

# MEMBERSHIP HANDBOOK

*Online edition supersedes all printed booklets.*



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## **JCC MISSION**

The York Jewish Community Center creates opportunities for everyone, inspires relationships, builds a community of well-being, and enhances Jewish communal life.

## **JCC VISION STATEMENT**

Within the tradition of Jewish cultural heritage, the York JCC aspires to be:

**A Center** for family life

**A Leader** in providing education, wellness, culture, and recreation

**A Home** that celebrates the diversity of the communities we serve in an inclusive, welcoming, spirited environment inspired by Jewish values

RaMBaM (Rabbi Moshe ben Maimon) lived about a thousand years ago. Besides being one of the great codifiers of Jewish law, he was also a renowned physician. His reputation was so great that he became the official physician to the sultan of Egypt. His views on health are recorded in his great book, the *Mishneh Torah*. It should be realized that, although the lifestyle a thousand years ago is different from ours, there is still much that we can learn from his advice.

His formula for a healthy and long life can be said in a short sentence: "Reduce stress; eat a healthy diet; increase body movement." He believed that a healthy soul within a healthy body is the result of the way we manage our lives.

Our JCC aspiration is to provide a welcoming and open environment that offers you and your family various high quality programs, which will keep both your body and your soul happy and in excellent shape.

In our state-of-the-art facilities, we are creating for you a world of opportunities to improve quality of life.

If you should find that something is lacking or in need of improvement, please do not hesitate to let us know. We are here to serve you to the best of our abilities.

To help you better understand the JCC, you will find – in this guide – information, policies and house rules. It is important that you read this information for your own safety and to ensure your enjoyment here with us.

On behalf of the York JCC Board of Directors, our CEO/President, and our Staff, we in the Membership Department would like to wish you and your loved ones a very good year with an abundance of health and joy.

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## RESPECT

- Value differences of opinion.
- Capitalize on potential to bring fresh and innovative perspectives to decision-making and problem solving.
- Be considerate of others' time and space.
- Drive an inclusive culture; relating well to others regardless of their position or background.



## TEAMWORK

- Demonstrate a collaborative effort to work cross-departmentally.
- Demonstrate a willingness and desire to advance the department's goals (engaged).
- Be prepared for changes in priorities and be coachable (adaptable/flexible).



## COMMUNICATION

- Be aware of how we speak about, and with, others and refrain from gossip.
- Communicate appropriately/respectfully through your words, tone of voice, and body language.
- Utilize active listening to seek to understand and then be understood.
- Communicate both inter- and cross-departmentally.
- Maintain awareness and understanding of other department's initiatives.



## COMPASSION

- Be open to understanding others' needs and reasoning for decisions.
- Build relationships with others by recognizing/acknowledging every person you encounter.
- Be mindful of interaction and our approach with others - treat people the way they want to be treated.



## ACCOUNTABILITY

- Be responsible for meeting position and departmental commitments and hold others to meeting their commitments.
- Take personal responsibility for your actions and learn from your mistakes.
- Lead by example.
- Be willing to accept constructive feedback and seek solutions for resolution.



## INTEGRITY

- Be knowledgeable and adhere to organization-wide policies and procedures.
- Demonstrate consistent and solid performance per job objectives/description.
- Maintain a professional demeanor: attire, timeliness, work ethic, etc.
- Conduct yourself with honesty, sincerity, and a high professional and personal standard.



## REPAIR THE WORLD (TIKKUN OLAM)

### Tikkun Olam

is a Jewish concept defined by acts of kindness performed to perfect or repair the world. The phrase is found in the Mishnah, a body of classical rabbinic teachings.

- Be mindful when working on issues of social policy, ensuring a safeguard to those who may be at a disadvantage.
- Take social action and pursue social justice.
- Offer equal opportunities to all.
- Make sure the JCC will be proactive in pursuing equality and equity for all, in York County.

## **MEMBERSHIP**

### **Eligibility**

Membership in the JCC is open to all who endorse the JCC's mission. The JCC shall not discriminate because of race, color, gender, age, veteran status, marital status, sexual orientation, national origin, religion, disability, as well as any other characteristic protected by law. Financial assistance is available for those in need. Financial assistance agreements must be applied for annually.

### **Terms and Conditions of Membership**

Membership is for a minimum of twelve (12) consecutive months. After the twelve-month period, you may terminate your membership by giving written notice to the JCC at least 30 days prior to the effective termination date.

All members agree to abide by the rules and regulations of the JCC and are required to present a valid membership card for identification when using JCC facilities and programs. Membership dues, privileges and cards are non-refundable and non-transferable, remain the property of the JCC and must be returned upon request. In addition, memberships may be canceled or suspended in cases of conduct which is determined to be contrary to the interest and purposes of the JCC.

