



# NEW CANAAN YMCA MEMBER HANDBOOK

Effective April 2025

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NEW CANAAN YMCA



# WELCOME

Welcome to the New Canaan Community YMCA! At the Y, you're not just a member of a facility, you're a part of something special; a community where people come together to support each other.

We work to ensure that everyone, regardless of ability, age, cultural background, faith, gender, gender identity, ideology, income, national origin, race, or sexual orientation, has the opportunity to reach their full potential with dignity. **Our Mission is to enrich all people in spirit, mind, and body.** All are welcome and all belong.

The New Canaan YMCA is a non-profit charitable organization that subscribes to four core values: caring, honesty, respect, and responsibility. It is our goal that every member has a rewarding and enjoyable experience every time they come to the Y. The policies in this Handbook are intended to promote member comfort, safety, and satisfaction.

## Facility Hours

Monday through Friday:	5:30 am to 9:00 pm
Saturday:	7:30 am to 6:30 pm
Sunday:	7:30 am to 5:00 pm

Members are provided 15 minutes after closing to exit the building.

## Member Services Desk Business Hours

Monday through Friday:	7:30 am to 8:00 pm
Saturday:	7:30 am to 4:30 pm
Sunday:	8:00 am to 5:00 pm

## Emergency Closings

In the event that inclement weather or other event causes the Y to unexpectedly alter its hours, we will send updates through email and the New Canaan YMCA mobile app, as well as post updates to our website. Click [here](#) to sign up for the Y's emails.



# MEMBERSHIP

## Membership Categories and Definitions

- Youth – Individuals 13 and younger
- Young Adult – Individuals ages 14-25
- School Break – Individuals ages 14-25 (Must be enrolled in boarding high school or college)
- Adult – Individuals Ages 26-64
- Senior Adult/Senior Couple – Ages 65+
- Families – Adults ages 26 and over and all dependents under the age of 26 living in the same household. Membership fee is based on the number of adults 26 and over.

## Membership Cards

Each time you visit the Y, please check in at our Member Services Desk by either scanning a membership card or scanning a barcode on the New Canaan YMCA membership app. All members will be photographed and issued a membership card upon joining the Y.



## Financial Assistance

Our financial assistance program, made possible by the generous contributions of New Canaan YMCA donors, is available to subsidize membership and program fees so that everyone in our community has the opportunity to grow and achieve a healthier and happier lifestyle. Financial assistance applications are available at the YMCA Member Services Desk and on our website at [www.newcanaanymca.org/financial-assistance](http://www.newcanaanymca.org/financial-assistance)

## Local Y Reciprocity

Members of the New Canaan YMCA are welcome to visit the following local YMCAs: CT Coast Regional YMCA, Darien YMCA, Greenwich YMCA, Westport Weston Family YMCA, the Stamford YMCA, and Riverbrook Regional – Wilton YMCA. Reciprocal visits should be limited to 8 or fewer per month. Reciprocal visits to the Westport Weston Family YMCA are limited to 4 or fewer per month.

## Nationwide Membership

New Canaan YMCA membership will be honored at most YMCAs across the country. Nationwide Membership enables New Canaan YMCA members to visit any participating Y in the United States free of charge.

## Guests

Members 18 years and older are welcome to bring guests to our Y.

Each guest is limited to three visits per year. Thereafter, guests are asked to purchase a day pass at the Member Services Desk

- All guests must register and sign a waiver at the Member Services Desk.
- Guests under 18 years of age must be accompanied by a member 18 or older.

# MEMBERSHIP

## Visitors – Day Passes

Non-members who would like to utilize the Y facility but are not accompanied by an adult member (including, parents whose children are Youth members) may purchase a day pass.

- Photo ID and a signed waiver is required prior to facility use. If a visitor is under the age of 18, the waiver must be signed by an accompanying adult.
- Day passes do not qualify for fee-based activities.
- Day pass cost:

Ages 14 years and under:	\$5.00
Ages 15-25:	\$15.00
Ages 26 and older:	\$20.00

## Caregivers Accompanying Members

Caregivers who accompany members on a regular basis are asked to please identify themselves to the Member Services Desk and/or Membership Department to sign a waiver and provide a photo ID to be kept on file.

