



ALFOND YOUTH & COMMUNITY CENTER



MEMBER HANDBOOK

Updated October 2024

126 North Street
Waterville, Maine 04901

www.clubaycc.org

207-873-0684

info@clubaycc.org

TABLE OF CONTENTS

<u>WELCOME HOME</u>	<u>2</u>
OUR MISSION, VALUES, AND MEANING	
<u>CAMPUSES & SATELLITE SITES</u>	<u>3</u>
<u>GENERAL POLICIES</u>	<u>4</u>
CODE OF CONDUCT, NON-DISCRIMINATION POLICY, SERVICE FOR PEOPLE WITH ALL ABILITIES, SERVICE ANIMALS, LOST & FOUND	
<u>SAFETY & SECURITY</u>	<u>5</u>
FACILITY ACCESS & CHECK-IN PROCEDURES, EMERGENCY ACTION PLANS, VIDEO CAMERAS, DATA SECURITY / PRIVACY STATEMENT, WEATHER & FACILITY CLOSURES	
<u>MEMBERSHIP BENEFITS & PRIVILEGES</u>	<u>7</u>
MEMBERSHIP TYPES, MEMBERSHIP ACCESS, AMENITIES INCLUDED, YMCA RECIPROCITY/NATIONWIDE, CHILD WATCH, SUPPORT SERVICES & GROUP MEMBERSHIPS, UNIFIED CHAMPIONS CLUB, CAREGIVERS, SUSPENSION OF MEMBERSHIP	
<u>COMMUNICATION CHANNELS</u>	<u>11</u>
MEMBER INPUT, YMCA 360 MOBILE APP, WEBSITE & SOCIAL MEDIA, URGENT MESSAGES	
<u>FINANCIAL POLICIES</u>	<u>12</u>
AFFORDABLE ACCESS PROGRAM, MEMBERSHIP RATES, PAYMENTS, CONTINUITY OF MEMBERSHIP, PROGRAM/RENTAL/CHILDCARE FEES, PROGRAM SESSION OR CLASS CANCELLATION, REFUND POLICY	
<u>FACILITY GUIDELINES</u>	<u>15</u>
GENERAL FACILITY RULES, PROHIBITIONS, LOCKER ROOMS, LOCKERS, WIFI, COMMUNITY HOURS, GUEST PASSES	
WELLNESS AREAS, GROUP FITNESS PARTICIPANT ETIQUETTE, AQUATIC AREAS, TRACK, GYMNASIUM, NINJADVENTURE ZONE	
<u>BEHAVIOR, SUSPENSION, APPEAL POLICY</u>	<u>22</u>
PROGRESSIVE DISCIPLINE STEPS, INAPPROPRIATE MEMBERSHIP BEHAVIORS, APPEALS & REINSTATEMENT PROCESS	

WELCOME HOME!

You are now part of a community where everyone belongs, we believe in you, and you can achieve your wellness goals! Whether you are on a personal fitness journey or participating in any of our enriching programs, we are delighted to welcome you to YOUR community center.

We have served this community for more than 100 years. The Waterville Boys Club was founded in 1924, located between College Avenue and Main Streets. The YMCA of Greater Waterville was established in 1948 and housed on Pleasant Street. In 1972, the Boys Clubs merged with the Girls Clubs and in May 1999, the Boys & Girls Clubs and YMCA joined together in what we now call the Boys & Girls Clubs and YMCA of Greater Waterville at the Alford Youth & Community Center. The AYCC is the only organization across the United States to have combined the Boys & Girls Clubs and the YMCA in one single organization and has successfully been in operation since 1999.

OUR MISSION

To inspire and enable all young people and their families to realize their full potential as healthy, productive, responsible, and caring citizens.

OUR VALUES

Caring, Respect, Honesty, and Responsibility

WHAT WE STAND FOR

Youth Development, Healthy Living, Social Responsibility

WHAT DOES YOUR MEMBERSHIP MEAN?

- You belong to a community.
- You can achieve your health and wellness goals.
- You provide kids with nutritious food to eat, a safe place to be, and access to adults who care about them in our childcare programs.
- You support healthy programming for kids, teens, adults, and seniors.
- You support our commitment to ensuring affordable access to those who need it.

As a member of the AYCC, you are part of an organization committed to helping everyone in our community have the opportunities they need to learn, grow, and thrive. Membership policies ensure we can continue to provide a safe, positive, and nurturing environment where individuals and families feel welcome.

ALFOND YOUTH & COMMUNITY CENTER CAMPUSES

Main Campus

Alfond Youth & Community Center
126 North Street
Waterville, Maine 04901

Summer Camps

Camp Tracy &
New England Sports Camps
302 McGrath Pond Road
Oakland, Maine 04963

MLB Licensed ball Fields

Maine's Fenway @ Camp Tracy
Meadows McGrath Pond Road
Oakland, Maine 04963

Purnell Wrigley Field
47 Mathews Avenue
Waterville, Maine 04901

City facilities operated by the AYCC

Alfond Municipal Pool Complex
132 North Street
Waterville, Maine 04901

Satellite Childcare sites

Boys & Girls Club of Oakland
Atwood Primary School
19 Heath Street
Oakland, Maine 04963

Boys and Girls Club of Benton
Benton Primary School
68 School Dr.
Benton Maine, 04901

Boys and Girls Club of China
China Primary School
763 Lakeview Dr.
South China Maine, 04358

Boys and Girls Club of Norridgewock
Mill Stream Primary School
26 Mercer Rd
Norridgewock Maine, 04957

GENERAL POLICIES

CODE OF CONDUCT

People join the AYCC seeking new opportunities to learn, grow, and thrive in a community committed to youth development, healthy living, and social responsibility. Paramount for our staff are the values of caring, honesty, respect, and responsibility, and we promote the same from our members to create a safe, fun, inclusive, and nurturing place for all. To that end, members & guests will engage in a healthy lifestyle while meeting new people and developing relationships. We expect everyone to be respectful, celebrate diversity, and behave in safe ways while in our facilities and programs. We encourage members and guests to learn new skills, volunteer, and be mentors for our youth!