### **Privacy Policy**

The JCC will not sell, trade, or share personal information about our members, financial donors or website users with anyone else.

The personal information you provide to the JCC will be entered into our membership database in order to maximize member experience, obtain your input, provide information about our programs and events, or request contributions.

Information about personal health and wellness may be shared internally to enhance member experience.

For further questions about our privacy policy, please contact the Membership Office.

### **Modifications**

We may amend this privacy policy from time to time; please review it periodically.

### **Changes to Membership**

The JCC requires 30 days' written notice of any changes or cancelation to membership. Dependent family members living in same household may be added/removed by primary billing member. Medical or financial freezes are available (for a maximum of three (3) months in a calendar year) and must be approved by the Membership Director.

## **Waiver and Release of Liability**

Members agree that participation in all programs and services is purely voluntary and shall be undertaken at member's sole risk, and the JCC, its servants, agents or employees shall not be liable for, and are hereby released from, any claim, demands, actions, or causes of action whatsoever for injuries, illnesses or damages to member's person or property arising out of or in connection with the use of the services and facilities of the JCC or the premises where the same are located.

Members understand that it is strongly recommended that they have a physical examination by their physician before beginning any physical fitness program.

Members give permission to the York Jewish Community Center to use, without limitation or obligations, photographs, film footage, or tape recordings which may include member's image or voice for purposes of promoting or interpreting JCC programs.

## **Membership Benefits**

- Free Group Fitness classes
- Free Aquatics Fitness classes
- Lap and open swim
- Open gym use
- Family Gym
- Free daily use of lockers and loaner locks (see front desk)
- Family and One Parent Family memberships receive one FREE 10-hour babysitting per month per family. Register at the front desk
- Unlimited use of the Fitness Center
- Wi-Fi
- Early registration and discounts on both youth and adult programs
- Cultural events
- J-Perks - see website for a current listing of participating businesses and benefits they offer.

## **Membership Cards**

All members are required to show proof of JCC membership by scanning their membership cards upon entering the building. Members may also use mobile apps to scan membership card barcode. Cards are not transferable and disciplinary action, up to and including termination of membership, will occur if the JCC determines that cards are being shared. Lost cards must be reported to the Front Desk as soon as possible.

## **Membership Fees**

Membership fees are not refundable. Rates are reviewed annually and may be adjusted at any time. Notice of adjustments will be sent to members 30 days prior to implementation.

## **Membership Payment**

For your convenience, we offer two membership payment plans:

- Annual - Membership in the JCC is for a minimum of one full year, effective at the time of application. Payment may be made with Master Card, VISA, Discover, cash or personal check and is non-refundable.
- Bank Draft - JCC membership payment that is paid monthly through a checking account or credit card. Bank draft is for a minimum of one full year and is continuous. After the first year, members who pay by bank draft may choose to discontinue their membership at any time provided they notify the JCC in writing at least 30 days prior to their chosen date of expiration. For more information, please ask the front desk.

## **Financial Assistance**

We recognize the need to serve all members of the entire community, regardless of their ability to pay the full cost of programs or membership. To apply for financial assistance, simply ask for an application. The application process requires that income documentation be submitted annually.

## **Facility Usage by Members of Other JCCs**

There are approximately 200 JCCs across the country, and when you travel out of town, most JCCs welcome you to use their facility when you present your valid York JCC membership card. Restrictions may apply or differ at other JCCs so be sure to contact the visiting JCC prior to your trip. The York JCC extends the same courtesy to guests from outside the York area, allowing six visits per year, when they present a valid JCC membership card with a picture ID.

## **Member Feedback**

The JCC strives to offer the best facility conditions and quality programs. We would like to know when we are meeting your expectations, as well as when we are not. We encourage your feedback and suggestions. Please visit the membership department staff to share your feedback or use our member feedback form located at the front desk and fitness center. All forms are sent directly to the Membership Director. Along with the appropriate program director, they will determine what actions should be taken.

## **GENERAL JCC POLICIES**

### **Age Policy**

To ensure the safety of children and the enjoyment of all our members, we ask that you adhere to the following policy:

- Children ages 6 and under must be in the babysitting room or directly supervised by a responsible adult.
- Children ages 7-10 may use the J-Zone AND must have a responsible adult in the building or the child must be in a supervised JCC program.
- Children ages 11 and older may be in the building without adult supervision, see below for area-specific age guidelines. \*
- Children of any age may not sit in the Fitness Center or Studio doorways, nor may they sit in a room when adult programming is taking place.
- In addition, please respect the signs posted in different parts of the facility regarding minimum age requirements for that area.

