

WESTPORT WESTON FAMILY YMCA

MEMBERSHIP HANDBOOK

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SECTION 1 | JOINING THE 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. Made up of over 12,500 members, donors, staff, and volunteers, we come together from every walk of life to strengthen our community in the name of healthy living, youth development, and social responsibility, as you'll discover exploring the programs and amenities within our 32-acre campus. As a mission-based nonprofit, the Y is centered on helping you feel healthier, happier, and more connected. We work to ensure that everyone, regardless of ability, age, cultural background, ethnicity, faith, gender, gender identity, ideology, income, national origin, race, or sexual orientation has the opportunity to reach their full potential with dignity. Our core values of caring, honesty, respect, and responsibility guide everything we do. Our 100-year history is steeped in dedication and compassion for those we serve and beyond. Together, for a better us.

As we continue to thrive, we have reached an exciting yet challenging milestone, the membership cap of 12,500 members as established by the Planning and Zoning Commission (resolution #08–057, amended), which has required us to make changes to membership operations and implement a membership waitlist. Given that the mission of our Y is to welcome and serve all who walk through our doors, we are sorry to disappoint potential new members who want to belong to our vibrant community with the waitlist process. Please be assured, we remain committed to providing you with the best experience and we will be diligent in managing the waitlist so that we can make as many of you a part of our Y family as quickly as is possible.

HOW TO JOIN

Prospective members, including those intending to join for the first time or former members intending to rejoin the WWFY, must (1) complete a request to join the waitlist, (2) will be placed on the waitlist (3) will be notified when an opening become available. Once a spot becomes available, prospective members will be provided 3 business days from the time of notification to confirm and activate their membership.

To join the waitlist, visit westporty.org/waitlist. For complete questions and details, please view our Membership Waitlist FAQ.

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, request a Financial Assistance Application from our Membership staff at the welcome desk. You may also print or complete the application online. If you are not a current, active WWFY member, you will need to join the membership waitlist as well. We will process your financial assistance application and notify you once a spot(s) become available. Applying for or receiving financial assistance does not affect your ability or timeline to join; the waitlist process is the same for everyone. Please note: In the instance you are receiving a no cost membership through financial assistance but do not visit the YMCA for any period longer than 6 months, the membership may be deactivated for non-usage. You will be notified about the non-usage clause and invited to reapply and rejoin the waitlist if you so choose.

Financial Assistance qualifications are good for membership and select programs. For program financial assistance, the max assistance offered is 50%, and please check with the appropriate Program Director or Brian Marazzi, Director of Membership to inquire if your programs of interest accept 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 westporty.org/membership to learn more about membership types, benefits, and current rates.

YOUTH	HIGH SCHOOL	COLLEGE	ADULT	FAMILY	SENIOR	SENIOR COUPLE
Individuals Ages 0–13	Individuals Ages 14–17 and Age 18 (if still in high school)	Individuals Ages 18+, who can show proof of collge enrollment	Individuals Ages 18–22 Individuals Ages 23–64 Fees based on age range	Includes Adults 23+ & Youth in the same household May also include live-in Caregiver Fees based on number of Adults	Individuals Ages 65+	Two Senior Adult Individuals Ages 65+ in the same household

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 westporty.org/7GI.

SECTION 2 | MEMBERSHIP POLICIES

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
In the event we need to communicate important information regarding your membership account, incidents or emergencies, we ask that you share any updates to your personal membership contact information with us: current address, phone number, email, and emergency contacts.

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. You can also stay informed with the latest facility updates by downloading the WWFY Mobile App or signing up for our emails.

HOURS OF OPERATION

BEDFORD FAMILY CENTER
MON-FRI: 5:30 AM-9:00 PM
SAT-SUN: 7:00 AM-6:00PM

MAHACKENO OUTDOOR CENTER
(Memorial Day – Labor Day)
MON-FRI: 3:00-6:00 PM
SAT-SUN: 1:00-6:00 PM

View all holiday hours and no class dates at westporty.org/hours.

LOCKER ROOMS, STEAM ROOM, AND SAUNA
For the comfort and safety of our members, the WWFY provides access to locker room facilities as follows:

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

- 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: Monday – Friday at 9:00 PM and Saturday – Sunday at 6:00 PM.