NON-DISCRIMINATION POLICY

AYCC memberships are available to all persons regardless of race, color, religion, sex, age, marital status, sexual orientation, gender identity or expression, national origin, ability, or financial circumstances without discrimination.

SERVICES FOR PEOPLE OF ALL ABILITIES

The AYCC serves people of all abilities. We provide reasonable accommodation to enable people of all abilities to participate in our programs and utilize our services. Please contact us if there is any need for accommodation.

SERVICE ANIMALS

Trained service dogs are permitted in our facility and on AYCC property. Service dogs must be housebroken and under control. Staff may ask to confirm 1) the dog is a service animal required because of a disability, and 2) what work or task the dog has been trained to perform. For more information, please visit ADA.gov.

Service animals are defined as dogs that are individually trained to do work or perform tasks for people with disabilities. Under the ADA, State and local governments, businesses, and nonprofit organizations that serve the public generally must allow service animals to accompany people with disabilities in all areas of the facility where the public is normally allowed to go. Under the ADA, service animals must be harnessed, leashed, or tethered, unless these devices interfere with the service animal's work or the individual's disability prevents using these devices. Emotional support, therapy, comfort, or companion animals are not considered service animals under the ADA.

We recognize that some members and guests may have severe allergies to certain animals, but we cannot refuse entry to service animals. If you are experiencing issues related to a service animal in our facility, please let our staff know and we will do our best to provide appropriate accommodation.

LOST & FOUND

The AYCC and its employees are not responsible for lost or stolen items. Our Lost & Found cabinet is in the hallway near the vending machines. All bulky items (i.e. clothing, towels, shoes, etc.) will be placed in this cabinet. Other valuables such as jewelry, wallets, phones, and electronic devices will be stored at the Welcome Center. **Items not claimed by the 15th of each month are donated to an area agency.** Please claim items belonging only to you or your family. Taking items that do not belong to you is considered theft.

SAFETY & SECURITY

FACILITY ACCESS

Facility access is reserved for members and program participants. Physical key tags or tags through AYCC's Mobile App must be carried with members in the facility, presented upon arrival at the facility, when registering for programming, and upon checking-in to certain areas of the facility. All members (adults and children) shall have a current photo on file in our system. This ensures that people entering the facility are clearly identifiable and that children are with the adults specified on their membership unit.

FACILITY ACCESS - CHECK IN PROCEDURES

- Members must have updated waivers and photos on file and scan their membership tag when entering the facility.
- Visitors must show ID and sign in at the Welcome Center. Visitors are those present for meetings or events who are not personally utilizing the facility.
- Day Pass and Guest Pass users must complete a Guest Registration form including waivers and pay a fee or present a guest pass to access the facility. Collateral will be collected for use of a temporary scan tag to access wellness areas.

EMERGENCY ACTION PLANS

While policies & procedures are in place to reduce the risk of accidents, injuries, and emergencies, they do sometimes occur. Staff are trained to respond in an emergency, but members and guests play a key role, too.

Important safety information:

- Notify a staff member immediately if an emergency occurs.
- Follow all directions from staff members.
- Dial 911 from any AYCC phone.
- AEDs, First Aid Kits, and Narcan are in multiple locations, including Aquatics, Childcare, Wellness, Gronk Zone, and the main lobby near the Wellness Window.

- An alarm will sound when an AED is removed from a wall case.
- If the building is evacuated, gather in the parking lot and wait for instructions.
 - Fire/smoke alarms include flashing lights and a loud sound.
 - Patrons in aquatic areas may be asked to remain in the building. Follow directions from lifeguards and other AYCC staff.

VIDEO CAMERAS

Video cameras are in public areas (not locker rooms or restrooms) throughout the building. Recorded videos will be made directly available to the public only to the extent required by law. In the event of crime or security incident in the area where video surveillance coverage may be available, individuals should report the crime to the Waterville Police Department. The Waterville PD can then request the appropriate video from the AYCC. If relevant video is available, a video clip of the incident may be produced and made available to the Waterville PD (or other law enforcement agency) in accordance with the policies set forth herein. All requests for video recordings by law enforcement agencies shall be coordinated by the AYCC. The AYCC and its designees will cooperate fully with all court orders or subpoenas for video recordings. Video recordings will be provided in response to requests reasonably describing the desired recordings in accordance with the process provided under Section VI. IT MSP contractors will assist and support AYCC with requests for large amount of video recordings (more than 1 hour) or other complex requests in accordance with the terms and procedures of this usage policy.

DATA SECURITY / PRIVACY

The AYCC is concerned about the privacy of its members and employees and maintains their personal information in confidence. The AYCC shares member and employee information with financial institutions, government agencies, and companies working on behalf of the AYCC only as needed to conduct business. Other than as required by law or to conduct Y business, the AYCC will not share your personal information with third parties without your explicit permission. The AYCC will not sell, rent, or lease your personal information to others. You may inspect your records and update your personal information at any time. For more details see our full Privacy Policy posted on www.clubaycc.org.

WEATHER & FACILITY CLOSURE

While the AYCC makes every attempt to open or remain open in inclement weather, we reserve the right to delay opening, close early, or remain closed if the weather is serious enough to put our staff and members at risk.