\*The JCC reserves the right to take appropriate action with any child involved in disruptive or unsafe activity to resolve the situation. Unaccompanied children are expected to display appropriate behavior, consideration of others, respect for the facility, and utilization of appropriate language at all times. If a child, ages 11 and older, is not behaving in a respectful manner (as deemed by the JCC staff), a JCC staff member will contact his/her parent or guardian, asking them to promptly collect their child. Some examples of unacceptable behaviors include: destruction of property, excessive running through the halls, failure to follow JCC staff directives, rowdiness, and use of foul language. If a child is sent home, JCC privileges may be suspended until a meeting is convened with the parent or guardian.

Gymnasium: Children ages 11 and under must be directly supervised by a responsible adult.

Pool: During open swim hours, all children, ages 11 and under, must be accompanied in the pool area by an individual 18 years or older. All children wearing/using flotation devices must be accompanied in the pool and be within arm's reach of an individual 18 years or older.

Relaxation Center (Sauna, Steam Room, and Hydrotherapy Spa): You must be 16 years of age or older to use these facilities.

Fitness Center: Youth, ages 13 and older, may use the Fitness Center without supervision. Youth ages 10-12 must pass and complete the Fit Kidz Training and must be under direct parent/guardian supervision at all times. Youth, ages 9 and under, are not permitted in the Fitness Center.

Group Fitness: Youth, ages 9 and older, may attend classes with a parent/guardian if mature and physically capable. Guardians should use their own discretion. For recommendations ask Fitness Center Staff.



## **Attire and Footwear**

Please use your best judgment in your choices of attire at the Center. Please consider safety and performance in your choice of athletic gear and footwear. Here are the basic attire and footwear standards:

- Clothing with offensive or profane language, designing, or pictures are not permitted.
- Shirts and shoes are required at all times in all areas except the locker rooms and aquatics area.
- Always wear closed-toe athletic shoes in the Fitness Center, Group Fitness class, and Small Group Training or sports activities. If participating in Group Fitness classes such as yoga, which are performed barefoot, wear shoes to and from the studio.
- In the gym, wear shoes designed for court play, with non-marking soles.
- Exercise attire should not be overly revealing, and fabrics or accessories should not cause damage to the upholstery on fitness equipment.
- Swimwear is appropriate only in the aquatics area and locker rooms.

## **Building Closings**

Every attempt will be made to keep the facilities open for member use. Occasionally, repairs, improvements, or emergencies may require the restriction or closing of some areas of the building. We will notify you of any changes as soon as possible by postings in the message centers.

Should the JCC be closed due to inclement weather, announcements will be made on our website and local TV stations. Even when the JCC is open during inclement weather, class participants should call before coming in. Class updates for many departments are also available via Facebook. The JCC reserves the right to cancel individual classes at its discretion. Please note that the pool area will be closed for all severe electrical storms.

## **Cell Phone Usage**

Use common courtesy when using mobile devices in the building. Cell phone use and photography is prohibited in all locker rooms, rest rooms, and in ECE/SACC areas. Cell phones should be set to "silent" or "vibrate" within the fitness areas and may be used for listening to audio with headsets. Telephone calls should only be placed/taken in the lobby and cafe areas. Inappropriate use of cell phones may result in corrective action up to and including permanent dismissal from the facility.

## **Emergency Phone Calls**

We regret that we are unable to refer phone messages to JCC members except in the case of extreme urgency. For your convenience, you may make free local calls on phones located throughout the building.

## **Food**

Food and drinks are permitted in the café area or in designated areas during programs and special events. Jewish dietary laws prohibit the consumption of pork and shellfish products in the building.

### Kosher Policy

Our Kosher policy enriches our celebration of Jewish culture.

Kosher (or Kashrut kah-SHROOT) is the Hebrew word that refers to the Jewish dietary laws, and means fit, proper, or in accordance with the religious laws. Jewish dietary laws prescribe both diet and food preparation requirements. Many Jews observe these dietary laws and many don't, but all Jews should be able to enter our Center and take pride in our ancient heritage. We thank all our members for the honor of sharing our culture with you.

These are the rules that we are following at the York JCC:

- No pork (ham, pepperoni, etc.) or shellfish (clams, shrimp, crab, lobster, etc.) is permitted at the JCC.
- Renters, members and staff are required to honor these exclusions.
- All food served by the JCC (utilizing the kitchens or not) will separate the serving of dairy and meat (i.e., meat and dairy will not be served together). This includes vending machines, fundraisers, lunches for child care, Café Nosh, etc.
- During Passover, the food served by the JCC will observe Passover guidelines, which prohibit the eating of chametz. Chametz includes leavened bread, and anything made with wheat, barley, oats, spelt, or rye. Renters, members and staff will be asked to honor these guidelines.
- All food served from the Kosher Kitchen will be supervised by a management member that is responsible for this Kitchen.
- All Jewish community functions will be kosher or dairy. Donated foods for any JCC event cannot contain pork or shellfish.

