

# 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

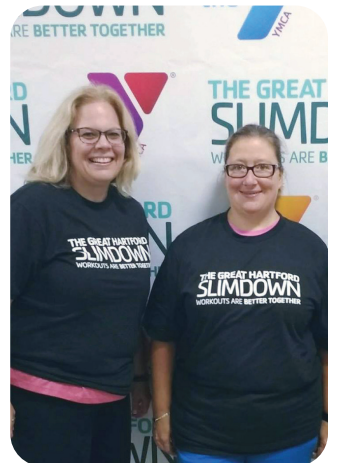
- Child Care Safe, nurturing environment for children to learn, grow, and develop basic social skills.
- Education & Leadership Knowledge, character development, guidance, and encouragement to help youth develop and realize their potential.
- Swim, Sports & Play Positive, fun activities that build athletic, 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.



The Wilson-Gray YMCA is a 501 (c) (3). Donations to our Annual Campaign help us provide services to the communities in which we live.

# GENERAL INFORMATION

## FACILITY HOURS OF OPERATION

Monday – Friday | 5:00AM – 7:00PM

Saturday | 8:00AM – 2:00PM

Sunday | CLOSED

## 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 3 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. Day passes are available to purchase: \$10 under 18, \$15 for adults and \$25 for families.

## 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 Department.

## 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! See available volunteer opportunities at [ghymca.org/volunteer](http://ghymca.org/volunteer).

## GET STARTED WITH FITPATH!

An easy first step to getting started at the Y is scheduling your FREE FitPath Wellness Appointment with the Welcome Center. A trained Y professional will meet with you to discuss your goals, answer your questions, and recommend appropriate wellness programs for you.

## AMAZING KIDS & CHILD WATCH

Monday – Friday | 9:00AM – 12:00PM

Monday – Friday | 4:00PM – 8:00PM

Saturday | 9:00AM – 1:00PM

## 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 or on [GHYMCA.org](http://GHYMCA.org).

## 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.

## 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!

On average, at least 50% of your monthly visits must be to your Home YMCA (the local association that enrolled you and collects your membership dues).

## 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

Please see Member Services for more information.

## 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.

## **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 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](http://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.

## **PROGRAM REFUNDS**

Classes run for 6 weeks unless otherwise noted. A full refund will only be issued for withdrawals received in writing before the 1st class. A pro-rated refund will be issued for withdrawals after the 1st class. Refunds after the 2nd class are provided only with a doctor's note for the unused portion. Deposits to secure a spot in a program or for a facility rental are always non-refundable.

**Package Services Refund Policy:** All Personal Training, Nutrition Counseling and Private Lesson packages have a 12 month expiration from date of purchase. Packages or any unused sessions may be transferred to another individual one time and used within the original 12 month period. Refunds may be requested in writing within 30 days of purchase. When refunding partial packages within 30 days, used sessions are charged at the single session rate.

## **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

## WELLNESS CENTER

- Equipment Orientations are required for everyone under 18 years of age.
- Youth ages 12–17 may use the strength machines after a strength orientation is complete.
- Members are responsible for cleaning equipment after use. Towels are provided.
- Please do not loiter on strength machines or in the free weight area socializing and/or texting.
- Family language required at all times.
- Cell Phones — Photo taking and personal phone calls are not permitted in The Wellness Center/Locker-rooms; please make or take calls in the lobby by entrance.
- Utilize the lockers; coats and bags are not permitted in the wellness center. Locks are not provided and it is highly recommended that all valuables are locked up in a locker in the locker-room.
- All attire must be appropriate for a family environment (No jeans, street clothes, or boots)
- Shirts & athletic shoes must be worn at all times.
- Open toes shoes are prohibited.

## FREE WEIGHT AREA

- I will use collars with bars & plates
- I will re-rack weights (all weights must be re-racked after use).
- I understand the risks associated with free weights; I will use caution when handling them
- Please use caution in handling weights and do not drop them on the floor.