MEMBERSHIP BENEFITS & PRIVILEGES

MEMBERSHIP TYPES

Type	Fees & Options	Notes
Youth	\$50/year	<p>Ages 0-18 years</p> <p>Includes access (with adult supervision) to Track, Triple Gymnasium, Therapy Pool, Lap Pool, and Gronk Zone (must be 6+). Does NOT include access to Adult Fitness Spaces. Discounts On Youth Programs, Camps, Trips, NinjAdventure Zone, Childcare, Party Rentals & Private Lessons.</p>
Youth NINJA	\$180/year or \$15/month	<p>Ages 0-18 years</p> <p>Includes access (with adult supervision) to Track, Triple Gymnasium, Therapy Pool, Lap Pool, and Gronk Zone (must be 6+), and NinjAdventure Does NOT include access to Adult Fitness Spaces. Discounts On Youth Programs, Camps, Trips, Childcare, Party Rentals & Private Lessons.</p>
Teen	\$20/month or \$230/year	<p>Ages 13-18 years</p> <p>Includes access to Group Exercise Room, Track, Triple Gymnasium, Therapy Pool, Lap Pool, NinjAdventure Zone, Fitness Center, Lift Zone, Gronk Zone, Child Watch. Fitness Equipment Orientation is required prior to accessing the Adult Fitness Center and Lift Zone. Discounts On Youth Programs, Camps, Trips, Personal Training, Childcare, Party Rentals & Private Lessons.</p>
Student	\$40/month or \$460/year	<p>Ages 19 - 22 Years</p> <p>Includes access to Group Exercise Room, Track, Triple Gymnasium, Therapy Pool, Lap Pool, NinjAdventure Zone, Fitness Center, Lift Zone, Gronk Zone, Child Watch. Discounts On Personal Training, Party Rentals & Private Lessons.</p>
Adult	\$50/month or \$575/year <u>COUPLES</u> \$75/month or \$862/year	<p>Ages 23-54 Years</p> <p>Includes access to Group Exercise Room, Track, Triple Gymnasium, Therapy Pool, Lap Pool, NinjAdventure Zone, Fitness Center, Lift Zone, Gronk Zone, Child Watch. Discounts On Personal Training, Party Rentals & Private Lessons.</p>
Senior	\$40/month or \$440/year <u>COUPLES</u> \$50/month or \$550/year	<p>Ages 55+ Years</p> <p>Includes access to Group Exercise Room, Track, Triple Gymnasium, Therapy Pool, Lap Pool, NinjAdventure Zone, Fitness Center, Lift Zone, Gronk Zone, Child Watch. Discounts On Personal Training, Party Rentals & Private Lessons.</p>
Family	<u>1 ADULT</u> \$60/month or \$690/year <u>2 ADULTS</u> \$85/month or \$977/year <u>3 ADULTS</u> \$110/month or \$1265/year <u>4 ADULTS</u> \$135/month or \$1550/year	<p>All Members of Same Household</p> <p>Includes access to Group Exercise Room, Track, Triple Gymnasium, Therapy Pool, Lap Pool, NinjAdventure Zone, Fitness Center, Lift Zone, Gronk Zone, Child Watch. Discounts On Youth Programs, Camps, Personal Training, Childcare, Party Rentals & Private Lessons. All family members must reside at the same address and in the same household.</p> <ul style="list-style-type: none"> • 18 or under are considered youth. • 19 or older are considered adults.

MEMBERSHIP ACCESS CARDS

Each member will be assigned a membership key tag with barcode upon purchasing a membership with the AYCC. A membership card acts as a passport and verifies your agreement to receive the benefits of membership and to abide by the rules and policies of the AYCC. Physical key tags or tags through AYCC's Mobile App must be carried with members in the facility, presented upon arrival at the facility, when registering for programming, and upon checking-in to certain areas of the facility. All members (adults and children) shall have a current photo on file in our system. This ensures that people entering the facility are clearly identifiable and that children are with the adults specified on their membership unit.

Lost or damaged cards will be replaced at the Welcome Center. A \$5.00 fee will be assessed for the third (and following) replacements. Loaning this card to others subjects the member to loss or suspension of facility access.

ACCESS NOTES

Youth ages 12 and under must be always accompanied by a supervising adult and in all spaces, including escorting to/from classes & programs.

- Group fitness classes (classes in the fitness studio and/or pools) are included with no additional fee.
- Admission to NinjAdventure Zone* is included with all membership types other than basic youth. Youth members receive a discounted admission fee. All guests (non-members) must pay a daily fee, even if attending with a member.
- Membership does not include use of the Alford Municipal Pool Complex. Season passes and day passes are available for additional fees.

AMENITIES & AREAS INCLUDED WITH PAID MEMBERSHIP

- Child Watch
- Gymnasium (3 courts)
- Locker Rooms & Lockers
- Lounge
- MaineGeneral Sports Medicine & PAPHL wellness classes/programs
- NinjAdventure Zone*
 - Climbing Wall with auto belay
 - Ninja Warrior & mini-ninja courses
 - Play structure with slides, climbing, etc.
- Pools
 - Therapy Pool (~91 degrees) with ramp entry, rock climbing wall
 - Lap Pool (~81 degrees)
- Red Light Therapy

- Track (3 lanes, above triple gymnasium)
- Wellness Areas
 - Fitness Center (cardio, machines, free weights, etc.)
 - Fitness Studio/Group Exercise classes (virtual options included!)
 - Massage Chair
 - Fitness Equipment Orientations & Personal Training available
 - Gronk Zone (functional fitness)
 - Lift Zone (free weights)
- Wellness Window

YMCA RECIPROcity / NATIONWIDE

The AYCC offers universal reciprocity – this means you have access to YMCAs across the nation. AYCC members may visit participating YMCAs, and members of other YMCAs may visit the AYCC.

