



**YOU
BELONG**



Indian Valley Family YMCA

ghymca.org

YOU'VE JOINED A GREAT COMMUNITY

The YMCA of Greater Hartford has been serving and strengthening its communities since its founding in 1852. The YMCA in Hartford worked with young men drawn to the city looking for employment opportunities. The YMCA struggled in its infancy, but thanks to support from Colonel Charles A. Jewell and General Charles T. Hillyer, it survived, incorporated in 1886, and built its first Hartford facility in 1892.

The Y offered its first structured camping program in 1886 and built the first indoor swimming pool in Hartford in 1892. Girls and women were accepted as associate members by a vote of the Board of Directors in 1963. In 1918, The Hartford County YMCA began serving children in 12 cities of the then poor rural areas. It provided many needed programs through a network of "YMCAs without walls".

Our movement is made up of people of all ages and from every walk of life, all working side by side to ensure that everyone, regardless of gender, income, or background has the opportunity to learn, grow, and thrive!

This handbook will help you become acquainted with what the Y has to offer you. As a Y member, you now belong to a community of men, women, and children who strive every day to be healthy, confident, and connected. That's why we're here working to make sure that you, your family and your community have the resources and support needed to be the best that you can be.

At the Y, we exist to strengthen community. Together with people like you, we nurture the potential of kids, help people understand and improve their health, and provide opportunities to give back and support our neighbors. Your membership will create meaningful change not just for you, but in your community too.

You have taken the first step toward achieving a healthy spirit, mind, and body. Our first priority is to see that you feel at home.

**This is your Y, and you belong here.
Enjoy your membership.**

SOMETHING FOR EVERYONE

Your Y membership gives you so much more than access to our facility. It sets you on a path to good health in spirit, mind, and body and helps you enjoy living a full and balanced life.

All Y programs, initiatives, and events support a common cause of strengthening our community and are categorized into one of three areas of focus:

YOUTH DEVELOPMENT

NURTURING THE POTENTIAL OF EVERY CHILD AND TEEN

- **Child Care** Safe, nurturing environment for children to learn, grow, and develop basic social skills.
- **Education & Leadership** Knowledge, character development, guidance, and encouragement to help youth develop and realize their potential.
- **Swim, Sports & Play** Positive, fun activities that build athletic, social and interpersonal skills.
- **Camp** Exciting, safe community for young people to explore the outdoors, build self-esteem, develop interpersonal skills, and make lasting friendships and memories.

HEALTHY LIVING

IMPROVING THE NATION'S HEALTH & WELL-BEING

- **Family Time** Bringing families together to have fun and grow together.
- **Health, Well-Being & Fitness** Resources and guidance to maintain or improve physical activity, health, and wellness.
- **Sports & Recreation** Healthy lifestyle activities that bring together people with shared athletic and recreational interests.
- **Group Interest** Social networks and activities that bring together people who share common passions and personal interests.

SOCIAL RESPONSIBILITY

GIVING BACK & PROVIDING SUPPORT TO OUR NEIGHBORS

- **Social Services** Training, resources, and support to empower our neighbors to make change, bridge gaps, and overcome obstacles.
- **Volunteering & Giving** Voluntary contributions that fund, lead, and support the Y's critical work.
- **Advocacy** Collaborations with policy makers, community leaders, and private and public organizations to develop youth, prevent chronic disease, build healthier communities, and encourage social responsibility.



GENERAL INFORMATION

MEMBERSHIP CARD

Your membership card is valuable and important. A valid membership card or photo ID is required every time you enter the Y. If you lose your card, please visit Member Services for a replacement.

To ensure the safety of everyone in our facilities, we check all members, guests, and staff against Sexual Offender registries.

GUESTS

Your membership includes complimentary guest passes. Please use them! We keep track of your guest passes for you, so there is no need to worry. Each pass is good for one visit for one person.

All guests must present a valid photo ID and must adhere to facility guidelines. A guest may use Y facilities up to 3 times in one calendar year with complimentary passes. Thereafter, a day pass or membership must be purchased.

TALK TO US

This is your Y. Please make your concerns and comments known! Please see a Member Services Representative to provide feedback. We pledge to acknowledge each comment and respond appropriately. If you prefer to email or telephone your comment, please contact the Membership Director.

