

# EVERYONE BELONGS AT THE Y

## MEMBERSHIP HANDBOOK



NAUGATUCK YMCA

284 Church St, Naugatuck, CT 06770  
P: 203-729-9622 F: 203-723-0083



# CEO WELCOME MESSAGE

01



**Mark Lafortune**

Welcome to the Naugatuck YMCA! It is a pleasure to have you and your family participate at our YMCA whether as a member or in our programs. Guiding our mission under the pillars of Youth Development, Healthy Living, and Social Responsibility, we strive to ensure the needs of our community are always met. As your community's leading non-profit organization, we work daily to meet the needs of our community to ensure cost is never a barrier. As a leader in the YMCA movement for over 20 years, I call the Naugatuck YMCA my home.

I grew up coming to the Naugatuck YMCA with my family, where I learned to swim, make friends and lifelong memories. After many years with many other Y's, I found my way back to work on leading YOUR Y.

Our team is always looking into the future, ensuring we change with the times. We're excited about the purchase of 65 acres of land off Rubber Ave Extension and the St. Francis Catholic School on Church Street. We'll be creating a Summer Camp and Family Outdoor Center on the land, and expanding our child care services into the St. Francis building. We'll be constructing a Teen Center and renovating the facility to bring new programming to Naugatuck that we're very excited about.

Please feel free to always contact me directly should you need anything. I am always happy to help.

-Mark

CARING, HONESTY, RESPECT, RESPONSIBILITY



**MONDAY: 5:30AM-9:00PM**

**TUESDAY: 5:30AM-9:00PM**

**WEDNESDAY: 5:30AM-9:00PM**

**THURSDAY: 5:30AM-9:00PM**

**FRIDAY: 5:30AM-9:00PM**

**SATURDAY: 7:00AM-3:00PM**

**SUNDAY: 8:30AM-1:00PM**

**HOLIDAYS  
MAY EFFECT  
NORMAL  
HOURS.**

**VISIT OUR  
INCLEMENT  
WEATHER PAGE  
FOR ANY  
CHANGES TO  
OUR NORMAL  
HOURS.**

# THE Y IS FOR EVERYONE

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**A character building membership organization, serving the community through programs that enrich the spirit, mind and body.**

For nearly 130 years, we've been listening and responding to the Naugatuck, Beacon Falls and Oxford communities. The Y is a cause-driven organization that is for youth development, healthy living, and social responsibility. A strong community can only be achieved when we invest in our kids and families. The Y is community centered and brings people together, connecting people of all ages and backgrounds to bridge the gaps in community needs. The Y nurtures potential. We believe that everyone should have the opportunity to learn, grow and thrive. The Y has local presence and global reach. We are working to make lasting, meaningful change.

## EVERYONE IS WELCOME

The Y is a membership organization open to all people. We welcome women, men, girls and boys of all ages, races, ethnicity, religions, abilities, sexual orientations and financial circumstances. Our programs embrace diversity, reflecting the people and needs of our communities.

**Child protection and safety is our priority. The Y conducts regular sex offender screening on all members, participants, and guests. If a sex offender match occurs, the YMCA reserves the right to terminate membership, end program participation and remove visitation access to the Naugatuck Y.**

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# MEMBERSHIP AT A GLANCE

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- Youth: Ages 0 -12
- 2-Youth: 6 months - 12 years for two youth in the same household.
- Teen: Ages 13-17
- Young Adult: Ages 18-22
- Adult: Ages 23-61
- Older Adult: Age 62 and older
- Older Couple: Two adults age 62+ who share an address.
- Couple: Two adults who share an address.
- Family: Two adults including any household dependents.
- Single Adult Family: One adult including any household dependents.
- Community Member: For use of Guests, Programs, Events, or otherwise that do not wish to have a full facility membership.
- Dept. of Aging
- Tivity (Silver Sneakers)
- Renew Active

## MEMBERSHIP ADD ONS

Men's Health Club: Ages 18+ for use of men's secondary locker room & towel service.