- Verification of membership is required. Visitors must present a valid YMCA membership card and photo ID, and complete waivers as applicable.
- Members must visit their home (or original Y) at least 51% of the time.
- Nationwide visitors shall be admitted at no charge to use fitness areas, pools, and gyms.
- Nationwide visitors shall pay to access NinjAdventure Zone
- Nationwide visitors are considered non-members for AYCC program and party/rental usage.

CHILD WATCH

Child Watch is free and exclusively for active AYCC members. Both adult and child must have active memberships of any type. Leave your child in a fun, safe space to play with other kids in our dedicated Child Watch area on the second floor. Staff members are CPR/AED and First Aid certified. Space *may* be available on a drop-in basis, but it is not guaranteed. Sign up 24 hours in advance to guarantee a spot.

SUPPORT SERVICES & GROUP MEMBERSHIPS

We offer group membership options to support service organizations, specialized schools, and adult day programs. Group members have access to all member amenities.

- Support services staff must accompany clients with a minimum of a 4:1 ratio.
- Access tags are required for the number of clients that will utilize the facility at any one time, but may be used for different clients throughout the day/week.
- Membership fees (per access tag) are \$25.00/month or \$300.00/year. Additional fees may apply for the NinjAdventure Zone.
- Convenient billing options are available.

SPECIAL OLYMPICS OF MAINE UNIFIED CHAMPION CLUB AT THE AYCC

- Free program for adults with intellectual or developmental disabilities.
- Includes facility membership & programs for club members.

CAREGIVERS

- Caregivers who accompany adults or children of different abilities (nannies, BHP's, case workers, etc.) are not required to pay a guest fee or have a membership, but must stay with the member throughout the visit.
- Caregivers are required to have their own membership or pay a guest fee for personal use of AYCC facilities.

SUSPENSION OF MEMBERSHIP

- Inappropriate Behavior – Members who violate AYCC Behavior, Suspension, Appeal Policies may have restricted or terminated access to the facility as described in the policy. Further, the AYCC reserves the right to deny access or membership to any person who has been accused of any crime involving sexual abuse, has a history of violent offenses, has ever been convicted of any offense relating to the use, sale, possession, or transportation of narcotics or habit forming and/or dangerous drugs or chemicals, narcotics, or intoxicating beverages.
- Child Safety – The AYCC conducts daily scans through the National Sex Offender Registry Database. Access is denied for any person convicted of any crime involving sexual abuse or has ever been a registered sex offender.
- Failure to Pay – Memberships shall be terminated after two months of non-payment. If you are having difficulty paying for your membership or need to place your membership on hold, please contact the Director of Member Services and/or review options in our Affordable Access Program.
- Reciprocity – A person whose membership at another YMCA is suspended or terminated for cause is not eligible for membership at the AYCC.

COMMUNICATION CHANNELS

MEMBER INPUT

We value suggestions for improving our community! Program and membership staff will periodically request your participation in satisfaction surveys. We always welcome feedback in person or via email or phone.

Contact us
www.clubaycc.org
207-873-0684
info@clubaycc.org

YMCA 360 APP

Please download YMCA360 (a free mobile app) on your mobile device. Members may log-in and connect their membership with the app. The app contains current schedules, class schedules, program registration, facility alerts, and so much more. You can also access YMCA 360 and thousands of free classes on your laptop or smart tv!

Visit the website or app from your desktop, laptop, or mobile device. Click on the [Login](#) or [Signup](#) at the top of the page. YMCA360 is available wherever you are with an internet connection.

Members will need the following information to access the portal:

- Member's Zip Code
- Select the Branch (Alfond Youth & Community Center)
- Enter the Email Listed in Your Membership Account with the AYCC

Once you enter these details, you will receive a confirmation code in your email. Enter the 6-digit code into the YMCA360 App and you're in!

Need assistance? Contact the Welcome Center at 207-873-0684 or email membership@clubaycc.org

WEBSITE & SOCIAL MEDIA

Visit www.clubaycc.org regularly to keep up to date on programs, hours, and special events. Follow @clubaycc on Facebook and Instagram.

URGENT MESSAGES

The AYCC uses YMCA 360 to communicate timely updates such as weather closures and facility alerts. We also post alerts on our website and social media pages.

FINANCIAL POLICIES

AFFORDABLE ACCESS PROGRAM

The AYCC is committed to welcoming everyone, regardless of financial need. We offer many programs to help families and individuals with financial support for membership, childcare, and programming. Applications for AYCC Affordable Access Programs are available at the Welcome Center and awards are generally valid for one year.

- AYCC Scholarships - membership & programs
- Service Discounts (veterans, educators, emergency workers)
- BGCA Mission Youth Outreach Initiative
- YMCA & DOD Military Outreach Initiatives (family membership)
- Insurance-paid programs
 - Silver Sneakers
 - Renew Active
 - Silver & Fit
 - Wellhub (Gympass)

We also work with community partners to provide access. Those include:

- Maine Veterans Alliance
- Capital Area New Mainers Project
- Maine Children's Home
- Big Brothers Big Sisters
- Town subsidies (various rec departments, housing authorities, etc.)
- Temporary Assistance for Needy Families (TANF)
- Third Party Subsidies for childcare
 - Child Care Affordability Program (CCAP) - Families who are working, in school, or job training
 - ASPIRE Childcare - For families who are currently receiving TANF
 - Transitional Child Care (TCC) - For families who are no longer receiving TANF, but have in the last 12 months
 - Higher Opportunity for Pathways to Employment (HOPE) - Families who are in school (certification, associates, bachelors).
 - DHHS Billing (Youth in Custody of State) - Licensed Childcare, (generally) up to 2 weeks or \$500 at Camp Tracy Day Camp, and in some instances, youth or teen membership, and additional programming.

