



Member Handbook

YMCA of Cape Breton

Revised May, 2022

Welcome To The YMCA of Cape Breton

Serving Communities for over 125 years

Established in 1886, the YMCA of Cape Breton is the oldest, most diverse charity on Cape Breton Island. The YMCA is a volunteer driven, charitable organization serving all areas of the Island. We operate facilities in Sydney, Glace Bay, New Waterford, Port Hawkesbury and Membertou

Our Values

The YMCA of Cape Breton is committed to practicing and demonstrating the core values of respect, honesty, responsibility, and caring in all aspects of the organization

Our Mission

The YMCA of Cape Breton is dedicated to the growth of all persons in spirit, mind and body and in a sense of responsibility to each other and the global community. We fulfill our charitable mission by meeting the needs of our community in six key functional areas: Employment, Re-education and Training, Child Care, Day Camp, Wellness and Preventative Health, and International Development.

Membership and Visitor Conduct Policies

a) Behavior

- i) The YMCA offers shared experiences for everyone to enjoy. Our core of values: honesty, caring, respect and responsibility have been incorporated into everything we do. As such, we ask for your support in respecting the rights of all members and visitors to have an enjoyable experience. Respectful behavior toward members, visitors, staff and volunteers is expected from everyone. Anyone acting in an inappropriate or unsafe manner may be asked to leave or may have membership privileges suspended or terminated. Please follow these basic etiquette guidelines:
- ii) Obey all posted signs and requests from YMCA staff and volunteers.
- iii) Please observe proper personal hygiene by showering regularly, wearing clean clothing and using deodorant
- iv) Shower thoroughly before using the pool or steam room. Please refrain from washing, and using scented oils and lotions in these areas.
- v) For safety reasons, leave personal belongings in the locker room. They are not permitted to be brought to the gymnasium, studios, and Wellness Center areas.
- vi) Food and glass containers are not permitted in any activity areas.
- vii) Horseplay, profanity, racist or sexist comments will NOT be tolerated in the YMCA

b) Allergies to Scents

- i) The YMCA promotes a clean and scent free environment. We are sensitive to the potential health effect of scents and thus ask members and visitors to refrain from using any scented products in consideration of those who suffer from allergies and/or respiratory problems. This includes avoiding the use of perfumes, body sprays, scented deodorant or scented shampoo anywhere in the building.

c) Allergies to Nut Products

- i) Some people have serious allergic reactions to nut products. The opening or consuming of a product containing nuts or traces of nut is not permitted in any locker room.

d) Smoking Policy

- i) The YMCA is a smoke-free environment. Smoking is not permitted anywhere on YMCA property.

e) Child Protection Policy/Photo ID Policy

The YMCA is fully committed to safeguarding the welfare of all children, young people and vulnerable adults in its care. It recognizes its responsibility to promote safe practices and to protect children, young people and vulnerable adults from harm, abuse and exploitation. To do so, the following policies and procedures will be enforced. Please also see section (6) Age Requirements.

- ii) Day pass users or other visitors to YMCA facilities are required to provide government-issued photo identification.
- ii) Government issued photo identification will be required for purchase of a membership. All members must scan their membership card upon entry every time they attend the YMCA.

Membership Financial Assistance Program

In accordance to the YMCA's role in the community, financial support is available for those unable to pay the full cost of a YMCA membership or program. For more information, contact the Membership Services Desk regarding our Financial Assistance. All membership and financial information pertaining to the program is kept confidential.