Women's Locker Room: Locker rental & Towel Service available.

## NATIONWIDE MEMBERSHIP

Members of the Naugatuck YMCA are automatically enrolled in Nationwide privileges. This is an added benefit to YMCA members at no extra cost which allows use of most YMCA's in the United States. Some exceptions apply.

## CHILD WATCH

Available for family memberships. Children ages 6 weeks- 12 yrs can be dropped off in the Youth Room for supervised fun while parents enjoy use of the facility. Check our website for most up to date hours.

# MEMBERSHIP POLICIES

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Our membership policies are designed to ensure we can continue to provide a safe, positive and nurturing environment where individuals and families feel welcomed and at home.

## WE SHOW NO TOLERANCE FOR:

- Fighting.
- Use of abusive language.
- Smoking, vaping or use of any drugs or alcohol in Y facilities and/or properties.
- Carrying or concealing a weapon or any device or object that may be used as a weapon.
- Inappropriate or immodest attire.
- Inappropriate public display of affection.
- Disrespect for property rights of the Y or others.
- Derogatory or unwelcome comments based on an individuals sex, race, ethnicity, age, religion, marital status, citizenship, disability, sexual orientation, political stance or any legally protected status.

Members under 16 years old must have a parent or guardian in the building after 5:30pm.

If a member has bad debt on their account, there is no facility access for any reason until paid.

As a private organization, the Y reserves the right to terminate the membership of any member who does not follow our Membership Policies at any time. This includes members on site at a Y branch or during participation of any Y affiliated program/event regardless of location. We encourage members to report any concerns to the Y staff.

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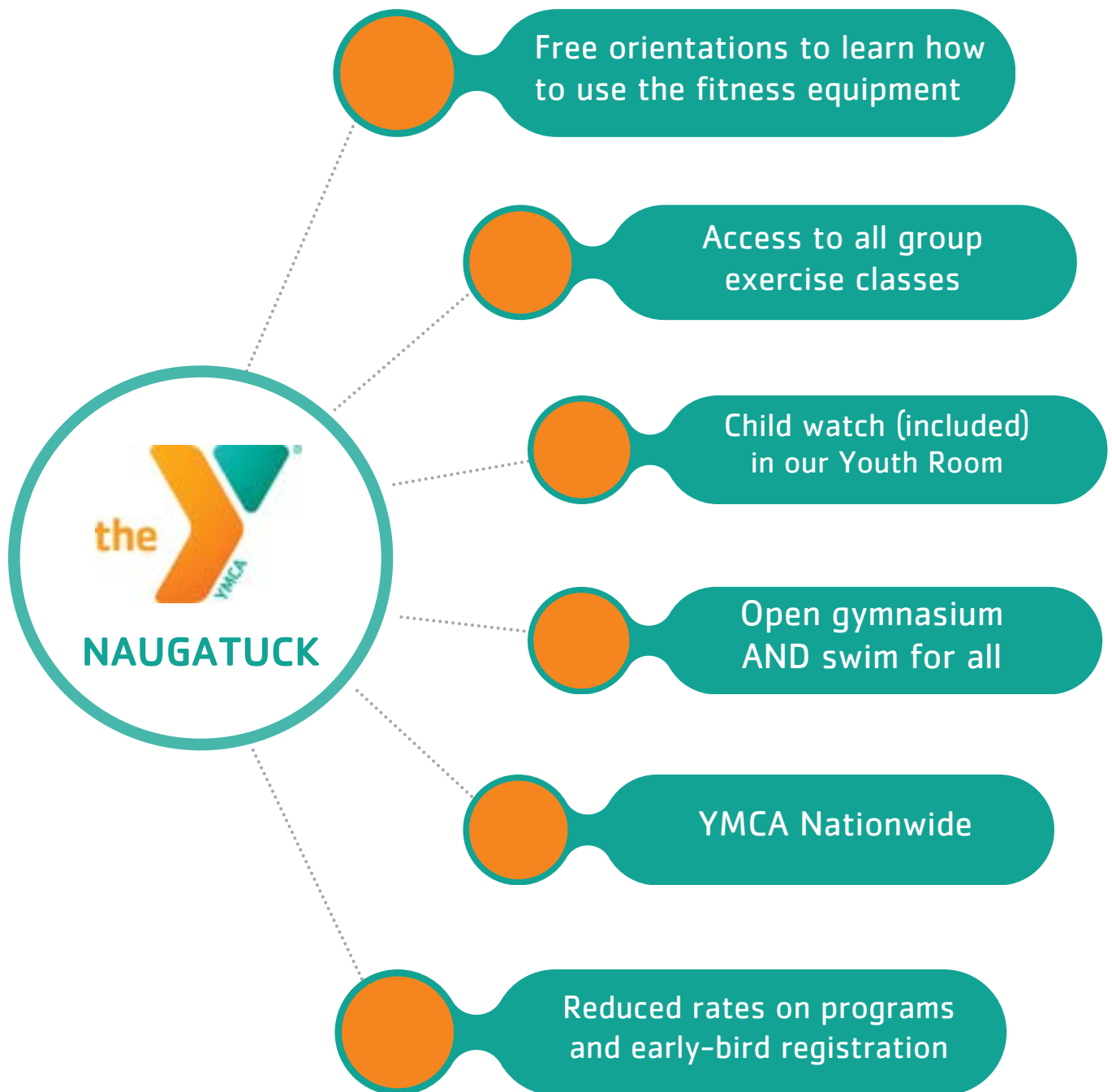