MEMBERSHIP RATES

Membership rates and Affordable Access Programs are approved by the Board of Directors. Written notice will be given to members at least 30 days in advance of membership rate changes. Effective May 1, 2024, membership rates are:

Membership Type	Monthly Fee	Annual Fee
Youth - Basic	NA	\$50
Youth - Ninja	\$15	\$180
Teen	\$20	\$230
Student	\$40	\$460
Adult	\$50	\$575
Adult Couple	\$75	\$862
Senior	\$40	\$440
Senior Couple	\$50	\$550
Family 1 Adult	\$60	\$690
Family 2 Adults	\$85	\$977
Family 3 Adults	\$110	\$1265
Family 4 Adults	\$135	\$1550

MEMBERSHIP PAYMENTS

Memberships can be purchased as follows:

- *Paid in full for one year* at time of enrollment by cash, check, debit/credit card or by bank draft
- *Monthly payment plan* to be paid by bank draft/ automatic withdrawal from a checking/savings account or through a monthly charge to a major credit card.
- *Returned Payments* are managed by an outside source. In addition to automated resubmission efforts, you may receive messages to update your account information on our behalf. Returned payment service fees are \$30.00 per transaction and cannot be waived.

CONTINUITY OF MEMBERSHIP

Members should regard membership at the AYCC as a continuous relationship. Memberships are terminated by action of the member (including non-payment of dues) or by action of senior staff members.

Paid in Full – Automatic Termination: A member who paid his/her annual membership fee in full remains a member for the duration. If the member does not renew his/her membership, it will terminate automatically as of the

renewal date. A member may also request to terminate his/her membership at any time and may request a refund for the unused portion of an annual membership. We do not issue retroactive refunds.

- Monthly Payment Plan – Automatic Renewal: A member who paid his/her membership fee using the monthly payment plan remains a member until he/she cancels their membership. *The request to cancel must be made 15 days in advance of your next scheduled draft to be processed in time to be terminated before the next draft date.* The member can request a refund for the unused portion of a paid month.
- Hold: Members may place their memberships on hold for at least one month. Payments and facility access are suspended during a hold. Members will be re-instated upon return to the facility and checking in at the Welcome Center.
- Cancel: We understand that certain circumstances may cause you to leave the AYCC. You may cancel your membership online through your Daxko account, in person, by calling the Welcome Center at 207-873-0684, or emailing membership@clubaycc.org

PROGRAM, RENTAL, & CHILDCARE FEES

All fees must be paid in full and in advance of the activity. Space in classes and childcare will not be held, and attendance cannot take place until full payment is made before the activity begins. Late registration for programs is subject to approval from program directors. All rental fees must be paid in full at the time of booking to reserve the space.

PROGRAM SESSION OR CLASS CANCELLATION

We will cancel a class/program if it does not reach its minimum for participants. AYCC staff will make every effort to promote and implement all classes offered. In some cases, we will hold the first class for the opportunity to recruit more participants. If the minimum enrollment is not met after the first class, registered participants will be notified and given the option of joining another class, receiving a full account credit, or a full refund for the cost of the class.

GENERAL REFUND POLICY – PROGRAMS & CLASSES

- If notification of withdrawal is received at least 48 hours before the first class, the participant will receive full credit on their AYCC account OR a full refund, less a \$10.00 processing fee.
- If notification of withdrawal is received less than 48 hours prior to the first class, the participant may receive 50% of the program fee, less a \$10.00 processing fee OR a credit of 50% of the program fee.
- No refunds are issued after the second class.

- Refunds are processed within 10 days of the request, regardless of payment tender. Refunds will be issued to the original payer.

NOTE: Some programs, including American Heritage Tours, Mid-Maine Dolphins, Childcare Programs (Summer Enrichment, Preschool, After School Program), and summer camps (Camp Tracy & New England Sports Camps) have their own refund policies. Please refer to program materials for refund policies.

FACILITY GUIDELINES

Members and guests are encouraged to take responsibility for their personal comfort and safety by asking any person whose behavior threatens their comfort to refrain from such behavior, and/or immediately report the behavior to a staff person or the supervisor on duty. Members and guests should not hesitate to notify a staff member if aid is needed.

GENERAL FACILITY RULES

- All members and guests must scan or sign in to enter the facility.
- At least one adult (ages 19+) must be with children under the age of 13, providing appropriate supervision during their stay. Staff are not responsible for the children who are in the facility and not attending a class/program.
- Members with authorized access to childcare or fitness areas must use scan tags for entry. Authorized pickups without scan tags must present valid ID.
- **The AYCC conducts daily scans through the National Sex Offender Registry Database. Access is denied for any person convicted of any crime involving sexual abuse or has ever been a registered sex offender.**
- Appropriate attire (tops and bottoms) and shoes must be worn in the building. Swimsuits and bare feet are acceptable in Aquatics areas. Bare feet are also allowed in the dojo and viewing room.
- Cameras, recording equipment, and cell phone cameras are not allowed in changing areas or restrooms. In other spaces, permission for photos of all attendees in the area must be acquired before photos can be taken.
- The Alford Youth & Community Center and its staff are not responsible for lost/stolen items. Members and guests are solely responsible for all personal belongings. The AYCC recommends that items of value not be left in plain sight and that vehicles and items of value are always locked.
- Video surveillance cameras are in use.

PROHIBITIONS

- Bullying, discrimination, harassment, rough housing, fighting, and physical violence are not tolerated. This includes harassment or intimidation by words, gestures, body language, or any type of menacing behavior.
- Profanity, verbally abusive, aggressive, inappropriate, or threatening

language are not tolerated.

