



**WESTPORT WESTON  
FAMILY YMCA  
MEMBERSHIP  
HANDBOOK**

Effective March 1, 2025

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# SECTION 1 | YOUR WWFY

Membership at the Westport Weston Family YMCA (WWFY) is for everyone, and we encourage individuals and families to take advantage of all we have to offer. While our programs and facilities are always based on the unique needs and interests of the communities we serve, every YMCA has one thing in common: Our people. The volunteers, staff, members, and donors of the YMCA are all united by a deep commitment to strengthening our communities. Together we can build a better us.

## FINANCIAL ASSISTANCE

The WWFY does not turn anyone away due to an inability to pay. Through the generosity of our donors, the WWFY is able to provide Financial Assistance, to the extent possible, to families and children who seek to participate in Y programs including Summer Camp, Child Care, Membership, Sports, and much more. In addition to gifts and donations, we collaborate with social services organizations in the area to extend the benefits of the WWFY membership and programming to all segments of the community.

To apply for Financial Assistance, please contact our Membership staff to request a Financial Assistance Application. You may also print or complete online at: <https://westport.org/membership/financial-assistance/>.

## MEMBERSHIP CATEGORIES

The WWFY offers a variety of membership options so you can find the right fit for you and your family. Please stop by the Y to speak to our welcoming Membership staff or visit [westport.org/membership/](https://westport.org/membership/) to learn more about membership types, benefits, and current rates.

## 7TH GRADE INITIATIVE

The Westport Weston Family YMCA offers free memberships to local 7th graders to strengthen healthy habits in teens as they transition from childhood into adolescence. Each 7th Grader must complete a fitness orientation to complete their enrollment. The orientation focuses on fitness center equipment, safety, and proper technique. Once completed, 7th graders will have full access to the Y, including the pool, gym, and member pricing for Y programs, for the school calendar year. Each month 7th graders are also invited to participate in special events and activities exclusive to the program. Please Note: A parent or legal guardian must sign the application in order to activate the membership. A school ID, report card or other proof of grade level is also required to enroll. Registration opens in July for the upcoming school year. Learn more at <https://westport.org/7G/>.

YOUTH	HIGH SCHOOL	ADULT	FAMILY	SENIOR	SENIOR COUPLE
Individuals Ages 0 – 13	Individuals Ages 14 – 17 and Age 18, still in high school	Individuals Ages 18-22  Individuals Ages 23-64	Includes Adults & Youth in the same household  • May also include live-in Caregiver  • Fees based on number of Adults Ages 23+	Individuals Ages 65+	Two Senior Adult Individuals, Ages 65+ in the same household

# SECTION 2 | MEMBERSHIP POLICIES & PROCEDURES

## CELL PHONE USAGE

The WWFY permits talking on cell phones in the lobby and hallway areas only. We ask that you use discretion when talking and keep your voice low so as not to disrupt fellow members.

## CONTACT INFORMATION

We ask that you share any updates to your personal membership contact information with us, so we always have your current address, phone number, email, and emergency contact information.

**EMERGENCY CLOSINGS**

For the safety of our members and staff, in the event of inclement weather, natural disaster, or other situations beyond the Y's control, the WWFY may need to close. Please be sure to check our website, social media, or call Membership Services at 203-266-8981 for the latest facility updates.

**HOURS OF OPERATION**

BEDFORD FAMILY CENTER

MON-FRI: 5:30am-9:00pm, SAT-SUN: 7:00am-6:00pm

MAHACKENO OUTDOOR CENTER

(Memorial Day – Labor Day) MON-FRI: 3:00-6:00pm | SAT-SUN: 1:00-6:00pm

**LOCKER ROOMS, STEAM ROOM, AND SAUNA**

For the comfort and safety of our members, the WWFY provides access to locker room facilities as follows:

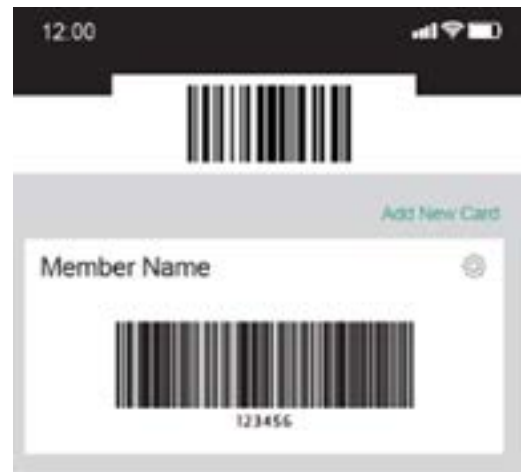
<b>BOY'S &amp; GIRL'S YOUTH LOCKER ROOMS</b>	<b>MEN'S LOCKER ROOM</b>	<b>WOMEN'S LOCKER ROOM</b>	<b>FAMILY LOCKER ROOM</b>
<p><b>Ages 17 &amp; Under</b></p> <p>Adults may bring children of the same gender into the Youth Locker Rooms in the instance of crowding in the Family Locker Room.</p>	<p><b>Ages 18+</b></p> <p>Children not permitted</p>	<p><b>Ages 18+</b></p> <p>Children not permitted</p>	<p><b>Adults with children or dependent adults</b></p>

