



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

ALWAYS HERE FOR OUR COMMUNITY

HAMILTON AREA YMCA MEMBER HANDBOOK



Hamilton Area YMCA

JKR Branch 1315 Whitehorse-Mercerville Road • Hamilton, NJ 08619

Sawmill Branch 185 Sawmill Road • Hamilton, NJ 08620

609.581.9622 • hamiltonymca.org

WELCOME TO THE HAMILTON AREA YMCA

You are now a member of one of the finest and largest human service organizations in the world! Together we do more to strengthen the foundations of our community. The Y is a unique association of men, women and children joined together by a shared commitment to nurture and develop the potential of our youth, promote healthy living and foster social responsibility.

- **YOUTH DEVELOPMENT:** because young people need caring adults to provide support, guidance and encouragement as they grow.
- **HEALTHY LIVING:** because wellness in spirit, mind and body strengthens our being and enhances our interactions with others.
- **SOCIAL RESPONSIBILITY:** because we truly are in this together, and together we can harness our individual strengths and bring about positive change around us.

We believe that lasting personal and social change can only come about when we all work together to invest in our kids, our health, our neighbors and our community. Every day, we work side by side with our neighbors to make sure that everyone in our community has the opportunity to learn, grow and thrive.

This handbook has been designed to answer your questions and to help you become more involved with the Y. Please do not hesitate to call upon our caring staff members should you have additional needs or if we can be of assistance in any way.

Thank you for choosing the Hamilton Area YMCA for you and your family's recreational and fitness needs. We invite you to join our programs, volunteers, and the caring spirit of our organization, as we help make our community a healthier and happier place to live.

We consider it a privilege to serve you.

YMCA MISSION

We are a charitable association dedicated to building a healthy spirit, mind, and body. Part of a world-wide movement, we put Christian principles into practice through programs that promote good health, strong families, youth leadership, community development, and international understanding. YMCAs are open to men, women, and children of all ages, incomes, abilities, races, and religions

John K. Rafferty Branch

Address: 1315 Whitehorse-Mercerville Road
Hamilton, NJ 08619
Phone: 609.581.9622
Fax: 609.581.3837
E-mail: info@hamiltonymca.org
Web: hamiltonymca.org

JKR Branch Hours of Operation:

Monday - Friday 5:30 a.m. - 9:00 p.m.
Saturday 7:00 a.m. - 5:00 p.m.
Sunday 7:00 a.m. - 3:00 p.m.

Please note: All business transactions must be completed one hour prior to facility closing. Program areas close 15 minutes prior to the closing of the building.

Sawmill Branch Information

Address: 185 Sawmill Road
Hamilton, NJ 08620
Phone: 609.581.9622 ext. 21100 or dial 3
Fax: 609.324.9845
E-mail: info@hamiltonymca.org
Web: hamiltonymca.org

Sawmill Branch Hours of Operation

Hours vary seasonally.

Facility members have access to all areas of Sawmill except the outdoor Pool. Sawmill Family Pool memberships can be purchased at an additional cost.

Administrative Offices

The Administrative Office is located at 1301 Whitehorse-Mercerville Road, in the rear of the Cranbrook building, adjacent to the YMCA JKR Branch. Office hours are Monday - Friday from 9:00 a.m. - 5:00 p.m.

The Hamilton Area YMCA appreciates and supports the dignity and worth of all members of our community. We will nurture an environment that reflects, respects and celebrates our differences and embraces the richness of our diversity.

MEMBER BENEFITS

Facility Member Benefits

Facility Members enjoy access to the following:

- Wellness Center with state-of-the-art fitness and strength equipment
- Spirit, Mind and Body Center for stretching and meditation
- 6-lane, 25-meter Indoor Pool
- 2-lane Indoor Track for walking or running
- Basketball Gymnasium
- Kids Gymnasium
- Sawmill Recreation Center (not including pool)
- Outdoor playground
- Locker rooms with daily lockers, showers and direct access to the indoor pool
- A variety of Land and Water Group Exercise Classes. Please refer to current group exercise schedule for all-inclusive offerings including ZUMBA®, Insanity, Pilates, Yoga, Step, Cycle and more!
- Complimentary Fitness Assessment and orientation with a Wellness Coach.
- Priority Registration for instructional and specialty programs.
- Up to 50% off most instructional and specialty classes including dance, swim lessons, instructional sports and fitness, enrichment and arts & humanities.
- Reduced fee for Birthday Parties.
- Reduced fee for Sawmill Pool.