- Sexually explicit conversation/behavior, and sexual contact of any kind with another person is not permitted.
- NO smoking/vaping allowed on AYCC grounds, including parking lots and grassy spaces.
- No drugs (including marijuana) or alcohol are permitted on AYCC property.
- Carrying or concealing a weapon or any device or object that may be used as a weapon is not allowed. Approved weapons for use strictly in martial arts classes may be allowed.
- Theft or behavior that results in the destruction or loss of property is not tolerated.
- Loitering is not permitted.
- Glass bottles and containers are not permitted in the facility.

LOCKER ROOMS

Locker Rooms are available for both Men and Women in the Aquatics hallway.

- Adult areas are reserved for adults ages 18+. Youth 5 years or younger may accompany adults in the adult area if necessary.
- Youth areas are reserved for youth ages 5-17. Adults are permitted in youth areas only when assisting a child.
- Four private changing rooms in the Aquatics hallway are for individuals and/or families and are equipped with changing tables, bathrooms, and some have showers.
- In compliance with Maine's Human Rights Act, all persons utilizing AYCC facilities and programs shall have access to the restroom and/or locker/ changing room that corresponds to each individual's gender identity. Individual, gender-neutral bathrooms and changing rooms are also available, however, no person will be required to use a separate non-communal facility. Gender identity is defined as: a person's deeply held sense or psychological knowledge of their own gender. One's gender identity can be the same or different than the gender assigned at birth.

LOCKERS

- A limited number of lockers in the Men's & Women's Locker Rooms are available for rent at \$180.00 per year. Personal locks are permitted on rented lockers, or the AYCC can provide them.
- Additional lockers are in the Pathway to Wellness Hallway and in the Wellness Center. These are all for DAY USE ONLY.
- There is no fee for DAY USE ONLY lockers.
- Locks may be used on DAY USE ONLY lockers, but locks and items left overnight in ANY DAY USE ONLY locker will be removed and left in the lost & found cabinet.

PUBLIC WIFI

Free public WIFI is available to members and guests. A password is not required, but you may need to open a browser and accept the terms before you can connect.

COMMUNITY HOURS

The AYCC indoor track is free and open to community members every morning. Community hours are Monday- Friday, 5-8 AM and Saturday-Sunday, 7-9 AM. Folks utilizing open track hours must have a community membership (free) and updated waivers on file.

GUESTS PASSES

Guests may purchase day passes for open activities (Wellness Center, classes, open gym, track, etc.) Fees are listed on the schedules for each activity. Guests must be at least 13 years old to use the facility without adult supervision. A signed waiver of liability is required for all guests. Those under 18 must have a parent/guardian signed waiver on file. All fees listed are per visit/day.

- General Facility Guest Pass: \$5 Seniors/Youth, \$10 Adult
- NinjAdventure Zone: \$10 with Youth (basic) Membership, \$15 Non-Member
 - All guests not on membership account shall pay per visit.

WELLNESS AREAS

- Indoor Track, Adult Fitness Center & Fitness Studio on 2nd floor
- Lift Zone & Gronk Zone on 1st floor
- Scan tag required for access to all areas, except Gronk Zone.

AGE REQUIREMENTS

- **Teens 13+** must have a valid Teen, Student, or Family Membership and have gone through a Fitness Equipment Orientation before using any of the spaces on their own.
- **Youth 12 and under** are permitted in/on the Indoor Track and Gronk Zone with direct supervision from a parent/guardian and are permitted in the Fitness Studio for instructional classes only.

PHYSICAL READINESS

The AYCC strives to provide a welcoming place where anyone, from beginning exercisers to competitive athletes, can come to improve their health and well-being. Before beginning any exercise program, members are encouraged to check with their primary care physician.

FITNESS EQUIPMENT ORIENTATION

The AYCC provides and maintains necessary fitness equipment. We also offer **complimentary fitness equipment orientations** to all new members. Orientation sessions last approximately 30 minutes and provide members with the basics of

equipment use. Learn how to change settings on the machines, seat height and weight selections on the machines so you are set up for success. Staff members will also show you the proper form to use for each machine. Our Wellness Desk Representatives are happy to assist you with additional questions or issues. Teens must have a Fitness Equipment Orientation before using any Wellness areas/equipment.

SAFETY & ETIQUETTE

- Use a spotter.
- Clean gym shoes only. No open-toe shoes or sandals.
- Wear appropriate gym attire – shirt or sport top required.
- Wipe down equipment after use.
- Return all equipment to its appropriate home after use.
- Be mindful of others waiting to use the equipment.
- Set weights down easily. Dropping weights can cause injury or damage.
- Headphones should be used for listening to personal music/podcasts, etc.
- Phone calls should be taken outside for privacy.
- No glass bottles or containers.
- No food or drink other than water in a shatter-proof container.
- Slamming/dropping weights on the floor or on other equipment is strictly prohibited. To avoid slamming/dropping, choose a weight that you can control throughout the full range of motion of an exercise, which includes picking it up and placing it down/re-racking it. Choosing an appropriate weight prevents the risk of injury and ensures you perform the lift with the proper technique.

GROUP FITNESS PARTICIPANT ETIQUETTE

- Instructor Led Classes: Group fitness classes in aquatics and wellness are led by qualified instructors. Participants are expected to follow the instructor's lead and be focused on the instructor and directions given.
- Arrive on time: Give yourself enough time to change, hydrate, get ready, and set up any related equipment needed for class.
- Dress Appropriately: Wear comfortable clothing suitable for the class you are taking, this includes appropriate footwear or swimwear.
- Inform: Let the instructor know of any injuries or health concerns before class starts so they can give you appropriate alternative exercises.
- Hydrate: Bring water and take breaks when needed.
- Respect Personal Space: Maintain respectful distances from other participants.
- Limit Distractions: Keep side conversations and interruptions to a minimum.
- No Photos: No taking photos of other participants unless previously granted permission.
- Be Courteous: Stay positive and be mindful of others.

