



FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY



# MEMBER HANDBOOK

WESTFIELD AREA YMCA

Last updated: July 2025

# WELCOME

The Y is the leading nonprofit committed to strengthening the 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.

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.

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.



## OUR 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.

## BRANCHES & HOURS

### Main Y Facility

220 Clark Street, Westfield, NJ  
908-301-YMCA (9622)

Mon-Fri: 5:00am-10:00pm

Sat: 6:00am-8:00pm

Sun: 7:00am-6:00pm

Regular hours change during the summer season.  
Please check our website for updated summer hours.

### Robert & Virginia Bauer Family Branch YMCA

422 East Broad Street, Westfield, NJ  
908-317-9622

Open during Program Hours

### Early Learning Center YMCA

170 Elm Street, Westfield, NJ  
908-654-8460

Mon-Fri: 7:00am-6:00pm

Sat-Sun: Closed

### Cranford YMCA

401 Centennial Avenue, Cranford  
908-844-YMCA (9622)

Mon-Fri: 5:00am-9:00pm

Sat: 6:00am-4:00pm

Sun: 7:00am-3:00pm

Regular hours change during the summer season.  
Please check our website for updated summer hours.

### Administrative Support Offices

170 Elm Street, Westfield, NJ  
908-654-8460

Mon-Fri: 7:00am-6:30pm

Sat-Sun: Closed

## HOLIDAY HOURS

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

Early Closing: Christmas Eve, New Year's Eve

Special Hours: Thanksgiving Day, New Year's Day

Visit our website for holiday hour details.

## 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 website.

## PAGE 2

## EXECUTIVE & MANAGEMENT TEAM



**Susan Morton**  
Chief Executive Officer

x228 or smorton@westfieldynj.org



**Greg Hatzisavvas**  
Chief Operating Officer

x251 or ghatzisavvas@westfieldynj.org



**Amanda Aguirre**  
Assistant Vice President of  
Membership & Programs

x258 or aaguirre@westfieldynj.org



**Marty Collett**  
Senior Director of Child Care, Camps & Teens

x223 or mcollett@westfieldynj.org



**Rob Faggiano**  
Senior Director of Aquatics

x242 or rfaggiano@westfieldynj.org



**Eileen Rooney**  
Director of Early Childhood

x134 or erooney@westfieldynj.org



**Kathy Dawson**  
Director of Administrative Services

x225 or kdawson@westfieldynj.org



**Cheryl Amatelli**  
Chief Financial Officer

x540 or camatelli@westfieldynj.org



**Andy Ng**  
Vice President of Facilities, Capital Projects,  
and Risk Management

x226 or ang@westfieldynj.org



**Shannon McGillis Jackson**  
Assistant Vice President of Child Care Services

x268 or smcgillis@westfieldynj.org



**Robert Gasper**  
Senior Director of Facilities

x247 or rgasper@westfieldynj.org



**Kimberly Koza-Baird**  
Senior Director of Aquatics and Cranford YMCA

908-844-9622 x326 or kkoza@westfieldynj.org



**Maureen Martin**  
Director of Human Resources

x550 or mmartin@westfieldynj.org



**Marla Itzkin**  
Director of Communications & Development

x264 or mitzkin@westfieldynj.org

## WHAT MAKES US THE Y

### 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 YMCA began 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 YMCA a facility equally prized by men, women and children.

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



# MEMBER BENEFITS

## Full Membership Categories

### Silver

- Access to the Main Facility including two pools, double gymnasium, free-weight room, cardio room, strength training room, and Fitness Express Center
- Access to Men's, Women's, Boy's, Girl's and Family Silver Locker Rooms
- Free group fitness classes and water fitness classes
- Racquetball (reservations required; equipment available)
- Kids Club (babysitting) for an additional fee for ages 18mo.-9yr
- Fee reduction on classes and programs
- Priority program registration

### Gold

- All Silver privileges
- Free Kids Club (babysitting) for ages 18mo.- 9yr
- Includes Men's and Women's Fitness Centers with additional cardio and strength training equipment, towel service, limited laundry service, kit lockers, whirlpool and sauna
- Steam room (Men's Fitness Center only)

## Limited Membership Categories

### Basic/Youth Program

- Required for access to Westfield Area YMCA programs

## OTHER BENEFITS

### 45-Minute Fitness Orientation

A Y fitness coach 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 equipment for your height and body structure, how to perform the exercises, and how to progress each workout. Free for all members.

### Guest Passes

We encourage our adult members to use their complimentary guest passes and bring a friend! Guest must be accompanied by the member during each visit.

