



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



# **WESTFIELD AREA YMCA MEMBER HANDBOOK**

**Last updated: February 2021**

Due to the Covid-19 pandemic, not all facilities or amenities are available. Facility use at the Main Y is by appointment only. Information in this handbook may be confirmed at the Welcome Center or with the appropriate program director. Information in grey is not applicable at this time.

# WELCOME

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The Y is the leading nonprofit committed to strengthening community.

The Y is for everyone. Our programs, services and initiatives enable kids to realize their potential, prepare teens for college, offer ways for families to have fun together, empower people to be healthier in spirit, mind and body; prepare people for employment, welcome and embrace newcomers and help foster a nationwide service ethic. And that's just the beginning.

Your membership will create meaningful change not just for you, but for your community. You can join anywhere, but know that you belong at the Y. This handbook is only one tool to help you understand the benefits and responsibilities of membership. For details on our facilities, programs and services, please refer to the current Session Guide, visit [www.westfieldynj.org](http://www.westfieldynj.org), or ask the Welcome Center staff.

We measure success by how well we engage communities in our three areas of impact:

**YOUTH DEVELOPMENT:** Empowering young people to reach their full potential.

**HEALTHY LIVING:** Improving individual and community well-being.

**SOCIAL RESPONSIBILITY:** Giving back and inspiring action in our communities.



## EXECUTIVE & MANAGEMENT TEAM

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# SAFETY and COVID-19

## Safety is our #1 priority

We want you to feel safe and secure at all Westfield Area YMCA facilities and in all programs. We strictly meet or exceed all state health and safety regulations, and continue to implement new best practices and regulations as they arise. Therefore, please note that all programs, procedures and guidelines are subject to change.

## Facilities, Classes and Programs

All Westfield Area YMCA facilities have Global Plasma Solutions Needlepoint Bi-Polar Ionization Air Quality Systems. Proven effectiveness inactivating the COVID-19 virus: 10 minutes, 84.2%; 15 minutes, 92.6%; 30 minutes, 99.4%. Reservations are required as each space has a 25% capacity limit to maintain social distancing.

## Members and Staff

- Temperature checks and health screening questions required
- Use hand sanitizer (available at Welcome Center) or wash hands with soap upon entering the facility
- Disinfectant spray bottle and cleaning towel to be used on all workout equipment and areas before and after use
- Maintain social distance—at least 6 feet away from others at all times
- Adults wear masks at all times except when in the pool or when doing so would inhibit that individual's health. Children wear masks as required

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# BRANCHES AND HOURS

## Main Facility

908-301-9622 (YMCA)  
220 Clark St., Westfield, NJ 07090  
5:30AM-9:30PM Monday-Friday  
6:00AM-5:30PM Saturday, 7:00AM-2:00PM Sunday

## Robert & Virginia Bauer Family Branch YMCA

908-317-9622 (YMCA)  
422 East Broad St., Westfield, NJ 07090  
Open during program hours.

## Early Learning Center YMCA

908-654-8460  
170 Elm St., Westfield, NJ 07090  
7:00AM-6:30PM Monday-Friday

## Garwood Family Center YMCA

908-301-1616  
500 East St., Garwood, NJ 07027  
7:00AM-6:30PM Monday-Friday

## Administrative Support Offices

908-223-8820  
111 Ferris Pl., Westfield, NJ 07090  
7:00AM-6:30PM Monday-Friday

## HOLIDAY HOURS

Closed: Easter, Memorial Day, Independence Day, Labor Day, and Christmas

Early close: Christmas Eve (3:00PM close), New Year's Eve (6:00PM close)

Special hours: Thanksgiving Day (6:00AM-Noon), New Year's Day (10:00AM-4:00PM)

## FACILITY MAINTENANCE/CLOSINGS

Most major facility repairs and maintenance projects are targeted to be completed over the summer, 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 offer the option of visiting like facilities or alternate arrangements.

Portions of the facility may close for special events. This will be communicated in advance.

If it is necessary to close due to severe weather or an emergency situation, we will give details on our home page, send a notification through our APP (be sure to allow notifications!) and have a recorded message on x278.