- Clean Up: Help clean up and put away any items you used during class.
- Feedback: If you have feedback, speak to the instructor privately after class, or reach out to the program director.

PERSONAL TRAINING

Our Certified Personal Trainers (CPT) are committed to providing safe, high-quality coaching and instruction. Personal training at the AYCC may be provided only by staff employed by the AYCC for that purpose. Private training sessions are scheduled for one hour. Cancelled appointments require at least 24-hour notice.

- Clients will be charged in full for sessions cancelled with less than 24-hours notice.
- Clients will receive a free session if the CPT cancels a session with less than 24 hours notice. The session must be redeemed within 7 days.

Without proper authorization, anyone who is not an AYCC staff member and conducts paid personal training (or coaching) sessions will be asked to cease and desist. All patrons involved may be asked to leave the AYCC. Staff may question people suspected of conducting or participating in outside personal training. Any of the following or related behaviors may attract such questioning:

- Assisting a participant/group with technique or giving instruction, but not exercising with that individual during all portions of the workout.
- Writing and/or designing a fitness or workout program for a participant.
- Meeting with the same participant frequently or multiple participants on the same day.
- Directing a participant around the room and telling them what to do next.
- Receiving payment from another individual for an exercise session.

AQUATIC AREAS

We embrace best practices by the American Red Cross and Y-USA. A key to safety around water is Test – Mark – Protect. This means we test abilities of pool users, identify their abilities to lifeguards, and provide floatation devices or limit access when needed.

- Children under 18 years of age must take a swim test.
- Children 6 or younger must be accompanied in the water at arm's length by a supervising adult, regardless of swimming ability.
- Supervising adults must be at least 18 years of age and may not be responsible for more than four children at a time requiring arm's length supervision.

AQUATIC SUPERVISION POLICY		
Age	Passes Swim Test	Does Not Pass Swim Test
0-6 years	Access to all areas of pools with adult supervision in the water within arm's length at all times (1:4 ratio). Green Band	Access to shallow area of pools only, with adult supervision in the water within arm's length at all times (1:4 ratio). Orange Band
7-12 years	Access to all areas of pools with adult supervision in the general pool area. Adults may leave the pool deck but not the facility while the child swims. Green Band	Access to shallow areas of the pools. If a child passes an armpit depth height test, they may swim in the shallow end of the pool if an adult remains in the area. Orange Band
13+ years	Access to all areas of pools without adult supervision. Green Band	Access to shallow areas of pools only. May be required to wear a flotation device. Adult supervision is not required. Orange Band

SWIM TESTS

Swim Tests provide lifeguards with an awareness of your child's swimming competency and confidence. Simple bands are worn around the wrist to let our staff know swimmers are deep water competent and confident. We have two swim bands (green & orange) that designate what areas of the pools your child can play in.

Green Band

To earn a green band, a child must complete the following tasks in sequence:

- Report to lifeguard.
- Enter from the shallow end & swim length of pool without stopping.
- Climb out and jump in, return to surface.
- Tread water effectively for 30 seconds to one minute, based on activity.

Orange Band

Children who do not pass the deep water swim test are given an orange band so that lifeguards and other AYCC staff can easily identify them. Children wearing an orange band must remain in designated areas of the pool.

POOL RULES

- Swimming allowed only when an AYCC lifeguard is present.
- Basic swim tests will be administered by lifeguards on duty to determine which part of the pool a child can use safely.
- Children must pass a deep end swim test to enter deep end and/or use climbing wall.
- Shower before entering the pools.

- Shoulder-length hair must be tied up or secured under swim cap.
- Infants must wear swim diapers and appropriate swimwear.
- Two climbers at a time on the climbing wall.
- Jump feet first in areas of 4.5-feet (or less) depth. No diving!
- Dives, spinning and/or flipping jumps into the pool are not permitted.
- Prolonged underwater swimming/breath-holding is not allowed.
- Play on bleachers, railings, lane line or other pool fixtures is not allowed.
- Starting blocks are limited to swim team use only.
- Rough play, pushing, shoving, and/or fighting is not allowed.
- Swimmers may use noodles and toys, but not water aerobics equipment.
- Always walk in aquatics areas.
- Ceramic and glass containers are prohibited in pool areas.
- Children under six (6) years old and/or those using flotation devices must be accompanied by a parent or guardian in the water.
- Only U.S. Coast Guard approved flotation devices are allowed.
- Lifeguards on duty have complete discretion to enforce rules and make determinations on safe behaviors.

TRACK

To maintain an even surface, direction of travel on the track alternates daily.

- Travel CLOCKWISE on Sunday, Monday, Wednesday, Friday.
- Travel COUNTERCLOCKWISE on Tuesday, Thursday, Saturday.
- Stay on the inside lane unless passing.
- The track is open and available for community use Monday-Friday, 5-8 AM and Saturday-Sunday, 7-9 AM.

GYMNASIUM/COURTS

- Youth under age 13 must have a parent or guardian present.
- Hoops must remain at 10' for adults. Staff may lower hoops to 8' for children under the direct supervision of an adult or in a program.
- Climbing/siting on closed bleachers is prohibited.
- Clean, indoor-only shoes required.
- Shirt/sport top required.
- Return everything to its place after use.
- Use headphones for music.
- Water is the only food or drink permitted.
- Have respect and be kind to everyone in attendance.
- Video surveillance cameras are in use.