Membership Policies and Procedures

a) Continuous Membership

- i) Our very popular continuous membership option is a perpetual membership. Payments continue each month, indefinitely, until you decide to discontinue your membership
- ii) It is your responsibility to notify Membership Services Staff if you wish to change the status of your membership.

b) Membership Card

- i) Scanning your membership card helps maintain building security and safety of members and their possessions. It also enables us to monitor facility usage and provide you with appropriate staffing.
- ii) All members are required to scan their membership card for identification every time they use the YMCA.
- iii) Membership cards and privileges are not transferable to other individuals.

c) Lost Card

- i) Lost membership cards should be replaced immediately. Report your lost membership card to the Membership Services desk.
- ii) Replacement membership cards cost \$5.00.

d) Payments/Outstanding Balances

- i) The YMCA has the right to revoke memberships because of outstanding balances on any account. ***Prices subject to change with a 30day notice.**



e) NSF Policies

- i) The YMCA of Cape Breton can cancel a membership after one NSF charge, if the account has not been paid before the next payment is due. The NSF service charge fee is \$20.00

f) Refund Policy

- i) The following conditions apply when seeking a membership refund:
- ii) Refunds are processed for medical reason, with a medical certificate, if you are leaving for work related purposes or moving from the area and there is no YMCA at your new location. Refunds are issued on a pro-rated basis.
- iii) A 20% administration charge applies to all refunds. Refunds are processed by cheque and can take up to 6 weeks.
- iv) A refund is not provided if someone does not use his or her membership, or after a program has ended. Absence from a program does not constitute an automatic refund. All exceptions must go through the department supervisor.

g) Hold Policy- prepaid memberships

- i) The following conditions apply when seeking a membership hold:
- ii) Members can put prepaid memberships on hold for a maximum of six months each membership year (not calendar year) for work or medical reasons. We require a leave and return date in order to process all holds.
- iii) If a member wants an extended hold (longer than 6 months), they must cancel the membership and restart at a later date.
- iv) Holds cannot be backdated.
- v) A hold MUST be done with a written document/hard copy and signature from the member. We will accept emails, letters, or our standard hold form for processing holds. We do not accept them over the phone except through a supervisor on a case-by-case basis.
- vi) A membership with an outstanding balance on his or her account is not able to go on hold until the balance is paid.

h) Hold Policy- PAP(on going membership)

- i) A member may choose to HOLD a PAP membership instead of cancelling. (PAP requires minimum of three months continuous usage See section 5 A)
- ii) HOLDS require a start date and return date
- iii) HOLD forms need to be completed and signed
- iv) Member must provide a payment option (cc, EFT) for the return date
- v) PAP memberships can be put on HOLD for a maximum of three months
- vi) A membership with an outstanding balance on his or her account is not able to go on hold until the balance is paid.

i) Cancellation Policy

- i) The following applies when cancelling your membership:
- ii) Cancellations MUST be done with a written document/hard copy and signature from members. We will accept emails, letters, or our standard hold form for processing holds. We do not accept them over the phone except through a supervisor on a case by case basis.
- iii) Cancellations must be completed and signed no later than 3 days before their next scheduled payment in order to prevent their next scheduled payment from coming out.

j) Visiting Other YMCA Centers across Canada

- i) YMCA membership allows visitor privileges at YMCAs across Canada. Policies and usage of facilities may vary for visitors, since all YMCA's may not offer the same programs or services. Please inquire in advance of your visit as to what services are available. YMCA's in other countries may honor your Canadian membership as a courtesy but they are not obliged to do so.

Age Requirements

For the health and safety of users and for an enjoyable experience, the following age requirements are in place:

a) Facility

- i) Users under 12 years of age must be accompanied by an adult at least 18 years of age and over in order to access our facility. The adult must remain in the building for the duration of the child's participation.
- ii) Users 12 years of age can use the facility without being accompanied by an adult

b) Wellness Centre (weight/cardio room)

- i) To use the Wellness Centre, you must be 15 years of age or older
- ii) Successful completion of the "Ythrive Grow" training permits 12 to 14 years access to the Wellness center.
- iii) Anyone 12 years of age and younger is not permitted in the Wellness Center

c) Squash Courts and Gymnasium: Users 12 years of age and older are permitted to use squash courts without adult supervision. Eye Protection in squash courts is required for those under 18yrs and is strongly recommended for all players.