- No cell phone, camera or video equipment of any kind is to be used in the locker rooms.
- Food or drink of any kind is prohibited in the locker rooms. Plastic water bottles are permitted. No glass of any kind.
- Bare feet and wet swimsuits are not allowed outside of the locker rooms or pool area.
- Use a towel to dry off after pool and shower use to prevent slips and falls.
- The use of hair dye is prohibited.
- Do not leave your belongings in the changing rooms.
- The swimsuit dryer is intended to dry swimsuits only. Do not put any other type of garment in the dryer.
- The Y is not responsible for personal property that has been lost, damaged or stolen. Please lock your belongings in a locker.
- Lockers are for daily use and must be emptied before leaving the facility. No locks are to be left on overnight.
- Members can access the locker rooms for up to 30 minutes following closing time to shower and change.
- Steam Room and Sauna will be shut off at WWFY closing time: 9:00pm Monday – Friday and 6:00pm Saturday – Sunday.

**MEMBERSHIP CARDS AND PHOTOS**

A membership card with a unique barcode is issued to all members and must be scanned upon entering the facility at the Welcome Center, each visit. Members will have their photo taken upon joining the WWFY. For the safety of everyone who enters our facility, all WWFY members must have a current photo on file. Children under the age of 16 will be required to have their photo retaken annually upon the 1st time entering the building in a new year.

Your barcode can be found on the back of your physical membership card and online once logged into your membership account. For convenience, you can download the "Westport Weston Family Y" mobile app and use that to check in.



## **MEMBERSHIP CODE OF CONDUCT**

The WWFY is a membership organization that values caring, honesty, respect, and responsibility. In joining, members subscribe to WWFY policies and are expected to abide by the rules as posted in the facility and in this handbook. To ensure a positive member experience, the WWFY may suspend or revoke membership for the following behaviors:

- Fighting or unnecessary physical roughness in sports activities.
- Abusive, obscene, or offensive language.
- Vandalism.
- Theft.
- Smoking and vaping in WWFY facilities or on property.
- Use of alcohol or illegal drugs on premises; or using WWFY facilities while intoxicated or under the influence of drugs.
- Carrying or concealing weapons or any object that can be used as a weapon.
- Inappropriate or sexually revealing attire as determined by WWFY staff.
- Disrespect for WWFY property or the property of other members.
- Conduct or actions of a sexual nature.
- Derogatory comments based on an individual's sex, race, ethnicity, age, religion, or disability.
- Acting in an abusive, disrespectful, or intimidating manner to other members or staff, or act contrary to the WWFY's core values of caring, honesty, respect, and responsibility.

## **PETS ON CAMPUS**

The WWFY does not permit dogs or any other pets on campus unless a member or patron has certified service dogs present. We ask that members do not leave their pets in parked cars, or anywhere else on campus while utilizing the facility. Please note the Westport Police and Animal Control will be notified if a parked car is found to have pets inside.

## **PROPER ATTIRE**

The WWFY always requires appropriate attire. WWFY staff monitor member's attire and will ask members to follow the appropriate guidelines if not in compliance.

- Athletic shoes and shirts are required for all fitness and recreational activities.
- Only athletic and non-marking footwear are allowed in the gymnasium, studios or in the Wellness Center.
- Bags, coats, and street clothes must be stored in the locker rooms or express "kit" lockers and are not permitted to be kept in the Gymnasium or Wellness Center.
- Swimsuits are required in the pools with no street clothes permitted.
- Children still in diapers must always wear a swim diaper while utilizing the pools.

## **SECURITY & SAFETY – PERSONAL BELONGINGS/VALUABLES**

Please note the YMCA is not responsible for personal property that has been lost or stolen. If you lose a personal item, please check at the Wellness Center desk or Membership desk. Personal locks may be used in the Youth Locker Rooms while participants are in the building but must be removed daily. Unauthorized locks left overnight will be removed at the discretion of WWFY staff and the contents of the locker will be removed and held for one week and then donated to charity. All adult locker room lockers come equipped with keyless security locks that are for daily use only. Kit lockers can be rented for an annual fee, based on availability.