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 also download the "Westport Weston Family YMCA" mobile app and use that to check in any family members on your account.

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 the Membership 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

For the safety and well-being of all members, guests, and animals, the Westport Weston Family YMCA does not permit dogs or other pets on campus, unless they are certified service animals. Any pets found unattended in parked vehicles or elsewhere on YMCA property will be reported to the Westport Police Department and Animal Control.

PROPER ATTIRE

The WWFY always requires appropriate attire. WWFY staff monitor all member and guest attire and will ask individuals 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/REVOCATION 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. We encourage you to review the participation rules and check with the specific YMCA you wish to visit prior to your planned visit. To learn more, visit westporty.org/nationwide-membership

MAHACKENO OUTDOOR CENTER & POOL USAGE INFORMATION

STANDARD HOURS OF OPERATION

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

Please note, outdoor pool availability is weather-dependent; we encourage you to check our website for updates before your visit, a notification will always be posted if the pool is closed for expected or unexpected weather. You can also view availability and closures on our mobile app or enable Outdoor Pool specific notifications for real-time updates and weather-related closures!

MEMBERSHIP REQUIREMENTS

To ensure the safety and enjoyment of all our members, we kindly request adherence to our membership policies:

- Due to the high demand access to our outdoor pool is exclusive to WWFY members only.
- WWFY Youth Members must be accompanied by a parent/guardian with a WWFY Membership.
- Non-members, including guests and reciprocity members, are not permitted at this time.

OUTDOOR CENTER CHECK-IN

All members can conveniently check in at the Outdoor Center Pool facilities with their membership card and do not need to enter the main facility (Bedford Family Center). During peak hours there may be longer wait times to enter our outdoor pool. To ease any wait, check-in upon arrival and request a pager to receive a notification once space becomes available. Please be mindful of wait times during peak hours and consider limiting your visit duration to help us make every YMCA experience enjoyable for all.

POOL FACILITIES

- Six-lane lap swim area
- Family Pool
- Splash Pad
- Male & Female Bath Houses (all patrons must shower prior to entering the pool)
- Family Changing Rooms
- Changing Tents available on pool deck

PARKING

- All patrons should park in the main YMCA parking lot, and please note; vehicles are not permitted at the Outdoor Center facilities.
- For patrons with any physical limitations, transportation will be available upon request with YMCA authorized vehicles from a YMCA staff member.

FOOD & BEVERAGES

- Patrons are permitted to bring food and beverages to the Outdoor Center, including pool facilities. We ask that all patrons take responsibility for their personal items and use trash receptacles when necessary.
- Alcoholic beverages are not permitted.
- Fire pits located on the campgrounds are not permitted for use unless during a YMCA supervised activity.

SWIM TESTING PROCEDURES

To protect and ensure the safety of all members, we require testing procedures for the use of the Outdoor Pool for all swimmers ages 14 and under. Upon completion of the test, swimmers will receive a colored band.

Red & Yellow Swimmers must swim horizontally on their stomach the entire length of the family pool and back. The swimmer cannot stop midway onto the wall. Swimmers who do not pass, will receive a red band. Green Swimmers must swim a full lap freestyle and a full lap of backstroke. Swimmer cannot stop midway or hold onto the wall.

Red Band: Beginner Level Swimmer

- Permitted to the Family Swim Area only
- Parent/Guardians must be in the water no more than an arm's length away from your child, with or without a lifejacket
- Not permitted in lap lanes

Yellow Band: Intermediate Level Swimmer

- Permitted to the Family Swim Area
- Permitted to the Lap Lanes when accompanied by a parent

Green Band: Advanced Level Swimmer

- Permitted in all pool areas while following pool rules & guidelines

MAHACKENO OUTDOOR CENTER AMENTITIES

Our Outdoor Center amenities and activities are open to all members and guests during standard Outdoor Center hours of operation, including playgrounds, basketball/pickleball courts, sports field, mini-golf, gaga pit, walking trails, pavilions. Waterfront activities including paddle boating and canoeing are available Saturday and Sunday 1:00-4:00 PM at Lee's Pond when YMCA Certified Aquatic Staff is on hand to supervise.