## Volunteers

As a charitable organization, the Y relies on the assistance of caring volunteers to accomplish its work in the community. Members who are interested in serving as a volunteer may contact Ida Marchetti, Assistant Director of Human Resources, at [imarchetti@newcanaanyymca.org](mailto:imarchetti@newcanaanyymca.org) to fill out an application.

# MEMBER POLICIES

## Member Code of Conduct

Our Member Code of Conduct is designed to ensure that every member and guest has a rewarding, safe, and enjoyable experience every time they visit the Y.

Membership is a privilege which may be suspended or revoked. The following behaviors are considered detrimental to the YMCA and its mission, and are grounds for immediate suspension or revocation of membership:

- Actual or threatened violence toward a member, staff member, volunteer, or activity participant.
- Conduct endangering the life, safety, health, or well-being of others including possession or delivery of dangerous or unauthorized materials such as explosives, firearms, weapons, or other similar items on YMCA premises.
- Theft, vandalism, or disrespect for the property of the New Canaan YMCA, members, staff, volunteers, or activity participants.
- Discourtesy, disrespect, or abusive or profane language toward a member, staff member, volunteer, or activity participant.
- Possession or use of alcoholic beverages or illegal drugs on YMCA premises.
- Presence on the YMCA premises or participation in a YMCA activity, while under the influence of drugs or alcohol.
- Smoking, vaping or use of tobacco products on YMCA premises.
- Harassment or bullying of a member, staff member, volunteer, or activity participant.
- Use of electronic devices to photograph or record (video or audio) in prohibited areas.
- Actions contrary to our core values of caring, honesty, respect, and responsibility.

Staff are responsible for enforcing all YMCA policies and have the authority to excuse members from the facility or from a program for violation of YMCA policies. Suspension or revocation of membership will occur only after consultation with the Executive Director. No refunds will be made for revoked or suspended memberships or expulsions from programs.

The New Canaan YMCA is a private non-profit organization that has the right to deny membership or program participation on a non-discriminatory basis for the following reasons and/or when deemed appropriate by the Executive Director:

- In the event of a lawsuit, claim, or threat of a lawsuit or claim against the New Canaan YMCA. Revocations or suspensions on these grounds will include all individuals on the same membership account.
- Membership, program registration, and access to the YMCA premises will be denied to any person registered on any national or state sex offender registry. Through the YMCA's Nationwide Membership, the names of New Canaan YMCA members are regularly checked against sex offender registries.

# MEMBERSHIP PAYMENT OPTIONS & INFORMATION

Members of the New Canaan YMCA have the option to pay their membership fees via monthly draft or annual payment.

## Monthly Draft

Monthly drafts may be made via credit/debit card or checking account link. Monthly charges are continuous unless the primary member notifies the New Canaan YMCA to cancel or suspend their membership. If a monthly draft is returned for non-payment, the primary member will be notified by email and charged a \$20.00 fee to cover the additional processing fees incurred by the Y for declined payment. Membership may be suspended until payment is made.

- **Credit/Debit Card:** All major cards are accepted – Mastercard, Visa, Discover, or American Express. Members are asked to please notify the New Canaan YMCA if their account information changes or card expires.
- **Checking Account:** Routing and account numbers will be securely saved and assigned to the member's account. Members are asked to please notify the New Canaan YMCA if their account information changes.
- **Membership Termination by Member:** Termination requests must be submitted at least one week prior to draft date using the forms available at the Member Services Desk and on our website [www.newcanaanymca.org/membership](http://www.newcanaanymca.org/membership).
- **Membership On Hold by Member:** Membership hold requests must be submitted at least one week prior to draft date using the forms available at the Member Services Desk and on our website [www.newcanaanymca.org/membership](http://www.newcanaanymca.org/membership). Monthly memberships may be suspended for up to four months at a time. An administrative fee of \$25 will be charged during each suspended month. The administrative fee will be waived for medical absences, if a doctor's note is provided upon return to the Y. Regular membership drafts will automatically resume at the end of the suspension term.