# WHAT MAKES US THE Y

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## OUR HERITAGE

The YMCA began in 1844 as a group of 11 men in London. The first U.S. YMCA was founded in Boston in 1851. Today, the Y is the nation's leading nonprofit organization for youth development, healthy living and social responsibility.

The first chapter of the Westfield Area Y began in 1868 with a group of Christian laymen who wanted to promote intellectual, moral and social growth among young men. The development of the present organization began in the early 1920s, when a group of civic-minded men established a program to provide Westfield boys with a place for "constructive" activities. A Board of Directors was formed in 1923, and land was purchased on Clark Street to build a facility in 1924. This building, which still houses the main facility, opened February 17, 1929. A 1985 consolidation with the YWCA made the Westfield Area Y a facility equally prized by men, women and children.

Today, the Westfield Area Y has approximately 10,000 members, multiple branches and on and off-site programs to serve the needs of the Cranford, Garwood, Mountainside and Westfield communities.

## MISSION

The Westfield Area YMCA 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, body, and mind for all.

## FINANCIAL ASSISTANCE

Thanks to the Annual Support Campaign, no one experiencing a bona fide financial hardship is turned away from the Y for inability to pay, whether due to unemployment, poor health, financial issues or other circumstances. Financial assistance for membership and programs is available to those who qualify and live or work in our service area. Should you or anyone you know need assistance, applications are available at the Y and on our website. All applications are handled confidentially.

# MEMBER BENEFITS

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## FULL MEMBERSHIP CATEGORIES

### SILVER

- Access to Main Facility including two pools, double gym, free-weight room, cardio room, strength training room and Fitness Express Center
- Access to Men's, Women's, Boy's, and Family silver locker room
- Over 80 free group fitness classes and water fitness classes
- Racquetball (reservations required; equipment provided)
- Kids Club (babysitting) for an additional fee
- Fee reduction on classes & programs
- Priority program registration
- 1-hour orientation with a Y Health & Wellness Staff Member

### GOLD

- All Silver privileges
- All group fitness classes including Yoga, Pilates and TRX
- Free Kids Club (babysitting) for age 1-11 years (fee for infants)
- Includes Men's & Women's Fitness Centers with additional cardio and strength training equipment, towel service, limited laundry service, whirlpool, and sauna
- Steam room (Men's Fitness Center only)



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Financial assistance for membership and programs is available to those who qualify and live or work in our service area. Should you or anyone you know need assistance, applications are available at the Y and on our website. All applications are handled confidentially.

# MEMBER BENEFITS (cont'd)

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## LIMITED MEMBERSHIP CATEGORIES

### BASIC (YOUTH - PROGRAM)

- Required for access to Westfield Area Y programs
- Gym & family swim time as indicated on schedules. Parent/guardian (up to 2 adults) must accompany children. \$5/person for family swim.

### BASIC (ADULT - ON THE WAY)

- Access to one session of designated programs. See current program guide for details.

## GETTING STARTED

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### 1-HOUR+ FITNESS ORIENTATION

A Y strength trainer will work one-on-one with you to get you started on a workout program tailored for your individual needs. You will learn how to properly set up the equipment for your height and body structure, how to perform the exercises, and how to progress each workout. Your first appointment is for 1-hour, and follow-ups are included as needed. Free for Gold and Silver adult members.

### GUEST PASSES

We encourage members to use their complimentary guest passes to bring a friend!

8 free guest passes are provided annually to Gold members, 5 to Silver members. Additional guest passes may be purchased for \$10. Guests are entitled to the same privileges as the host member. Guests must provide a photo ID and sign our guest waiver at the Welcome Center Desk. Parents/guardians must sign the waiver for guests under the age of 18. The same guest may visit up to 5 times in one year. Additional visits will require a Westfield Area Y membership. Guests must provide a photo ID and sign our guest waiver at the Welcome Center Desk.

The Westfield Area Y is committed to protecting the children we serve. The membership database and guest IDs are scanned against the National Sex Offender Registry.

### NATIONWIDE MEMBERSHIP

The Westfield Area YMCA participates in YMCA Nationwide Membership. Our full facility members can visit any participating Y in the United States and Puerto Rico at no additional cost. Note: nationwide member visitors must use their home Y at least 50% of the time and program-only participants and special memberships are not eligible.