## **SURVEILLANCE**

The WWFY utilizes a video surveillance system with cameras located throughout the facility. The surveillance system is used to help management determine how to better serve members, monitor high-traffic areas, deter unauthorized access and crime, and keep a visual record of activities throughout the facility and outside locations, including parking lots.

## **SUSPENSION/REVOCAION OF MEMBERSHIP**

Staff members are responsible for enforcing WWFY guidelines and have the right to bar members from the facility/program for a violation of rules. Suspension or revocation of membership privileges will occur only after consultation with WWFY CEO. No refunds of fees will be made for revoked or suspended memberships.

In addition, the WWFY reserves the right to deny access or membership to any person who has been convicted of any crime involving sexual abuse, is a registered sex offender or is under the influence of drugs or alcohol. To keep members and staff safe, the WWFY screens all members and guests against sex offender registries upon joining and periodically throughout their membership term.

## **WEAPONS**

The WWFY does not permit weapons of any kind on the property regardless of any license to possess. WWFY members are prohibited from carrying firearms, knives, tasers, or other objects that WWFY staff determine to be dangerous to the safety of our members and staff.



## YMCA NATIONWIDE MEMBERSHIP PROGRAM

The WWFY takes part in the YMCA Nationwide Membership Program. As a member of the WWFY, you are permitted to visit other YMCAs throughout the U.S. free of charge that also participate in Nationwide Membership. Please check with the specific YMCA you wish to visit regarding any limitations.

# SECTION 3 | VISITORS & GUESTS

## VISITOR & GUEST POLICIES

The WWFY always requires appropriate attire. WWFY staff monitor member's attire and will ask members to follow the appropriate guidelines if not in compliance.

- All visitors and guests of WWFY members must complete a waiver prior to using the facility and must be checked in at the Welcome Center.
- All guests of WWFY members must be accompanied by the member and are not permitted to use the facility on their own.
- WWFY members are responsible for the behaviors and actions of their guest(s) and may be subject to suspension or revocation of membership.
- Guests under the age of 13 must be accompanied by a WWFY member and meet our Supervision requirements as outlined in Section 6 of this handbook.
- The WWFY offers day passes for "walk-in" guests to utilize the facility during operational hours. Please check with Membership Staff for daily guest pass rates.

## MEMBER GUESTS – BEDFORD FAMILY CENTER

The WWFY would like to encourage membership through guest privileges. WWFY members can bring guests 2x per calendar year - per individual guest - to enjoy the WWFY at no cost. After the second visit the guest will be invited to join the WWFY or purchase a day pass to utilize the facility.

The WWFY also encourages its families to share the benefits of healthy living by using the facility while friends, family or other out-of-town guests are visiting.

Current WWFY members are welcome to bring an out-of-state guest to the WWFY for free up to 2x per calendar year per individual guest. After two visits the guest will be invited to join or may purchase a day pass, which will be valid for a 7-day period. To make future visits an easier process, all WWFY Member guests will have their own account created to track usage. Photo ID is required for all WWFY Member guests.

## MEMBER GUESTS – OUTDOOR POOL AND SPLASH PAD

Due to capacity limitations and for the safety of all members, WWFY membership is required to utilize the Mahackeno Outdoor Center Pool and Splash Pad facilities from Memorial Day through Labor Day. During that time, visitors, guests, or reciprocity members are not permitted to use the outdoor pool and Splash Pad.

# SECTION 4 | MEMBERSHIP PAYMENT INFORMATION

## MEMBERSHIP FEE ADJUSTMENTS

To maintain our commitment to offering you high-quality programs and services and keep pace with rising costs, the WWFY may implement a rate adjustment to all monthly draft and annual membership fees. The WWFY will provide notice via letter (mail and email) to inform members of any rate adjustments, at least 30 days prior to the effective date.

## MEMBERSHIP PAYMENT OPTIONS

Members of the WWFY can choose to pay their membership fees via monthly draft or annual payment. A monthly draft is a convenient way to ensure your membership dues are always processed on time. WWFY members can set up their monthly draft as follows:

### CREDIT CARDS

- Accepted credit cards: Mastercard, Visa, Discover, AMEX
- Members are responsible for notifying the WWFY if their account information changes, including expiration dates.

