

>> Member Handbook



We build strong **kids**,
strong **families**, strong
communities.



Life Long Growth

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Welcome

Welcome to the YMCA-YWCA of Northeast Avalon! This handbook contains valuable information to assist you in making the most of your Y experience. It is important to us that our services, programs, policies and procedures are communicated to you effectively. Please read through the handbook to find out more about your Y.

Our Mission: The YMCA-YWCA is a charity that provides opportunities for all to grow in spirit, mind and body.

Our Vision: The YMCA-YWCA will be a leading charity providing access to all in employment, child care and health programs.

Y Etiquette Statement: The Y is a shared experience for everyone to enjoy. Each of us can make it better for all by being considerate to others. Y members, staff and volunteers all pledge to treat one another with respect and dignity.

Our Values: The purpose of a Y Membership is to involve individuals and families of all backgrounds and abilities in the Y so that they can grow healthier in spirit, mind and body, and develop a sense of responsibility to each other and the global community.

Our goal is that all of our members and guests at the Y learn and experience the core values while they are enjoying their Y programs and services.

What Do These Values Include?

Respect - others and their ideas, the property of others and respecting yourself.

Caring - helping others, teamwork and acquiring a sense of belonging.

Honesty - keeping your word, playing by the rules, setting goals and monitoring progress.

Responsibility - committing to the program, looking after your own belongings, knowing safety rules, playing safely and looking after yourself and others.

Inclusiveness - commitment to create an inclusive environment, be receptive to diverse experiences, perspectives and treat everyone fairly with decency, respect and free of discrimination or harassment.

Health - promote health on a human and community scale, spirit, mind and body and support parents to ensure children and youth grow in a health-oriented society.

Value of a Y Membership

We offer a broad range of programs and services for all ages. We provide our members with opportunities:

- For social interaction through social events and group activities
- To improve their health through ongoing health education programs and special events
- That challenge and meet the needs of people with different levels of abilities, skills and interests
- That ensure all of our facilities are maintained and supervised by qualified professional staff who are committed to Y values and to providing a high level of member service
- That ensure our volunteer and staff schedules reflect our program schedule and reflect the individual usage in our facilities
- That ensure our facilities and equipment are clean, well maintained and relevant
- That ensure our operating hours and schedules are convenient to our members

Access to other Y's: When members travel to an area where another Y is located, their membership is honoured by the host Association, but only for a time; members are then expected to transfer their membership. For details about the YMCA Canada Reciprocal Membership Policy please ask the Membership Sales and Service Desk. Visit www.ymca.ca for other Y facilities.

All YMCAs and YMCA-YWCAs in Canada provide unlimited “guest privileges” to members of any other YMCA or YMCA-YWCA in the equivalent membership category, regardless of fee equivalency and without any transfer of funds.

Countless Opportunities Exist: Become a Volunteer! Help others and feel great about yourself. Applications are available at www.ynortheastavalon.com and at the Membership Sales and Service Desk. Members have the opportunity for training and growth experiences in a variety of settings.

Program Volunteers Provide leadership and support to many high quality programs and services enjoyed by the community.

Philanthropy Volunteers Help raise funds to ensure that Y programs are open to everyone regardless of economic circumstances.

Advisory Volunteers Provide leadership in advising the Y on important issues and overall direction of the Association.

Governance and Policy Volunteers Provide leadership to the Y as members of the Board of Directors or one of their committees.

No Strings Attached: Continuous membership encourages members to participate in health programs and services without interruption, yet remains flexible to meet an individual’s changing needs. All membership categories will be renewed monthly on payment date unless written direction is given to cancel.
(see Cancellation Policy)

Staff & Volunteers Who Care: Y Staff and volunteers are well-trained in their field and are caring and committed individuals. Everyday we strive to live the Y’s mission as a charity and deliver our Y values in all that we do.

It’s All Under One Roof: Y members get full access to the facility which includes the gymnasium, courts, weight lifting and cardio equipment, fitness studio, group fitness classes and aquatics. Our programs are designed to accommodate every age group from toddlers to older adults. Your Y offers child minding services included in family membership fees.