# MEMBERSHIP FOR ALL

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

# MEMBERSHIP PERKS

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# MEMBER GET A MEMBER PROGRAM

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When a friend you've referred joins the Y, we'll thank you by giving your next membership month **FREE**.



There's **NO** limit to  
how many friends  
you refer.

There's **NO** limit  
to how many  
**FREE** months  
you can receive.

Being with friends  
is always more **FUN**  
for you and your family!

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# MEMBERSHIP CARDS AND PHOTO IDS

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- Membership cards and/or photo IDs are essential tools to maintaining safety at all Y locations
- Members and program participants will receive membership cards or the option to have your unique barcode sent conveniently to your mobile phone.
- Your membership card is very important. Please keep track of it and present it at the Welcome Center every time you enter a Y location. If you happen to arrive without your card, you may show another form of photo ID, such as your drivers license.
- If we find your membership is inactive, you may not enter the Y.
- Cards are specific to the individual. Never loan your card or transfer your membership to someone else; these actions are grounds for termination.

## LOCKER ROOMS

We provide locker rooms for adults by gender. Parents may bring children 6 and under into the locker room regardless of the child's gender. Children over the age of 7 must use the gender appropriate locker room. We offer the option of family locker rooms (outside the pool area) for those who may need it.



When using any of our locker rooms, sauna, hot tub, or pool facilities, please wear a towel or clothing at all times. Cell phones, cameras and video recording devices are strictly prohibited in any Y locker room. These practices will ensure all Y members' standards of privacy are respected and safety is prioritized. We value the safety and privacy of our members.

# CHANGES TO YOUR MEMBERSHIP

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We offer a simple form at the Welcome Center for you to complete any time you need to alter something related to your membership. Whether adding or removing a family member or updating your address or bank account information, you can submit updates any time with ease.

## UPGRADES

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

## DOWNGRADES

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

## MOVING

If you're moving out of your area, but would like to maintain your Y membership elsewhere, you must cancel your membership here and join again in your new location. At your request, we will be happy to provide a letter stating your cancelation date here and the amount of joining fees paid. Contact the Y in your new area to find out their policies, joining fees and dues, as details will vary.