### CHECKING ACCOUNT/STATEMENT SAVINGS

- Void check must be provided.
- Members are encouraged to monitor their monthly bank statements for discrepancies.

#### ANNUAL PAYMENT

- Members who prefer to be billed annually will receive an invoice. All annual invoices will be provided at least 30 days prior to the membership expiration date. Payment is due on, or before, the expiration date.

#### MISCELLANEOUS

- All monthly draft charges are continuous until the member notifies the WWFY, in writing, to cancel said charges and has returned their membership cards.
- In the instance your monthly draft is returned for non-payment you will be notified via phone call and email. The WWFY will temporarily suspend a membership account after 1 month of non-payment and the membership will be terminated after 2-months if payment has not been received. Please note the initial join fee will apply if your membership is reinstated after 30 days from the time of termination.

## SECTION 5 | CHANGES TO MEMBERSHIP

The WWFY makes it easy for you to request changes to your membership. Simply complete a Membership Change Form – available on our website or at the Membership Desk, where you can request to:

- Reactivate your membership.
- Upgrade your membership type.
- Change your payment method.
- Update your contact information/address/phone/email.
- Place your membership on hold.

#### ACTIVITY REFUNDS

To help with the scheduling of staff and ensure that we maintain proper instructor/participant ratios, we have established policies limiting the conditions and time frames in which we can make changes to class rosters and/or provide refunds of activity fees. Policy exceptions documented in activity/class handbooks/flyers supersede the following.

##### CANCELLATIONS BY THE Y

- If the WWFY cancels a program or event prior to the program commencement or event date, a full refund will be issued. The WWFY reserves the right to cancel any program or event that fails to meet enrollment requirements.
- If the Y cancels a program class or classes, every effort will be made to offer a make-up for the cancelled date(s). If a make-up date cannot be scheduled for any cancelled date, a credit will be issued. If a make-up date is offered for the cancelled date, no credits will be issued. No refunds will be issued for those who cannot attend the make-up date.

##### PARTICIPANT WITHDRAWAL

- Withdrawal from programs, or special events, at least five business days prior to the program commencement date, will receive a full credit. The account credit is good for use up to one year from the credit date.
- After a program commences, pro-rated credits will be issued only for participant withdrawal due to medical reasons, verified in writing by a physician. Refund requests must be submitted no later than the last day of the session.
- Refund requests should be sent to the appropriate Program Director.
- All outstanding balances including WWFY charges and bank fees must be resolved before refunds are issued.

#### ADDING & REMOVING MEMBERS

If you would like to add someone to your membership, please complete the Change of Membership Form and indicate the update. Please note, adding new members to your account may transition you to a different membership category with an increased fee. Upon a new member's first visit to the WWFY, a membership card will be issued, and photo taken.

Should you need to remove a member from your account, please complete the Change of Membership Form and return to the Membership Desk along with the membership card(s) of the member(s) being deactivated.

#### MEMBERSHIP ON HOLD PROGRAM

The WWFY offers a Membership on Hold option for members who want to temporarily pause their monthly payment. The Membership on Hold Program works as follows:

- Membership accounts placed on hold will be charged a monthly fee of \$20 during the duration of the hold.
- Membership accounts may be placed on hold for up to three consecutive calendar months or three individual months per calendar year.
- A Membership on Hold form must be completed, signed, and returned to the Membership Desk, completed online, or emailed to the Membership Director with requested hold dates.
- WWFY members who place their membership account on hold will not be required to repay the Join Fee once the on-hold period is complete.
- WWFY members who place their membership on hold understand that their automatic monthly payment will restart once the on-hold period is completed.
- WWFY members understand that during the time their membership is on hold, usage and membership privileges are suspended.
- WWFY members will receive a reactivation reminder email within 10 days of hold period completion.

**MEMBERSHIP REFUNDS**

Refunds of membership will be granted in the following instances:

- You have proof of written documentation for requesting termination of your membership and the WWFY did not cancel the account.
- For medical reasons with written documentation from your physician.
- If you submitted a request to have your membership placed on hold and have written documentation, and the WWFY did not place the account on hold.

Join fees are non-refundable. Members are responsible for monitoring personal accounts to avoid unwanted transactions.

**REJOINING THE WWFY**

Any returning member may rejoin the WWFY after cancelling their membership unless the membership account was terminated or revoked by the WWFY for violation of the WWFY’s Code of Conduct and policies. If you wish to rejoin, please stop by the Membership Desk, and complete a Change of Membership form and the account will be reactivated. If you rejoin after 30 days and did not take advantage of the Membership on Hold Program, you will be subject to repayment of the Join Fee.