Schedule permitting. Members must follow all age restrictions, guidelines, and rules for all areas of the facility. YMCA reserves the right to revoke memberships.

The Hamilton Area YMCA reserves the right to adjust program and membership fees without notice.

MEMBERS' CODE OF CONDUCT

The Y is committed to providing a safe and welcoming environment for all members and guests. We are a family and member-friendly organization and uphold the positive Y values of being nurturing and genuine to all who enter our doors. Our Members' Code of Conduct outlines the positive actions that we expect from all of our members and guests:

- Membership cards must be presented to the staff upon entry to the facility.
- Membership and guest access is a privilege at the Y. All potential members and guests must present photo identification to gain access.
- The Y supports non-violent behavior, and it is expected that every member will adhere and support this principle.
- Please use appropriate language at all times. Be courteous toward all other members and guests in all parts of the Y facility. The Y does not tolerate offensive, impolite, abusive, rude, sexual or vulgar language. Anyone who feels uncomfortable in confronting a person directly should report the behavior immediately to a Y staff member.
- Suitable attire is expected at all times; as detailed on page 15. Please check with staff associates if you have any questions or concerns.
- We recommend that members not bring items of great personal value into the Y. We want to minimize your risk of loss or theft. Items that are never allowed include weapons or other objects that could be used as a weapon. The YMCA does not assume responsibility for personal property that is lost, stolen or damaged.
- It is expected when you finish your workout, class or program and leave the building that you refrain from loitering on Y property. Our Y properties, inside and outside of our buildings and parking lots, are all tobacco-free to promote a healthy environment for all.
- All Y participants must be of good character. The Y reserves the right to deny access for any person involved in a criminal, civil, unlawful conduct or pending court case decision. The Membership Director will investigate all reported incidents. Y membership or guest pass privileges may be suspended or terminated if the Executive Director has determined that a violation of the Y Members' Code of Conduct has occurred.
- Y staff members are eager to be of assistance. Members and guests should not hesitate to notify a Y member if help is needed.
- Cell phone use is NOT permitted in the locker rooms, restrooms, or wellness center.
- I, and the individuals listed on my membership, agree to abide by all YMCA policies outlined in the member handbook and posted signage. Failure to do so may result in revoked membership privileges at the Hamilton Area YMCA.

WELLNESS CENTER GUIDELINES

- Please take a spray bottle and towel when entering the Y. Use this to clean equipment before and after use.
- Please observe any posted time limits.
- Please respect equipment. Do not drop, bang or abuse the equipment, and please remember to put everything back after use (i.e. free weights, body balls, jump ropes, etc.)
- If you notice any equipment that is not working properly, please notify a Wellness Staff Team member as soon as possible.
- Proper exercise attire such as warm-ups, T-shirts, shorts, and athletic footwear is required. YMCA Branch leadership may assess the appropriateness of apparel, shoes, or accessories at its discretion. Failure to follow proper guidelines for attire will constitute a Code of Conduct violation
- Cell phones are not permitted in the Wellness Center. Phone calls, photo and video taking are not permitted in the wellness center.

TRACK GUIDELINES

- Our indoor two lane track is used for both walking and running.
- 18 laps equal a mile.
- Facility Members 8 years and younger may use track in the company of at least one Facility Member.
- Corner areas of the track are for warm up and cool down exercises.
- Walk/run in single file. Slower participants stay to the inside. Pass on the outside.

GYMNASIUM GUIDELINES

- Facility Members ages 9 - 11 can utilize the basketball gymnasium. A Facility Member who is responsible for the 9 - 11 year old must remain on the premises.
- Facility Members ages 0 - 8 must be under DIRECT supervision of a Facility Member ages 18+ to utilize the pool and basketball gymnasium
- If others are waiting to play during Open Gym, there are no full court games.
- Dunking is not allowed.
- Hard or black soled shoes are prohibited.
- Gum, food or beverages are not allowed in the gym. Water is permitted.
- Ping Pong is available. Please see Member Services for a schedule.