The interpretation of kosher can be very detailed and complicated, even for those of us who observe it! Please feel free to contact members of our Cultural Department with any questions you might have about our policy.

## **Fragrances**

Please do not wear any fragrances, perfumes, colognes, oils, or mists in the Fitness Center, Aquatics Center, Group Fitness Classes, and in any Small Group Training. These items are irritants to members with allergies and asthma and can potentially cause damage to the equipment and floors.

## **Holiday Schedule**

The JCC closes for a variety of holidays throughout the year. Members are informed in advance of specific closing dates by postings on the front entrance doors, social media and program guides.

### Jewish Holidays Observed

The JCC observes the following Jewish holidays from “sundown to sundown,” closing at 6:30 PM the evening preceding the first day (“erev”) and re-opening at 6:00 PM on the day of observance, except as noted.

- ✧ Rosh Hashanah - Closed first and second day (re-open at 6PM second day). Celebrates the Jewish New Year and marks the Day of Judgment (the day Jews believe God judges the world).
- ✧ Yom Kippur - Closed all day. “Day of Atonement” is the holiest day of the year for Jews and is a day of cleansing the year’s sins.

On the following Jewish holidays, the JCC will remain open and be observed as we do for Shabbat.

- ✧ Sukkot - The first day of celebration of the fall harvest and a reminder of the fragile huts (sukkahs) the Jews made as Moses led them in their escape from Egypt through the desert.
- ✧ Shemini Atzeret - The day the Jews left their sukkahs and returned to their homes. The holiday also marks the end of the annual cycle of weekly Torah reading.
- ✧ Simchat Torah – This holiday marks completion and renewal of the annual cycle of weekly readings of the Torah. A festive service is held.
- ✧ Pesach (Passover) -1st and 7th days. Recalls the Jews’ exodus from Egypt over 3,300 years ago and the deliverance from over two centuries of Egyptian bondage.
- ✧ Shavuot - The day Moses and Jews received the Ten Commandments from God at Mt. Sinai. Also, an agricultural festival celebrating first fruits of the season.

More information about Jewish holidays is available by contacting the JCC.

### Other Holidays Observed

In recognition of the diversity of our members and staff, JCC hours are adjusted on the following holidays:

Independence Day	New Year’s Day	New Year’s Eve	Easter Sunday
Labor Day	Memorial Day	Christmas Eve	Christmas Day

The JCC closes the entire day on Thanksgiving.

## **Impermissible Harassment**

The JCC is committed to providing a work and recreational environment that is free of discrimination. We will not tolerate actions, words, jokes, or comments based on an individual's race, color, creed, religion, national or ethnic origin, gender or gender identity, age, marital status, disability, sexual orientation, or any other legally protected characteristic.

It is the policy of the JCC to comply with federal and state laws that prohibit sexual harassment and to maintain an atmosphere free of harassment, intimidation, or coercion. Harassment of any employee or member by any other employee or member will not be tolerated. This policy extends to non-members and non-employees, such as vendors' personnel, sales representatives, and job applicants. Harassment of any type will be grounds for immediate and appropriate disciplinary action up to and including dismissal of employee or termination of membership.

Any verbal or physical behavior may constitute harassment when such behavior includes deliberate, repeated, unsolicited, and unwelcome verbal comments, gestures, or physical actions of a sexual or violent nature. Anyone who believes he/she is being subjected to harassment should immediately inform the offending party to stop such conduct. If the individual feels uncomfortable addressing the offending party, or should the conduct continue, immediately inform either the Membership Director or the Chief Executive Officer.

The following procedure will be used:

- All allegations of harassment shall be fully investigated.
- The question of whether or not a particular action or incident, or series of actions or incidents, is a prohibited unwelcome behavior, requires a determination based upon a finding of all available relevant facts.
- The determination shall be made as soon as reasonably possible given all the facts and conditions of the situation. Findings will be documented in writing.

**Disciplinary Action:** Corrective or disciplinary action, up to and including termination of membership, may be taken as warranted. No retaliation of any kind will be taken against any employee or member who reports in good faith alleged harassment.

**Confidentiality:** Charges of harassment shall be handled discreetly and all parties involved will be given as much protection of privacy as possible.

## **Lost and Found**

Lost and found items are held in the JCC Administrative Office for approximately 30 days. Lost belongings may be reported, turned in, or reclaimed at the Front Desk.

## **Member Termination**

Any abuse of JCC facilities or violation of policies and procedures will result in actions being taken by the JCC, up to and including termination of membership. Please report any inappropriate behavior to the Front Desk immediately.

## **No Trespassing**

Entrance onto the JCC property is limited to those who have legitimate business within the JCC.

## **No Solicitation or Alternative Business Practices**

No public solicitation in the JCC building or on the grounds for purposes other than York JCC related business is allowed.