# HOLDS

Members may be eligible to put their memberships on hold for up to three months per calendar year upon the following circumstances:

1. Medical Reasons: Verified through a doctors note (hold may be longer than 3 months if stated in the Doctor's orders).
2. Loss of Employment/Financial Reasons
3. "Snow Birds:" Verified through proof of alternate address on utility bill.

**ALL HOLDS WILL AUTOMATICALLY RESUME MEMBERSHIP DRAFT AFTER THE DESIGNATED HOLD PERIOD. MEMBERS ARE UNABLE TO USE THE FACILITY DURING THE HOLD PERIOD.**

## CANCELLATIONS/TERMINATIONS

To end your membership, you must complete and sign a termination form and submit it either to the Welcome Center or online through your Daxko account. We ask that you provide at least 3 business days prior to your next monthly bank draft.

## REJOINING THE Y

You are welcome to rejoin the Y any time after cancelling your membership. No matter when you choose to rejoin, you will be responsible for paying current membership dues and any outstanding fees owed. If you rejoin in less than 30 days, we will waive the new join fee.

## MEMBERSHIP REFUNDS

If you choose to end your membership within our 30-day "Satisfaction Guarantee" period, we'll gladly refund any unused portion of your membership dues paid by invoice or halt the automatic withdrawal from your bank account on request. Please note that we never refund membership fees due to lack of use or non-attendance. If you discover an error on our part and report it within 90 days, we will correct our error and refund the appropriate amount (after 90 days, we will only be able to correct our error).

# FACILITY USAGE BY AGE

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YOUTH AGES	0-6	7-9	10	11	12	13	14	15+
WELCOME CENTER	▼	▼	▼	▼	▼	▼	▼	▼
POOL <small>*program area rules apply</small>	▼	▼	▼	▼	▼	▼	▼	▼
LOCKER ROOMS	▼	▼	▼	▼	▼	▼	▼	▼
YOUTH ROOM <small>*program area rules apply</small>	▼	▼	▼	▼	▼	▼	▼	▼
CARDIO ROOM <small>*youth equipment orientation required</small>			▼	▼	▼	▼	▼	▼
LIFE FITNESS ROOM <small>*youth equipment orientation required</small>			▼	▼	▼	▼	▼	▼
WEIGHT ROOM <small>*youth equipment orientation required</small>					▼	▼	▼	▼
BASKETBALL COURT	▼	▼	▼	▼	▼	▼	▼	▼
BOXING ROOM	▼	▼	▼	▼	▼	▼	▼	▼
RACQUETBALL COURT	▼	▼	▼	▼	▼	▼	▼	▼

## WHERE DOES MY PARENT OR GUARDIAN NEED TO BE?

YOUTH ORIENTATION REQUIRED



IN PROGRAM AREA



IN BUILDING



NO SUPERVISION



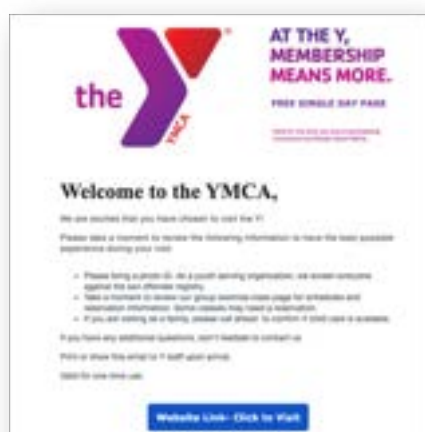
NO FOOD OR ADDITIONAL DRINKS IN THE LOWER LEVEL OF THE Y.  
WATER AND SPORTS DRINKS ARE PERMITTED.

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# GUEST POLICY

Members may bring a guest with them for free up to two times in one calendar year. Your guest must check in at the Welcome Center and set up a community account during the first visit. After those two free guest passes are used, the individual must open a membership to continue using the Y.

