to build strong kids, strong families and strong communities. Each year, hundreds of volunteers raise funds so that those who are economically disadvantaged can enjoy a Y experience. Particular emphasis is placed on providing financial assistance for youth and families who cannot afford to participate in Y programs. Brochures are located throughout our facility.

As you visit and begin to use the Y on a regular basis, you may find that you have more questions. Please feel free to ask a staff member or contact our Welcome Center at (908) 233-2700.

Again, on behalf of our Professional Staff and volunteer Board of Directors, welcome to the Westfield Area Y!

Sincerely,

Janice A. Carthens

Janice A. Carthens
Senior Director – Member Services

Our Mission

The Westfield Area Y is a nonprofit human service organization dedicated to developing the full potential of every individual and family in the communities it serves through programs that build healthy spirit, mind and body for all.

Table of Contents

SECTION	PAGE(S)
Our Mission	1
A Brief History	3
What Is the YMCA?	3
Our Values	4
Membership Benefits Away Program	4-5
Membership Information	5-8
Safety and Security	8-10
Member Communications	10-11
Program Information	11-12
Kids Club Babysitting	12
Be a YMCA Contributor	13
Conduct	14
Facilities Descriptions & Usage Guidelines	15-20
Pool	15-17
Gymnasium	17-18
Health & Fitness Training Center	18-19
Weldon Room	19
Childcare	19
Lobby/Member Service	19
Volunteering	20
Employment	20
Committees	20-23

Our History

The Westfield Area Y was founded in 1868 by a group of Christian laymen whose goal was to promote the intellectual, moral and social growth of men under the age of 40. Twenty years later a

local YMCA for teenage boys was established on Elm Street. In 1923, development of the present facility began. A Board of Directors was formed, the facility opened in 1929, and in 1985, consolidation with the YWCA occurred, making the Westfield Area Y a facility equally prized by men, women and children.

Today, the Westfield Area Y continues to serve the needs of the Cranford, Garwood, Mountainside and Westfield communities. The goal of the Westfield Area Y is to build strong kids, strong families and strong communities.

We expanded our child care programs in Westfield in 1991 on Elm Street, at the Bauer Branch on E. Broad St. in 2005, in Cranford in 2009 and in Garwood in 2009.

With over 11,000 members, the Westfield Area Y has met the needs of each new generation while honoring the continued commitment to help develop strong character. Programs today continue to cultivate honesty and respect as they emphasize the importance of responsibility and caring for the entire community.

What is the YMCA?

The YMCA is a volunteer, not-for-profit, charitable organization. It is operated by a volunteer Board who, guided by a constitution and by-laws, set policy and employ a Chief Executive Officer who in turn employs and supervises all other staff members. The YMCA is a membership organization. You are a member, not a customer. As a member, you are a part of the "Westfield Area Y" family locally and the "YMCA" movement globally.

The YMCA is open to all, regardless of age, race, sex, religion or residency. It is accessible to and offers reasonable accommodations to qualified individuals with disabilities. Financial aid, for membership and programs, is available to those who qualify and live or work in our service area. Scholarship applications are available throughout our facility and online.

You can have a voice in Westfield Area Y affairs by:

- becoming a member of one of our volunteer committees that work directly with department heads to advise the Board on a variety of operational initiatives.
- making suggestions through the suggestion boxes located throughout the building or on our website
- responding to surveys
- becoming a program volunteer

As a member, you also have an obligation to please:

- conduct yourself in a manner in keeping with the YMCA core values of caring, honesty, respect and responsibility
- safeguard the building, grounds and equipment from damage or thoughtless abuse
- keep down costs and ultimately membership fees by helping keep the building clean and reminding others to do so
- safeguard each other by reporting unsafe or suspicious behavior or conditions

If you would like more information on the YMCA Movement or wish to locate a YMCA in another city, call (888) 333-YMCA (9622) or visit www.ymca.net on the internet.

Our Values

At the Westfield Area Y we incorporate four positive core values into everything we do:

The YMCA has identified these 4 core values:

- Caring – to love others, to be sensitive to the well-being of others, to help others
- Honesty – to tell the truth, to act in such a way that you are worthy of trust, to have integrity; making sure your choices match your values

- Respect – to treat others as you would have them treat you; to value the worth of every person, including yourself
- Responsibility – to do what is right, what you ought to do; to be accountable for your behavior and obligations

We emphasize prevention through healthy development and growth of individuals and families.

We emphasize teamwork and good sportsmanship.

We promote the concept of asset building; the positive building blocks that people need to grow into healthy, principled and caring adults.

Put together, these values become the foundation for building strong kids, strong families and strong communities.

Membership Benefits

GENERAL INFORMATION

- Most programs are available to members only.
- All new members are required to pay a joiner's fee. This joiner's fee is a one time fee if the membership is continuous and does not lapse for more than 30 days. If the membership is expired for more than 30 days, the joiner's fee is charged again upon rejoining.
- If you are signing up for a program and your membership expires before the session ends, it must be renewed at the time of registration.
- When joining, memberships may be paid in full, or paid on a monthly credit/debit/check payment plan.
- The Westfield Area Y reserves the right to raise membership rates after giving members 30 days notice.
- The Westfield Area Y reserves the right to revoke membership privileges, with no refunds, from any person who: enables non-members unauthorized entrance to the Y, becomes physically or verbally abusive to other members or staff, or disregards the Y Code of Conduct, posted rules and regulations.
- There is a \$25 service fee for returned checks.

Full Privilege Membership

Entitles you to use of:

- | | |
|------------------------------------|---|
| • Pool* | • Group Fitness, Yoga, Pilates & Spinning Classes |
| • Regulation Size Gymnasium* | • Fitness Equipment Orientation |
| • Health & Fitness Training Center | • Free Guest Passes/year (annual members only) |
| • Locker Rooms | • AWAY Privileges (below) |

Some age restrictions apply – see page 7 for clarification.