Prohibited business practices, not processed through facility scheduling include:

- Organized practices or workouts
- Private instruction or personal training
- Services for which compensation is rendered
- Sales

## **FACILITIES**

### **Aquatic Center (Pool)**

The JCC welcomes all members to visit and utilize our 25-yard, indoor, heated pool. Please refer to the program guide for a complete pool schedule.

### **Pool Rules**

- Everyone in the pool area must obey the lifeguard.
- Everyone must shower before entering the pool area.
- Family-facility-appropriate, full-coverage bathing suits or swim trunks must be worn at all times. Cut-off pants are not permitted.
- During open swim hours, all children ages 11 and younger must be accompanied in the pool area by an individual 16 years or older. Except during swim lessons.
- All children wearing/using flotation devices (backpack, puddle jumpers, life jacket, water wings, noodles, etc.) must be accompanied in the pool and be within arm's reach of an individual 16 years or older and must stay in the open area of the pool.
- WALK – Running is not permitted.
- Diving is prohibited, except during swim lessons.
- Spitting is prohibited.
- Cloth and disposable diapers are not permitted in the pool. Swim diapers are allowed.
- All adhesive bandages and hairpins must be removed before entering the pool.
- Dumbbells and water belts are for individuals 18 years or older.
- Flippers are only permitted in the lap lanes.
- Food or drinks are not permitted in pool area.
- When thunder and/or lightning is heard exit the pool area. Pool area will reopen after 30 minutes of last thunder and/or lightning.

## **Aquatic Group Fitness Classes**

The JCC offers a wide variety of land and aquatics fitness classes for all levels of fitness - beginner to advance. Schedules are available in the program guide, posted on our website, and at the Front Desk.

## **Swim Lessons**

The JCC offers both Group and Private Swim Lessons. Parents are welcome to observe their children from the pool deck. Members may register for one swim class per child per session.

## **Lap Swimming**

Lap swimming is available to anyone with the ability to swim 50 yards (2 lengths of the pool) continuously without the use of a flotation device. Kick-boards, flippers, hand paddles and pool buoys are available for lap swimming only. Please refer to program guide for scheduled hours.

Always be prepared to share the lap swimming lane (up to 3 people per lane with similar ability) when the pool is busy. Please limit your swim to 30 minutes when additional swimmers are waiting.

Two Swimmers – Split the Lane by dividing the lane in half using the center line on the bottom of the pool.

Three Swimmers – Circle Swim is done in a counter-clockwise direction.

## **Relaxation Center Guidelines:**

### **(Sauna, Steam Room, and Hydrotherapy Spa)**

- The Relaxation Center is a co-ed facility.
- Everyone must wear a full coverage bathing suit and follow the rules as posted.
- You must be 16 years of age or older to use these facilities.
- Use of these facilities is at your own risk. Please consult with your doctor about any health limitations regarding equipment usage. Persons who are pregnant or suffering from heart disease, diabetes or abnormal blood pressure may not use the facilities without prior medical clearance.
- Please abide by the 15-minute time limit for each piece of equipment. Allow your body to cool down completely before using other equipment.
- Do not tamper with any controls or place any foreign objects in any piece of equipment.
- To generate steam in the steam room, press button once. Pushing button more than once will shut off the steam generation. A small LCD light indicates the unit is on.
- To operate the dry sauna, turn the timer to approximately 15 minutes.

- If you are unfamiliar with operation of any of this equipment, please contact an aquatic staff member.
- Report any equipment that is not operating correctly to an aquatic staff member.
- For safety, all lights must be kept on while using this equipment. A call bell is on the wall if you need emergency assistance.
- A shower is required before entering the hydrotherapy spa and steam room, and showering between uses of equipment is encouraged and recommended.
- Breakable objects and electrical items are prohibited in the relaxation center.
- Shaving is prohibited in this area.
- The use of soaps, oils, mists, or perfumes/colognes is prohibited.

### **Fitness Center and Studios**

It is recommended that members have a medical examination and a fitness evaluation before beginning any fitness program.

- All members and guests must sign in at the Fitness Center Desk when using the Fitness Center.
- Proper workout attire is required, including but not limited to closed-toe shoes and shirts.
- The wearing of fragrances is prohibited.
- To ensure a comfortable atmosphere for everyone, be courteous and respectful of others.
- Refrain from cell phone usage, swearing, grunting, and loud noises which can be distracting and/or offensive to others.
- Return and rack weights when finished.
- Do not drop weights in the Fitness Center.
- Allow others to "work in" take turns on the equipment. If there is a wait for the cardio equipment, limit your usage to 30-minutes maximum.
- Spitting is prohibited.
- Wipe equipment after each use.
- Youth ages 13+ may use the Fitness Center without supervision.
- Youth ages 10-12 may use the Fitness Center after participating and passing Fit Kidz Program and must be accompanied by an adult.
- Youth under the age of 10 are not permitted in the Fitness Center.
- Youth ages 12 and younger may not sit or "hang out" in the Fitness Center or Studio doorways, nor may they sit in a room when adult programming is taking place.
- Youth ages 9 and older may participate in some Group Fitness classes. Ask Fitness Desk or Instructors for details.
- Do not leave your belongings unattended. The York JCC is not responsible for lost or stolen items.

