



MEMBER HANDBOOK

Revised January 2025

Membership and Visitor Conduct Policies

BEHAVIOR

The YMCA offers shared experiences for everyone to enjoy. Our core values: honesty, inclusion, 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:

- Obey all posted signs and requests from YMCA staff and volunteers.
- Shower thoroughly before using the pool or steam room. Please refrain from washing and using scented oils and lotions in these areas.
- 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.
- Food and glass containers are not permitted in any activity areas.
- Horseplay, profanity, racist or sexist comments will NOT be tolerated in the YMCA
- Please be respectful when using a **cell phone in Y facilities.** No recording of any type (including photo, video, audio) while in any Y Health and Fitness facility or program without express permission from Y Management.
- **Wipe down equipment** before and after use. Stray bottles and clothes are provided in all program areas and in the Wellness Center.
- **Hold My Calls:** Avoid texting and phone calls between sets.(If you have to take a call or text, step away from the equipment so someone else can use it!)
- **Not So Loud:** That means excessive grunting and dropping of weights.
- **Cardio Courtesy:** Please respect the time limit on cardio machines. During busy hours, the limit is 30 minutes. If you need more time, try coming at a less busy time or check with the Wellness Center staff.
- The **walking track** is meant for walkers. Please don't hang out on the track and be mindful of those walking the track.

ALLERGIES TO SCENTS

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.

ALLERGIES TO NUT PRODUCTS

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.

CHILD SAFE GUARDING 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.

- Day pass users or other visitors to YMCA facilities are required to provide government-issued photo identification.
- 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 or visit our website: <https://capebreton.ymca.ca/join-the-ymca/membership-assistance/>

All membership and financial information pertaining to the program is kept confidential.

Membership Policies and Procedures

CONTINUOUS MEMBERSHIP

- Our very popular continuous membership option is a perpetual membership. Payments continue each bi-weekly, indefinitely, until you decide to discontinue your membership.
- It is your responsibility to notify the Membership Services Staff if you wish to change the status of your membership. We require a minimum of three days prior to the next scheduled payment.

MEMBERSHIP CARD

- 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.
- All members are required to scan their membership card for identification every time they use the YMCA.
- Membership cards and privileges are not transferable to other individuals.

LOST CARD

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

PAYMENTS/OUTSTANDING BALANCES

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

REFUND POLICY

- The following conditions apply when seeking a membership refund:
- 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.
- A 20% administration charge applies to all refunds. Refunds are processed by cheque and can take up to 6 weeks.
- 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

HOLD POLICY- PREPAID MEMBERSHIPS (ONE- YEAR CONTRACT)

The following conditions apply when seeking a membership hold:

- 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.
- If a member wants an extended hold (longer than 6 months), they must cancel the membership and restart at a later date.
- Holds cannot be backdated.
- 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 Hold request over the phone.** Emails can be sent to: front.desk@cb.ymca.ca.
- A membership with an outstanding balance on his or her account is not able to go on hold until the balance is paid.

HOLD POLICY- ON GOING MEMBERSHIP

- A member may choose to HOLD an ongoing membership instead of cancelling.
- HOLDS require a start date and return date for payments to resume automatically.
- HOLD forms need to be completed and signed agreed upon reactivation time Member must provide a payment option (cc, EFT) for the return date.
- On-going memberships can be put on HOLD for a maximum of four months.
- A membership with an outstanding balance on his or her account is not able to go on hold until the balance is paid.

CANCELLATION POLICY

The following applies when cancelling your membership:

- 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 cancellations over the phone. Emails can be sent to front.desk@cb.ymca.ca
- 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.

VISITING OTHER YMCA CENTERS ACROSS CANADA

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:

FACILITY

- Users under 11 years of age and under must be accompanied by an adult at least 18 years of age and over to access our facility. The adult must supervise the child for the duration of the child's participation.
- Users at least 12 years of age and over can use the facility without being accompanied by an adult.

WELLNESS CENTRE (WEIGHT/CARDIO ROOM)

- To use the Wellness Centre, you must be 15 years of age or older.
- Successful completion of the "YThrive Grow" training permits 12 to 14 years access to the Wellness center.
- Users 10-11 years may use the Wellness Center ONLY while attending the YThrive Grow Program

GYMNASIUM

Users 12 years of age and older are permitted to use gymnasium without adult supervision

SQUASH COURTS

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.

FITNESS CLASSES

- Users 12 years of age and older are permitted to participate in fitness classes.
- For YRide classes, please note that although bikes are designed to fit a range of heights, a proper fit is unlikely for petite and taller people. Please check with our YRide 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.

POOL

Under 6 years

- Must be directly supervised by an adult (min 18 years of age) in the water within arm's reach
- Maximum ratio of 1 adult to two children
- All children not fully toilet trained must wear specialty swim diapers or rubber pants

Age 6 - 11 year

- If a child prefers to swim independently in the deep end, he or she must complete a swim test (2 widths of the pool uninterrupted)
- Children who cannot complete the swim test must be accompanied by an adult (18 years or older) in the pool.
- Children who can complete the swim test must have an adult (18 years or older) in the pool or on the deck.
- Maximum ratio of 1 adult to 4 children

Age 12 and older

- Can swim independently in the pool without an adult
- Must complete a swim test to swim in deep end without an aid

LOCKER ROOMS

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

Locker Rooms, Locker Usage and Steam Rooms

The YMCA is not responsible for lost or stolen items.