The Hamilton Area YMCA has a zero tolerance policy for:

- Harassment or intimidation by words, gestures, body language, or any type of menacing behavior
- Physical contact with another person in an angry, aggressive, or threatening way
- Verbally abusive behavior, including profanity, angry language, swearing, name-calling, or shouting
- Theft or behavior that results in the destruction or loss of property
- Using YMCA facilities to work with a "client" for a fee without being an employee of the YMCA

POOL GUIDELINES

Our pool is 25 meters in length and 6 lanes wide. The depth ranges from 4 to 6 feet. Stairs and a chair lift are available for those who require assistance getting in or out of the pool. The pool schedules will change each program session, so please check for updated schedules on our website or at our Member Service Desk. There are also pool diagrams on the bulletin board in the pool area.

- All swimmers must shower before entering the water (NJ State Law 8:26 – 5.4) 1).
- Child Facility Members age 8 and under must be accompanied in the pool by an Adult Facility Member age 18 or over. All non-swimmers must have a parent in the pool, and parents must be within arm distance of the child at all times. Children requiring a floatation device are not allowed in deep end of pool.
- For your safety, diving, flips and back dives are not permitted.
- A bathing suit must be worn – no cutoffs, cotton T-shirts, shorts or belts.
- All children in diapers must use a swim diaper or plastic pants with snug fitting elastic waist and leg bands.
- For your safety, pushing, dunking, throwing, and riding on shoulders is not permitted.
- Shoulder length hair and longer must be tied back or under a bathing cap.
- Any person showing evidence of skin disease, sore or inflamed eyes, cold, nasal or ear discharge or any communicable disease shall be DENIED admission. Any person with excessive sunburn, open blisters, cuts or bandages shall be DENIED admission in the pool.
- Do not enter the water if you are experiencing or recovering from diarrhea or have had any signs or symptoms of a gastrointestinal (stomach) disease in the past seven days.
- Food, gum or drinks are not permitted in the pool area or locker rooms. Water is permitted.
- Running is not permitted on the pool deck or in the locker rooms.
- Street shoes are not to be worn on the pool deck.
- Glass containers are prohibited in the pool area or locker rooms.
- Persons suspected of being under the influence of drugs or alcohol are prohibited from entering the water.
- Pool and pool area will be closed during thunder and lightning storms.
- Inflatables of any kind are only allowed in the pool during special events.
- Lap lanes are for individuals over the age of 12 who are going to swim laps. The 3 lap lanes will be divided into walk/leisure, medium and fast. Please check the pool schedule for lap lane availability.
- Lap swimmers may not deny entry to another swimmer.
- Lap swimmers should split the lane if sharing with another individual and circle swim if there are 3 or more people in a lane.
- WATER EMERGENCY
 - 1 Long whistle blast signals an emergency. Leave pool immediately.
 - 2 Short whistle blast signals lifeguard needs attention of a particular swimmer.
 - 1 Medium whistle blast, used during camp, allows campers back into the pool after a buddy check.
 - 3 Short blast signals that a lifeguard needs the attention of another guard or supervisor.

YOUTH POLICY (Ages 12 and under)

The YMCA is dedicated to promoting youth development. The following youth guidelines are in place so that your children will be cared for and properly supervised. Thank you for your cooperation.

- Facility members ages 9 -12 can utilize the Gymnasium, Swimming Pool, and Indoor Track. A facility member ages 18+ MUST be on the premises of the YMCA.
- Facility members ages 0 - 8 must be under DIRECT supervision of a Facility Member ages 18+ to utilize pool and basketball gymnasium.
- Children ages 0 - 12 are not allowed in the Wellness Center.
- Children ages 8 and under may use either the Men's/Youth Locker Room or Women's Youth Locker Room under direct supervision. Children ages 9 and older must use the appropriate gender locker room.
- The YMCA reserves the right to confirm a child's age. Children under age 13 without a parent/guardian on the premises will not be able to participate in unsupervised activities. Parents will be called to pick up their child.