Many other programs and services are available at an additional fee including swimming lessons for all ages, competitive aquatic and synchronized swim programs, aquatic exercise, fitness evaluations, personal training, youth fitness classes, babysitting, childcare, preschool, after-school care and summer day camp. Please consult printed material available at the Y or visit our website www.westfieldynj.org for current offerings.

*Because these areas are used for programs, a time schedule indicates when they are available for drop-in (available opposite the elevator on the main floor and on our website).

USE OF OTHER YMCAs

The **AWAY Program** (Always Welcome at the Y) entitles members to privileges at hundreds of participating YMCA's across the country for a nominal guest fee. When you travel and want to work out or use the services at a YMCA in another city across the nation, you may do so on a short-term

basis at any YMCA participating in the AWAY program. Each YMCA stipulates their own guidelines for usage and fees. It is recommended that you call the YMCA that you intend to use to verify participation and guidelines.

The Westfield Area Y allows adult (18+) members of participating AWAY YMCAs to use the Clark Street facility as a silver member.

- There is a \$10 fee for AWAY members whose home YMCA is within a 50-mile radius. Maximum of 5 visits. Participants are welcome to join the Westfield Area Y, if they would like more frequent usage.
- For YMCA's outside of the 50-mile radius, there is no fee for a maximum of 5 visits per month. After the 5 visits, AWAY members may pay the \$10 guest fee for additional visits.
- AWAY members do not have guest privileges and may not bring guests.
- The Westfield Area Y verifies that the membership is current by calling the member YMCA. The AWAY member must show one form of picture ID and the membership card from their YMCA. The AWAY member must check in and sign the Guest Waiver Form at the Welcome Center.
- AWAY members may use racquetball and attend classes on a space available basis. They may not make reservations for racquetball and classes.

Membership Information

Membership Verification

Everyone must present their membership ID to the Greeter at the Welcome Center or Member Service Desk before proceeding beyond the building entrances. A membership ID card is issued to all members. Whenever you visit the YMCA, whether to use general facilities or participate in a program, you must present your membership card at the Greeter or Member Service Desk. We reserve the right to deny admission to anyone who repeatedly fails to present a membership card. Verification is done to enhance security and preserve the value of your membership by ensuring that all persons using YMCA member facilities are current valid members. To avoid delays, please bring your card.

We reserve the right to investigate or require proof of any information given on your membership application that confirms membership eligibility (i.e. birth date, relationship, residence). All member guests must register at the Welcome Center Desk. Any attempt by a member to admit a non-member without properly registering him/her could be cause for immediate termination of membership. Unauthorized use of YMCA facilities is considered theft of services and is a prosecutable offense.

Members with Disabilities

If you (or someone included on your family membership) have a disability, handicapped parking spaces are available in the front of the building and in the parking lot and are reserved for individuals whose vehicles display state or municipal authorization to use handicapped parking. If you (or someone included on your family membership) have a disability that prevents you from taking full advantage of YMCA programs or services, please contact the appropriate director to discuss whether a reasonable accommodation can be made to include you.

Membership Renewal/Cancellation

Members paying in full on an annual basis will receive a notice by mail approximately one month prior to the expiration date stating the amount they need to pay to renew their membership. The anniversary date remains the same regardless of the actual date of renewal payment. Annual accounts not renewed within 30 days will be rendered inactive.

Members paying via monthly credit card or bank draft will be charged each month on or about the 10th of the month. The Westfield Area Y may, at their discretion, adjust the monthly rate applicable to the category of their membership at any time. Members will receive at least thirty (30) days written notice prior to any such change. Credit card and bank draft memberships may be cancelled at any time after the first 60 days. Cancellations must be received in writing and acknowledged 30 days prior to the draft date. Members will have access to the facility for 30 days after the termination date.

Membership Upgrades/Changes

If, during the course of the year you wish to upgrade your membership (e.g., individual to family, silver to gold), you may do so at any time. You will pay the prorated difference between the new membership and the existing membership.

Replacement Membership Cards

If you lose your membership card, a new one must be purchased. The replacement charge is \$5.00 and must be paid prior to a new card being issued. Found cards will be held at the Greeter's Desk. Please check there before purchasing a replacement card. If your card no longer scans due to wear, a new card will be printed at no charge when you turn in your old card.

Termination of Membership

Membership is a privilege not a right. The YMCA reserves the right to terminate a membership at will without refund.

Membership Hold

If, due to a physician-documented medical reason, you are unable to make use of the YMCA for a period of one or more consecutive months, you may request to have your membership account placed on hold until you are able to return. When you are able to resume use of your privileges, your account will be adjusted to reflect the time you were inactive. NOTE to those with Family memberships, in order to receive any adjustment for medical hold, all family members must refrain from use of YMCA. Membership accounts may not be held/extended for any non-medical reason, including travel.

Scholarship Assistance

The YMCA believes in serving the needs of all members of our community, regardless of their inability to pay the full cost of membership or programs. If you ever find yourself in this position, or know of someone who is, please ask for a financial assistance application at our Welcome Center Desk or download an application from our website ([Westfield Y Financial Assistance Brochure](#)). All information is strictly confidential.

Hours of Operation

We are open 7 days a week year round. Hours of operation are listed in our printed material available at the Y and on our website, www.westfieldynj.org. Tours, new membership sales and program registrations are handled during designated "Business Hours" within our hours of operation.

Holidays/Special Hours

HOLIDAYS-FACILITIES CLOSED

- Easter Sunday
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving
- Christmas Day

SPECIAL OPERATING HOURS

- New Year's Day
- Christmas Eve
- New Year's Eve

CANCELLATIONS/CLOSURES

The Y may close facilities and/or cancel classes due to inclement weather.

Child Care Delays and Closures:

If Westfield schools are delayed:

Preschool, Day Care, Kindergarten, Kindergarten AM Wrap-Around and Kids Club (babysitting) opens at 10:00 am

There is no before care for the School-Age/Kinderwrap Child Care program

If Westfield schools are closed:

Preschool is closed

Kindergarten is closed

Kids Club (babysitting), Day Care and School-Age/Kinderwrap Child Care Snow Day coverage begins at 10:00 am

Facility repairs

Most major facility repairs and maintenance projects are targeted to be completed over the summer months, usually in August. **However, we reserve the right to close a portion of the facility for necessary repairs throughout the year.** If facilities are not available for a more extended period of time, the Y will make every effort to provide like facilities or alternate arrangements.