**RELOCATION**

Membership to the WWFY is not transferable to other YMCAs. Should you relocate and would like to maintain your membership at another YMCA, you must cancel your membership with the WWFY and join at the new location. At your request, the WWFY will be happy to provide you with a ‘Member in Good Standing’ letter indicating your cancellation date with us. We recommend contacting the YMCA in the new location to inquire about their policies, join fees, and membership dues.

**TERMINATION OF MEMBERSHIP**

Any WWFY member who wishes to terminate their membership account must do so in writing. The following forms of termination request are accepted:

- Complete a Membership Termination Form, in person, at the Membership Desk.
- Email the Membership Director ([bmarazzi@westport.org](mailto:bmarazzi@westport.org)), requesting termination.
- Fax 203-226-2607 to Membership Director, requesting termination.
- Mail a written request of termination and send it to the WWFY at 14 Allen Raymond Lane, Westport, CT. 06880. Attention: Membership Director.

# SECTION 6 | SUPERVISION

To help the WWFY provide a great experience for all our children, it is important that parents and guardians are aware of, and help to enforce, our supervision policies as well as membership requirements to ensure a secure and safe environment.

GENERAL	
Ages 0 – 11	<b>Must be accompanied by an adult, unless child is enrolled in an organized WWFY program or Staff-supervised area. Children ages 0-11 must be checked in at the Membership Desk, delivered to their program, and picked up at their program by an adult.</b>
Ages 12+	<b>May use the WWFY unsupervised in the Gymnasium during Open Gym and may check in and go to an organized YMCA program on their own.</b>



### AQUATICS CENTER

Ages 0 – 3	Must be accompanied by an adult on deck and in the Splash Pad area, no more than one-arm’s length away from the child at all times. Cannot participate in Lap Swim in either pool.
Ages 3 – 5	Must be accompanied by an adult on deck. Adult must keep an eye on the child wherever they are swimming. Cannot participate in Lap Swim in either pool.
Ages 6 – 8	Must be accompanied by an adult on deck. May participate in Ages 6–8 Lap Swim if in Level 5 Swim Lessons or higher and can swim 25 yards without assistance.
Ages 9 – 11	Permitted to participate in Lap Swim but must have an adult present supervising from the Observation Gallery.
Ages 12 – 13	Permitted to participate in Lap Swim. Adult must be present in the facility and is permitted to use Wellness Center, take Group Fit classes, etc. while child is in the pool.
Under 14	Must be swim tested and wear a colored band: Red–Beginner; Yellow–Intermediate; Green– Advanced
Ages 14+	Permitted to use the pools without adult supervision.

### HEALTH & WELLNESS CENTER

Ages 0 – 9	Not permitted in Health & Wellness Center unless taking part in an organized WWFY Youth Fitness program.
Ages 10 – 13	Permitted to use Health & Wellness Center after completing the Fit Family Program (see section 7 for details). Upon completion of the program, Youth members are permitted to use the Health and Wellness Center under direct supervision by a parent or guardian.
Ages 14+	Permitted to use the Health & Wellness Center unsupervised.

### KIDS CLUB

Ages 6 wks. – 12 yrs.	<p>Parents, guardians, and caregivers are the only adults with authorization to leave a child in our Kids Club and are required to stay on WWFY property during the child’s visit to these facilities.</p> <p>All children must be signed into the Kids Club or Fort Mack. Only the parent, guardian or caregiver who signed the child in is permitted to sign the child out – unless arranged ahead of time.</p>
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#### KIDS CLUB | AGES 6 WKS. – 12 YRS.

With our Kids Club, parents can focus on their physical and mental health, by working out or taking one of our classes, while their kids have fun in a safe environment.

- Kids Club is a FREE drop-off program for those with an active Family Membership
- Children of WWFY Adult members may be dropped off at Kids Club, for up to 75 minutes per day, with a nominal fee of \$10.00.
- WWFY Youth members may be dropped off at Kids Club with a nominal fee of \$10.00, if the Youth member has a sibling Youth member participating in an organized WWFY program.
- Parents, guardians, and caregivers are the only adults with authorization to leave a child in our Kids Club and are required to stay on WWFY property during the child’s visit to these facilities.
- All children must be signed into the Kids Club or Fort Mack. Only the parent, guardian or caregiver who signed the child in is permitted to sign the child out – unless arranged ahead of time.
- Kids Club Hours: Monday-Friday 8:00am-12:00pm & 4:00pm-7:00pm, Saturday-Sunday 8:00am-12:00pm. Hours subject to change.