MINI GOLF AT MAHACKENO

Open play is available during Mahackeno Outdoor Center hours (Memorial Day through Labor Day) when classes are not in session. To ensure a fun and safe experience for all, please review and follow the rules and information.

CHECK-IN & EQUIPMENT

- Putters and golf balls are available at the Outdoor Pool Membership Desk.
- Members must sign out equipment and return it after use.
- A valid driver's license is required to be held until equipment is returned.
- One putter and one ball per player.
- Equipment is for mini golf use only.

COURSE ETIQUETTE

- Please be respectful of others on the course.
- No running or rough play.
- Play in groups of four or fewer.
- Allow faster groups to play through.

SECTION 3 | VISITORS & GUESTS

VISITOR & GUEST POLICIES

- 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.
- The Westport Weston Family YMCA requires all parents, guardians, and caretakers accompanying children to Y programs to check in if entering the facility to accompany minors to WWFY programs. This policy helps us maintain a safe and secure environment for all. If the adult accompanying your child to their program is not an active WWFY member, a Companion Access account must be established so they can check in properly.
- Guests over 16 years of age must present a valid photo identification upon check-in.
- Any 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

WWFY members can bring guests 2x per calendar year - per individual guest - to enjoy the WWFY at no cost. After the second visit guests 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 guests 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 guests.

MEMBER GUESTS – OUTDOOR POOL & SPLASH PAD

Due to capacity limitations and 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. Visitors, guests, or reciprocity members are not permitted.

SECTION 4 | MEMBERSHIP PAYMENTS

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 PAYMENTS
- 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 wants to make it easy for you to request changes to your membership. Based on your needs, you can complete a Membership Change Form or join the Waitlist on our website to:
- Join the Y and/or waitlist
- Upgrade or downgrade your membership type
- Change your payment method
- Update your contact information/address/phone/email
- Place your membership on hold
- Cancel your membership

ADDING & REMOVING MEMBERS
Current members who want to upgrade to a higher level of membership and/or add additional individuals to their membership will need to (1) complete the necessary Waitlist Form online or in-person to add the person to their account, (2) the additional person will be placed on the waitlist, and (3) the account holder will be notified when a membership spot becomes available. 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 Membership Change Request and return the membership card(s) of the member(s) being deactivated to the Membership Desk.

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:
- Members have the option to place their WWFY membership on hold for up to 3 calendar months per year for medical issues, travel, and seasonal stoppage of membership. Hold fees are 50% of the regular monthly membership rate for any non-medical related request, and $20 per month for any medical-related hold request (a signed note from a medical doctor is required).
- Membership accounts may be placed on hold for up to three consecutive calendar months or three individual months per calendar year.
- A Membership Change Request 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
Join fees are non-refundable. Members are responsible for monitoring personal accounts to avoid unwanted transactions. 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.

RELOCATION
Membership to the WWFY is not transferable to other YMCA's. 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
To terminate your membership account, you may complete a Membership Change Request online, email our Membership Director (bmarazzi@westporty.org), or mail a written request to Westport Weston Family YMCA, Attention: Membership Director, 14 Allen Raymond Lane, Westport, CT, 06880.

Once your cancellation request is submitted, your membership termination will be processed within 3 business days and go into effect on the date prior to your next scheduled bill date (the last date that your most recent membership payment was paid through). We will confirm your termination end date via email upon completion of the request, and you may continue to use the Y until the scheduled termination date.

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. Should you decide to cancel your WWFY membership, and rejoin at a later time, you will have to join the waitlist. Your ability to rejoin the WWFY at a future date will depend on the number of prospective members ahead of you on the waitlist (i.e., individuals waiting to join or rejoin the WWFY). 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.

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.

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.

MONITORING MEMBERS ENTERING AND EXITING PROGRAMS
Standard procedures for monitoring consumers help organizations identify who is present in programming and allow employees and volunteers to document when and with whom consumers exit programming. Such procedures allow employees to quickly identify any participants who may be missing and decrease opportunities for participants to be left unsupervised.