**Online Guest Pass (One per calendar year):** A member can find a free guest pass form on our website by clicking the "Try our Y" button. They must complete the online form and then they will receive the confirmation email (pictured below Purple/Red YMCA logo). The member must show the confirmation email to the Welcome Center and then open a free community account to be eligible for a guest pass. "Try our Y" guests do not need to be accompanied by a member.



**Out of Town Member Guest Pass (One per calendar year):** This is a 7 day guest pass for seven consecutive days, not seven visits at any time. A guest that chooses to join after purchasing an Out of Town Member Guest Pass will receive \$20 (cost of pass) off their join fee. All membership rules apply for guests under 18, parent or guardian signature required.

Each guest that enters the Y must be properly checked-in at the Welcome Center at every visit.



## CAREGIVER PASSES

The Y allows passes for families or individuals who rely on the support of a caregiver. Households and caregivers must first complete and sign our caregiver pass policy.

Once the caregiver pass is issued, the pass holder may visit the Y at any time in a supervisory capacity. Caregivers are there to support the member. They are not members themselves.

Caregivers must be with the depends they are supervising at all times. For youth age members, caregivers must be at least 18.

## TEENAGERS' CAREGIVER PASS

Youth ages 15-17 may apply for and receive a caregiver pass granting them to supervise youth ages 7-11 during their visits to a Y facility. Holders of Teenagers' Caregiver Pass have the same responsibilities and requirements as other Caregiver Pass holders. Must have parent or guardian's approval.

## HEALTH ISSUES

We recommend that you get a medical exam prior to beginning any exercise program. This is a wise first step to engaging in any wellness-related activity. Contact your physician to ensure that participating in an program is safe.

## BIRTHDAY PARTIES & RENTALS

The Y offers the community a safe and fun place to host a variety of birthday parties. We also offer other facility rentals. Please call to inquire.

# PERSONAL BELONGINGS

Members are responsible for all personal belongings brought to the Y. You must provide your own secure lock to keep your belongings safe in a locker. Please remove your lock & belongings when you leave. Locker rental is available for an additional monthly charge.

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

## ATTIRE

The Y is a family-oriented organization, and your attire must always be appropriate throughout all areas of the facility. Swimsuits are required in the pool and hot tub – no cutoffs or street clothes are permitted. Proper workout attire and gym shoes should be worn in our wellness centers, Group X studios, basketball courts and other program areas. Members must wear a towel, bathing suit or clothing while in the sauna.

## LOST AND FOUND

If you lose something on site, promptly check our lost and found area in the Welcome Center. We hold items found within the facility for one week. Any unclaimed items are donated to charity.

## SECURITY

To keep you safe, the Y utilizes close circuit cameras to monitor the Y facility and program areas.

## WEAPONS POLICY

REGARDLESS OF ANY VALID LICENSE TO POSSESS OR CARRY, NO WEAPONS OF ANY KIND ARE ALLOWED ON Y PROPERTY.

# FEES AND PAYMENTS

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Your membership payments help us continue to offer our community-focused programs and services. We offer a convenient monthly bank, debit or credit card automatic draft for our members to ensure your payments are always on time.

To set up your automatic draft, visit or call the Welcome Center and we'll be happy to assist. Here are some things to remember when you do:

- If you must cancel your membership or change your payment/billing method, we will gladly make those changes for you. Simply request a termination through our website or at the Welcome Center at least 3-5 business days before your draft date.
- Please monitor your monthly bank or credit card statements for discrepancies. You must report errors within 90 days of occurrence to enable us to correct our mistake and refund the appropriate amount to you.
- Please note that our billing company will automatically charge a \$30 return fee to the card on file if your payment does not go through for ANY reason. Members are responsible for this charge.

## SATISFACTION GUARANTEE

If you are not completely satisfied with your membership within the first 30 days, please let us know in writing. We will refund both your joining fee and monthly dues in full.



# HEALTH, WELL-BEING & FITNESS GUIDELINES

The Y strives every day to provide a welcoming place where anyone - from beginning exercisers to competitive athletes - can come to improve their health and well-being.