Other

We reserve the right to close facilities for special events that warrant use of significant portions of the Y. Notices will be posted in advance of these special closings. Occasionally it may be necessary to close due to severe weather or emergency situations. Notice of these unscheduled closings is posted on our website www.westfieldynj.org and recorded on our information Hot Line (908) 233-2700 ext. 278.

Supervision of Youth at the Westfield Area Y

Ages 9 and under must be accompanied by an adult at all times. Parents must remain in the facility and accessible while their children ages 9 and under are attending Y classes. If using the facility and/or taking a class, parents of this age group should plan their activities around and utilize our babysitting services (Kids Club) when available. During preschool and youth aquatic lessons, the parent or guardian must remain within the respective pool areas (lobby area for the Rooke Pool and balcony area for the Wallace Pool). Youth ages 7 and under must be accompanied by an adult in the pool during family and open swims.

Ages 10 and over may attend Y programs or scheduled activities without an adult on the Y premises.

Guest Policy

Members are encouraged to bring guests to the YMCA. Guest passes are applied to your account when you join and when you renew each year thereafter. Guests must be accompanied by full-facility members only. They must sign the Guest Waiver Form at the Welcome Center and provide a form of identification (picture ID). Guests must be 18 years or older. Guests under the age of 18 must be accompanied by a parent or guardian.

Youth Program Members (age 12 and under) and Pre Teen Plus Members

Youth and Pre Teen plus program members may bring their parents/guardians for a \$3 fee each (including member). The guest pass entitles them to youth/family gym and/or youth/family swim during scheduled program times on the current schedule.

Teen Silver Members (ages 13-17)

Teen silver members are entitled to purchase guest passes for their parents/guardians and other adults (18+) for \$10 each to use the silver membership facilities and amenities.

Silver and Gold Adult Members (age 18+)

Adult silver members are entitled to five complimentary guest passes per year.

Gold members are entitled to eight complimentary guest passes per year.

Upon joining or renewing, these guest passes are recorded in the Y computer system. **Guests must be registered and accompanied by their host member at all times.** Members may purchase additional guest passes for \$10 each. Adult guests are entitled to the same privileges as their host member.

Photo Liability Waiver

Our staff members frequently take photos throughout the facility for a variety of uses. It is not our intent to use photos against your will but because we cannot guarantee that you won't end up in a photo, everyone is required to sign a photo liability waiver (on the membership application) assigning rights to the photo and your likeness to the Westfield Area Y. You are welcome to ask not to be photographed if you see staff taking photos in the area you are in, but, again, there is no guarantee you will not appear in a photo.

Non-Sufficient Funds Policy

Anyone presenting a check or credit card that is returned for non-sufficient funds will be charged an administrative and bank fee and will be subject to the following action:

Returned Documents – Must replace payment, along with \$25.00 fee within one week or the services for which the payment was made will be suspended.

Safety and Security

We make safety and security a top priority. For this reason, a Risk Management Committee comprised of Board, staff and volunteer experts exists. With a focus on training and prevention, the committee reviews policies and procedures and makes recommendations to minimize any potential for harm to a member, visitor or staff person and provide for the security of the YMCA's property. Staff members frequently collaborate with our insurance company on matters of procedure and best practices and other issues of concern. As a member, we ask that you accept the responsibility of reporting anything that you feel could be a potential risk. We also welcome and give consideration to suggestions through surveys and the suggestion boxes located throughout the building.

Informed Consent

The American Medical Association recommends that any person taking part in strenuous physical activities consult their physician prior to participation. Participation in YMCA activities is at the member's own risk.

Incident/Accidents

Members and their guests participate in YMCA-sponsored programs at their own risk. If you do have an incident/accident, please report it immediately to the nearest staff member. An incident/accident report will be filled out. Incident/accident reports are internal documents for YMCA use only.

Security of Personal Belongings

All members and their guests are advised to lock their belongings in a locker while they visit the YMCA. We encourage all members to avoid bringing valuables to the YMCA. **The YMCA is not responsible for lost or stolen articles.** Please report any loss to the Welcome Center Desk.

Loaner Equipment Check Out

Basketballs and racquetball equipment may be checked out, free of charge to members, at the Member Service Desk. We require that you leave your membership card or another form of collateral.

Racquetball Court Reservations

Racquetball court time is free to members. Court time reservations may be made at the Member Service Desk beginning at 5:15 am on the day before the desired court time. If you need to cancel your reservation, please call the Member Service Desk. Reservation times are on a first come, first served basis and availability is subject to Y programming. Note: Black soled shoes are not allowed on the racquetball courts.

Lost And Found

The Y is not responsible for lost, stolen or damaged property. However, we do keep lost and found items for up to 30 days. After that time, they will be given to charity. Valuables such as keys, phones and jewelry will be kept in our safe at the Welcome Center.

Security Cameras

Be advised that security cameras are located throughout the facility (not in locker rooms or bathrooms).

Parking/Traffic Safety

The YMCA parking lot is for use only by those attending or making use of YMCA facilities and programs or YMCA approved activities. Everyone is expected to obey all traffic, speed and parking markings and signs throughout the parking lot. Drivers are to heed the direction of any staff member who may be positioned or directing traffic in the parking lot. Those parking in handicapped designated parking spaces must display authorization on license plate, mirror or dashboard placard. Unauthorized use of handicapped parking spaces is prohibited.

Emergency Evacuations and Drills

During an emergency evacuation the fire alarm horn and strobe system will sound. All members are immediately required to evacuate the building. Please follow staff directions in order to maintain your safety during any emergency evacuation or drill. Panic buttons are located near the whirlpool, sauna and steam room in the Men's and Women's Fitness Centers. In an emergency, please push a panic button for immediate assistance.