Free Wi-fi access is available to members and guests throughout the facility. Additional fees may apply to other services not listed e.g. life saving courses.

More detailed information is available at the Membership Sales and Service Desk and online at www.ynortheastavalon.com.

About Your Membership

Building Fund Fee: A one-time, non-refundable fee for individual adults & adults in Family Memberships (General and Plus) will be required to pay upon joining. This fee is used for the maintenance of high quality Y facilities through capital improvements, renovations and refurbishment.

Changes to Membership Status: Your Y membership is comprehensive and continuous. Changes to your membership status require that you contact a Membership Sales and Service staff in person.

Membership Upgrade: You may upgrade your membership by paying the difference between the old and new membership category. Your payment date will remain the same and the remainder of your new membership will be pro-rated.

Cancellation Policy: Your membership commitment may be cancelled at any time. To cancel we require that you notify the Y in writing and return membership card(s) a minimum of 5 days before your payment due date. A cancellation fee will apply.

Changes to Personal Information: Please advise the Y Membership Sales and Service staff immediately should your address, banking, credit card or other personal information change.

Privacy Statement: The YMCA-YWCA is committed to protecting the privacy of the personal information of its members, employees, donors, volunteers and other stakeholders by following responsible information handling practices in keeping with privacy laws, including the Personal Information

Protection and Electronic Documents Act (“PIPEDA”) and provincial privacy legislation. The Association values the trust of those we deal with, and of the public, and recognizes that maintaining this trust requires that we be transparent and accountable in how we treat the information that you choose to share with us.

During the course of our operations, projects and activities, the Association occasionally gathers and uses personal information. Anyone from whom we collect such information should expect that it will be carefully protected and that use of others dealing with this information is subject to consent.

Y Financial Assistance: Assistance is available for those who are unable to pay full fees for membership, camp and child care. Please see Membership Sales and Service Desk to learn more about accessing this program or to find out how you can help support the program.

Using Your Membership

Hours of Operation:

- Monday-Sunday 5am -11 pm
- Closed Christmas Day

Child Minding Services & Hours: Service located on Level One in the TD Leadership & Education Room. Please see guidelines below. Please see current program guide. Guidelines are as follows:

- Child minding is offered at no additional cost to members with family memberships. We want to assist in making exercising as comfortable and convenient as possible for you and your children.
- Time Limit: You are welcome to leave your child in our care for up to 1 ½ hours. We ask that you remain in the facility while your child is with us.
- Age Group: We welcome children from 0 – 8 years of age.
- Bookings: There is no need to book in advance.

- Parents/guardians are asked to sign each child in upon arrival and sign them out once your child has been collected. You may also need to show membership cards for each child.
- Please label all belongings (plastic cups/bottles, clothing, etc). Diaper bags and other personal items belonging to you or your child must be stored in the change room.
- For children requiring the use of a pacifier we ask that you attach the pacifier to the child's clothing. Should the pacifier become dirty for any reason staff are not able to clean the pacifier, so you may want to send more than one.
- The staff will inform you if there is any problem with your child or if your child needs assistance in the bathroom or a diaper change. Diaper changing is to be restricted to washrooms/change rooms.
- If you would like for your child to participate in the programs in the gymnasium, please be sure they are dressed accordingly and are wearing closed-toed shoes as footwear. If shoes are removed for activities, socks must be worn.
- To accommodate food allergies and for safety, food is not permitted in the TD Leadership & Education Room. Only plastic bottles may be used for beverages. Please inform staff should your child have any allergies or any medical conditions that you feel staff may need to be aware of.
- To ensure the safety of all children we ask that when bringing toys from home that they do not contain small parts that present a choking hazard to younger children. Toys may also be lost or damaged.
- In order to maintain an interactive play environment the use of electronic games is not permitted.
- In the event of evacuation we ask parent(s)/guardian(s) collect child(ren) immediately and then evacuate the building.

Program Area Access: Program areas will close 30 minutes prior to building closure. All members are asked to vacate program areas by 10:30pm. Program areas include all activity spaces except the conditioning centre.

Members and guests will not be admitted to the facility after 10:30pm.