d) Fitness Classes: Users 12 years of age and older are permitted to participate in fitness classes. For cycle classes, please note that although bikes are design to fit a range of heights, a proper fit is unlikely for petite and taller people. Please check with our Cyclefit instructors before starting a class. Children under 12 years of age are not permitted on the bikes. Youth 12 years of age and older are only permitted to use bikes if a proper fit can be achieved

e) Pool

- i) Under 6 years

(1) Must be directly supervised by an adult (min 18 years of age) in the water within arm's reach

(2) Maximum ratio of 1 adult to two children

(3) All children not fully toilet trained must wear specialty swim diapers or rubber pants

- ii) Age 6 - 11 year

(1) If a child prefers to swim independently in the deep end, he or she must complete facility swim test (2 widths of the pool uninterrupted)

(2) Children who cannot complete the swim test must be accompanied by an adult (18 years or older) in the pool.

(3) Children who can complete the swim test must have an adult (18 years or older) in the pool or on the deck.

(4) Maximum ratio of 1 adult to 4 children

- iii) Age 12 and older

(1) Can swim independently in the pool without an adult

(2) Must complete facility swim test to swim in deep end without an aid

- f) Locker Rooms



- i) Children under five years of age are permitted in the general locker rooms.
- ii) Children five years of age and older must use the appropriate gender general locker room.
- iii) You must be 18 or older and have a plus membership to use the Adult Membership Plus locker rooms.
- iv) The Family Locker room is available for a child and parent who are of different genders.

Locker Rooms, Locker Usage and Steam Rooms

The YMCA is not responsible for lost or stolen items

a) General Locker Rooms

- i) The general locker rooms are open to all members, day pass users and visitors from other YMCAs.
- ii) Lockers are for day use only. User contents will be emptied if left overnight.
- iii) Everyone is expected to clean up after themselves.
- iv) For hygiene reasons, towels should be used so that bare skin does not come in contact with chairs, stools and benches.
- v) See section 3), b) and c) regarding scented and nut products.

b) Membership Adult Only Locker Room

- i) The Membership Plus locker rooms are for adult use only (18 and over).
- ii) Sharing MP cards with a non-membership plus member is prohibited.
- iii) Lockers are for day use only, unless a rental was purchased prior to November 2009.
- iv) Locker contents will be removed if left overnight.
- v) Everyone is expected to clean up after themselves and used towels are to be taken home daily.
- vi) For hygiene reasons, towels should be used so that bare skin does not come in contact with chairs, stools and benches

c) Locker Usage

- i) The YMCA is not responsible for lost or stolen items and we discourage users from bringing cash or valuables with them into the Y.
- ii) Keep your belongings locked at all times.
- iii) YMCA lockers are for "day use" only with the exception of the rented lockers in the Adult Plus Locker rooms.
- iv) All personal items should be removed from "day use" lockers by the end of each day. Maintenance staffs are authorized to cut any lock left on a "day use" locker.
- v) Any items remaining in "day use" lockers will be removed and held for 30 days. See front desk for further information.
- vi) There are smaller lockers in the foyer to conveniently store small items.
- vii) Locks are available for sale at our Membership Services Desk

d) Steam Room (Adult Plus Lockers)

- i) For hygiene, health and safety reasons please adhere to the following when using the steam room:
- ii) Maximum length of time per use is ten minutes.
- iii) Shower thoroughly before usage.
- iv) Do not wash, shampoo, floss teeth, shave or use scented oils of any kind
- v) Use a towel when seated in the steam room
- vi) For medical reasons, you should not use the steam room if you: have heart disease; have high blood pressure; have a lung or kidney condition; are pre or post-natal woman; use antihistamines, tranquilizers, blood pressure medication or anticoagulants; have a contagious skin disorders, open cuts, sores, athlete's foot, or plantar warts. Also if you are elderly person, the steam room should be used with extreme caution

Equipment Borrowing, Rental and Purchases

For your convenience, the YMCA has various pieces of equipment for complimentary use or for rent:

a) Basketballs

- i) Basketballs are available for member use and are stored in the Gymnasium. Please return the balls back to the bin.