First Aid/CPR/AED's

During all hours of building operation, at least one staff member on duty (usually more) is certified in first aid, cardio pulmonary resuscitation (CPR), the use of an Automated External Defibrillator (AED) and oxygen. First Aid kits are located in each department and at the Welcome Center and Member Service Desk. AED's are located throughout the building.

Privacy and Safety Policy

Video recorders, cameras, cell phones and PDAs (Personal Digital Assistant) that have the ability to take pictures or any other visual recording devices are not permitted within the Westfield Area Y unless registered by a Westfield Area Y Director.

Anyone taking pictures in the Westfield Area Y without express authorization from a Director may have his or her membership terminated. This is to protect your privacy and safety.

Member Communications

The following methods are used to communicate information to you that is pertinent to your benefits and facility usage.

New Member Orientation

Our Health & Wellness Training Centers are among the finest, most comprehensive in North Jersey and our staff is committed to your fitness success. We offer a complimentary equipment orientation, with the instructor on the floor, to get you started. New Member Orientations are available by appointment only and are a great opportunity to learn everything you need to know to enjoy the Y to the fullest.

Orientations conclude with a complete tour of the facilities. If you've never had the chance to see all that is available to you, need a refresher or just have questions, please contact the [Assistant Health & Wellness Director](#).

Pool and Gymnasium Schedules

Pool and Gymnasium schedules must change based upon programming needs. Throughout the year there are 6 program session schedules (usually 8 weeks), along with several 1 or 2 week interim schedules. New schedules for these areas are available in the lobby and on our website at least 1 week prior to going into effect.

Member Newsletter

Published twice a year, this piece is sent to members only and reports on recent Y events, new staff, current Y issues and upcoming events and dates to remember.

E-Mail

We use e-mail to communicate with our members and program participants regarding program registration, closings and cancellations, holiday hours, special events and member newsletters. Please share your e-mail address with our Member Service staff or send an e-mail to www.westfieldynj.org to have your e-mail address added to your account. We will not share your e-mail address (or for that matter – any of the information we have on you) with anyone, for any reason.

Website

Visit our interactive, searchable website at www.westfieldynj.org for helpful information on program, facility and membership offerings, as well as special events, announcements and schedules.

Hotline

We have established an Information Hotline to keep you informed. During inclement weather, particularly the winter months, the Hotline is updated frequently to make you aware of any delays, cancellations or closings. The Hotline number is (908) 233-2700 ext. 278.

Brochure/Flyer Racks

Learn more about membership, program and special events by picking up information from one of the information racks located throughout our facility.

Wellness Library

The library provides important information and wellness tips. It is located on the first floor of Clark St. facility.

Program Information

Program Session Registration

The Westfield Area Y offers a wide variety of programs and services for the entire family. For program listings consult our printed material available at the Y or online on our website www.westfieldynj.org. Printed material available at the Y may be viewed and/or printed from our website. Copies can also be found at the Welcome Center.

- A current Y membership is required to register for and participate in most programs.
- Priority registration is available for gold and silver individual and family members.
- Most adult fitness classes are available to silver and gold members at no additional fee. Pre-registration is required.

- Participants must register for each session. Payment is required at the time of registration.

Online Registration

In order to take advantage of online registration and payments, a current membership is required. In order to log in members must have their identification number which is found on the bottom right hand corner of their member ID card, and their password. Passwords are entered using the first initial of the first and last name followed by the six (6) digit birthday. EX: John Doe January 1, 2009: JD010109.

Registration is available online for most of the programs offered at the Westfield Area Y, along with monthly childcare payments, summer camp balances, and membership renewals unless otherwise indicated. Participants are also able to add themselves to wait lists if a class/program happens to be filled using the online feature.

Please note: **Financial aid processing and credit vouchers must be handled in person at the Welcome Center. The online registration feature is not available for these transactions.**

If you encounter difficulties with online registration please contact the Welcome Center at (908) 233-2700.

Class Make-Ups

Sports class make-ups are scheduled at the discretion of the Sports Director. Aquatic staff will make every effort to schedule make-up classes for unscheduled closings and will contact you directly.

SWIMMING

- Choose your child's swim class level carefully. Class changes may not be possible once the session begins. A class change fee may apply.
- Classes that do not meet a minimum enrollment will be cancelled and you will be offered an alternate class.
- A waiting list is kept when a class enrollment fills. We work very hard to add classes to provide space for our members.
- **Swim diapers are required for all children that are not toilet trained and for newly trained children.**
- Lap swimming is available for members ages 13+ unless otherwise noted on the most current pool schedule.

CLASS CREDITS/REFUNDS

- If the Y cancels a class due to lack of enrollment or facility conflict, the participant will be issued a refund or credit in full.
- Camp and Child Care deposits are non-refundable.
- If the participant cancels a class before the session begins, a 100% refund or credit, less a \$10 service fee, will be given.
- Credits (after the \$10 service fee) will only be given for the following:
 - If the participant cancels a class during the first week of the class, a 75% credit will be issued.
 - If the participant cancels a class during the second week of class, a 50% credit will be issued.
 - No refunds/credits will be issued after the second week of a session
- Credits will be honored for one year from date of issue.

KIDS CLUB (BABYSITTING)

Babysitting is available to members (ages 4 months to 10 years) while using the facility. Please prepay for babysitting at the Welcome Center. Registration is available online for infants 4 months – 1 year old. Easy-to-use one-time and multiple visit punch cards are available for purchase. Please review the [Kids Club Babysitting](#) brochure for policies and procedures. Members must stay in the building while their children are in babysitting.

Babysitting Escorts

A child registered for preschool activity classes may be escorted to/from class by a staff person from Kid's Club (babysitting). Details are available through the preschool office. [Preschool Director](#)

Membership Has Its Privileges

Though most programs we offer require membership, there are a handful that do not. For these programs, YMCA members will have first opportunity to register ahead of non-members.