NINJADVENTURE ZONE

- Check in at the Welcome Center. Bracelets are required!
- A trained staff member must be present for use.
- Keep hands to yourself. No touching or pushing allowed.

- No food or drink is allowed in the space.
- Report accidents or injuries to a staff member right away.
- Use all equipment as directed.
- Footwear
 - Clean sneakers are required for the obstacle course. No bare feet, sandals, crocs, or other loose shoes.
 - Climbing shoes are required to use the climbing wall.
 - Stocking feet are allowed in the play structure only.
- Obstacle Course
 - Enter at the course entrance and wait until it is safe to begin.
 - One person at a time, per obstacle
 - Warped wall: face the wall and slide down if needed. Do NOT turn around on the wall.
- Climbing Wall users must be clipped and harnessed by a staff member.
- Go down slides bottom down and feet first; go up slides using ladders.

BEHAVIOR, SUSPENSION, APPEAL POLICY

The AYCC is committed to providing a safe and welcoming environment for all members & guests. We expect all individuals to always conduct themselves in a respectful and appropriate manner.

If a member or guest exhibits behavior that is inappropriate or violates our policies, we will follow a progressive discipline process outlined below. The severity of the behavior and the number of times the behavior occurs will determine the level of discipline that will be administered. Our organization reserves the right to take disciplinary action, up to and including termination, at any time based on the severity of the behavior.

PROGRESSIVE DISCIPLINE STEPS

We hope that all who use our programs and facilities will behave respectfully and appropriately. However, if an individual violates our policies, we will take appropriate disciplinary steps to ensure the safety and well-being of all participants, staff, and volunteers.

Please note that the suspensions may vary depending on the severity of the offense and the circumstances surrounding it. Our organization reserves the right to adjust the length of the suspension or take more severe disciplinary action, up to and including termination, based on the severity of the behavior. Other factors that may influence disciplinary actions include age of offender/victim, previous disciplinary incidents, mental capacity of offender, and outside support/treatment.

Step 1: Verbal Warning - A verbal warning will be given to the individual, explaining the

behavior that was inappropriate and reminding them of our policies. The warning will be documented in Daxko (member database).

Step 2: Written Warning - If the behavior continues, a written warning will be issued. The individual must sign the warning and a copy will be kept on file. The warning will be documented in Daxko.

Step 3: Suspension - If the behavior continues after a written warning, the individual may be suspended from our facility or programs for a designated period. The length of the suspension will depend on the severity of the behavior. The suspension will be documented in Daxko.

Step 4: Termination - If the behavior continues after a suspension or if the behavior is severe enough to warrant immediate termination, membership and/or access to our facility or programs will be terminated. This is a lifetime ban pending reinstatement process. The termination will be documented in Daxko.

INAPPROPRIATE MEMBERSHIP BEHAVIORS

Level 1 – Corrective actions will generally begin at a verbal warning depending on severity, examples include:

Inappropriate Attire - Clothing that is revealing, offensive, or promotes illegal or inappropriate behavior is not allowed.

Inappropriate Language - The use of foul language, profanity, or other inappropriate language.

Inappropriate Conduct - Disruptive or inappropriate behavior.

Tobacco: Smoking, vaping, or the use of any other tobacco product on premises.

Level 2 – Corrective actions will generally begin at a written warning depending on severity, examples include:

Assisting Unauthorized Access -Assisting others in gaining unauthorized access to our programs or facilities.

Inappropriate Cell Phone Activity - The use of cell phones in a manner that disrupts our programs or facilities, such as taking photos or videos without permission.

Theft/Destruction of Property - Stealing or damaging property belonging to our organization, participants, staff, or volunteers.

Level 3 – Corrective actions will generally begin at a suspension depending on severity. Suspensions can be any length, but typical lengths are 7 days, 1 month, 3 months, 6 months, or 1 year depending on offense severity & frequency. Examples include:

Sexual Activity - Any sexual activity, including sexual harassment or misconduct.

Harassment & Intimidation - Any behavior that is intimidating or harassing, including discrimination.

Illegal Chemicals or Alcohol - The use, possession, or distribution of illegal drugs or alcohol on our premises.

Level 4 – Corrective actions will generally begin at suspension or termination depending on severity. Suspension will generally be a minimum of 6 months up to permanent membership termination, and must be approved by the CEO or designee. Examples include:

Verbal Threatening or Harmful Physical Contact - Behavior that is threatening or causes harm to others.

Weapons - Possessing or using any type of Dangerous Weapons on our premises.

APPEALS & REINSTATEMENT PROCESS

Our organization is committed to ensuring a fair and just appeals process. Individuals who are suspended or banned from programs or facilities have the right to appeal the decision. The appeals process is as follows:

Step 1: Written Appeal - The individual must submit a written appeal to the Chief Operating Officer (COO) within 7 business days of the suspension or termination. The appeal must state the reasons why the individual believes the decision was incorrect or unjust.

Step 2: Appeal Review - The COO will review the appeal with the AYCC Safety Committee at the next scheduled meeting.

Step 3: Reinstatement or Upholding of Decision - If the Safety Committee determines that the decision was incorrect or unjust, the individual will be reinstated with any necessary conditions. If the Safety Committee upholds the decision, the suspension or termination will remain in effect. The Safety Committee may also elect to conditionally reinstate access. If an individual feels that the appeals process was unfair or unjust, they may file a complaint with our Board of Directors.

Reinstatement After Termination

Individuals may request reinstatement after a period of 1 year has passed by submitting a formal request for reinstatement including:

- Reasons for reinstatement request.
- Any treatment/support received since termination.
- Lessons learned and how an individual intends to be a supportive member in the AYCC community.