



ALFOND YOUTH & COMMUNITY CENTER



MEMBER HANDBOOK

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WELCOME HOME!

You are now part of a community where everyone belongs! 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 in our childcare programs with nutritious food to eat, a safe place to be, and access to adults who care about them.
- You support healthy programming for kids, teens, adults, and seniors.
- Your support allows us to provide free/reduced pricing for 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 allow us to provide a safe, positive, and nurturing environment where individuals and families feel welcome.

GENERAL POLICIES

CODE OF CONDUCT

The AYCC works with members every day to help them realize their potential. We promote the values of caring, honesty, respect, and responsibility and expect the same from our members to create a safe, fun, inclusive, and nurturing place for all.

Members & Guests are encouraged to:

- Engage in a healthy lifestyle.
- Model empathy.
- Meet other people.
- Volunteer.
- Behave in a safe way.
- Respect differences and celebrate diversity.
- Learn new skills.
- Develop relationships.
- Use discretion.
- Be a role model!

NON-DISCRIMINATION POLICY

The AYCC follows applicable federal and state laws and regulations and makes memberships and programs 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

Only individually trained service dogs are permitted in our facility and on any AYCC property. Service animals are defined as dogs that are individually trained to do work or perform tasks for people with disabilities. Upon entry, staff may ask to confirm if the dog is a service animal required because of a disability, and what work or task the dog has been trained to perform. (For more information, please visit ADA.gov).

Under the ADA, organizations that serve the public must allow service animals to accompany people with disabilities in all areas of the facility where the public is normally allowed to go. There are restrictions for sanitation and safety as the ADA does not override public health laws. As such, service dogs are not permitted to enter AYCC pools (but may be in pool areas). Red light therapy booths are not recommended as temperatures can be dangerous for animals with fur.

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 as they have not been trained to perform a specific job or task.

We recognize that several members and guests may have severe allergies to certain 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.

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 of 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.
- 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.

MEMBER PHOTOS

Members must have updated photos on file with the AYCC customer management system Daxko. Photos will not be used for any other purpose or stored outside of your membership account. The AYCC requires photos to ensure that people entering the facility are clearly identifiable and that children are with the adults specified on their membership unit.

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 will cooperate fully with all court orders or subpoenas for video recordings.

DATA SECURITY / PRIVACY STATEMENT

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.

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 large items (i.e. clothing, towels, shoes, etc.) will be placed in this cabinet. Other valuables such as jewelry, wallets, phones, electronic devices will be stored in a safe at the Welcome Center. Items not claimed by the 15th of each month will be 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.

PARKING LOT SAFETY

- Park only in appropriately marked spaces.
- Only vehicles with handicap placards or license plates may park in marked handicap spaces.
- Parking on the grass, in multi-lined areas, and in the fire lane is prohibited.
- Quick drop-off or pick-up is permitted. Drivers must remain in the vehicle and must immediately move in case of an emergency. All other instances of parking in the fire lanes are strictly prohibited.
- The speed limit through the parking lot is 10 MPH.
- The parking entrance, exit, and travel lanes are one-way.
- Additional parking is available across and along North Street, and at the Municipal Pool.

MEMBERSHIP BENEFITS & PRIVILEGES

MEMBERSHIP TYPES

Type	Fees & Options	Notes
Youth	\$20/month or \$210/year	<i>Ages 0-12</i> Includes access (with 18+ adult supervision) to Track, Triple Gymnasium, Therapy Pool, Lap Pool, Gronk Zone (must be 6+), and the NinjAdventure Zone. Does NOT include access to Adult Fitness Spaces
Teen	\$25/month or \$275/year	<i>Ages 13-18</i> Includes access to Group Exercise Room, Track, Triple Gymnasium, Therapy Pool, Lap Pool, NinjAdventure Zone, Fitness Center, Lift Zone, Gronk Zone.
Student	\$40/month or \$460/year	<i>Ages 19-22</i> Includes access to Group Exercise Room, Track, Triple Gymnasium, Therapy Pool, Lap Pool, NinjAdventure Zone, Fitness Center, Lift Zone, Gronk Zone.
Adult	\$50/month or \$575/year <u>COUPLES</u> \$75/month or \$862/year	<i>Ages 23-54</i> Includes access to Group Exercise Room, Track, Triple Gymnasium, Therapy Pool, Lap Pool, NinjAdventure Zone, Fitness Center, Lift Zone, Gronk Zone.
Senior	\$40/month or \$440/year <u>COUPLES</u> \$50/month or \$550/year	<i>Ages 55+</i> Includes access to Group Exercise Room, Track, Triple Gymnasium, Therapy Pool, Lap Pool, NinjAdventure Zone, Fitness Center, Lift Zone, Gronk Zone.
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	<i>All Members of Same Household</i> Includes access to Group Exercise Room, Track, Triple Gymnasium, Therapy Pool, Lap Pool, NinjAdventure Zone, Fitness Center, Lift Zone, Gronk Zone, and Child Watch services All family members must reside at the same address and in the same household. <ul style="list-style-type: none"> • 18 or under are considered youth. • 19 or older are considered adults.

Note: Youth ages 12 and under must always be accompanied by a supervising adult (18+), including escorting to/from bathrooms, classes & programs.