The following health and wellness policies are designed to help ensure the safety and positive experience of all members who use the Y.

## PERSONAL TRAINING & SWIM INSTRUCTION GUIDELINES

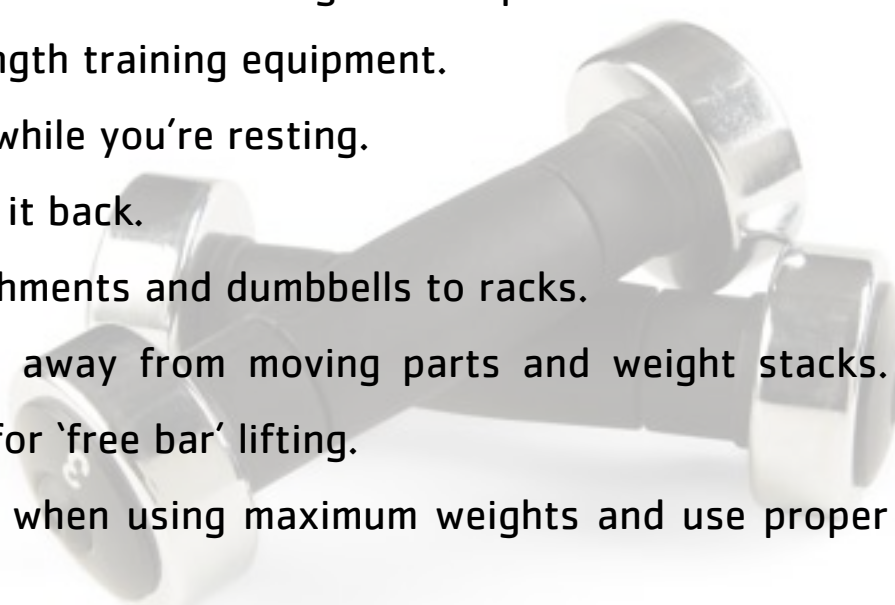
Personal training and swim instruction **MUST** be done by an employed member of the Naugatuck Y staff. Our staff members are trained and certified by the Y in accordance with the organization's history and philosophy and they are committed to carrying out our mission by providing high quality programs. Personal trainers, swim instructors and private wellness coaches who are not employed by the Y are strictly prohibited at the Y or affiliated programs.

**REFER TO PAGE 12 FOR WELLNESS CENTER AGE REQUIRMENTS**

# WELLNESS EQUIPMENT

We constantly strive to offer our members a wide variety of well-maintained wellness equipment and we oversee the safety of equipment used during our programs. We ask that you refrain from bringing personal fitness equipment for use within the Y.

To keep the equipment clean and sanitary,  
please wipe down all equipment after use.

- Practice proper form when strength training.
  - Respect the equipment, refrain from dropping, slamming and banging weights.
  - Weightlifting chalk is not permitted.
  - Members must yield to others following the completion of one set of exercises on the strength training equipment.
  - Share the equipment while you're resting.
  - If you take it out, put it back.
  - Return weights, attachments and dumbbells to racks.
  - Keep hands and feet away from moving parts and weight stacks. Use collars and clips for 'free bar' lifting.
  - Always use a spotter when using maximum weights and use proper form for that lift.
- 

During our busiest hours, please be courteous and use  
cardio equipment for no longer than 30 minutes.

# SWIMMING AND WATER SAFETY

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All Naugatuck Y Lifeguards are certified and trained through the American Red Cross and follow local health department guidelines. Our lifeguards and aquatic staff are well trained to prevent and respond to any aquatic emergency and provide appropriate care. To ensure safety for all, our staff is empowered to enforce all rules and policies with members in attendance.



Lap swimming is defined as swimming lengths/laps of the pool continuously. Anyone that is not lap swimming will be asked to move to the open swim area if available. Swimmers are required to share lanes. Circle swim is required.