Special Event/Seasonal Programs

Throughout the year a variety of special events and seasonal programs take place that do not follow the same beginning and ending dates as our standard program sessions. These include: Summer Day Camp, Swim Team, Youth Soccer/Basketball Leagues, Childcare, Kids Club, Adventure Guides and numerous one day events. These special programs usually have separate dates and guidelines for registration that will be noted within the program description in the printed material available at the Y and online at www.westfieldynj.org.

Program Cancellations

We will make every effort to run programs as scheduled. In the event that we have to cancel a class or program due to uncontrollable factors such as weather, power outages, etc., **no refunds will be given**. However, if a class or program is cancelled due to lack of enrollment, the YMCA **will** credit or refund your program fee in full.

Parent/Child Programs

For member only programs that require a parent or guardian to participate with the child, only the child is required to maintain a membership.

Be a YMCA Contributor

Financial Support and Assistance

Strong Kids Annual Support Campaign

We hope that you will take full advantage of your membership and enjoy the wide variety of programs, services and facilities we have to offer. The Westfield Area Y is a charitable, nonprofit 501(c) 3 organization. It is part of our mission to provide financial assistance to youth, teens and families that are experiencing a financial hardship. These hardships include loss of job, illness, family emergency, etc.

The membership and/or program fees that you pay cover your participation in Y programs, facility usage and services. However, each year we reach out to our membership and the community to request help and support to ensure participation in Y programs and activities for all who are experiencing a hardship and meet specific financial qualifications. Funds raised help us provide Y camp, child care, youth, teen, adult and senior membership scholarships.

The Y also provides significant program subsidy for programs and services that contribute to the overall health and well-being of youth, teens, families and seniors, thanks largely to the support of the Westfield United Fund.

Contributions to the Strong Kids Annual Support Campaign enable us to offer needed programs and services to families experiencing financial hardship. Requests for financial assistance are increasing each year. We ask that you consider a contribution to the Westfield Area Y so that more children and families can share in the Y experience than ever before. Contributions are tax-deductible to the extent allowed by law. Annual Support Campaign brochures with pledge cards are available throughout the facility. [Strong Kids Donation](#)

Financial Aid

If you are having trouble paying the program or membership fee and meet specific financial guidelines, you can apply for financial assistance. Simply complete the Financial Assistance form (available in brochure holders around the Y on our website or from the Welcome Center) and return it to the Welcome Center at the Main Y location, along with a copy of your most recent federal income tax form. Include copies for all individuals contributing to the household income. You may include a letter from your current employer verifying employment or your two most recent pay stubs.

The Y has a sliding fee scale based on total household income and number of dependents, which assists in determining the amount of support awarded. Extenuating hardships are also taken into consideration. All information is kept strictly confidential. [Westfield Y Financial Assistance Brochure](#)

Endowment

The **Westfield Area Y Triangle Society** was formed in 1999 to encourage people to make planned gifts to the Endowment Fund of the Westfield Area Y. Currently, membership in the Triangle Society is given to donors whose pledges to the Endowment Fund have a value of \$5,000 or more, whether they are deferred gifts, outright gifts or bequests in wills. Triangle Society informational brochures can be found around the Y facility, or call the Development Office at (908) 233-2700 ext. 240.

Conduct

To ensure a pleasant experience for everyone, members and their guests are expected to conduct themselves at all times in a manner consistent with the YMCA character values and adhere to our Code of Conduct.

CODE OF CONDUCT

At the Westfield Area Y, we expect staff, members and guests to behave in accordance with our mission and values at all times, respecting the rights and dignity of others.

At the Westfield Area Y, we demonstrate our 4-core values of Caring, Honesty, Respect and Responsibility by:

- Speaking in respectful tones; refraining from the use of vulgar or derogatory language; and dressing appropriately.
- Resolving conflicts in a respectful honest and caring manner; never resorting to physical contact or threatening gestures.
- Respecting others by refraining from intimate behavior in public; abstaining from contact of a sexual nature.
- Respecting the property of others; never engaging in theft or destruction.
- Creating a safe, caring environment; never carrying illegal firearms or devices.
- Participating in programs to build a healthy spirit, mind and body; never engaging in the use, sale, dispensing or possession of illegal drugs or narcotics, or the use of alcohol on Westfield Area Y premises.

Adherence to the Westfield Area Y Code of Conduct and regulations is essential. Non-compliance may result in suspension or termination of Westfield Area Y membership privileges.

What to Wear

We expect members to wear appropriate gym attire when using the Y facilities. Most “dry” exercises require comfortable clothing and active footwear (sneakers). To use the pool, you will need a swimsuit. A bathing cap is preferred but optional. Long hair must be secured. For comfort and in the event of an emergency evacuation, many members wear robes and slip on shoes from the locker room to the pool. For your safety, protective eyewear is required for racquetball. Black soled shoes, street shoes and sandals are not permitted in the workout areas. In keep with the Y’s core values, please do not wear shirts with inappropriate or obscene language. The Y reserves the right to ask that inappropriate apparel not be worn.

Smoking and Drugs

The Westfield Area Y is a smoke and drug-free environment. In keeping with the Y’s mission of promoting health and fitness in spirit, mind and body, smoking and illegal drugs are not permitted in the Y facility.

Cell Phone Use

Use of cell phones is not permitted beyond the lobby.

Under the Influence

Persons suspected of being under the influence of drugs or alcohol will be asked to leave the premises.

Facilities & Services

We are extremely proud of our facilities and encourage you to take advantage of all that is available to you with your membership. If you are not familiar with a particular area, program or piece of equipment, we can arrange for a staff member to give you a building tour, demonstrate equipment or explain a program. The American Medical Association recommends that any person taking part in strenuous physical activities consult their physician prior to participation. Participation in YMCA activities is at the member’s own risk. Only plastic sport bottles are permitted in member facilities. All other food and beverages must remain in the lobby areas on the 1st floor and lower level.

Our Locker Rooms

Men’s and Women’s Gold Locker Rooms

The Gold Locker Rooms are for men and women ages 18+ with a gold membership only. Children are not allowed. Towels and daily use of lockers are provided.

Men’s Silver Locker Room

The Men’s Silver Locker Room is for men ages 18 and older. You must bring your own towel and lock.