- Report any personal injury or faulty/damaged equipment to a Fitness Center Staff member immediately.

### **Personal, Partner and Small Group Training**

Personal, Partner, and Small Group Training sessions are available at an additional cost, and can be purchased at the front desk. Sessions of instruction or any form of personal training are to be conducted only by employees of the JCC that are certified personal trainers and/or approved fitness or aquatics staff. No outside contracting or non-approved private instruction is allowed.

### **Group Fitness Classes**

The JCC offers a wide variety of land and water fitness classes for all levels of fitness - beginner to advance. Schedules are posted and available throughout the building, on our website, and at the Front Desk. Due to room size and safety regulations some class sizes are limited.

#### Participation Guidelines

- Pre-registration for the classes is not required.
- Appropriate athletic attire is required.
- The wearing of fragrances during fitness classes is prohibited.
- Mats are available for use during class; however, we recommend bringing your own.
- Youth, ages 9 and older, may attend classes with a parent/guardian if mature and physically capable. Guardians should use their own discretion. For recommendations ask Fitness Center Staff.

### **Gymnasium Policies**

- The Gym Schedule is available on our website and the Gym door for your information.
- Children under 11 years of age must be directly supervised by a responsible adult.
- Food, beverages and chewing gum are not permitted in the gymnasium.
- Shouting, abusive language and rough play are not permitted.
- Spitting is prohibited.
- Proper athletic attire, including non-marking gym shoes (no black soles) and shirts are required.
- Basketballs can be borrowed from the Front Desk. Members must leave their phone or keys as collateral until the basketballs are returned.
- Please be respectful of all members who wish to use the gym during open gym time (i.e., playing half-court basketball if a member does not wish to participate in full-court basketball).
- If you need assistance, please contact the Front Desk.
- Roller blades, skateboards and scooters are not permitted in the gym.



## Locker Rooms

Children age 5 and under are allowed with their parent/guardian in the Men's, Women's, and Family Locker Rooms. Children age six and over, must use same sex locker room or the Family Locker Room with an adult/guardian.

### Locker Rooms Guidelines

- The JCC is not responsible for lost or stolen items. Please secure all items in a locker. (Limited quantities of locks are available to borrow at the Front Desk).
- Locks must be removed upon leaving, unless you are a Patron member using a Patron labeled locker.
- Glass containers, food and drink are not permitted in locker rooms.
- Modesty is appreciated.
- The use of fragrances is prohibited.
- When using powder, place a towel underneath you so the powder does not collect on the floor. Do not use powder in the shower stalls.
- Do not clip nails or color/cut hair in the locker rooms.
- Members must dry off on the pool deck or in the showers before returning to the locker areas.
- Members must shower before entering the pool area.
- Showers may not be reserved.
- Only one adult at a time may use a single shower.

### Family Locker Room

- The Family Locker Room is intended to be used by men and women with their young children and/or by members who have extenuating health circumstances.
- The Family Locker Room is used by our preschool and child care programs and is used to show potential members the facilities when taking a tour of the building. **It is required that everyone be appropriately covered in the common area at all times.** All adults must dress and undress in stalls or behind the privacy curtain.

Please be considerate of others. Abuse of locker room facilities will result in membership termination. Please report any inappropriate behavior to the front desk and complete an incident report.

## **Massage Room Policies**

The JCC offers therapeutic massage by certified massage therapists.

- To make an appointment, stop by the Front Desk or call the JCC.
- At least 24 hours' notice must be given for scheduling appointment.
- At least 4 hours' notice to cancel an appointment.
- Payment is due the day appointment is confirmed and a receipt will be emailed.
- Receipt of payment must be presented to the therapist at the time of appointment.
- For your first visit, please arrive 10 minutes early in order to fill out a health history form.

## **Babysitting Room and J-Zone**

Babysitting is available for children, ages two months to six years old. Children grade 1+ are encouraged to use the supervised J-Zone. Please check program guide or website for hours.