Eight free guest passes are provided annually to Gold members, five to adult 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 government issued photo ID and sign our guest waiver at the Welcome Center Desk. Parent/guardian must come in person to sign the waiver for a guest under the age of 18. The same guest may visit up to 5 times in one year. Additional visits will require a Westfield Area YMCA membership. Guest passes are not available for Basic, Teen and College memberships and renew on January 1 of each year.

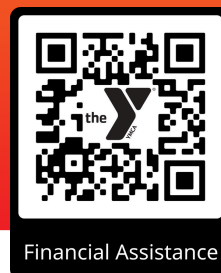
The Westfield Area YMCA is committed to protecting the children we serve. The membership database and guest IDs are scanned against the National Sex Offender Registry. Cameras are located throughout the facility in public spaces and common areas.



## FINANCIAL ASSISTANCE

Thanks to the Strong Kids+ Annual Support Campaign, no one experiencing a bona fide financial hardship is turned away from the Westfield Area YMCA 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.



SCHEDULE A  
FREE FITNESS  
ORIENTATION



## MEMBER BENEFITS (cont'd)

### 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 cannot register for Westfield Area YMCA programs.

Some restrictions may apply or vary among the participating Ys, so we recommend you call ahead prior to your visit. A Cranford YMCA nationwide membership is not eligible at the Westfield Area YMCA. Visit [ymca.org](http://ymca.org) to find a participating Y location in the area you're visiting.

### Loaner Equipment

Basketballs and racquetball equipment may be checked out from the Member Service Desk by signing our sign out sheet on the clipboard.

## MEMBERSHIP & PROGRAM PAYMENT INFORMATION

### Membership Categories and Joiner's Fee

- Family membership: maximum of 2 adults and dependents up to age 26 living in the same household (dependents are silver members).
- Senior memberships: adults ages 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 1st or 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 25th of the prior month. A \$25 fee is assessed if a check is denied by the financial institution. When registering for a program, the membership must be valid throughout the duration of the program.

### Annual Membership

Annual memberships are to be renewed in full any time before the expiration date (membership anniversary date will not change). At the time of 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.

### 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

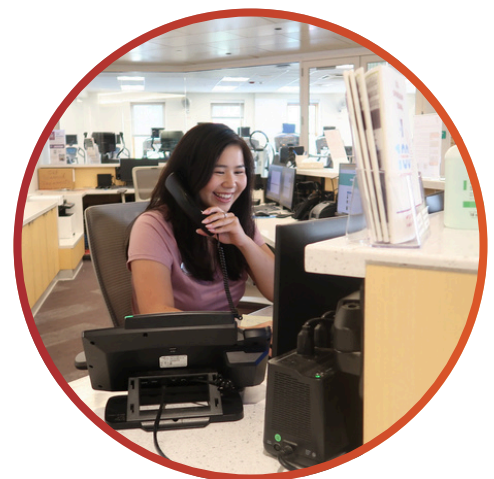
If you are unable to use the facility for one or more consecutive months, membership may be put on hold at the discretion of the Y. Note that the hold applies to everyone on the membership for both facility use and program participation. Reciprocity usage at other YMCAs is also on hold. The maximum time a membership can be on hold is for 120 days. For a non-medical hold, there is a \$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 Termination by Member

Monthly memberships must give written notice in advance, before the 25th of the month, of the desired membership cancellation date and fill out a termination survey in person or send a request in on Amilia. Less than 30-day notice will result in that month's dues being drafted. Joiner's Fee and membership fees 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 & PROGRAM PAYMENT INFORMATION (cont'd)

## Membership Rate Change

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

## Online Registration and Payment (Amilia)

Online registration and payment are available for all programs including childcare (payments), camp, and membership/purchase and renewals. Financial aid payments are also eligible for most programs online. Some restrictions apply.

You can manage all billing and registrations through your Amilia account. If you are a current member and unsure of your login information, please call the Welcome Center. Creating a new account will not tie to your existing membership. New members can create an account following the link or scan the QR code to the right to purchase a membership through the Amilia store. If you have any questions, contact the Welcome Center.



To register for programs or to purchase a membership, click the blue "Store" button on your homepage, after logging in to Amilia. In your account, you can manage payment methods, view current and previous purchases, update your contact information, and more!

## Class Credits and 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 the date of issue. All refunds are subject to a 5% cancellation fee.