WWFY Guidelines for monitoring participant entry/exit from facilities or programming include:
- Participants must check in with the front desk, or with the employee/volunteer they are meeting at the facility or program.
- Each Program Manager will have a procedure for signing members in and out of each program.
- When possible, the Program Director will ensure there is a single point of entry for the Program.
- If there is more than one entrance or exit, the Program Director will be responsible for ensuring the other points of entry are monitored.
- Program Directors or their designee will utilize headcounts or conduct attendance checks to ensure continuous awareness of which members are in programming.
- Each Program Director will be responsible for maintaining written or electronic documentation of attendance in programming.
- At the end of each program, the Program Director or Instructor is responsible for ensuring the child is picked up by the parent or their designee.

GENERAL	
Ages 0 – 11	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 (see Entering & Exiting Program policies above).
Ages 12+	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.

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.

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 if an adult is present and 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 Fitness 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.

KIDS CLUB	
Ages 6 months – 10 years	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

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, ages 6 months – 10 years, have fun in a safe and supervised environment. Learn more in the Kids Club Handbook and view operating hours online.

- Kids Club is a FREE drop-off program (up to 75-minutes per day) for those with an active WWFY Family Membership
- Children of WWFY Adult Members, Youth Memberships and Community Members: $10 fee/per child/per visit (up to 75-minutes per day)

Please note: Kids Club Bathroom Procedures differ from other program area policies. Staff will first scan the bathroom before allowing children to enter to ensure the bathroom is vacant. Staff are not allowed in enter the bathroom while it is occupied by a child. If a child needs assistance and/or having difficulty while using the bathroom, parents/guardians/caregivers will be called. Staff are not permitted to change diapers.

SUPERVISING AND MONITORING BATHROOMS, SHOWER TIME, LOCKER ROOMS AND CHANGING AREAS
Bathrooms, shower time, locker rooms and changing areas require close monitoring as they are high risk locations.

BATHROOM PROCEDURES
- When supervising bathroom use, employees and volunteers should first scan the bathroom before allowing members (children) to enter to ensure the bathroom is vacant.
- Employees and volunteers to take groups of two or more children to the bathroom following the "rule of three".
- If the bathroom only has one stall, only one child should enter the bathroom while the others wait outside with the employee or volunteer.
- If there are multiple stalls, only send in as many children as there are stalls for use.
- Minimize children of different ages using the bathroom at the same time.
- Employees are required to stand outside the bathroom in earshot.

SHOWER TIME PROCEDURES
- Only one child can be at a stall at a given time.
- If there are multiple stalls, only send in as many children as there are stalls.
- Ensure shower curtains do not extend to the floor so employees can glance at how many feet are in the shower stall.
- Employees and volunteers are required to stand outside the shower area but within earshot.
- When necessary to assist children, employees and volunteers should keep the door to the stall open.
- Children who require assistance with personal care activities must have this noted on their member file with the level of assistance included.

LOCKER ROOM AND CHANGING AREA PROCEDURES
- Employees and volunteers are required to remain within earshot of the locker room when in use by members.
- Employees must periodically check inside the locker room so members know it is being monitored.
- If any inappropriate behavior is observed or heard, employees must notify a supervisor or the manager on duty.
- Employees should discourage the use of locker rooms by members of different ages at the same time.

SECTION 7 | HEALTH & WELLNESS CENTER

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

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

HEALTH & WELLNESS CENTER: AGE & PROGRAM GUIDELINES	
Youth Members up to Age 14	Unless otherwise noted in promotional materials, may participate in Youth Group Fitness and Youth Training classes.
Ages 14+	Permitted to use the Robin Tauck Health & 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 pfreeman@westporty.org or 203-571-6035.
Ages 15+	Permitted to participate in Group Fitness and Training classes. Please note some high-intensity classes may not be appropriate for certain ages and instructor discretion will dictate if appropriate.

- All WWFY members are expected to help keep the Center clean by wiping off machines, mats, or other exercise areas with 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 | AQUATICS 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.