Some restrictions may apply or vary among the participating Ys, so we recommend you call ahead prior to your visit. Visit [ymca.net](http://ymca.net) to find a participating Y location in the area you are visiting.

### LOANER EQUIPMENT

Basketballs and racquetball equipment may be checked out from the Member Service Desk with your Membership ID Card.

#### DOWNLOAD OUR MOBILE APP!

- Real-time schedules
- Add classes and events to your mobile calendar
- Allow notifications for weather alerts



# FIND THE LATEST INFORMATION

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## ONLINE

www.westfieldynj.org features the most current information with upcoming events, information on classes and programs, printable schedules (pool, gym, group exercise) and brochures, and online registration.

## APP

Easy access to real-time group exercise, gym and pool schedules. Add classes and events to your mobile device calendar. Allow notifications for weather-related alerts...and more! Go to your App Store, search for Westfield Area YMCA, and download this free app.

## E-MAIL

We use e-mail to occasionally communicate about programs, services and special events. If you are not receiving emails, please advise the Welcome Center to make sure your email is properly listed in your profile. Note: It is our policy not to share any personal information about our members with anyone.

## SOCIAL MEDIA

Follow us on Facebook and Instagram! @westfieldareaymca

## PROGRAM SESSION GUIDE

Our programs typically run in 8 week sessions (some exceptions include: summer session, camp, teams/leagues and child care). Session guides are mailed, posted online and available throughout the facility. Please note session registration dates for your membership type as popular classes and programs will fill fast. Full individual and family members have an earlier opportunity to register than Basic members.

# MEMBERSHIP & PROGRAM PAYMENT INFORMATION

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## MEMBERSHIP CATEGORIES AND JOINER'S FEE

Family memberships: include a maximum of 2 adults and dependents up to age 26 living in the same household (dependents are silver members).

Senior memberships: all adults must be age 65+

A one-time \$100 Joiner's Fee is due in full for designated membership categories. You may rejoin within 30 days of expiration without repaying the fee.

## MONTHLY MEMBERSHIP

Monthly memberships are billed on the 10th of each month by Electronic Fund Transfer (EFT) from a credit/debit card, or checking/savings account. 30 day written notification is required to cancel this method of payment and/or membership before the 10th of the month. A \$25 fee is assessed if any payment is denied by the financial institution. When registering for a program, the membership must be valid for the length of the program.

## ANNUAL MEMBERSHIP

Annual memberships are to be renewed in full any time prior to the expiration date (membership anniversary date will not change). At the time of a program registration, membership must be valid through the duration of the program. There are no cancellations or refunds. If membership is expired for more than 30 days, the Joiner's Fee will be due again upon rejoining. When registering for a program, the membership must be valid for the length of the program.

## MEMBERSHIP UPGRADE

You may upgrade your membership at any time. You will pay the prorated difference between the new membership and the existing membership.

## MEMBERSHIP HOLD

If you are unable to use the facility for one or more consecutive months, membership may be put on hold at the discretion of the Y. Note that the hold applies to everyone on the membership for both facility use and program participation. Reciprocity usage at other YMCAs is also on hold. The maximum time a membership can be on hold is 120 days. For a non-medical hold, there is \$15 monthly fee paid in advance of the start of the hold. For a medical hold, there is no fee and a doctor's note is required.

# MEMBERSHIP & PROGRAM PAYMENT INFORMATION (cont'd)

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## MEMBERSHIP TERMINATION BY MEMBER

Monthly memberships must give 30-day written notice in advance of the desired membership cancellation date and fill out a termination survey. Less than 30-day notice will result in that month's dues being drafted. Joiner's Fee and memberships are not refundable.

## MEMBERSHIP TERMINATION BY THE Y

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

## MEMBERSHIP RATE CHANGE

The Y may change membership rates with a 30 day notice to members.

## ONLINE REGISTRATION AND PAYMENT

Online registration and payment is available for most programs including childcare (payments), camp, and annual membership renewals. Financial aid payments and indicated programs must be handled in person at the Welcome Center.