VOLUNTEER OPPORTUNITIES

No matter what your special talents or interests are, you can help change someone's life at the Y. Share your commitment to the continued well-being of our youth and community by considering becoming a Y volunteer!

GET STARTED WITH FITPATH!

An easy first step to getting started at the Y is contacting our Wellness Department to schedule your FitPath appointment. This is designed to introduce you to our Wellness Center and equipment. A trained Y professional will meet with you to discuss your goals, answer your questions, and recommend appropriate wellness programs for you.

HOLIDAY SCHEDULE

The Y will have abbreviated hours and program hours on certain holidays. Please refer to the facility closures calendar at your local branch.

LOCKERS

Lockers are available for day use by members and guests. Always secure your belongings. You must bring your own lock and remove it at the end of each visit. We recommend that you do not bring valuable items into the facility; the Y is not responsible for lost or stolen items. Items left overnight will be removed from the locker and placed into lost and found.

Lockers are also available for rent! Please visit Member Services to rent or find out more information.

FOOD AND BEVERAGES

No food or drink, other than water, is permitted in the workout areas, gymnasium, or on the pool deck.

AWAY PROGRAM

The AWAY (Always Welcome at YMCAs) program allows you to access Ys around the country when visiting from out of town. Just show your valid Y membership card!

FACILITY HOURS OF OPERATION

| | |
|-------------------|-----------------|
| Monday – Thursday | 5:00AM – 9:00PM |
| Friday | 5:00AM–8:00PM |
| Saturday | 7:00AM – 6:00PM |
| Sunday | 9:00AM – 4:00PM |

AMAZING KIDS & CHILD WATCH

| | |
|-------------------|------------------|
| Monday – Friday | 8:00AM – 12:00PM |
| Monday – Thursday | 4:00PM – 7:30PM |
| Saturday | 8:00AM – 12:00PM |
| Sunday | 9:00AM – 12:00PM |



SUMMER FACILITY HOURS

| | |
|-------------------|-----------------|
| Monday – Thursday | 5:00AM – 9:00PM |
| Friday | 5:00AM – 8:00PM |
| Saturday | 7:00AM – 5:00PM |
| Sunday | 9:00AM – 3:00PM |

These hours are in effect Memorial Day–Labor Day

MEMBERSHIP CATEGORIES

The YMCA of Greater Hartford offers the following membership categories:

| | | |
|-------------------|---------------|-------------------|
| Family (2 parent) | | Family (1 parent) |
| Adult | Young Adult | Couple |
| Youth | Y-Kids | |
| Senior | Senior Couple | LiveStrong |

Please see Member Services for more information about any of these categories.

PAYMENT OPTIONS

Bank draft or credit card payments are the most convenient way to pay membership fees and ensure your membership is always current. New membership activation requires a joining fee, payment of pro-rated monthly fees at the time of enrollment and bank account information or a credit card.

You may also opt to pay annually, semi-annually, or quarterly. This option requires payment of 12, 6, or 3 months at the time of enrollment, plus a pro-rate to nearest month end. There is no option to pay monthly in person.

FINANCIAL ASSISTANCE

Are you unable to afford the full cost of YMCA membership or programs? Apply confidentially for Membership for All (MFA) or financial assistance. The YMCA of Greater Hartford strives to make the YMCA accessible to all, no matter your income.

To qualify, total household income must be verified with tax returns and your two most recent pay stubs. Please see a Member Services Representative for more details. They are always available to assist you with your requests.

MEMBERSHIP ON HOLD

Members may have their membership placed on hold once per calendar year upon 30 days advance written notice if membership dues are current. A minimum hold period of 30 days and a maximum period of 90 days is permitted, unless the absence is due to medical reasons (medical note may be required). Memberships will automatically be reactivated after the term of the hold expires.

CANCELLING YOUR MEMBERSHIP

Your membership may be cancelled upon written notice 30 days in advance of your next bill date. Forms are available at Member Services.

INCLEMENT WEATHER FACILITY CLOSURES

The YMCA will make every effort to remain open during inclement weather. If the facility does need to close early or open late, notices will be posted on local television stations as well as at ghymca.org and Facebook.