## Camp and Child Care Education

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

# SAFE PLACES, POSITIVE SPACES

## 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. 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%

## 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 and Inclusion Policy

The Y comprises 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)

## Code of Conduct

At the Westfield Area YMCA, we expect staff, members, and guests to behave in line with our mission and values at all times, respecting the rights and dignity of others. 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 YMCA Code of Conduct and regulations is essential. Non-compliance may result in suspension or termination of Westfield Area YMCA membership privileges.

## Photography and Video

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

The Westfield Area YMCA takes photos and videos 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.

## 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.

## Cell Phone Use

Please 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 locked locker. 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 Locker Rooms: 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

## Security Cameras

Cameras are located throughout the facility in public spaces.



## SAFE PLACES, POSITIVE SPACES (cont'd)

### Parking Lot and Traffic Safety

The Y parking lot is only for those utilizing the Y. Follow all traffic, speed, parking markings, and signs. Please cross at designated crosswalks. There is a drop-off zone in front of the Main Y entrance. Please note that this area is not for parking or standing.

### 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.

### 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.

### First Aid

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. 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, cardiopulmonary resuscitation (CPR), in the use of an Automated External Defibrillator (AED), and oxygen. First Aid kits are located in each department, at the Welcome Center and each floor. AEDs are located throughout the building. Panic buttons are located near the whirlpool, sauna, and or steam rooms.

### Evacuations and Drills

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

## PERSONAL TRAINING/COACHING POLICY

To maintain a safe, respectful, and support environment for all members, only certified Y staff are permitted to provide personal training or coaching within our facility. Outside trainers, coaches, or instructors are not allowed to conduct training sessions or workouts with members.

This policy is in place to ensure consistency with safety protocols, and the quality of instruction provided. We offer a variety of personal training services to help you reach your goals! Visit the Welcome Center or visit our website to learn more.

## AQUATIC POLICIES

### Swim Lessons

#### CLASS MAKEUP POLICY

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

#### CLASS LEVEL

Select carefully at registration time as classes fill quickly. Free swim level assessments are offered; please ask any aquatics staff member. The child must meet the listed minimum age requirements by first day of class.

#### MINIMUM ENROLLMENT

Classes that do not meet a minimum enrollment will be canceled. An alternate class will be offered if available.

#### WAIT LIST

If a class is full, please ask the Welcome Center or sign onto Amilia 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.

### Lap Swim

Lap swim is available to swimmers age 13+.

**TIPS:** Please enter the pool in the shallow end. To avoid accidents, when entering an occupied lane, please receive the first swimmer's acknowledgement that you are there. Please get kickboards, pull buoys, etc. before entering the pool.

**DIRECTIONS:** If there are 1 or 2 swimmers in a lane, they may elect to split the lane in half. The entrance of a third person immediately changes the lane to Circle Swim format.

### Family Swim

For full member families only. Family swim is limited to 40 participants; if the pool is at capacity, you may be asked to wait until space becomes available. Swimmers under the age of 8 must have adult supervision in pool water with them. Swimmers requiring floatation must have adult supervision in the water within arm's reach. Swimmers ages 8-9 must have adult supervision on the pool deck at all time. Every swimmer under the age of 14 will be tested for swimming ability. In order to pass the deep-end test, one must be able to swim 25 yards without floatation and tread water for one minute. If successful, swimmers receive a wristband that must be worn every time they swim at the Y. All non-swimmers must stay in the shallow end. Family swim is not available for national reciprocity members or guests. Schedules are subject to change; visit website or our Welcome Center for the most up-to-date schedules.

# GET INVOLVED

## Give

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

- The Strong Kids+ 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 are 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.



## 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 of knowing that your time is truly well spent and appreciated. Volunteers must be 14 years of age or older, applications are available online at [westfieldynj.org/volunteer-opportunities](http://westfieldynj.org/volunteer-opportunities).

## Member Feedback

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

## WORK AT THE Y

Turn your passion for strengthening community into a great job or a career!

We offer full-time, part-time and summer positions, so you can find a role and schedule that works best for you. Working at the Westfield Area YMCA is so much more than a job. Whether the Y is your first experience or you are a seasoned professional, you can discover your passion and make a lasting difference in the lives of those around you.



**Learn More  
and Apply!**

or visit  
[westfieldynj.org/jobs](http://westfieldynj.org/jobs)



## FIND THE LATEST INFORMATION



### WEBSITE

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



### SOCIAL MEDIA

Follow us on Facebook, Instagram, and LinkedIn!



### E-BLASTS

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.



### PROGRAM SESSION GUIDE

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.



## 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 you and your family. **See you at the Y!**