If you are ready to register or make a payment, click the "Register Online" button on the home page and click on the login icon in the upper right hand corner. Login by using the email address in the Y's database. The default password is the first initial of your first name, first initial of your last name and your 6-digit birthday (e.g., John Doe January 1, 2009: JD010109). Select the classes you would to register for, click on the shopping cart, then the "Info" button. At this point, you would select the family member you are enrolling and proceed to payment.

If you would like to make a payment for an existing program, login, click on the Account icon and then the "Balances & History" menu selection. Any balance due, will have a "Pay Balance" button associated with it; click that button and proceed to payment.

## CLASS CREDITS & REFUNDS

If the Y cancels a class due to lack of enrollment or facility conflict, a full refund or credit will be issued. If the class participant cancels, credits will be issued as follows: before the session begins: 100% refund or credit; during the first week: 75% credit; during the second week: 50% credit; after the second week: no refunds/credits will be issued. Credits will be honored for one year from date of issue. All refunds are subject to a 5% cancellation fee.

## CAMP & CHILD CARE EDUCATION

Camp and Child Care deposits are non-refundable. Please see Camp or Child Care handbook for policies.

# SAFE PLACES, POSITIVE SPACES

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## ENTERING THE BUILDING

Member ID cards must be presented each time you enter the Y. Replacement of a lost card is \$5. Guests must provide a photo ID and sign our guest waiver at the Welcome Center Desk.

The Westfield Area Y is committed to protecting the children we serve. The membership database and guest IDs are scanned against the National Sex Offender Registry.

## DIVERSITY & INCLUSION POLICY

The Y is made up of diverse people working side by side to strengthen our communities. Together, we work to ensure everyone, regardless of race; creed; color; national origin; ancestry; age; marital, civil union or domestic partner status; gender, gender identity, sexual orientation or expression; disability; income; genetic trait or other unique personal characteristics, has the opportunity to live life to its fullest.



# SAFE PLACES, POSITIVE SPACES (cont'd)

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## 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.

## YOUTH SUPERVISION

Youth ages 9 and under must be supervised and accompanied by an adult at all times.

Fitness Express Center: Youth ages 7-9 are permitted but must be supervised by, and exercise with, an adult at all times.

Youth ages 13 years and older may attend adult fitness classes and use the cardio room and strength training room.

Youth ages 15 years and older may use the free weight room.

Youth in programs: During aquatic programs, a parent/guardian must remain within the designated pool areas (Rooke Pool lobby or Wallace Pool balcony). If the child is attending another class or is in Kids Club (babysitting), a parent/guardian must remain in the facility. Youth ages 7 and under must be accompanied by an adult in the pool during family and open swims.

## PHOTOGRAPHY AND VIDEO

Members or guest taking pictures or video is not permitted within the Y or its programs without the express authorization of a Westfield Area Y Director.

The Y takes photos and video for use in marketing materials. You were asked to sign a photo release as a part of your membership application and may be asked again as part of a later application or if photography is scheduled. You are welcome to ask not to be photographed if you see staff taking photos. However, at large events, we cannot guarantee you will not appear in a photo.

## CELL PHONE USE

Limit cell phone use. Make and take only the briefest of calls in the fitness rooms. No cell phone use in any locker room.

## ATTIRE

Dress appropriately. Specific attire and footwear rules are posted in fitness and aquatic areas.

## SECURING PERSONAL BELONGINGS

Please do not leave personal belongings or other valuables unsecured. Put them in a locker with a lock. Locks are available for purchase at the Welcome Center. The Westfield Area Y is not responsible for the loss of personal belongings. Locks left on lockers overnight may be cut off so that other members have full access to the facility.

Gold Men's, Silver Men's and Women's Fitness Centers: locker keys at Member Services Desk. Must present Member ID to receive a key.

Men's, Women's/Girl's Boy's, Family locker rooms: bring your own lock

Mini-free lockers: key-operated lockers available for small items (in lobby and lower level)

# SAFE PLACES, POSITIVE SPACES (cont'd)

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## LOST AND FOUND

While the Y is not responsible for lost, stolen or damaged property, we do maintain a lost and found for up to 30 days, after which time items are donated to charity. Valuables such as keys, phones and jewelry are kept in our safe at the Welcome Center.