### **Babysitting Room Policies**

We ask parents to adhere to the following guidelines:

- Parents must remain in the building during the time their child is under the care of staff.
- To ensure proper staffing, reservations are required by noon the day before service is needed. Maximum care limits are: 90-minutes for children 2 months to 18 months; and 2 consecutive hours for children 18+ months. Please call or see babysitting room staff member to register.
- The cost is based on the child's membership status. Payment for care must be made at the front desk. Parents may pay each day they use the babysitting room or purchase a 10-hour Babysitting Card. Payment is due the day of your child's stay. Family and One Parent Family memberships receive one FREE 10-hour babysitting card per month per family.
- Upon your first visit to the babysitting room, you will be required to complete a Child Information Form for your child.
- Parents are responsible for signing their child in and out. Children will only be released to the person who signed them in. If the babysitter on duty does not know you, you will be required to show your identification.
- Please do not bring a sick child into the babysitting room. The staff reserves the right to refuse care. If your child becomes ill, you will be contacted immediately to pick-up your child from supervised area.
- We will give each child professional care and attention; however, if a child becomes too distressed/disruptive, it may be necessary to pick your child up. All efforts will be made to comfort/redirect your child, but intense crying/disruption will result in our contacting you to return immediately to the babysitting room.

## **J-Zone Policies**

The J-Zone is a free service for our members for children 1<sup>st</sup> Grade and older. Our goal is to provide a safe and supervised environment for your children while you use the facility and programs. Children must have a responsible adult in the building when staff supervision is scheduled in the J-Zone. Please check the program guide or our website to confirm hours of operation.

### **Parking**

Ample parking is available for your convenience. Parking is not permitted at the main entrance of the JCC, or in any other non-designated parking space at any time. Should no spaces be available in the JCC parking lots, Temple Beth Israel has kindly allowed our members the use of its lot for overflow parking. The Temple is located immediately south of the JCC on Hollywood Drive, access to their parking lot is via Queenwood Drive, a walkway adjoins the two lots.

To support the safety and convenience of our ECE families during their peak times of parking lot usage (7:30-10AM and 4:30-6PM) we recommend choosing parking farther away from the ECE main entrance.

## **PROGRAM POLICIES**

### **Register for Classes and Programs**

Member registration begins several days prior to non-member registration and the start of the session.

- We accept Visa, Master Card, Discover, cash, personal checks, and York JCC gift cards for payment.
- Registrations are accepted online, by phone or walk-in.
- You are strongly encouraged to register promptly since enrollment is subject to availability.
- Registration is on a first-come, first-served basis. We cannot guarantee your place in a class from session to session.
- We will attempt to accommodate you for late registration depending on availability of classes.
- Members registering for classes, receiving the member discount, must continue their memberships throughout the entire length of those classes. If you cancel your membership before the class begins or during the class, you will be charged the difference of the non-member rate for the class.

## **Session Rate Codes**

M+ = Applies to memberships purchased prior to December 31, 2008. Rate extended to program participants who are Family Plus or One Parent Family Plus members of the JCC at the time of registration and during the class session.

M = Member rate extended to program participants who are members of the JCC at the time of registration and during the class session.

NM = Non-member rate extended to program participants who are not members of the JCC at the time of registration and during the class session.

Child Care, School for the Early Years, and Summer Camps have individual registration procedures, terms and conditions, and payment/credit policies. Please call the JCC for details.

## **Program Satisfaction Policy**

We strive to provide programs of the highest quality. If you are not fully satisfied with a program, please speak with the appropriate program director or express your concerns to the front desk service associate who will assist you in locating the director. We will address your concerns and try to resolve any issues that may arise.

- If you need to cancel your participation in a program, Credit Request Forms may be obtained at the front desk.
- In-house credits can be issued only after any unpaid membership and program balances are discharged.
- In-house credits not used within one year of date of issue are considered a contribution to the JCC.
- We encourage the use of in-house credits. We will allow a refund, if requested, less a 10% processing fee.
- In-house credits are not guaranteed but are subject to review.
- If the JCC cancels a program for the session, a full refund will be given provided there is no outstanding JCC membership or program balance.
- Please call the JCC for specific credit policies for the following programs – summer camps, School for the Early Years, Child Care, and special events.

## **Program Cancellation**

The JCC reserves the right to cancel programs. Every attempt will be made to contact program registrants to inform them of the cancellation. If weather is questionable, please feel free to call the JCC to see if programs are being held.

If you need to cancel your registration for a free program, call the York JCC and provide your last name to cancel the transaction.

## **SAFETY**

It is one of the JCC's goals to provide a safe environment for all our members and staff. We need your support in responding when our systems are activated. We have implemented many systems, including age requirements in certain areas of the building, a pass card system for our early childhood wing, pool rules, a fire alarm system, and a voice alarm system. Here is an overview of the systems and steps to take.

### **Fire Alarm Emergency Procedure**

Everyone must consider all fire alarms an emergency and non-response is a threat to your personal safety. When a fire alarm sounds, we need you to respond as follows:

- All children from Child Care, SACC, the Babysitting Room and Youth Lounge, and the School for the Early Years (preschool) will be immediately evacuated from the building.
- Pool participants will exit the water, prepare for evacuation, and evacuate the building.
- All other classes and activities will be stopped and members must evacuate the building using the closest fire exit.
- A JCC staff person will notify you when you may re-enter the building.