#### OBSERVATION GALLERY

- Coaching the swimmer from the Observation Gallery is not permitted.
- Hanging over the glass wall is dangerous and prohibited.
- Upon completion of child’s Lap Swim, parents/guardians must leave the Observation Gallery and proceed to exit the facility without congregating in the hallways or lobby. Please have the child meet you outside the building.

# SECTION 7 | HEALTH & WELLNESS CENTER GUIDELINES

The following guidelines for the Health and Wellness Center are designed for the safety and well-being of all our members. The WWFY strongly believes in the importance of leading a healthy and active lifestyle and asks that all members follow these health and wellness policies and guidelines.

<b>HEALTH &amp; WELLNESS CENTER: FAMILY FIT PROGRAM</b>	
<b>Youth Members Ages 10-11</b>	<b>A Wellness Coach will provide instruction on usage of the cardio equipment.</b>
<b>Youth Members Ages 12-13</b>	<b>A Wellness Coach will provide instruction on usage of both the cardio and strength training equipment.</b>
<b>Ages 14+</b>	<b>Permitted to use the Health &amp; Wellness Center unsupervised.</b>

<b>HEALTH &amp; WELLNESS CENTER: AGE &amp; PROGRAM GUIDELINES</b>	
<b>Youth Members up to Age 14</b>	<b>Unless otherwise noted in promotional materials, may participate in Youth Group Fitness and Youth Training classes.</b>
<b>Ages 14+</b>	<b>Permitted to use the Robin Tauck Health &amp; Wellness Center and are strongly encouraged to take advantage of the complimentary Fitness Equipment Orientation to learn proper techniques and operation of all exercise equipment. Enrollment in a Fitness Equipment Orientation can be done at the Wellness Desk, or by contacting Patrick Freeman at <a href="mailto:pfreeman@westportny.com">pfreeman@westportny.com</a> or 203-571-6035.</b>
<b>Ages 15+</b>	<b>Permitted to participate in Regular Group Fitness and Training classes. Please note some high-intensity classes may not be appropriate for certain ages and instructor discretion will dictate if the class is appropriate.</b>

- All WWFY members are expected to help keep the Center clean by wiping off machines, mats, or other exercise areas with provided "gym wipes" after use.
- WWFY members who wish to participate in a Group Fitness class should notify the class instructor prior to the class start time of any medical related issues they may have. Please make every effort to be on time for a group fitness.

## PERSONAL TRAINING & COACHING GUIDELINES

Our WWFY-employed Personal Trainers and staff are certified professionals and are the only ones permitted to provide personal training and coaching on WWFY property and in programs. Personal trainers and coaches who are not employed by the WWFY, even if members, are prohibited from conducting training on WWFY property, including services provided in the Pool, Gymnasium, Wellness Center, Studios and Mahackeno Outdoor Center.

# SECTION 8 | WATER SAFETY

At the WWFY, safe aquatic programming and exercise is a top priority. With two indoor pools and an outdoor pool at our Mahackeno Outdoor Center, as well as the Saugatuck River and Lees Pond bordering our campus, ensuring your safety is critical.

## AGE REQUIREMENTS & SWIM TESTING

To protect and ensure the safety of all our members, we require testing procedures for the use of our pools for all swimmers ages 14 and under with our TEST, MARK, PROTECT Program. Upon completion of the swim test, each child will receive a colored band, Red-Beginner; Yellow-Intermediate; Green-Advanced, allowing lifeguards the ability to easily identify where each child belongs in the pools.

## LIFEGUARDS AND AQUATIC SAFETY

All WWFY lifeguards are certified and trained through Y-USA, American Red Cross, and local Health Department guidelines. Our lifeguards and Aquatic Management Staff are well trained to prevent and respond to any aquatic emergency, and to provide appropriate care if necessary. To ensure Aquatic Safety, all WWFY staff are empowered to enforce all rules and policies accordingly.

## POOL WATER QUALITY

Help keep our pools healthy, clean, and safe. When chlorine mixes with oil, sweat, or urine it can create dangerous chemicals. Before entering any WWFY pool, please rinse off in the shower and use the bathroom.

# SECTION 9 | COMMUNICATION

## INCLEMENT WEATHER

In the case of inclement weather, there are several ways members can stay up to date with WWFY facility and program operations.