NOTE: Facility member responsible for youth must be age 18 or older.

Non-Members are only permitted in the facility to attend the YMCA program they have registered for. Program cards must be presented upon entering the facility. Parent/guardian must enter the building with the child and remain on the YMCA premises for the duration of the program.

MEMBERSHIP & PROGRAM POLICIES

Membership Cards

Your Y membership keytag is your passport. They are non-transferable and remain the property of the Y. You are expected to have your card each time you enter the facility. Lost cards may be replaced for a fee. Persons who abuse membership privileges or assist others to abuse privileges may have their membership revoked or suspended. An up to date photo of each member must be stored in our database.

Nationwide Membership

Nationwide Membership enables you to visit any participating Y in the United States through membership at your "home" YMCA (your home location is the facility that enrolled you as a member and that collects your membership dues). We offer this because we want to help you reach your health and wellness goals wherever you live, work or travel. This is an essential part of our cause of strengthening communities.

What You Need to Know

- Valid for active, full facility YMCA members
- Nationwide member visitors must use their home Y at least 50% of the time
- Program-only participants and special memberships are not eligible for Nationwide Membership

Member Status

It's easy to upgrade your membership status; including adding an additional household member or changing personal information - please stop by the Member Services Desk. Y policy states that memberships are non-refundable and non-transferable. If you have elected to pay your membership via draft, you must provide 30 days notice.

Registration Policy

In order to receive the "member rate" for a class, the program participant must be an active Hamilton Area YMCA member at the time of registration and throughout the program session.

- The Y has the right to cancel class due to insufficient enrollment.
- A service fee will be charged for returned checks.

MEMBERSHIP & PROGRAM POLICIES

Changing Your Information

If you should change your home or business address, e-mail, phone number, dependent or marital status, please advise our Member Service staff. If you are adding to your membership (family or husband/wife) proof of address is required if last name differs. If you wish to transfer to another YMCA, please let us know. If you need verification, we will gladly write a letter indicating your current membership status.

Membership Freeze

Memberships may be frozen for medical reasons, up to 3 months, that prevent you from participating at the YMCA. A physician's letter is required for all medical freezes. Please contact member services should you require an extension. Please notify member services prior to the start date of all medical freezes. Members may freeze their account for a maximum of two months for any reason, one time per year.

Insufficient Funds

In the event that funds are not available to cover program fees or monthly membership dues, you may be charged a fee.

Insurance Reimbursement

Some insurance companies and HMOs will reimburse participants for partial or all membership fees. We will be happy to verify your membership, but we will not bill the insurance company for fees due. If you need verification, we will gladly provide a letter indicating your current membership status. Check with your insurance carrier for details.

MEMBERSHIP & PROGRAM POLICIES

Emergency Closings

The decision to open the YMCA will be made ½ hour prior to opening. At that time the voicemail system, website and Facebook page will indicate opening times if applicable. Once we have opened, any decisions to close early or cancel classes will be made as necessary.

Online Registration

Your login is the e-mail address associated with your account. Your Password is "initials and birth date" (i.e. JS070772). Each member will have their own login and password. We encourage you to change your login and password once you have signed in.

Tax ID Number

Our tax ID number is: 21-070-2879.

Cancellation & Change Policy

Hamilton Area YMCA reserves the right to cancel classes for insufficient enrollment and/or for special events; close facilities in inclement weather or due to circumstances beyond the Y's control; and change schedules, rates and fees without prior notice when necessary.

Credit/Refund Policy

- Requests for class credits/refunds must be submitted in writing using a Refund Request Form, which is available at the Member Service Desk, by the end of the session in order to be considered.
- If approved, credits/refunds will be prorated based on the number of classes attended.
- If requesting a credit/refund for a medical reason, a doctor's note must be submitted.
- Membership and joiners fees are non-refundable and non-transferable.
- Credits are valid for six months from the date of issue.
- Credit and refund requests are processed at the discretion of the program or membership director.
- Classes cancelled for weather related reasons may be made up, schedules permitting. A credit may be issued, depending on circumstances.
- If the Y cancels a class due to insufficient enrollment, the participant will be issued a credit or refund in full.