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 9 | COMMUNICATION

HOW TO STAY INFORMED

The WWFY offers several ways members can stay connected, learn about upcoming events, new programs, membership changes, facility disruptions or other important news. Like 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! In the case of inclement weather, there will be a notification banner across the top of the page with the important information in the event of a facility closure or adjusted hours.
- **EMAIL:** We will send emails in the instance of any emergency notifications, facility disruptions, membership, program, or schedule changes. Sign up and/or manage your email preferences at westporty.org/email-signup.
- **SOCIAL MEDIA:** Follow the Westport Weston Family YMCA on Facebook & Instagram for the latest information.
- **CALL THE Y:** At 203-226-8981, a WWFY staff member can answer any of your questions, or you will hear a recording with important information in the event of a facility closure or adjusted hours. See last page for our staff directory.
- **MOBILE APP:**
  - **APP FEATURES:**
    - Receive important facility notifications
    - Easy mobile-check in
    - Find a class & reserve your spot
    - View booked classes
    - Signup for Y programs

- **DOWNLOAD & LOGIN**
  - DOWNLOAD: Click below to download the app or 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.
  - 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.
  - View all FAQ and learn more about the app at westporty.org/app
- **IN-FACILITY:** Find program schedules, marketing flyers and more throughout the facility.

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 to speak with the Program's Director.

SECTION 10 | PROTECTING OUR YOUTH

WWFY'S COMMITMENT IN MAINTAINING ONGOING AWARENESS OF ABUSE RISK AND PREVENTION AMONGST MEMBERS
The WWFY also recognizes that members can contribute to their own safety if they know what is acceptable and what to expect from employees and volunteers and other members. Considerable research shows that repetition and reinforcement work to heighten awareness of abuse risk and prevention. Our organization uses a variety of methods for maintaining ongoing awareness of abuse risk and prevention amongst members such as:

- Publishing quarterly information on abuse risk and prevention in our email newsletters
- Participating annually in "Five Days of Action" which brings awareness to Child Abuse Prevention & related Educational Resources
- WWFY Safety Committee – This team monitors incidents of abuse quarterly and make corrective actions as needed
- Conducting regular staff performance evaluations that incorporate the practice of abuse prevention policies and procedures
- Providing educational training opportunities for staff and parents
- WWFY Online Resource Center, where all WWFY policies are published for members to view
- Updating the Member Handbook as needed with education or revised policy information
- External resources:
  - Connecticut Department of Children and Families: (800) 842-2288
  - Praesidium: (800) 822-9622

Learn more on how the Y keeps our children safeguarded against abuse through staff training, policies, protocols, and ongoing knowledge of awareness and prevention here: Child Abuse Prevention & related Educational Resources

GRIEVANCE POLICY FOR PARENTS/GUARDIANS AND MEMBERS
The WWFY believes members and parents/guardians have valuable thoughts and insights to share regarding our operations. Accordingly, the WWFY encourages members and parents/guardians to share opinions, suggestions, concerns, questions and/or grievances about our policies, personnel, and/or other matters impacting the WWFY.

In general, the best person initially to bring opinions, suggestions, concerns, and/or questions to the Program's Director. However, to the extent the concerns relate to the Program's Director or to the extent a member or parent/guardian believes the Program's Director did not fully address a matter, members and parents/guardians may direct their opinions, suggestions, concerns, and/or questions to the next level of management or directly to the Chief Operating Officer ("COO") too remedy concerns that appear to have been ignored or unresolved after initial reporting, utilize this formal grievance procedure. This procedure provides for a timely, thorough, and objective investigation of the following concerns:

- Inappropriate Behavior by Employees/Volunteers
- Inappropriate Behavior by Members
- Retaliation
- Whistleblower complaints

WRITTEN COMPLAINT REQUIRED FOR FORMAL PROCESS
Verbal complaints are encouraged, particularly for issues that may be easily and expeditiously resolved, but a written complaint is required to initiate this grievance process. To ensure a timely and effective response, complaints should include the following information to the extent possible:

1. The name(s) of individuals(s) involved.
2. The date(s) the behavior occurred.
3. The name(s) of any known witness(es);
4. A summary of the conduct meriting the grievance including:
    a. The behavior complained of and/or the alleged policy or legal violation(s);
    b. Direct quotes when relevant and available; and
    c. Any relevant documentation.
5. The remedy sought by the employee making the complaint.