- **OUR WEBSITE** – The first and best place to look is [westporty.org](http://westporty.org) – there will be a banner across the top of every page with the important information including facility closures and adjusted hours.
- **SOCIAL MEDIA** – “Like” and follow the Westport Weston Family YMCA on Facebook & Instagram for the latest information.
- **CALL 203-226-8981** – A WWFY staff member will be there to answer any of your questions, or you will hear a recording with important information.
- **CHECK YOUR EMAIL** – We will send all-member emails in the instance of any facility, program, or schedule changes.

## INCLEMENT WEATHER PROGRAM MAKE-UPS

We will aim to offer make-up classes/lessons for any class that is cancelled due to inclement weather. If you have questions, please call 203-226-8981 and ask for your Program Director.

## WAYS TO STAY CONNECTED

The WWFY offers several ways members can stay connected, learn about upcoming events, register for programs, and be informed of daily happenings.

- **WWFY WEBSITE:** Visit [westporty.org](http://westporty.org) for program information, schedules, event calendar, registration, and more.
- **SOCIAL MEDIA:** Search “Westport Weston Family YMCA” and “Like” us on Facebook and follow us on Instagram.
- **IN-FACILITY:** See program schedules and flyers throughout the facility.
- **E-MAIL & E-NEWSLETTERS:** Sign up to receive email updates with general information, upcoming events, new classes and programs, registration info, and more. Follow these steps to sign up:
  1. Go to [westporty.org/newsletter](http://westporty.org/newsletter)
  2. Enter your name and email address
  3. Click “Sign Up”
- **MOBILE APP:**

**Download:** Navigate to your app store to search for the ‘Westport Weston Family YMCA’.

**Important** If you have never set up your online member account, or it is not connected to a valid email address, you will need to do so before logging into the app or trying to reset a password. Click below to access the online member portal and/or search for your account.

**Login:** Enter the email and password associated with your WWFY member account. Your email must match what’s on your WWFY membership account to access the app.

**Password:** Your password is 10 characters or more, and includes at least one upper case letter, one lower case, and one special character. Please note, if you reset the password on the app, you are also resetting your online member account password.

## App Features:

- EASY MOBILE CHECK-IN
- FIND A CLASS & RESERVE YOUR SPOT
- VIEW BOOKED CLASSES
- SIGN UP FOR Y PROGRAMS
- JOIN FITNESS CHALLENGES
- IMPORTANT FACILITY UPDATES

# SECTION 10 | PROTECTING OUR CHILDREN

## BABYSITTING POLICY

We value the role our staff plays in the lives of your children and family, and we cherish the relationships we build together. WWFY staff, however, are not permitted to babysit for members or participants. Please do not approach staff asking them to babysit your family as this will cause dismissal of employment for violation of the policy. Members and employees who have a preexisting relationship may request a waiver allowing the employee to continue babysitting.

## CREATING A SAFE ENVIRONMENT

The WWFY values the safety of our children and the trust that their caregivers have in us. Our staff and volunteers work hard to create an environment where our youth members and participants can safely learn, grow, and play. The prevention of child abuse is a top priority.

Below are some of the many measures we follow to create a culture of prevention:

- All staff members are given background checks prior to working at the WWFY.
- We follow the 'rule of three' to ensure no adult is ever alone with one child.
- Every staff member is trained to prevent abuse, but also to recognize, respond to and report it. Every staff member is a mandated reporter.
- Staff members are not permitted to transport children from the WWFY outside of WWFY programs.

If you would like to discuss any concerns about the safety of a child, whether in regard to the WWFY or outside of the Y, please contact: Christina Scherwin: WWFY COO at 203-226-8981 x125 [cscherwin@westporty.org](mailto:cscherwin@westporty.org)

The Connecticut Department of Children and Families is another resource available to you, if you have any concerns for a child's safety or to report abuse or neglect. They can be reached at: 800-842-2288.

# SECTION 11 | WWFY FACILITY AND PROGRAM STAFF

We want to hear your feedback, concerns, and comments about our programs. It is always best to share your thoughts with the director of a program so we can address any concerns and share your compliments. Here is a list of program areas and who to contact. You can reach all staff, including Directors, by calling 203-226-8981 + their extension.