### **Emergency Horn System – Voice Alarm**

In addition to our fire alarm system, the JCC has installed a voice alarm to notify our members and staff of present and imminent danger. Staff, from a variety of locations throughout the building, can activate this alarm.

When activated, a voice alarm is sounded. The alarm continuously states, *“There is an emergency situation, please follow the plan for your location.”* When this alarm sounds, staff will employ and direct a “Run, Hide, Fight” protocol.

In the instance that you are in an area of the building not directly under staff supervision, immediately choose the best way to protect your life. Very quickly, make your best determination of what is occurring and which of the “Run, Hide, Fight” options below will provide the greatest degree of security for you.

**RUN:** Evacuate If Possible through the nearest building exit door.

**HIDE:** Hide silently in as secure a place as possible. A secure area is defined as any area behind a closed and locked door within the JCC, including the Pool, Fitness Center, the Babysitting Room, Administrative Office, etc. Once you are in a secure area, please remain in the room, keep the door closed, sit on the floor and get as far from the exterior windows as possible.

**FIGHT:** Take action to disrupt or incapacitate the intruder.

When the situation/condition passes, the alarm will be silenced and a staff member will inform you to either return to your normal activity or to follow additional instructions.

## **First Aid and Medical Emergency Procedures**

The JCC has staff trained to respond to first aid and medical emergencies. If you are injured and require first aid, please report to the Front Desk, Pool or Fitness Center for assistance. Incidents/Accidents requiring the cleanup of bodily fluids, must be immediately reported to the Front Desk – failure to do so may result in an immediate termination of membership.

In case of a medical emergency:

- Immediately call 911 and contact the staff person on duty in your program area or call the Front Desk by using one of the wall phones and dialing extension 148 or 165.
- Clear the area around the victim.
- If trained, begin appropriate first aid.
- Remain with the victim until relieved by Emergency Medical Service (EMS) personnel.

## **Alcohol and Tobacco**

Alcohol is not permitted anywhere in the building or JCC grounds (except during special or private functions). The York JCC is a smoke-free campus. No smoking is allowed in the building, in the parking lot, in cars in the parking lot, on the sidewalks or on any other campus location. Persons under the influence of alcohol or drugs may not use the facilities.

## **Weapons**

Any items, such as guns and knives, which could cause personal injury, are prohibited.

## **DONATIONS, GIFTS, AND BEQUESTS**

Membership dues cover only a part of our operating budget. The JCC depends on your generous contributions to allow us to provide needed services to our community. A variety of avenues are available:

### **Contributions and Bequests**

Contributions of any amount are welcomed.

- Donations to our Annual Campaign.
- Sponsorship or support of fundraising events, including the annual Jewish Food and Jewish Film Festivals.
- Planned giving, including bequests, life insurance, gift annuity, life estate, irrevocable living trust agreements, pooled income funds, and charitable lead and charitable remainder annuity trusts.
- Program and building funds. The JCC has established several funds to which members may contribute to honor, congratulate, memorialize, etc. their friends and relatives,

including the Jewish Community Center Fund, Jewish Cultural Fund, Early Childhood Fund, Youth Fund, the Holocaust Memorial Fund, Diversity Education Fund and Building Fund, and many more. Please contact the Development Director for a complete list.

### **Patron Membership**

Patron Members pay a tax-deductible fee beyond that of their regular membership amount. Patrons of the JCC have designated lockers. See the Membership Director for more information.

### **Gifts In-Kind**

The JCC accepts non-cash gifts. All gifts and bequests are reviewed and are subject to acceptance by the Community Development Director or appropriate committee.

### **RENTALS**

The JCC offers a wide variety of rental packages for members and the community for business meetings, sports events, pool and private parties.

#### **Features of Our Non-Smoking, Rental Facilities**

- Seats up to 200 at tables (325 theater-style)
- Sweeping 44' x 46' parquet dance floor
- Large stage area with sound and light systems and screen, allows renters to create a variety of atmospheres.
- Choose your own caterer, and purchase your beverages without paying service charges.
- Fully-equipped, industrial kitchens (kosher and non-kosher).
- Direct entry into the kitchen for caterers, and into the banquet facility for decorators and vendors.
- Banquet facility may be used by itself or in combination with other rooms, including the pool and gymnasium.
- Trained maintenance personnel are on duty throughout the event.
- Receptionist on duty throughout the event to take calls and messages, help hosts and guests as desired.
- Immediate, handicapped-accessible entry to building and banquet facilities.
- Excellent location on popular south side of York, convenient to synagogues and churches.
- Ample free on-site parking with 200+ spaces including adjoining lot.