- b) Squash Racquets and Balls
- i) Squash racquet rental are available for a fee at the Membership Services Desk
- ii) Rental fees must be paid prior to usage
- iii) Your membership card is to be left with a staff member at our Membership Services desk.

c) Squash eyewear

- i) When using a squash court, protective eyewear is mandatory for those 17 years of age and younger and strongly recommended for adults. Eyewear can be borrowed free of charge at the front desk.

d) Aquatic items

- i) For a fee, many commonly used aquatic items such as, swim caps, ear plugs and nose plugs are available at the front desk.



Sign-Up Procedures

When signing-up for a class or squash court, please be aware of the following:

a) Members

- i) Sign-up starts as early as 24 hours in advance of the start of the class
- ii) Sign-up is done by phone or in person or on-line registration.
- iii) On-line registration – visit <https://ymcaofcapebreton.punchpass.com>
- iv) If someone does not show up for the class or court booking, 5 minutes into the start time, the spot will be given to the next person on the wait list.
- v) Members can sign-up themselves only
- vi) Instructors may cancel a class if there are less than 3 participants at the start of the class. Those participants who registered on line will receive an email with the cancellation notification.
- vii) If a member repeatedly signs-up for classes but does not attend, the YMCA reserves the right to revoke advance sign-up privileges.

Child Minding

Child Minding service is designed for members and non-members who purchase a day pass, to participate in their own activity knowing that their children are cared for in a safe, secure and happy atmosphere

a) General Rules

- i) Child Minding service is for ages 6 months up to the age of 5.
- ii) Non-member children must purchase a day pass.
- iii) Parents are to remain in the building when using the service.
- iv) For available times visit our Membership Services Desk.

Wellness Center

To ensure your experience is an enjoyable one in the Conditioning Centre, please be aware of the following

a) Orientation and Programming

- i) A complimentary Wellness Orientation is available to members by appointment. Appointments can be made at the Membership Services desk.
- ii) Wellness Coaches are available on the floor to assist you with your questions and support you with your program needs.

b) Age Requirements: See section 5) c) ii)

c) Equipment and Track Use and Etiquette

- i) Collars must be used to secure weight plates on all barbells. Avoid loud noises, profane language and staring at others. Avoid dropping or slamming the weights on the floor. When not in use, all free weights must be returned to their proper location.
- ii) To use the cardio equipment, place your name on the white sign-up board. Time limit is 30 minutes for each machine.
- iii) When using the track, walk or run in the direction of the directional sign posted by the stairway and elevator.
- iv) When using the track, keep to your right hand side so that faster moving users can pass on the left hand side.
- v) For the comfort of participants using the gymnasium, do not stop and view over the glass rail while programs are in progress.
- vi) When using a weight machine, step away from the exercise machine between sets so that others can have a turn. Do not linger on the weight machines and do not use cell phones while occupying a weight machine
- vii) Paper towels and spray bottles are located in various locations for users to clean the equipment after use.
- viii) Repeat failure to follow these instructions may lead to suspension of privileges.

d) Proper Attire

For your safety and the safety of others, proper attire must be worn while in program areas at all times. Only clean, dry, non-marking, indoor footwear is permitted. Gym attire must be worn in exercise spaces and swimwear must be worn in aquatic spaces. Examples of acceptable gym attire include shirts, tank tops, sports bras, shorts, leggings, and, for aquatic spaces, one- or two-piece bathing suits. All clothing and personal items must refrain from discriminating or profane messages.

e) Personal Belongings

- i) Gym bags, coats, extra footwear, etc. are not permitted to be stored in the Wellness Centre.
- ii) Use the locker rooms to store your belongings. Small lockers in the main foyer are available for day-use for smaller items. Monthly rents are available for the small lockers in the foyer. Ask our Membership Services staff for more information

Aquatics

The following applies when entering and using the pool:

a) Health and Safety

- i) Only bare feet or footwear designed for an indoor deck or pool is permitted
 - ii) You must shower prior to getting into the water
 - iii) Horseplay is not tolerated in the pool
 - iv) Food or drink is not permitted in the pool area
- b) Age Requirements
- i) See section 6), e).