Membership Card: To register your visit and gain access to all Y facilities, we ask that all members (including children) have their card scanned at the Membership Sales and Service Desk.

Cards may only be used by individuals whose picture appears on the card. Use of your card by someone else, with your knowledge, will result in membership cancellation. Please keep your card safe and notify the Membership Sales and Service Desk immediately if it is lost. There will be a replacement fee to print another membership card. Membership cards are the property of the YMCA-YWCA of Northeast Avalon and are nontransferable.

Guests: Guests of the Y can participate in program and services through the purchase of a day pass. Rates will vary depending on guest age. Day passes are only valid until the end of operating hours of the date of purchase. Guests have access to general or family change rooms. A free guest pass to Try the Y is available on our website.

Attire: Appropriate clothing, such as non-marking indoor athletic shoes (no sandals, flip flops or open toe shoes), athletic pants, leggings or shorts with a minimum inseam of 3" and t-shirt/tank is required in the Y. Bathing suits are required for all areas in the aquatics centre.

Food & Beverage: Food and drink are limited to the lobby and café area. Plastic and aluminium bottles containing water may be used throughout all programming areas. Alcohol is not permitted. We ask that you dispose of any food or beverage containers in the garbage and recycle bins provided in an effort to keep our Y clean and well maintained. If any Y member or guest is found inebriated in Y facilities, he or she will be asked to leave.

Aquatics: The Captain Robert A. Bartlett Aquatics Centre consists of a Main Pool (4 lane, 20m), Play Pool and Whirlpool. Both the Main Pool and Play Pool have beach front entry for ease of access. The Whirlpool is open to members and guests during all operating hours. Please refer to the Program Guide for an up to date list of all schedules activities (lane swims, Aquafit, etc). In addition to the following, members and guests are asked to follow all guidelines as posted throughout the Aquatics area:

- Appropriate swimwear is required in the pool. Street clothes may carry dirt or bacteria into the water. Clean t-shirts may be worn for modesty or medical reasons
- Young children and anyone who is incontinent must wear a clean, properly fitted specialty swim diaper or rubber pants
- Injuries suffered while in the pool, or contamination or fouling of the pool should be reported to pool staff immediately
- Swimmers with any serious medical conditions are asked to inform the lifeguard on duty

Children 0-5 years must be supervised by a parent/guardian (min. 16 years old) in the water, within arm's reach; a maximum of two children per adult/guardian.

Children 6-11 years who are able to demonstrate comfort in the water by completing the swim test may swim independently. Parents/guardians must be in the water or remain in the observation area.

Children ages 6-11 years who are not successful in completing the swim test must remain in the shallow area of the pool and be accompanied by a parent/guardian in the water; maximum of 2 children per adult/guardian or maximum of 4 if children are wearing a lifejacket.

The YMCA swim test consists of a foot first jump into the deep end with a safe recovery to the surface followed directly by a 20 meter consistent, uninterrupted front swim to shallow end wall.

Swimming Lessons: The YMCA has its own National Swim Program. On the day of your child's first lesson the aquatic staff will determine his/her readiness for participation in a particular level of the Y program. Lessons are open to individuals with active memberships only.

Rolling Registration: Our program is unique in that we offer members the convenience of registering once for swim lessons. As a child progresses through the program the staff will automatically move him/her into the appropriate class based on your preferred time slot. Should that slot not be available we will contact you to help you find another time slot to suit your schedule. There is no reason to re-register as this will automatically be done for you. However, should a participant be absent for more than three classes he/she will be deleted from the class list to make space for available for others wishing to participate.

Track: The A.C. Crosbie Family Track on Level Three is 100m in length and made of rubberized cushioned sport flooring. The four corners are sloped or banked so that turning the corners is easier on joints as walkers/runners round the corners and change direction in a relatively short space. Directions of clockwise or counter-clockwise use of the track will be posted.

Children & Youth at the Y: Children under the age of 12 should be either attending a staff supervised Y program or under the direct supervision (within arms reach) of a parent or guardian (16 years or older). If your child leaves early from a staff supervised program it is your responsibility to supervise. Members must be 12 years and older to fully access the conditioning centre. All youth under the age of 16 have to complete an orientation before they can participate in the conditioning centre.