GUEST POLICY

Three complimentary guest passes will be provided per membership per year and will be renewed upon your specific join date. Youth/Teen Memberships do not receive guest passes. Guest passes that are not used will roll over into the next year. Guests under the ages of 18 must be signed in by an adult on the membership and accompanied for the duration of their visit.

- Members ages 18 and older are welcome to bring guests to the Y and must accompany their guest for the duration of their visit.
- All guests ages 18 and older must present a physical, valid form of photo ID to enter the building.
- All guests are required to sign a liability waiver before using the facility, valid for one calendar year.
- Maximum of two guests per membership are permitted at one time.
- Guests are allowed to visit the facility a maximum of 3 times per calendar year.

Day Pass Fees:

Membership Type	With Member	Without Member
Youth (0 - 17)	\$10.00	N/A
Adult (18+)	\$10.00	\$20.00
Family	\$20.00	\$40.00

STAY & PLAY

Stay & Play is an added-value service for members of the Hamilton Area YMCA for children ages 6 months - 10 years old. Our goal is to provide positive and safe care to children and youth while their parents enjoy peace of mind and time for themselves. Stay and Play is designed for free play; however we encourage the children to participate in various games, arts & crafts, social interaction and individual play.

Program Information

- Tot Time – Toddlers will be cared for by caring and experienced staff. Toys are available for your child to enjoy.
- Creative Kids – We provide your three to eight year old child/ren the opportunity to experience a wide range of activities. Activities may include: arts and crafts, puzzles, board games and dramatic play area.
- Kid Convoy – While parents work out, our staff will escort your child safely to their class in the JKR facility. Caregivers will bring your child to and from gym class, but will only be able to escort your child to swim classes. Caregivers will not be able to change your child into their swimsuit, so please have them dressed and ready for class.

Hours of Operation

Monday - Thursday	4:00 p.m. – 8:00 p.m.
Saturday	8:45 a.m. – 1:00 a.m.

PLAYGROUND – JKR BRANCH

Our playground is available to our facility members age 3 - 12. For the safety and security of all, adult supervision is required at all times. The playground is open Sunday – Saturday* from 9:00 a.m. – dusk.

*The playground will not be available Monday – Friday 10:00 a.m. to 12:00 p.m. and 3:00 to 5:00 p.m. as Y's Owls Preschool will be utilizing the playground during those times.

Volunteer Opportunities

Volunteers are the heart of the Hamilton Area YMCA. Opportunities for involvement with the Hamilton Area YMCA including volunteering for programs (coaching and special events) or serving on elected committees (Board of Directors, Advisory Council, Program Committees). Volunteers are individuals who help us to create programs, run programs and offer suggestions on how to make the Hamilton Area YMCA a better place. For additional information on how you can get involved, contact Kailin Vena at 609.581.9622 ext. 140.

Financial Assistance

It is the policy of the Hamilton Area YMCA to provide services for any person who desires to participate and understands the benefits of the YMCA, regardless of their ability to pay the standard membership or program fees. Those not able to pay the full fee may be awarded partial assistance based on their demonstrated need.

Assistance will be granted on the basis of financial need, when funds are available. The household income guidelines used by the Hamilton Area YMCA will be used as the initial eligibility criteria.

The YMCA believes a strong sense of ownership and pride is developed if the financial assistance recipient contributes to the cost of their YMCA involvement; therefore, applicants may be asked to pay a portion of the membership or program fees.

Applications are available at the Welcome Center. All complete financial assistance applications are kept confidential and are reviewed for eligibility. Written notification will be given. Please allow a minimum of 30 days for processing and a response.

Annual Campaign for the YMCA

The Hamilton Area YMCA is a 501(c)3 non-profit organization that is sustained through the generous support of those who live, work and do business in our community. Charitable giving to the Y allows us to provide valuable programs and services that meet critical needs in our community.

As a member of the Y, you are encouraged to participate in our Annual Campaign. Your tax-deductible gift will ensure children grow and thrive, adults lead healthier lives, and we are able to extend a helping hand to our neighbors in their time of need. For more information about how you can help ensure a bright future for our community, contact Josh Morgan, Senior Director of Institutional Advancement, at 609.581.9622 ext.125.