Boy’s Locker Room

The Boy’s Locker Room is available to boys ages 17 and under and men who are assisting their young sons.

Women’s Silver Locker Room

The Women’s Silver Locker Room is for women and girls of all ages. You must bring your own towel and lock.

Family/Wheelchair Accessible Locker Room

The Family/Wheelchair Accessible Locker Room is for those requiring assistance in showering/dressing and for parents or guardians with young children of the opposite sex. You must bring your own towel and lock.

Lockers

Daily lockers are available for use during your visit to the Y. The Y is not responsible or liable for lost, stolen or damaged belongings. We encourage you not to bring valuables to the Y.

- Silver members must bring a lock to secure their clothes and personal items in the lockers. Keys are provided for gold members on a daily basis for their daily lockers.
- Locks left on lockers overnight may be cut off so that other members have full access to the facility.

Our Pools

At the Westfield Area Y we have two indoor pools. The Wallace Pool is 6 lanes, 25 yards in length, with depths ranging from 3.5 to 13 ft. We attempt to maintain a pool temperature of approx. 80°-82°. The Rooke Pool has 3 lanes and is 20 yards in length. We attempt to maintain a pool temperature approx. of 86°-88°. This pool is equipped with easy access stairs and a water powered chair lift. Certified lifeguards are always on duty when the pools are open.

Usage Guidelines

- Two long whistle blasts and the pool alarm signal an emergency. Move to the side of the pool and exit immediately.
- The Lifeguard is fully in charge of the pool - anyone who is discourteous or disobeys the lifeguard's directives will be required to leave the pool.
- Everyone **must shower** before entering the pool.
- Those with hair shoulder-length or longer must have it securely tied up. A bathing cap is preferred, but is optional.
- Street shoes, gum, food and/or glass items are not permitted on the pool deck.
- A lined bathing suit is required - cut-off shorts or thinly worn bathing suits are not permitted.
- Requests to wear "non-traditional" swimwear for religious or other reasons will be evaluated for safety by the Aquatic Director and granted permission on a case-by-case basis.
- Starting blocks are for use during competitive events and class instruction only.
- Running, roughhousing and pushing are not permitted.
- Sitting, standing and hanging on the lane lines is not permitted.
- Use of rafts and/or other inflatables is not permitted.
- Parents are to observe lessons from the balcony of the Wallace Pool or the lobby of the Rooke Pool.
- Use of the handicapped chair lift is available only with the assistance of the lifeguard (Rooke Pool Only).
- Diving in the shallow end of the Wallace pool is not permitted. Diving is not permitted at all in the Rooke Pool.
- Instruction by anyone other than on-duty YMCA staff is not permitted.
- Any child that wears a diaper or is recently potty-trained **must wear a snug fitting swim diaper** while in the water.
- Swimming in both pools shall be prohibited during a lightning storm. The pools will remain closed until 30 minutes have passed after the last thunderclap. If a storm occurs during a scheduled swim class, safety water skills will be taught outside of the pool area for the remainder of the lesson.
- Other state bathing code rules are posted in the pool area.

FAMILY SWIM – Family swim is for all ages. Bubbles (foam floats) and life vests are available for use by non-swimmers.

Usage Guidelines

- All children under the age of 8 and any non-swimmer must be within an arm's length of an adult in the water.
- All children under 10 **must have a parent on the pool deck**.
- Lap swimming is not permitted during this time.
- YMCA toys & equipment may not be used during this time. Members may use our noodles, balls, and floatation devices
- Lifeguards will swim test all children entering the pools. The test goes as follows:
 - 1 length front crawl, 1 length back crawl, 1 minute of treading water.

- All skills are to be completed without stopping.

Once completed the swimmer will receive a color coded bracelet. The code is as follows.

- **Red** – Swimmer cannot swim and must use an approved life-saving floatation device. Shallow end swimming only
- **Yellow** – Swimmer can swim a little, but cannot complete the test. Shallow end swimming only
- **Green** – Swimmer has completed swim test and is allowed on both sides of the pool

ADULT LAP SWIM – Lap swim for anyone 13 years and up. A selection of hand paddles, pull-buoys and kickboards are available for use to supplement your workout. Synchronized pace clocks at each end can help you focus on tempo.

Usage Guidelines

- Enter the pool in the shallow end only – via ladder or feet first at the end of a lane.
- Enter the lane appropriate to your own speed after observing the performance level of swimmers already in the water (the lifeguard on duty can assist you if you are unsure).
- When entering an occupied lane, stand in the corner of the lane until the other swimmer(s) has an opportunity to see you.
- 2 swimmers in a lane may split the lane – each using one side of the lane or circle swim – counter clockwise, keeping to right.
- 3 (or more) swimmers in a lane must circle. Swimmers should swim continuously or agree to swim the same “work-out”, which may involve swimming specific intervals.
- Stand in the corner of the lane while resting, when sharing a lane, to allow others to safely turn at the wall.
- Pass only at the wall when sharing a lane to avoid colliding with or startling another swimmer.
- Lane assignments are at the ultimate discretion of the lifeguard on duty.

ADULT OPEN SWIM – The Rooke Pool is split length-wise in half. One side is for lap swim and the other side is for deep water jogging and shallow water exercises. This is an easy paced swim time. Children are not allowed.

FAMILY LAP SWIM – Children may swim with their parents during this time in the designated lanes. Children must be able to pass the swim test (listed above) in order to participate. A parent/adult must be in the water.

Occasionally the pool may be closed to members due to special events. Closing notices will be posted in advance in the pool area, locker rooms and directly on current schedule when possible. We will attempt to have closing notices posted at least 2 weeks in advance. The available member drop-in times may change with each program session. Schedules may be obtained in the lobby and on our website 1 week prior to going into effect.

Our Gymnasium

Our regulation-size gymnasium features a layered system hardwood floor, 6 baskets – 2 with glass backboards. It can accommodate 2 volleyball games at one time, and a floor to ceiling divider allows 2 different activities to run simultaneously.