SUBSTANCE-FREE ENVIRONMENT

In keeping with YMCA health and wellness advocacy, smoking (or chewing of a tobacco product) is not permitted on YMCA facility grounds. The YMCA of Greater Hartford properties are smoke, tobacco, drug, and alcohol free environments.

Violation of these guidelines may result in suspension and/or revocation of Y membership or guest privileges.

SATISFACTION GUARANTEE

If within 30 days of joining, you are not completely satisfied with your experience at the YMCA of Greater Hartford, we will refund your membership dues.

PROGRAM REFUNDS

The following are guidelines for programs that do not have required deposits (which are non-refundable). Special restrictions apply to Camp, Child Care, Membership, and other programs that are clearly stated in their registration processes. Program Directors have the ability to make allowances other than the following:

- Program cancellation one week prior to the first day of class: 100% refund or credit
- Program cancellation after the first day of class: prorated refund at the discretion of the Program Director
- Program cancellation half-way or more after the start of the program: no refund

ATTIRE

As a family organization, the YMCA of Greater Hartford encourages members and their guests to maintain an appearance that is not disruptive, distracting or offensive in any regard or attire that does not present health or safety concerns. Accordingly, Y staff may restrict appearance and attire with special consideration for specific issues. The list below is meant for example purposes and may not be inclusive of all expectations:

- Clothing, tattoos and jewelry that carry sexual, vulgar, or offensive messages or references, including pictures of the use of alcohol, tobacco, drugs, and gang affiliation will not be permitted
- Any apparel item that can be used as a weapon is not permitted at the Y

ADDITIONALLY, IN WORKOUT AREAS

- Closed-toe athletic shoes and shirts or workout tops (but not sports bras) are required.
- To preserve our equipment, jeans are not permitted
- Proper swim attire must be worn in the spa and pool areas

ELECTRONICS USAGE GUIDELINES

Due to the advances in cellular and video technology, and for the privacy and protection of all of our members, the YMCA of Greater Hartford asks that members and participants adhere to the following guidelines:

- Use of electronic devices is NOT permitted, at any time, in Y locker rooms and youth program areas
- As a courtesy to other members, set phones to silent while working out or use headphones
- Limit phone conversations to the lobby or non-workout areas and hallways
- Taking photos or video without permission is not permitted, at any time, on Y premises

CODE OF CONDUCT

- **Membership cards must be presented at Member Services in order to enter the facility**
- **Smoking, use of non-prescription drugs, alcoholic beverages, firearms or fireworks, carrying or concealing a weapon or any object that may be used as a weapon, harassment or intimidation by words, gestures or body language, bullying or threatening another person verbally or physically is prohibited on YMCA property, in YMCA vehicles or at YMCA sponsored events**
- **The YMCA does not assume responsibility for personal property that is lost, stolen, or damaged**
- **All attire, including swimming attire, must be appropriate to a family environment**
- **Shirts and shoes must be worn at all times, unless specific direction is required by a program**
- **A YMCA staff person must be informed of all incidents. The staff member will complete an incident report form**
- **Members should notify the YMCA of any medical problems by completion of a waiver**
- **Bikes, skateboards and heelies are not permitted in the YMCA building unless in use for a specific program under the direction of YMCA staff**
- **No animals are permitted on YMCA property. An exception will be granted for service animals**
- **Loitering/solicitation within or on the grounds of the YMCA is prohibited**
- **Members must abide by the electronics usage guidelines as defined on the previous page**



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

**CARING
HONESTY
RESPECT
RESPONSIBILITY**



YOUTH GUIDELINES

In order to provide a safe and positive experience for in structured activities for the youth of our community, the following guidelines related to facility use by Y members and guests will apply. Please check with your local facility, as rules and restrictions vary at each.

YOUTH AGES 6 WEEKS TO 7 YEARS

Youth members ages 7 years old and younger must be under direct supervision by a responsible adult (age 18 and older) whenever they are at the YMCA, unless they are enrolled in a youth program such as swimming lessons, sports programs, or in the Amazing Kids or Child Watch rooms. Direct supervision means that a responsible adult is in the swimming pool with the youth member.