# YOUTH GUIDELINES

In order to provide a safe and positive experience with 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 11 AND UNDER

Youth members ages 11 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 Activity Center, Amazing Kids, or Child Watch rooms.

## YOUTH AGES 12 TO 17

Youth members ages **12 years old and older** may use the YMCA without a supervising adult present in the facility if they are YMCA members. Youth guests **ages 12–17** must be signed into the facility by an adult, but the adult does not need to remain present in the facility. Children **ages 12 to 16** may only remain in the pool without an adult on the pool deck if they have passed the Deep Water Swim Test and have a Green Band. Children **ages 16+** may be in the pool without an adult in the building.

The YMCA reserves the right to confirm a youth's age. Youth under age 12 without a parent in the facility will not be able to participate in any unsupervised activities. Parents will be called to pick up their child.

## AGE RESTRICTIONS BY AREA

### FEMALE & MALE LOCKER ROOMS

Age 12 and up alone and ages  
7–11 with adult

### COED FAMILY & MULTI-USE LOCKER ROOM

Mixed gender children ages 6  
and younger

### EXERCISE CLASSES

Youth may participate with a  
supervising adult if they are willing  
and able to follow class structure.

### WELLNESS CENTER

Youth may use the equipment in the  
Wellness Center with a supervising  
adult if they meet the size  
requirements for weight equipment  
and can reach the cardio console  
and emergency shut off button.



# 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 appointment. 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! You can also follow us on Instagram to see beautiful pictures of our members and facilities! 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!

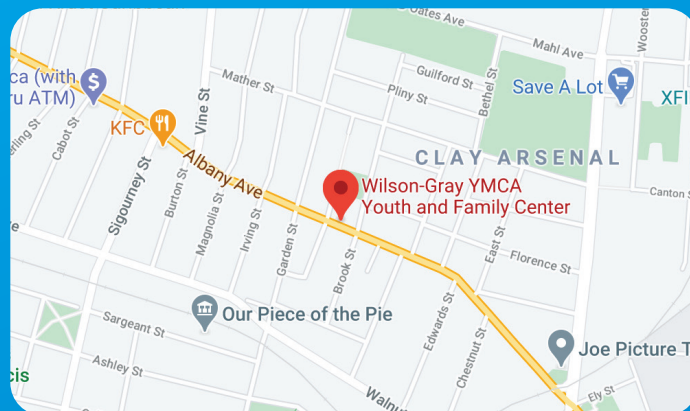
## **ATTEND A COMMUNITY EVENT**

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.





FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY



## WE BUILD LIFELONG SUCCESS

### WILSON-GRAY YMCA YOUTH AND FAMILY CENTER

444 Albany Avenue, Hartford, CT 06120  
**860.241.9622 • [WilsonGrayYMCA.org](http://WilsonGrayYMCA.org)**

#### DOWNTOWN YMCA

90 State House Square, Hartford, CT 06103  
**860.522.4183 • [DowntownYMCA.org](http://DowntownYMCA.org)**

#### FARMINGTON VALLEY YMCA

97 Salmon Brook Street, Granby, CT 06035  
**860.653.5524 • [FarmingtonValleyYMCA.org](http://FarmingtonValleyYMCA.org)**

#### HALE YMCA YOUTH & FAMILY CENTER

9 Technology Park Drive, Putnam, CT 06260  
**860.315.9622 • [HaleYMCA.org](http://HaleYMCA.org)**

#### INDIAN VALLEY FAMILY YMCA

11 Pinney Street, Ellington, CT 06029  
**860.871.0008 • [IndianValleyFamilyYMCA.org](http://IndianValleyFamilyYMCA.org)**

#### WHEELER REGIONAL FAMILY YMCA

149 Farmington Avenue, Plainville, CT 06062  
**860.793.9631 • [WheelerYMCA.org](http://WheelerYMCA.org)**

**YMCA OF GREATER HARTFORD**  
**[GHYMCA.ORG](http://GHYMCA.ORG)**