Program Registration

The YMCA of Cape Breton offers a variety of fitness, activity and lifestyle programs for all age groups from preschoolers to older adults. For information regarding a specific registered program, please refer to the Program Brochure.

a) Registration Information

- i) To register for most programs, you must be a member
- ii) Members are given the opportunity to register for a programs prior to the public
- iii) Unless otherwise stated, there is no additional program fee for members
- iv) Registration priority is given to existing members up until one week prior to the start date of a program

- v) Payment is due in full upon registration.
- vi) Program registration forms along with waivers are required to be completed prior to the start of the program.
- vii) Registration will be available approximately 10 days prior to the start of the program.

b) Attendance and Waitlist

- i) For the Learn to Swim program, if a child misses more than 3 consecutive classes, his or her name will be placed at the bottom of the waitlist in order to allow others to participate in the program.
- ii) For 8 week registered programs, if you miss 2 classes, your name will be placed at the bottom of the waitlist for the next session in order to allow others to participate in the program.
- iii) If a program is full, we recommend that you ask to be placed on a waitlist

c) Program Sign-In

- i) For a child under 12 years of age, an adult must sign-in and sign-out the child for each class. The child must be picked-up within 5 minutes after the class ends.
- ii) Youth 12 years of age and older can sign-in themselves at the beginning of each class.

Lost and Found

Lost and Found is processed through the Membership Services desk. Please be aware of the following:

- i) The YMCA of Cape Breton does not accept responsibility for lost or stolen items.
- ii) All items are kept for 30 days.
- iii) If an item has not been claimed after this time period, it is donated to an appropriate charity.
- iv) To claim a lost item, provide Membership Services desk staff advance notice so they can attempt to locate it in our Lost and Found storage.
- v) For safety and hygienic reasons, intimate apparel and personal hygiene items are not kept.

Booking Appointments

a) General Rules

- i) Members are eligible for a complimentary Wellness Orientation
- ii) Appointments can be booked via phone or directly at the Membership Services desk.
- iii) Please notify Membership Services if you are unable to attend a previously booked appointment.

Privacy Policy

The YMCA of Cape Breton is committed to protecting personal information by following responsible information handling practices, in keeping with privacy laws. We collect, use and disclose personal data in order to better meet your service needs, to ensure the safety of members, participants and children in our care, for statistical purposes, to inform you about the YMCA program or service in which you are registered, and to satisfy government and regulatory obligations. You may also hear from us periodically about other YMCA programs, services and opportunities that may interest and benefit you.



Emergencies

a) Fire

i) Should you hear a fire alarm or see the alarm lights flashing, proceed immediately to the nearest fire exit. Please follow all instructions from staff. In the event of a false alarm, a general announcement will be made over the PA system.

b) Heart Attack

i) The YMCA is equipped with Automatic External Defibrillators (provided through a grant from the Nova Scotia Heart and Stroke Foundation). Wellness Center Staff are trained in their use. Defibrillators are located in the main entrance by the Gymnasium doors, Pool Deck and in the Wellness Centre next to the elevators

c) Emergency Call Button

i) Emergency call buttons are located outside the Cycle Studio, on the Pool Deck and in the Wellness Centre and in the Adult Plus Steam Rooms. If you experience an emergency situation (other than fire), push the button. Staff will be notified and will investigate the nature of the emergency and will call the appropriate first responder.



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