YOUTH AGES 8 TO 9 YEARS

Youth members ages 8-9 years old must be under direct supervision by a responsible adult (age 18 and older) whenever they are at the YMCA, unless they are enrolled in a youth program such as swimming lessons, sports programs, or in the Amazing Kids or Child Watch rooms. Youth members ages 8 to 9 years old may participate in a group fitness class with a supervising responsible adult.

YOUTH AGES 10 TO 12 YEARS*

Youth members ages 10 to 12 years old may be unsupervised in the pool area; however, a responsible adult **MUST** remain in the YMCA facility. They may use the Wellness Center with a responsible adult upon the completion of either the Teen Strength & Fitness program (for all equipment) or Cardio Equipment Orientation (for cardio equipment only).

YOUTH AGES 13 TO 14 YEARS*

Youth members ages 13 to 14 years old may be in the facility without a responsible adult present. They may use any area of the YMCA, except use of the Sauna, Steam room, or Whirlpool. They must complete either the Teen Strength & Fitness program (for all equipment) or Cardio Equipment Orientation (for cardio equipment only) prior to using the Wellness Center.

YOUTH AGES 15 & OLDER

Youth members 15 and older may be in the facility without a responsible adult present. They may use any area of the YMCA; **except use of the Sauna, Steam room, or Whirlpool**. They do not need to complete a Wellness Orientation, but it is strongly encouraged. Youth Members under 18 cannot sponsor a guest unless a responsible Adult age 18 and over stays in the facility and signs the guest waiver of Liability.

STEPS TO SUCCESS

This is your Y. Make it work for you! Take the following steps to ensure you get the most out of your Y membership.

SIGN UP FOR YOUR FREE WELLNESS APPOINTMENT

Register for your FitPath wellness appointments. During this appointment, you will meet with a Y professional from our Wellness Center who will help you get started on your workout plan, introduce you to the facilities and equipment and help you on your way toward meeting your goals! Stop by the Wellness Center to get started.

TRY A CLASS OR PROGRAM

To get the most out of your membership, you have to use it! Try out a group exercise class or register for a program. Strive to come to the Y at least 15 times in the first two months to get the most out of the Y. Stop by Member Services to pick up the latest group exercise schedule or inquire about classes.

STAY INFORMED

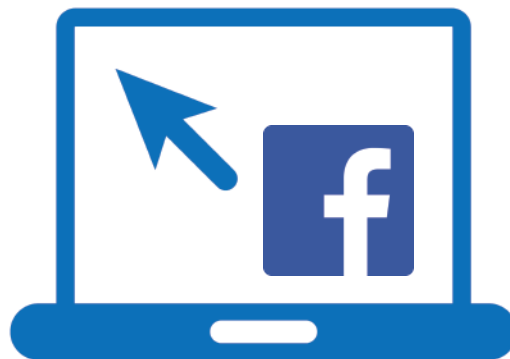
Like us on Facebook to get the most current updates on programs, new classes, and more! Provide your email address at Member Services to make sure you always hear the latest announcements and receive our monthly newsletters. Through email, we'll share with you important facility alerts as well as pertinent member news. Be sure to check us out on the web, too!

LET US KNOW HOW IT'S GOING

Fill out a suggestion card and be sure to complete your new member survey. These help us improve our services and facilities to make sure your Y works for you. And don't forget to check in with us on the fly every now and then. We're here for you!

ATTEND A COMMUNITY EVENT

The Y is a community of people from all walks of life, working side by side to ensure everyone has the opportunity to live life to the fullest. Get involved by coming to an event and seeing the impact you have as a member of an organization that has been strengthening communities since 1852.





YMCA of GREATER HARTFORD

860 522 9622

ghymca.org

DOWNTOWN YMCA

**90 State House Square
Hartford, CT 06103
860 522 4183**

FARMINGTON VALLEY YMCA

**97 Salmon Brook Street
Granby, CT 06035
860 653 5524**

HALE YMCA YOUTH & FAMILY CENTER

**9 Technology Park Drive
Putnam, CT 06260
860-315-9622**

INDIAN VALLEY YMCA

**11 Pinney Street
Ellington, CT 06029
860 871 0008**

WHEELER REGIONAL FAMILY YMCA

**149 Farmington Avenue
Plainville, CT 06062
860 793 9631**

WILSON-GRAY YMCA YOUTH & FAMILY CENTER

**444 Albany Avenue
Hartford, CT 06120**