## Annual Payment

Members who prefer to make an annual payment may pay using a credit/debit card (Mastercard, Visa, Discover, or American Express), checking account link, check, or cash. Annual memberships are non-transferable and, after 30 days, non-refundable.

- Annual memberships are not automatically renewed. The primary member will receive an annual invoice during the month preceding the membership expiration date.
- Renewal payments are due on or before the expiration date. Payments made more than 30 days after expiration are subject to a joiner fee.

## Changes to Membership

Monthly memberships may be upgraded or downgraded. Annual memberships may be upgraded only during membership period.

- Requests to upgrade may be submitted any time during the billing cycle.
- Requests to downgrade must be submitted at least one week prior to draft date using the membership change forms available at the Member Services Desk.

## MEMBERSHIP PAYMENT OPTIONS & INFORMATION

### Our 30-Day Membership Guarantee

We welcome new members and hope they are satisfied with every aspect of their YMCA experience. New members who are not pleased with membership may, within the first 30 days of joining, submit a refund request form to the Member Services Desk for a full refund of membership and joiner fees.

### Membership Fee Increases

From time to time, the New Canaan YMCA may implement membership fee increases. The Y will advise members in writing at least 30 days prior to the effective date of any increase.



# FACILITY AREAS

## Aquatics Center

The New Canaan YMCA's Aquatics Center is comprised of three pools, including the Forese Family Pool, home to our lap and Scooter pools, and our Valles Pool. In addition to our two competitive swimming and diving teams, aquatic activities and programs including lap swim, free swim, swim lessons, and aquatic group exercise classes.

- Lifeguards are authorized to ensure compliance with pool rules and may ask anyone not abiding by the rules to leave the pool area.
- Lifeguards have the authority to ask members to change lanes during lap swim
- The YMCA pool may be closed if for any reason there is not proper lifeguard coverage.
- The YMCA pools close during thunder and lightning storms for a period of 30 minutes after the last lightning strike or occurrence of thunder. The policy complies with the requirements of Y-USA, the New Canaan YMCA insurance company, and Eversource.
- Swimmers are not permitted to engage in breath-holding training. Breath control may be performed as part of the conditioning as it relates to artistic swimming and competitive swimming under the direction of the New Canaan YMCA coaches.
- All persons are asked to shower with warm water and soap before entering the pools.
- Any person known or suspected of having a communicable disease shall not use the pools.
- All persons entering the pool must wear proper swim attire.
- All infants/toddlers that require a diaper must wear swimmer diapers and proper swimwear.
- Only flip flops and bare feet allowed on the pool deck.
- Strollers are not permitted on the pool deck.
- Spectators may observe swim lessons from the café or second floor hallway.
- Swimmers may only dive where indicated and may not perform flips, twists, or back dives.
- Glass is not permitted in the pool area or locker rooms.
- Youth 13 years old and over are permitted to join adult lap time.
- Swim lessons, instruction, or coaching is permitted by New Canaan YMCA Aquatic Staff only.
- Diving boards are for Dive Team use only.
- Swimming under the bulkhead is not permitted.
- Parents may observe practices only as permitted by coaches and are not permitted on deck during team practices.



# FACILITY AREAS

## Gymnasium

Our gymnasium is home to youth sports as well as open recreation time including adult pick-up basketball, pickleball, volleyball, open gym, and family open gym.

- A shirt and athletic shoes must be worn at all times.
- Members must refrain from using inappropriate language and behavior.
- Only staff are authorized to raise and lower the gym divider and baskets.
- Please do not hang on the basketball nets or rims.
- No food or gum is permitted in the gym and drinks should be in closeable containers.
- Good sportsmanship is always expected.