Lane reservations are available.

**PLEASE REVIEW THE FULL LIST  
OF COMPLETE POOL RULES.**

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# POOL RULES

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Our lifeguards are here to ensure your safety and will enforce our pool rules. Y members and guests who are not able to comply with the following safety guidelines will be asked to leave the pool area. The lifeguard has the authority to restrict any behavior deemed unsafe or inappropriate.

## GENERAL

- Pool area is open only when a lifeguard is on duty.
- State Health Codes require all persons to shower with warm water before entering pool.
- Persons with an open sore... open lesions or wounds, skin, eye, ears, or respiratory infections and persons with diarrheal illness or nausea, please do not enter the pool area.
- For everyone's safety, the pool will be closed during lightning and thunderstorms and will not reopen until 30 minutes after the last occurrence of either.
- No running.
- NO GLASS.
- Horseplay is a major cause of pool injuries. Do not push, dunk, spit, have chicken fights or participate in any type of horseplay.
- For your safety, do not dive or jump off the deck into the shallow end of the pool. Do not perform back-flips, back-dives, twists or any other type of flip that may cause injury to yourself or others.
- Extended breath holding activities may cause blackouts and are therefore, strictly prohibited.
- United States Coast Guard approved Personal Flotation Devices can be used in the shallow end of the pool. They should be properly sized and in good condition. Person wearing the device must have an adult in the water within arm's reach while in the pool.
- YMCA pool equipment will be allowed at lifeguards discretion.
- Starting and Diving blocks are not for public use.
- Inflatable pool toys and flotation devices are not permitted. Recreational equipment, non-inflatable toys will be permitted at the discretion of the lifeguard.
- Food, gum, and drinks are not allowed on the pool deck.

# POOL RULES CONTINUED

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- Wear appropriate swimming attire in the water at all times. Street clothes (clothing worn outside of this facility) can transport contaminants and bacteria into the pool, especially cotton clothing. Cotton clothing can make a person heavy in the water and could aid in drowning. Lycra and Nylon are the best non-absorbent material for swimming and are the best fabrics for proper swim attire. No Shoes on deck.
- Must be clothed when using spin dryer on pool deck.
- Circle swim etiquette to be used when two or more swimmers are in same lane. Please do not sit, play, hang or lie on the lane lines. Kickboards, pull-buoys, fins and snorkels may be used for lap swimming in designated lap lanes. Mask cannot have a glass face. Masks with nose covering are not allowed.
- To swim in the deep end, all swimmers must be able to complete an unassisted, 25-yard non-stop swim and a 30 second tread which will be recorded in our log.
- Participants may be asked to complete a swim test at any time.
- Stop, look and listen when you hear the lifeguard's whistle blow.
- The Bathroom on the pool deck is for bathroom use only. This is not a changing room. Please use the locker rooms for changing.
- Have fun, be safe and keep your language and behavior family friendly.

## CHILDREN 11 AND UNDER

- A Parent/Guardian, at least 18 years of age, must accompany any child under the age of 11 in the pool area.
- Any non-swimmer must have an adult in the water within arm's reach. If a child needs to wear a life vest a parent must be in the pool and stay in arms reach of the child. No more than 2 child per adult. Children must sit out of the pool if the adult leave the pool for any reason. Children are not allowed to wait on the stairs.
- Children who are not potty trained should wear THREE layers of accident protection, a waterproof swim diaper, rubber diaper and a bathing suit, at all times while swimming or playing. For privacy and sanitary reasons, please refrain from changing children on the pool deck.

## SWIM LESSONS

Parents please remain in the seating area. Please do not move any chairs out of the area. Parents may not sit in front of lessons. Contact the Aquatics Director for more info.

# STAY CONNECTED!

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203-729-9622



203-723-0083



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[naugatuckymca.org](http://naugatuckymca.org)

FOR THE MOST UP TO  
DATE INFORMATION,  
VISIT OUR WEBSITE.



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