INVESTIGATION
The Program Director, the COO and/or the CEO will thoroughly investigate the issues raised in the grievance and will protect the privacy and confidentiality of all parties involved to the extent possible by law. All parties must cooperate with the investigation. If the WWFY determines a violation of policy or law has occurred, the WWFY will take appropriate action, up to and including termination and notification of external authorities.

RETALIATION
The WWFY strictly prohibits retaliation against members and/or parents/guardians for reporting, filing, testifying, assisting, or participating in any manner in any investigation, proceeding or hearing conducted by the organization or a federal or state law enforcement agency or court. Members and/or parents/guardians should report any suspected retaliation to the Program Director or the COO. Any report of retaliatory conduct will be objectively, timely and thoroughly investigated. If a retaliation report is valid, the organization will take appropriate remedial action, including discharging the individual(s) responsible. This organization will not retaliate against any member or parent/guardian for raising a complaint and will not knowingly permit retaliation by management or other employees.

WWFY CONTACT INFORMATION
To speak with a WWFY representative directly regarding your concern or grievance, please contact Christina Scherwin, COO, at 203-571-6044. If you wish to report a concern or grievance anonymously, please contact 866-607-7233.

The Connecticut Department of Children and Families is an additional resource available to all community members. If you have any concerns for a child's safety or to report abuse or neglect, they can be reached at 800-842-2288.

BABYSITTING POLICY
The WWFY values the safety of our children and the trust that their caregivers have in us. We value the role our staff plays in the lives of your children and family, and we cherish the relationships we build together. Our staff and volunteers aim to create an environment where our youth members and participants can safely learn, grow, and play. 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.

SECTION 11 | 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. 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. 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.

Every gift makes a difference...
GIVE ONLINE TODAY >>

SECTION 12 | STAFF DIRECTORY

Your feedback, concerns, and comments about our programs are important and we continually make improvements to better serve our members. While it is always best to share your thoughts with the director of a program so we can address any concerns and/or share your compliments, you can find our Online Suggestion Box here. Please find our staff directory below. If you prefer to call, please dial 203-226-8981 and enter the appropriate extension number when prompted.

STAFF NAME	TITLE	EXT.	EMAIL
ANGELO LOPIANO	Indoor Golf Pro	**147**	alopiano@westporty.org
ADRIENNE MORRISON	Dance Center Director	**118**	amorrison@westporty.org
BRIAN FERENCE	Aquatics Director	**121**	bference@westporty.org
BRIAN KUZMIAK	Director of Human Resources	**115**	bkuzmiak@westporty.org
BRIAN MARAZZI	Membership Director	**104**	bmarazzi@westporty.org
BRYON KNOX	Director of Gymnastics	**130**	bknox@westporty.org
CHRISTINA SCHERWIN	Chief Operations Officer	**125**	cscherwin@westporty.org
ELLEN JOHNSTON	Competitive Swimming Director	**110**	ejohnston@westporty.org
EMILY REGAN	Camp & Recreation Director	**126**	eregan@westporty.org
GLEN HALE	Chief Executive Officer	**108**	ghale@westporty.org
JENNIFER MALICHIO	Director of Development	**123**	jmalichio@westporty.org
JAY VILLEGAS	Assistant Director of Gymnastics	**144**	jvillegas@westporty.org
JUDY SAMUELS	Healthy Living Manager	**129**	jsamuels@westporty.org
KATHY GIGLIO	Childcare & Youth Services Director	**119**	kgiglio@westporty.org
KRISTIN FINNEGAN	Swim Coach	**113**	kfinnegan@westporty.org
MEGAN WILLET	Head Gymnastics Coach	**132**	mwillet@westporty.org
MELISSA COWPERTHWAIT	Assistant Director of Membership	**141**	mcowperthwait@westporty.org
LILY BLOOMINGDALE	Safety & Compliance Officer	**103**	lbloomingdale@westporty.org
PATRICK FREEMAN	Senior Director, Operations & Wellness	**124**	pfreeman@westporty.org

Learn more about our team at westporty.org/leadership