## Kids Club Drop-in Babysitting

Kids Club provides parents and caregivers the opportunity to use our Y while their children are cared for in a safe, nurturing, and fun environment. Kids Club welcomes children ages 6 months and older who are able to sit independently. Kids Club hours and policies can be found on our website at [www.newcanaanyymca.org/kids-club](http://www.newcanaanyymca.org/kids-club).

- Fees: Free of charge to Family members, \$15.00/90 minutes for all other members.
- Visits are limited to 90 minutes.
- Parents or caregivers are required to sign children in and out and remain in the YMCA facility.

## Kid Zone

The Kid Zone is home to the popular Bouncing Bears gymnastics programs. The unique children's gym environment features classes for ages 12 months and older focused on movement, motor skills, and fun! We often hear life-long friendships are made in Bouncing Bears.

- Kid Zone is reserved for children ages 8 and under.
- Kid Zone use requires staff supervision.
- Parents are permitted in the Kid Zone when taking a class with their child or during open gym.
- Adults and children over the age of 8 should not use the gym equipment.
- Please no food or drinks in the Kid Zone or the Kid Zone waiting area.
- Shoes should be removed before entering the Kid Zone.



# FACILITY AREAS

## Locker Rooms

The New Canaan YMCA has five locker rooms. Members and visitors may use the locker room that aligns with their gender identity. Those who prefer more privacy may use the Dionne Locker Room or individual restrooms located on the main floor.

- Men's Locker Room – ages 18 and older
- Women's Locker Room – ages 18 and older
- Girls' Locker Room – ages 17 and younger
- Boys' Locker Room – ages 17 and younger
- Dionne Locker Room – accommodations for individuals with special needs and aids, adults accompanying children, individuals who require additional accessibility, and individuals who prefer additional privacy. The Dionne Locker Room also functions as a passageway to the pools. Dressing stalls should only be used for undressing or changing clothes.

## Parking Lot

The YMCA parking lot is for the use of members and visitors while they are using our facility. We ask all members to please observe signage with respect to traffic flow and reserved areas, and use extreme caution while driving in our parking lot.

## Playgrounds

- YMCA playgrounds are available for member use whenever they are not being utilized by participants of YMCA childcare programs. State licensing prohibits public entry into spaces being used for childcare.
- Children 11 years of age and younger require adult supervision while using the playgrounds.
- Pets are not permitted in our playgrounds.

## Restrooms

Members and visitors may use the restroom that aligns with their gender identity. Members are requested not to enter restrooms while they are being used by YMCA campers and/or youth program participants. This policy is for the safety of all our members.

- Private, single-occupancy restrooms are available on the main floor and lower level.
- Women's and men's restrooms are located on the second floor.

## Steam and Sauna

To keep our steam and sauna areas clean, functioning, and safe, please abide by the following policies:

- Do not apply body oils before entering or while using these areas.
- Avoid placing towels or clothing on coals in the sauna. Please hang towels or clothing on hooks provided.
- Do not pour water on thermostats or attempt to adjust the temperature in the steam room.
- Street clothes or shoes shall not be worn in the sauna or steam room.

Questions regarding the proper use of the steam room and sauna may be directed to the Member Services Desk.

# FACILITY AREAS

## Wellness Areas

There are several areas designated for wellness activities including the Cycling Center, Group Exercise Center, Mind Body Center, Pilates Apparatus Center, Wellness Center, and Zone. In addition to the general policies outlined in this Handbook, there are additional guidelines that apply to members using these areas and participating in wellness activities.