GENERAL LOCKER ROOMS

- The general locker rooms are open to all members, day pass users and visitors from other YMCAs.
- Lockers are for day use only. User contents will be emptied if left overnight.
- Everyone is expected to clean up after themselves.
- For hygiene reasons, towels should be used so that bare skin does not come in contact with chairs, stools and benches.
- 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.

MEMBERSHIP ADULT ONLY LOCKER ROOM

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

LOCKER USAGE

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

STEAM ROOM (ADULT PLUS LOCKERS)

For hygiene, health and safety reasons please adhere to the following when using the steam room:

- Maximum length of time per use is ten minutes. Shower thoroughly before usage. Do not wash, shampoo, floss teeth, shave or use scented oils of any kind, while using the steam room. Use a towel when seated in the steam room.
- 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:

- Basketballs are available for member use and are stored at the front desk. Please return the balls back to the bin.
- Squash Racquets and Balls
- Squash racquet rentals are available for a fee at the Membership Services Desk.
- Your membership card will be left with a staff member at our Membership Services desk.

SQUASH EYEWEAR

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 for charge at the front desk.

AQUATIC ITEMS

For a fee, many commonly used aquatic items such as swim caps, ear plugs, and nose plugs are available at the front desk. Please bring your own towel and swim wear, not available for purchase.

Sign-Up Procedures

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

MEMBERS

- Sign-up starts as early as **3 Days in advance** of the start of the class
- Sign-up is done by phone, in person, or online registration.
- On-line registration –visit <https://ymcaofcapebreton.punchpass.com>
- 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 waitlist.
- Instructors may cancel a class if there are less than 3 participants at the start of the class. Those participants who registered online will receive an email with the cancellation notification.
- 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 requires a Membership*)

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.

GENERAL RULES

- Child Minding service is for ages 6mos up to the age of 5.
- Non-member children must purchase a day pass.
- Parents are to remain in the building when using the service.
- Online registration available up to three days in :
ymcaofcapebreton.punchpass.com

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 Guide..

REGISTRATION INFORMATION

- To register for most programs, you must be a member
- Members are given the opportunity to register for a program prior to the public
Unless otherwise stated, there is no additional program fee for members
- Registration priority is given to existing members up until one week prior to the start date of a program
- Payment is due in full upon registration.
- Program registration forms along with waivers are required to be completed prior to the start of the program.
- Registration will be available approximately 10 days prior to the start of the program.

ATTENDANCE AND WAITLIST

- 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.
- If a program is full, we recommend that you ask to be placed on a waitlist

PROGRAM SIGN-IN

- 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.
- 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. There are lost and found bins in each locker room as well as in the main lobby. Please be aware of the following:

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

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

FIRE

If you hear a fire alarm or see the alarm lights flashing, you can go ahead 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.

HEART ATTACK

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

EMERGENCY CALL BUTTON

Emergency call buttons are located outside the Community Room, on the Pool Deck 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.

COMPLAINT POLICY

The YMCA of Cape Breton is a values-based charity with five core values; Honesty, Responsibility, Inclusiveness, Caring and Respect. Our YMCA will undertake all reasonable steps to ensure that policies and procedures are understood and consistently and fairly applied.

This policy is intended to encourage and enable all individuals as well as groups to raise any concerns that they may have so that we can address and correct inappropriate conduct and actions.

Philosophy

- We believe that all suggestions and complaints should be dealt with promptly and resolved as quickly as possible.
- We commit to review all suggestions and complaints in a fair, impartial and respectful way for all parties.
- Complainants always have the option to bring their complaint to a more senior staff person if they are dissatisfied with treatment or outcome or are uncomfortable dealing with a particular staff or volunteer.
- Complainants are provided clear and understandable reasons for decisions relating to complaints and are updated with relevant information throughout the process.

Types of Complaints:

Definition: A complaint is an expression of dissatisfaction about the service, actions, or lack of action by the YMCA of Cape Breton, a staff member, a member, participant or volunteer acting on its behalf. Anyone personally affected can complain and their complaint will be reviewed.

No Retaliation

It is contrary to our values for anyone to retaliate against someone who, in good faith, reports a complaint.

Complaint Receipt and Handling:

A complaint may be received in any of the following ways:

- Verbally, in person, at any of our YMCA of Cape Breton locations
- By telephone at 902-562-9622
- In writing to: YMCA of Cape Breton, 399 Charlotte Street, Sydney, NS B1P 4E3
- By email at front.desk@cb.ymca.ca

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.

Our Vision

Thriving communities where everyone can shine and feel they belong.

Our Mission

Connect and ignite the potential in people, helping them grow and give back to our communities.

Our Values

Caring, Honesty, Inclusiveness, Respect and Responsibility.