Birthday Parties: Please contact Membership Sales and Service Desk to book your party or for additional information about booking a party.

Change Rooms: Parents/guardians with children under the age of 12 are asked to use the family change rooms should the child be of the opposite gender. Plus change rooms are for adults only

(19 years and up). Y members and guests are responsible for bringing their own towel(s) and lock(s). The Y is not responsible for lost or stolen articles. Lockers are for day use only and locks will be removed nightly. Personal belongings (diaper bags, purses, gym bags, etc.) may not be taken into program areas. When using the sauna in the plus change room, please follow safety guidelines as posted. Coin operated mini lockers are available by the Membership Sales and Service Desk to secure smaller belongings.

Family/Special Needs Change Room: This is a co-ed change room with special features that provide families and those with special needs the privacy they need. Privacy cubicles and over-sized lockers are available. Swimsuits must be worn in the shower.

Sauna-Use Procedures:

- You may use the sauna wet or dry. If wet is desired, pour water onto stones with ladle until desired comfort
- Current room temperature will be displayed in the commander window
- Sauna must be turned on approx 15-20 mins before each initial use in order to heat up sufficiently
- Press and release ON/OFF button
- Light and heat displays will illuminate. The heater and sauna interior light is now activated
- To set/change temperature, hold the ON/OFF button down until temperature you desire is set then release (1-90 deg C or 32-190 deg F). Temperature will be displayed in readout window. Most popular temperature range is from 170-190 F or 77-90 C.

OR

- Use up and down arrows below “Degrees”. During operation temperature can only be adjusted down.
- Arrows up and down below “Minutes” window change period of the sauna cycle- 1-30 minutes; during operation time can only be adjusted down

- Press START. Unit remembers last setting, so if no changes are made and start button is depressed and released, last used values are used
- Temperature will remain set unless main power is turned off
- To shut off heater press and release ON/OFF button
- When heater shuts off, sauna light will remain on for an extra 5-10 mins and it may blink on-off to notify you
- All heaters will automatically shut off in 30 minutes
- Each heater has a high limit control switch for safety. If an abnormal heating condition should occur, the heater will automatically shut off

Heat = flashing means heater is on

Run = sauna is on during operation cycle

Guidelines

- Persons in poor health, pregnant or under medical care should consult a physician prior to using the sauna
- Shower before entering sauna, in order to remove body oils and dirt
- Always wait at least one hour after eating a large meal before use
- Do not smoke, use alcohol or exercise in the sauna
- Maximum 30 minutes
- Do not place any combustible material on or over the sauna heater
- At no time should towels, bathing suits, buckets or dippers or any other flammable material be placed on or over the heater
- Pouring water directly on exposed elements could greatly decrease the life of the heating elements. Use only clean tap water on the sauna stones

- Each sauna bather should sit or lie on a towel to aid in prolonging the life of the benches
- Remove any watches, pendants, jewellery and glasses that could become hot
- Exit immediately if uncomfortable, dizzy or sleepy

Business: No person may conduct a business in any Y facility. External personal trainers and all professionals who are non-members will be asked to pay the day pass fee to accompany a Y member.

Cameras/Cell Phones: Please be respectful of others when using cell phones or pagers in the Y. Please limit use to emergencies only. Photography and recording of activities or persons in the Y is not permitted.

Lost & Found: Lost and found items are donated to a local charity if they are not claimed within seven days. Personal items such as razors and hairbrushes will not be kept for hygienic reasons.

Parking Lot: The Y offers free parking during business hours to all members and guests. Spaces for people with disabilities are located in the front of the building. We recommend ensuring your vehicle is locked and valuables are removed. A bicycle rack is available at the front and back entrance. All motorcycles/scooters must park in a parking space.

Scented Products: Please restrict the use of products including perfumes, colognes, hairspray, or other cosmetic products.

Smoking Policy: Smoking is not permitted anywhere on Y property.