- Please refrain from bringing food or drinks other than water into wellness areas.
- Proper athletic attire and closed-toed footwear is required.
- Members are responsible for wiping down equipment after use and returning equipment back to its designated storage areas.
- All wellness areas and group exercise classes (unless indicated otherwise in the class description) are open to Y members ages 14 and older.
- FIT Pass holders can use the Wellness Center between 2:00 pm–5:00 pm daily (during the school year), 11:00 am–5:00 pm daily (during the summer), or with a parent at any time during the school year. FIT Pass holders are not permitted in the Zone.
- When accompanied by a parent, 12–13-year-olds are welcome to attend most wellness classes with the exception of Group Power, cycling classes (participants must be a certain height), and any class with an age restriction listed in its description.
- During group exercise class times in certain areas of the facility, general member use may be limited.
- Our staff is happy to assist and instruct members on the use of equipment to avoid injury.
- Please store coats and bags or other large belongings outside of the wellness areas. We recommend securing personal items in lockers. The Y is not responsible for any items left unattended.
- In accordance with our cell phone policy, the Y prohibits the use of electronic devices to photograph, record (video or audio) or participate in audio or video calls or conferences in the Wellness Center, Zone, or any wellness area while in use by other members.
- Listening or viewing media requires the use of headphones or earbuds.
- The New Canaan YMCA employs highly-skilled personal trainers and staff. No outside trainers, physical therapists, or coaches are permitted to work with members in our facility.
- Reservations are required to participate in group exercise classes in the Zone.
- Please ensure to arrive promptly for group exercise classes. Late arrivals are difficult for instructors and fellow participants to accommodate once class has begun, particularly in those classes with higher attendance.
- During group exercise classes, personal music devices are not permitted. Members should follow instructor class formats and music.
- It is recommended that members consult with a physician before embarking on any physical activity program.





# FACILITY USE

## Cell Phone and Electronic Device Use

- To assure the privacy of all members, the Y prohibits the use of electronic devices to photograph, record (video or audio) or participate in audio or video calls or conferences in restrooms, locker rooms, pools, the Wellness Center or any activity area while in use by other members.
- Device-friendly areas are available throughout the YMCA: first and second floor lobbies, meeting rooms, vacant activity areas, and outside premises.
- Indiscriminate picture taking or recording within and/or outside the YMCA facility is prohibited.
- Violation of this policy may result in termination of membership.

## Lost and Found

The Y is not responsible for lost or stolen items. Please keep valuables in your possession or secure them in lockers.

- Member belongings left at the YMCA such as shoes, clothing, equipment, or water bottles will be placed in our Lost and Found cabinets, located in the pool hallway. Approximately every 30 days, unclaimed items will be donated or disposed of.
- Items with an estimated value over \$100 will be held at the Member Services Desk for 60 days and thereafter donated or disposed of.
- Items with an estimated value over \$500 will be turned over to the New Canaan Police Department.

## Bags Left for Pickup at Member Services Desk

Staff members cannot accept responsibility for personal items such as bags or packages. Program Directors may, under special circumstances, permit program-related gear to be left with them under pre-arranged conditions.

## Community Bulletin Board

Non-profit organizations or individuals wishing to post information concerning community events are asked to obtain approval from the Assistant Director of Development and Community Impact. Please direct inquiries to the Member Services Desk.

## Facility Use by Outside Organizations

Requests for use of rooms/space at the Y should be made to the Membership Director. Requests from local non-profit organizations will be granted whenever possible.

## For-Profit Activity on New Canaan YMCA Premises

The New Canaan YMCA is a non-profit organization and cannot permit private for-profit business activities to be conducted on its premises. Exceptions related to special events or specific member services must be approved by the Executive Director.

## No Solicitation or Petitions

The New Canaan YMCA does not permit petitioning or solicitation on its premises, either in person or through the distribution of written materials. The New Canaan YMCA's community boards display information about Y programs as well as activities hosted by local nonprofit organizations in our community. Materials posted without review will be removed.

## FACILITY USE

### **Pets/Animals at the YMCA**

- Animals are not permitted inside the YMCA facility, with the exception of documented service animals.
- Pet owners are required to leash and clean up after their pets.
- Pets are not permitted in our playgrounds.
- We ask that members not leave pets in parked cars or anywhere on the premises while using the facility. The YMCA reserves the right to contact the police or animal control if a pet is unattended.

# SAFETY & SECURITY

## Personal Health and Emergency Contacts

The safety of our community is of paramount importance. The New Canaan YMCA recommends that all members and facility users consult with personal healthcare providers concerning fitness activities and goals. All members and facility users are asked to provide current personal and emergency contact information.