## SECURITY CAMERAS

Cameras are located throughout the facility (but not in locker rooms or bathrooms).

## PARKING LOT AND TRAFFIC SAFETY

The Y parking lot is only for use by those utilizing the Y. Follow all traffic, speed, parking markings and signs. Please cross at designated crosswalks.

## INFORMED CONSENT

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

## FIRST AID

Contact the nearest staff member for assistance. During all hours of building operation, at least one staff member (usually more) is certified in first aid, cardio pulmonary resuscitation (CPR), in the use of an Automated External Defibrillator (AED) and in oxygen. First Aid kits are located in each department, at the Welcome Center and at the Member Service Desk. AEDs are located throughout the building. Panic buttons are located near the whirlpool, sauna and steam room in the Gold Men's and Women's Fitness Centers.

## INCIDENTS AND ACCIDENTS

Members and their guests participate at their own risk. If there is an incident or accident, please report it immediately to the nearest staff member.

## EMERGENCY EVACUATIONS AND DRILLS

Members must immediately evacuate the building should the fire alarm horn sound and strobe system activate. Follow staff direction to ensure safety.

## AQUATICS CLASS POLICIES

**MAKEUP POLICY:** Makeups are only considered with a doctor's note and are not always available. This is due to class ratios and our commitment to consistency and quality of lessons.

**CLASS LEVEL:** Please select carefully at registration as classes fill quickly. Free swim level assessments are offered; please ask any aquatics staff member. Child must meet listed min. age requirements by first day of class.

**MINIMUM ENROLLMENT:** Classes that do not meet a minimum enrollment will be cancelled. An alternate class will be offered if available.

**BRING/WEAR:** Bring a towel. Students must wear a properly-fitting bathing suit. Goggles are suggested, and strongly recommended for Stage 2 level and higher. Students with long hair should tie hair back or use a swim cap. Children who are not toilet trained, or newly toilet trained, are required to wear a swim diaper.

**WAIT LIST:** If a class is full, please ask the Welcome Center to add your child to the wait list as a spot may become available. A child cannot be on a wait list and registered for the same level class at another time simultaneously unless you intend to take both classes.

**LIGHTNING POLICY:** Pools close in the event of thunder and/or lightning and will reopen 30 minutes after the last event. If a closure occurs during a class, time will be rescheduled.

**WATER QUALITY POLICY:** In the event of contamination, the pool will be closed for up to 24 hours. Please have your child use the bathroom before entering the pool area to help prevent this occurrence.

# GET INVOLVED!

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## VOLUNTEER

When you volunteer at the Y you can have a lasting impact on the community. Whether it's coaching a youth league, serving on a committee, representing the Y at a community event, or offering administrative or tutoring assistance, you receive the satisfaction in knowing that your time is truly well spent and appreciated.

## GIVE

The Westfield Area Y is a nonprofit 501 ( c ) 3 charitable organization. To operate our programs, the Y charges modest fees and utilizes funding from contributed support, restricted endowment earnings and specific grants.

- The Annual Support Campaign provides direct financial assistance to people in need in our community to enable their participation in Y programs and memberships.
- A strong endowment fund ensures stability and growth well into the future. The donors on the Triangle Society Endowment Fund tree in the Main Y Lobby pledged gifts of \$5,000 or more, whether they be deferred gifts, outright gifts or bequests in wills.
- To ensure the quality of Y programming, facilities must be well designed, clean, safe and aggressively maintained. Periodic capital campaigns ensure that we meet this need.
- For questions regarding financial development at the Y, please contact the Director of Communications & Development.

## WORK HERE

In addition to being a great place to belong, the Y is a great place to work. We employ more than 350 people, many part-time. Eligible staff receives a free Y membership and discounts for select programs. Current positions are posted on our website.

## MEMBER FEEDBACK

This is your Y, please make your concerns and comments known! Member Voice cards are available online, throughout the facility, or at the Welcome Center. Or, contact the appropriate Y Director with your questions or comments--the Welcome Center would be happy to point you in the right direction!

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# THANK YOU!

Thank you for becoming a member of our Y family. If you have any questions, please contact the Welcome Center or one of our staff members. We wish you a most rewarding experience and look forward to meeting the needs of your and your family. See you at the Y!

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