STAFF	POSITION	EXTENSION	EMAIL
Alison Ligi	Dance Center Coordinator	x 118	<a href="mailto:aligi@westporty.org">aligi@westporty.org</a>
Anjali McCormick	Chief Executive Officer	x 107	<a href="mailto:amccormick@westporty.org">amccormick@westporty.org</a>
Brian Ference	Asst. Aquatics & Camp Dir.	x 121	<a href="mailto:bference@westporty.org">bference@westporty.org</a>
Bryon Knox	Gymnastics Director	x 130	<a href="mailto:bknox@westporty.org">bknox@westporty.org</a>
Brian Marazzi	Membership Director	x 104	<a href="mailto:bmarazzi@westporty.org">bmarazzi@westporty.org</a>
Brittany Williams	Special Needs Coordinator	x 137	<a href="mailto:bwilliams@westporty.org">bwilliams@westporty.org</a>
Christina Scherwin	Chief Operations Officer	x 125	<a href="mailto:cscherwin@westporty.org">cscherwin@westporty.org</a>
Ellen Johnston	Competitive Swimming Director	x 110	<a href="mailto:ejohnston@westporty.org">ejohnston@westporty.org</a>
Emily Regan	Camp & Recreation Director	x 126	<a href="mailto:eregan@westporty.org">eregan@westporty.org</a>
Glen Hale	Chief Executive Officer	x 108	<a href="mailto:ghale@westporty.org">ghale@westporty.org</a>
Haley Behm	Comms. & Marketing Director	x 135	<a href="mailto:hbehm@westporty.org">hbehm@westporty.org</a>
Josephine Rojas	Aquatics Director	x 139	<a href="mailto:jrojas@westporty.org">jrojas@westporty.org</a>
Kate Guthrie	Development Director	x 123	<a href="mailto:kguthrie@westporty.org">kguthrie@westporty.org</a>
Kathy Giglio	Childcare & Youth Services Dir.	x 119	<a href="mailto:kgiglio@westporty.org">kgiglio@westporty.org</a>
Kristin Finnegan	Water Rats Assoc. Coach	x 113	<a href="mailto:kfinnegan@westporty.org">kfinnegan@westporty.org</a>
Lily Bloomingdale	Safety & Compliance Officer	x 103	<a href="mailto:lbloomingdale@westporty.org">lbloomingdale@westporty.org</a>
Melissa Cowperthwait	Assistant Director of Membership	x 141	<a href="mailto:mcowperthwait@westporty.org">mcowperthwait@westporty.org</a>
Megan Willett	Gymnastics Program Manager	x 132	<a href="mailto:gymnastics@westporty.org">gymnastics@westporty.org</a>
Patrick Freeman	Director of Health & Wellness	x 124	<a href="mailto:pfreeman@westporty.org">pfreeman@westporty.org</a>

# SECTION 12 | ANNUAL CAMPAIGN

The Westport Weston Family YMCA is a cause driven, non-profit organization who has strengthened the foundations of our community in the name of healthy living, youth development, and social responsibility for over 100 years. Together with your support we can continue to grow our community and make our Y accessible to all.

## YOUR SUPPORT HELPS:

- Provide financial assistance for memberships and program fees to local families and individuals in need
- Provide water safety programs for children in and around the community
- Bring happiness to thousands of families who benefit from our programs and services
- Fulfill the YMCA's mission of enriching the community by developing and nurturing youth, promoting healthy living for all, and fostering social responsibility.

Donations to the Westport Weston Family YMCA Annual Campaign provide financial assistance for kids and families who need us most. Because of the generous support of our loyal donors and partners like you, we are able to fulfill our mission each year to create lasting, meaningful change through free programming and scholarships for childcare, memberships, and more. When you give to our Annual Campaign, your gift will have a meaningful impact right here in our neighborhood.

## HOW YOUR GIFT MAKES A DIFFERENCE:

\$100 – Provides three months of financial support for a youth membership

\$250 – Provides one youth session to a child with special needs

\$500 – Provides a child with 2 weeks of after school care

\$1,000 – Provides a senior couple on a fixed income a full year of membership

\$2,500 – Covers the cost of six weeks of camp for one child

\$5,000 – Provides 3 individuals with a year of Parkinson's Body and Mind classes

## THERE ARE MANY WAYS TO GIVE

Every gift makes a difference. You can donate using Cash, Check, Credit Card, stock or make a planned gift. Learn more here or contact Kate Guthrie, Development Director at 203-226-8981 ext. 123 or [kguthrie@westportymca.org](mailto:kguthrie@westportymca.org).

## [GIVE ONLINE TODAY](#)



"When Matthew joined the Wrats, we applied for financial aid. Without that we couldn't have made it work. We couldn't afford the team and membership fees, it was too much money. Everyone who has contributed, helped play a role in Matthew's success as a swimmer and his bronze medal at the 2020 Paralympics. Thank you for the YMCA's support and the donors who made all of this possible for my son."  
- Martha Torres, Mother of Matthew Torres