## Supervision of Children

- Children 11 years of age and younger must be under the supervision of an adult (18 years of age or older) while at the YMCA. This includes checking in at the Member Services Desk and being escorted to and from their program or activity.
- Children under the age of 11 may not be left in common areas of the YMCA while accompanying adults utilize the facility or participate in a program or event. Children unaccompanied in common areas will be considered unsupervised, and the YMCA will take steps deemed necessary to assure their safety.

## Securing Valuables and Personal Property

The New Canaan YMCA is not responsible for lost or stolen valuables. Please keep valuables in your possession or secure in lockers located in locker rooms and common areas. Belongings must be removed from lockers daily. Long-term locker rental is available, please inquire at the Member Services Desk.

## Privacy (Data) Protection

The Y does not share members' personal or financial information with third parties unless required by law.

## YMCA use of Member/Event Photographs

- The New Canaan YMCA may use member and event photographs in YMCA-related promotional materials unless members express an objection in writing to the Membership Director.
- All photographs used by the New Canaan YMCA will be kept in New Canaan YMCA computers, cameras, files, or digital retention equipment.

## Social Media

The YMCA maintains a social media presence on various sites (Facebook, Instagram, LinkedIn, YouTube, etc.) and reserves the right to moderate, delete, and/or republish comments made on its social media pages.

## Incident/Injury Reports

New Canaan YMCA staff are required to complete a written report to document incidents or injuries occurring on our premises. Members and guests are asked to cooperate with staff efforts to gather information.

## Surveillance Cameras

The New Canaan YMCA is equipped with video surveillance cameras in key and public areas inside and outside of the facility. Cameras are used to monitor activity and deter unauthorized access and crime. Camera footage is not made available for member viewing.

## Fire Drills

The New Canaan YMCA conducts pre-scheduled fire drills designed to acquaint staff and members with emergency procedures and building exists. Members will be provided notice in advance of drills.

## Automated External Defibrillators (AED)

AEDs are located in marked boxes in our facility. All aquatic and wellness staff are trained and certified in the use of this equipment.

## MEMBER FEEDBACK

### Contact

We work to make our Y better every day and want to hear member feedback, concerns, and suggestions. Please direct all comments or inquiries to the individual who oversees the relevant department.

Staff Member	Position	Email Address
Margaret Riley	Executive Director	<a href="mailto:mriley@newcanaanyymca.org">mriley@newcanaanyymca.org</a>
Bridget Philipp	V.P. of Membership & Healthy Living	<a href="mailto:bphilipp@newcanaanyymca.org">bphilipp@newcanaanyymca.org</a>
George Bennett	Membership Director	<a href="mailto:gbennett@newcanaanyymca.org">gbennett@newcanaanyymca.org</a>
Deb Isidro	Aquatics Teams & Youth Program Administrator	<a href="mailto:disidro@newcanaanyymca.org">disidro@newcanaanyymca.org</a>
Tetiana Kokorska	Group Exercise Director	<a href="mailto:tkokorska@newcanaanyymca.org">tkokorska@newcanaanyymca.org</a>
Lenwood Latta	Sports Director	<a href="mailto:llatta@newcanaanyymca.org">llatta@newcanaanyymca.org</a>
Diana Riolo	Assistant Director of Development & Community Impact	<a href="mailto:driolo@newcanaanyymca.org">driolo@newcanaanyymca.org</a>
Laura Ryan	Membership & Childcare Program Administrator	<a href="mailto:lryan@newcanaanyymca.org">lryan@newcanaanyymca.org</a>
Eva Saint	Wellness Director	<a href="mailto:esaint@newcanaanyymca.org">esaint@newcanaanyymca.org</a>
Kristin White	Senior Director of Aquatics	<a href="mailto:kwhite@newcanaanyymca.org">kwhite@newcanaanyymca.org</a>

## NEW CANAAN YMCA

203-966-4528 • 564 South Avenue, New Canaan, CT 06840 • [www.newcanaanyymca.org](http://www.newcanaanyymca.org)