Usage Guidelines

- Sneakers must be worn in this area at all times.
- Full Court is defined as width of gymnasium using two baskets.
- Half Court is defined as ½ width of gymnasium using one basket.
- Rollerblading is not permitted.
- Only plastic sport bottles are permitted.
- Personal radios without headphones are prohibited
- Those using the gymnasium must heed any direction given by the Gym Monitor or Member Service staff on duty.
- Instruction by anyone other than on-duty YMCA staff is not permitted.

Because the gymnasium hosts a variety of program and non-program uses, a gym usage schedule is published each program session to let you know when it is available. Members are asked to be

courteous to classes in session. You may use the gymnasium on a drop-in basis as indicated on the Gym Schedule.

OPEN GYM

Usage Guidelines

- Shooting baskets or half court games only.
- Other activities such as catch (baseball, softball, football, Frisbee) and sports skills and drills for soccer, volleyball, tennis, lacrosse and others are permitted at the discretion of the gym monitor or Member Service staff on duty.
- Organized games that prohibit use by individuals are not permitted.

Occasionally, the gymnasium may be closed for special events. Closing notices will be posted in advance in the gymnasium, locker rooms and, when possible, directly on the current schedule. We will attempt to have closing notices posted at least two weeks in advance. The available member drop-in times may change with each program session. Schedules may be obtained in the lobby or on our website 1 week prior to going into effect.

Health & Wellness Training Centers

Our Health & Fitness Training Centers are among the finest, most comprehensive in North Jersey and our staff is committed to your fitness success. We offer complimentary equipment orientation, with the instructor on the floor, to get you started. Orientations are by appointment and last about one hour. Family members are welcome to do orientations together (max 2) or separately. (You won't be paired up with any other members). Wellness staff are on duty at all times so you always have someone available to you for information, to act as a spotter or if you just need a refresher on any of the equipment.

Usage Guidelines

- For everyone's well being, users are responsible for wiping down machines after each use. It is also recommended that all users wipe down machines prior to use. (Sanitizer and paper towels are provided.)
- Sneakers must be worn at all times.
- No one under the age of 13 is permitted at any time without an adult. Teens must be at least 15 years of age to use the free weight room.
- Families with children between the ages of 7-12 years have access to the Fitness Express Center where families can work out together. All children under the age of 10 must be supervised by an adult.
- Instruction by anyone other than on-duty YMCA staff is not permitted.
- Cell phone usage is not allowed inside the exercise rooms.
- All other rules/regulations are posted in each of the Fitness rooms.

Cardio Room

Your complimentary orientation provides you with an overview of the various types of machines in this area, as well as, answers to any specific questions you may have. The staff will show you how the equipment turns on and off and how the programming features work. They will also cover some basic fitness principles such as "Target Heart Rate", what it means and how to achieve it, along with the importance of warm up and cool down. To keep your workout from being monotonous, we offer a wide selection of magazines and personal Cardio Theater televisions attached to nearly all of our cardio equipment. Each machine is equipped with a Cardio Theater audio jack that accommodates most standard headphones.

Strength Training Center

Our Strength Training Center provides a safe, effective way to develop the major muscle groups of the body. Equipment is organized by muscle groups in set-training areas. Throughout these groups there are numbered machines that represent a traditional "circuit" to assist in identifying a full body workout. Orientation is spent reviewing select equipment in the area with our certified instructors. He/she will explain the adjustment features on the machines and, while you are on the equipment, assist you in establishing which settings are best for you. The instructor will record your settings on a chart that you may use as a guide and/or progress chart on future visits. Members also have the option to be set up

with a computerized Fitness Advisor System which will record seat settings, weights, repetitions and sets for future use each workout. He/she will also instruct you in the proper technique and use of the machine to give you the confidence to work out independently. For your convenience, alphabetical files, pens and clipboards are on hand so you don't have to remember to bring anything.

Usage Guidelines

- If performing multiple sets, please step off machines while resting between sets when others are waiting.
- Dropping or slamming weight stacks is not permitted.

Free Weight Room

Usage Guidelines

- All weightlifters must rack and re-rack their own weights.
- Dropping or slamming bars, dumbbells or plates is not permitted.
- All equipment should be returned to its original place.
- Be safe, not sorry. Always use a spotter. Our strength training staff can assist.

Personal Training & Nutrition Counseling

A personal trainer can perform a fitness assessment to establish your current fitness level, as well as develop a workout regimen that will help you meet your specific fitness goals. All of our personal trainers are certified by nationally recognized fitness organizations. Trainers/counselors are available by appointment at an additional fee. To arrange for personal training contact the [Assistant Health & Wellness Director](#) or fill out the "Request for Personal Training" packet and return it to the Welcome Center. Our Health & Wellness/AOA Director will contact you to discuss your goals and pair you with an appropriate trainer. Packets are available at the Welcome Center Desk and on our website www.westfieldynj.org.

Usage Guidelines

- All personal training participants must sign an informed consent waiver.
- Fitness assessment and personal training participants are required to have a medical release form completed and signed by his/her physician.
- Only on-duty YMCA staff personal trainers are permitted to train clients on premises. Use of outside personal trainers is subject to membership termination.

Therapeutic Massage

Performed by a certified massage therapist, massage will increase the circulation and blood flow to overly tight muscles, facilitating healing and restoring normal function.

Weldon Room

This state-of-the-art room is specifically designed for group fitness programming. The layered-system hardwood floor absorbs the shock of high impact activity, minimizing stress on participants' knees and backs. We provide all the equipment necessary to participate in each class.

Usage Guidelines

- Participants are responsible for taking out and putting away their equipment they use during class.
- No street shoes permitted. Participants should carry sneakers and change into prior to class.
- Only plastic sport bottles are permitted in the Weldon Room.
- For safety reasons and in consideration of other participants, we reserve the right to deny admission to anyone arriving more than 5 minutes after class has begun.

Programs that do not maintain regular participation of 10 persons or more may be dropped from the schedule.