JUST THE BASICS

Animals • Pets

Only service animals are allowed into the facilities. For the safety of everyone please leave your pet at home.

Attire

As a family organization, the Hamilton Area YMCA encourages members and their guests to maintain an appearance that is not disruptive, distracting, nor offensive in any regard. Clothing that pose health or safety concerns will not be permitted.

This list is meant for example purposes and may not be inclusive of all expectations.

- Clothing 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 that can be used as a weapon is not permitted at the Y.
- Closed toe athletic shoes and workout wear are required.
- Shirts are required. Exposed midribs are not permitted.
- To preserve our equipment, jeans or apparel with rivets are not permitted.
- Proper swim attire is to be worn in the pool.

Lost & Found

- The Hamilton Area YMCA is not responsible for lost or stolen items.
- Check at the Welcome Desk if you have lost an item.
- Valuable items that are found will be secured and arrangements must be made for pick up.

Medical Check Up

We strongly recommend you check with your physician before participating in any Y program or physical activity.

Security Lockers

We recommend you do not bring valuables as the Y is not responsible for lost or stolen items. Lockers are available for daily use by members and guests. You must bring your own lock and remove it at the end of each visit. Items left overnight will be removed and placed in lost and found. Always secure your belongings. Security lockers for small items are available at no cost. Inquire at the Member Services Desk for the availability of locker rentals.

Risk Management • Accidents

Please be advised that you are participating in all activities and programs at your own risk and are fully responsible for yourself, your children and your guests. Contact a Y staff member if there is an accident, injury or unusual incident.

Diverse Abilities

The Y provides opportunities for people with diverse abilities to participate in our programs. So that we may provide a positive experience, please contact the appropriate program or membership director about any accommodations needed for participation.

Towels

Members should bring their own towel.

Use of Electronic Devices

For the privacy and protection of all our members we ask you adhere to the following guidelines:

- Set phones to vibrate or silent while working out.
- Limit phone conversations to lobby or non-workout areas.
- Taking photos or video at any time in locker rooms, restrooms or wellness center is not permitted.
- Check with instructor prior to taking photos in youth programs.

Weather Cancellations

Please check our website, social media pages or call the respective branch voicemail for information regarding weather cancellations. All swimming pools will be closed in the event of thunder and lightning. Refunds/credits will not be issued due to weather cancellations. The Y will make every effort to make up canceled classes in these situations.

Member Responsibility

All emergency exits are clearly marked, please familiarize yourself with their locations. Should an evacuation of the facility be required for any reason, including the fire alarm, follow the directions of Y staff members to ensure a safe and orderly exit from the building.

Incident Reports

In the event that first aid or corrective action is provided, the staff member responding is required to ensure that proper documentation is provided for our records.

Suggestions or Comments

Your suggestions, comments and concerns are always welcome. Please feel free to contact any of our staff members to ask questions or voice your concerns.

MEMBER COMMUNICATION & NEWS

There are many ways that you can keep up to date with what's going on at your Y!

- hamiltonymca.org - Find everything you need to know about your Y! Staff listing, opportunities for employment, program information, forms, even make payments!
- E-Newsletter - We send a monthly e-newsletter right to your inbox.
- Facebook - The Hamilton Area YMCA has **four Facebook pages** with photos of our exciting events, upcoming happenings, and links to helpful information.

Hamilton Area YMCA

Hamilton Area YMCA Sawmill Day Camp

- Follow us on Instagram: @HamiltonAreaYMCA & @HAYMCASawmillSummerCamp
- Look for our promotional ads in local newspapers
- Opt-in to Group Exercise text alerts by texting YMCAGROUPEX to 8448

Hamilton Area YMCA Website

Hamilton Area YMCA Facebook

Hamilton Area YMCA Instagram

The Hamilton Area YMCA/Sawmill Branch reserves the right to photograph or film any member and use said pictures or film for any form of advertising or promotion as deemed appropriate. All partners of the Hamilton Area YMCA/Sawmill Branch reserve the right to photograph or film any member and use said pictures or film for any form of advertising or promotion as deemed appropriate.