Courts: Courts may be reserved on a first come first serve basis, up to 48 hours in advance. Check at Membership Sales and Service Desk for availability and to obtain equipment (provided at no extra charge). For safety, protective eye wear on courts is required.

Duty Managers: A Duty Manager is a staff member that is on duty to assist and support

staff, help members and deal with emergencies. If you require assistance beyond that of our service/program staff, please ask to speak to a Duty Manager.

Personal Growth Through Participation

Conditioning Centre: The Garland Clarke Conditioning Centre is monitored by certified staff and volunteers who are happy to assist you. If you are uncertain about a piece of equipment please see a volunteer or staff member or inquire at the Membership Sales and Service Desk. All equipment is available on a first come, first serve basis. Headphones can be used to listen to the audio of televisions on selected equipment.

Orientations and Free Beginner Programs: All members may receive a free beginner program and orientation to the Conditioning Centre. Please make arrangements through the Membership Sales and Service Desk.

Guidelines:

- For hygiene reasons we ask that you wipe down all equipment after each use (please spray paper towel and not the machine)
- Return all equipment and weights to their proper storage racks/areas
- Please respect the 30 min maximum for all cardio equipment
- Allow others to use equipment while you are resting
- We ask that any problems with equipment be reported to the Membership Sales and Service Desk immediately
- For the respect and care of the equipment, facility and other users please do not drop or bang strength equipment

Open Programs:

- Members are welcome to use the BTS and Courts when no organized programs are scheduled. Please refer to the Program Guide for Open Gym times

- The Y reserves the right to use open space as required. Please consult your program guide to determine age appropriate activities that fit your schedule

Recreational Programs:

- Enjoy access to all recreational, drop-in programs offered in the gymnasium or court such as handball, squash, racquetball, and soccer
- Equipment is supplied, but you are welcome to bring your own equipment provided it meets Y standards

Group Fitness Classes:

- Land and pool-based group fitness are offered weekly
- All required equipment is provided
- Y Fitness leaders are highly-trained graduates of the YMCA Canada Fitness Leadership Certification Program
- Always exercise at your own pace
- Land based classes will be held on Level 2 in the Bob Thorburn Fitness Studio, Gymnasium or Aquatics Centre.

Other Services of the YMCA-YMCA of Northeast Avalon:

- **Children's Services/Licensed Child Care**
 - Infant Care
 - Toddler
 - Preschool
 - Kinder Care
 - School Age
- **Camp Services**
 - Day Camps (Christmas, Easter, Summer)
- **Employment and Enterprise Services**
 - Employment Training
 - Employment Resource Centres
 - Career Counseling
 - Self-employment
 - Internship & Apprenticeship Programs
 - Youth Employment Programs
 - Public Computer Access

Feedback: The Y prides itself on building positive relationships with all Y members and guests. The Y is dedicated to continuous growth and improvement. We welcome your feedback. You can become a part of our mailing list by visiting our website www.ynortheastavalon.com or by completing an e-comment card. Please contact the Duty Manager with your concerns by visiting the Membership Sales and Service Desk.

Donations: The YMCA-YWCA of Northeast Avalon is a registered charity for gifts of \$10 or more (#108 225 533 RR0001). Donations are gratefully accepted and tax receipts are issued. Visit us online at www.ymcastrongkids.ca or at the Membership Sales and Service Desk to see how you can make a difference in your community. You can make your donation by mail, online, or at the Membership Sales and Service Desk.

Your donation to the Y of Northeast Avalon is an investment in your community. Campaigns like the YMCA-YWCA Strong Kids Campaign are essential to the continued development of our Y programs and services.

Thank you for being a part of the Y! If you have any further questions please contact the Membership Sales and Service Desk.

The YMCA reserves the right to interrupt services for maintenance and/or refurbishment without reimbursement.

**>> For More
Information**

Contact Us

Health, Fitness, Recreation

Ches Penney Family Y
Tel: 709-726-YMCA (9622)

Employment & Enterprise Services

84 Elizabeth Ave
Regatta Plaza II
Tel: 709-757-2665

7 Austin Street, Unit 3

Tel: 709-754-2982

Children's Services

35 Ridge Road
Tel: 709-754-2962



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