Childcare

The Y offers a wide variety of child care services for an additional fee: full day NAEYC accredited child care for children ages 1-5 on Elm Street; half-day NAEYC accredited preschool for children ages 2 ½ - 5 on East Broad Street; kindergarten; after school child care on-site at the Clark Street Facility as well as our new child care programs in Garwood 211 Center St., preschool at the Cranford Community Center; and After-School Care at the following Westfield Schools: Edison, Lincoln, Jefferson, McKinley, Roosevelt, Tamaques, Washington & Wilson schools. [Child Care](#)

Lobby / Member Service

We encourage you to take time to relax in our lobby before or after your class or workout or while waiting for your child to finish up his/her class. Comfortable seating is available to enjoy a newspaper or catch up on the latest information. Only plastic sport bottles are permitted in member facilities. All other food and beverages must remain in the lobby. For member convenience, bottled water is available for purchase at the Greeter's Desk. Please always feel comfortable sharing your comments or concerns with us by dropping a note in the box located in the lobby sitting area.

The Y Store

In the main lobby, for your convenience, we have items available for purchase. They include yoga mats, yoga blocks, yoga straps, headphones, and some toiletry items.

Vending Machines

On the first floor, in our lobby, we have a coffee machine. On the lower level by the Rooke Pool, we have beverage and snack machines and a member service food area. We appreciate your help in keeping the Y neat and free from litter and ask you to recycle all recyclable containers and use the trash bins at all times.

Get Involved

Volunteers

Volunteers are the foundation of our YMCA! Their ongoing dedication and support enables us to provide excellent programs and services to all members of the community. Volunteerism is also a great way for people to meet others, to develop new skills, and to put more meaning into your life.

Employment

In addition to being a great place to belong, the YMCA is a great place to work. We employ more than 350 people, the majority work part-time. The diverse offerings of the Y draw from a diverse pool of talent and expertise. Part-timers range from moms with small children to empty nesters, moonlighting teachers to corporate climbers. While they all bring something very different to their role in the Y – they all leave with something in common – satisfaction from serving others.

If you have an enthusiastic desire to serve people of all ages, and would enjoy working in a fun, friendly, family oriented, smoke free environment, consider applying to one of our many departments. [Employment & Volunteer applications](#) are always available at our Member Service Desk and on our website for any of the above roles – paid or volunteer.

Our Committees

Nowhere is volunteerism more evident than at the committee level. In addition to our volunteer Board, we also have department specific committees that help our staff evaluate and review programs and

strategies. It is through this process that we can be assured of providing our members and the community with the best services available. Committees are comprised of a volunteer Chair and staff liaison, participants from the general membership and where appropriate, members of the community. What does it take to be a committee member? First and foremost...interest and desire to help. Committees generally meet quarterly throughout the year and as needed (although usually not during the summer months – July & August) for about an hour to discuss concerns in various areas of the Y, make recommendations to staff, set goals, participate in fundraising, and generally become advocates for their specific area. Below is a list of our program and membership committees and their statements of purpose.

Active Adult/Adult Enrichment Committee

This committee oversees issues regarding the development of Active Adult and Adult Enrichment programming. The committee monitors program progress and provides feedback to staff regarding program development and reports committee progress to the Board of Directors.

Black Achievers Committee

This committee supports and guides the Black Achievers Program. Committee members enlist participation, support and leadership from the community for the Black Achiever's Program; encourage attendance at the annual Black Achiever's banquet and support other promotional efforts. They actively participate in building community partnerships and may serve as role models and mentors to youth in the Black Achievers program.

Child Care Committee

This committee approves issues regarding development of day care, preschool, kindergarten, school age and day camp programs. The committee monitors progress of current programs and offers suggestions to staff for new programs.

Golf Outing Committee

This special event raises funds for our scholarship program and increases awareness about the Y, Y's Men's Club and our many programs. The Y's Men's Club partners with the Y to produce the golf outing.

International Committee

This committee develops an annual plan to meet the international program goals of the Y. Committee members assist with program delivery by hosting international Y partners and promoting exchange programs.

Marketing, PR & Communications Committee

This committee makes membership and marketing recommendations to the Board with a goal of increased member retention and market share. The committee reviews and recommends membership and program marketing campaigns, publicity efforts, community relations and the development of collateral materials.

Medical Advisory Committee

This committee recommends policy to the Board relating to medical issues, programming and services within the Westfield Area Y. Such programs and services include, but are not limited to, adult and youth wellness, fitness and sports.

Member Service Committee

The Member Service Committee recommends policy to the Board relating to the planning and operations of all our membership categories, to include adult, teen and youth programming and services within the Y. The committee monitors progress of policy and programs and suggests new program offerings to staff.

Physical Committee

This committee oversees issues regarding the development of Physical Programs including Health & Fitness, Youth & Adult Sports, Aquatics & Competitive Aquatics and other competitive programs. The committee monitors program progress and provides feedback to staff regarding program development and reports committee progress to the Board of Directors.

Pioneering Healthier Communities Task Force

The committee focus is on the YMCA partnering with community members and agencies to develop strategies; build coalitions and implement programs that will lead to the development of healthier communities.

Youth Committee

This committee oversees issues regarding the development of youth and teen non physical programming. The committee monitors program progress and provides feedback to staff regarding program development and reports committee progress to the Board of Directors.

Board & Administrative Committees

Audit Committee

Board Development Committee

Buildings and Grounds /Technology

Executive Committee/Executive Compensation Committee

Finance Committee

Financial Development Committee

Human Resources Committee

Insurance/Risk Management Committee

Investment Committee

Legal/Public Policy Committee

Long Range Planning Committee

Nominating Committee

Program Overview Committee

Thank you for becoming a member of our Y family. If you have any questions that were not covered in this Handbook, please free to call or e-mail at (908) 233-2700 ext. 227 or ext 247;

jcarthens@westfielddynj.org. lbranquhino@westfielddynj.org

Stop in sometime and let us know how you're doing and if there is anything we can help you accomplish your health & wellness goals. We wish you a most rewarding experience and look forward to meeting the needs of your and your family.

We look forward to seeing you at the Y!

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