Membership Discounts: Programs, Private Lessons, Camps, Party Rentals, Personal Training

AMENITIES INCLUDED WITH MEMBERSHIP

- Indoor Track (3 lanes)
- Gymnasium (3 courts)
- Therapy Pool (~91 degrees)
 - Ramp Entry, Rock climbing wall, Aqua fitness classes, Family and Therapy swimming
- Lap Pool (~81 degrees)
 - Aqua fitness classes, Open/lap swimming, competitive teams
- Fitness Center (cardio, machines, free weights, etc.) Ages 13+
 - Fitness Studio, Group Exercise classes, Massage Chair, Red Light Therapy
 - Fitness Equipment Orientations available
- Lift Zone (free weights) Ages 13+
- Gronk Zone (functional fitness)
- NinjAdventure Zone
- Locker Rooms & Lockers
- Wellness Window
- Lounge
- Child Watch (family memberships)
- *Plus! MaineGeneral Sports Medicine & PAPHL wellness classes/programs*

FACILITY ACCESS

- **All kids 12 & under must be always accompanied by an adult (18+).** Teens 13 and up may be in the facility without adult supervision.
- Adult group exercise classes in the fitness studio and/or pools are included with no additional fee.
- Membership does not include use of the Alford Municipal Pool Complex. Season passes and day passes are available for additional fees.

CHILD WATCH

Child Watch is free and exclusively for AYCC family members. Leave your child in a fun, safe space to play with other kids. Staff members are CPR/AED and First Aid certified, and many also work in our childcare programs. Space *may* be available on a drop-in basis, but it is not guaranteed. Sign up 24 hours in advance to guarantee a spot. Reservations may be made online, by phone, or in person.

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.

LOCKER ROOMS

Locker Rooms are available in the Aquatics hallway.

- Four private changing rooms are available for individuals and/or families. Each is equipped with a changing table, toilet, and sink. Three rooms also have showers.
- There are two main locker rooms.
 - The adult sides are reserved for adults ages 18 and up.
 - The youth sides are reserved for youth ages 5-17.
 - *If a family room is not available*, youth under five may accompany adults in the adult area. Adults are permitted to assist a child in youth areas.
- People of all ages and stages utilize this facility. Discretion is always expected.

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.

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.
- Those visiting the AYCC shall be admitted at no charge (excluding NinjAdventure) and are considered non-members. Collateral will be collected from visitors who request a guest pass for adult wellness areas.

SUPPORT SERVICES & GROUP MEMBERSHIPS

We are happy to offer group membership options to support service organizations, specialized schools, and adult day programs.

- Support services staff must accompany clients with a minimum of a 4:1 ratio.
- An access tag is 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 \$30.00/month.
- Convenient billing options are available.
- Group members have access to AYCC amenities according to age.

SPECIAL OLYMPICS OF MAINE UNIFIED CHAMPION CLUB AT THE AYCC

- Free program for adults with intellectual or developmental disabilities.
- Includes facility membership & special activities, athletics, and programs for club members.

CAREGIVERS

- Caregivers of adults or children of different abilities (nannies, BHP's, case workers, etc.) will be issued a caregiver card to accompany the member to the AYCC. They are required to stay with the member throughout the visit.
- Caregivers are required to have their own membership cards for personal use of AYCC facilities, or they may purchase day passes.
- Caregivers are not included in any membership unless their legal residence is within the family household.

MEMBERSHIP 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 YMCA360 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) must 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 in their membership unit.

Lost or damaged cards will be replaced at the Welcome Center for a \$5.00 fee.
Loaning this card to others will result in loss of facility access.

COMMUNICATION CHANNELS

YMCA360 MOBILE APP

Download our free app (YMCA360) on your mobile device. The app contains real-time schedules, and facility alerts as well as thousands of hours of wellness content. You can also register for programs from the app! Free downloads are available from the Apple Store or Google Play. See the Welcome Center for instructions on download.

WEATHER & FACILITY ALERTS

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. If a paid program is cancelled because of a closure, participants will typically be offered a make-up class. Download YMCA360 to have accurate information at your fingertips! We also post alerts on our website and social media pages @clubaycc.

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

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.

- AYCC Assistance - membership & programs, available through an annual application
- 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

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
- Third Party Subsidies for childcare
 - Child Care Affordability Program (CCAP) - Families who are working, in school, or job training
 - Temporary Assistance for Needy Families (TANF)
 - 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 or foster support

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 Feb 1, 2026, membership rates are:

Membership Type	Monthly Fee	Annual Fee
Youth (0-12)	\$20	\$210
Teen (13-18)	\$25	\$275
Student (19-24)	\$40	\$460
Adult (25-54)	\$50	\$575
Adult Couple	\$75	\$862
Senior (55+)	\$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:

- *ANNUAL - Paid in full for 12 months* at time of enrollment by cash, check, or debit/credit card.
- *MONTHLY: AUTORENEW – Automatically withdrawn payments* from a checking/savings account or major credit card on the 1st of each month.
- ***MONTHLY: INVOICE – A \$5 convenience fee will be applied to all monthly payments that are not on autorenewal.***
- *We do not issue retroactive membership refunds.*

UNSUCCESSFUL MEMBERSHIP PAYMENT

Membership fees must be paid in full to maintain facility access and membership in good standing.

- Recurring monthly membership fees are due on the first of every month.
- Failed payments for any reason (insufficient funds, card issues, etc.) will be tried one additional time the next day.
- If the second attempt fails, an invoice will be sent directly to the primary email address on file. Payment is due within 7 days of receipt of notice.
- Membership units will incur a \$15 fee if payment is not received within 7 days of notice of delinquency and a revised invoice will be sent to the primary account holder.
- **All returned ACH payment fees are \$15.00 per transaction and cannot be waived.**
- Accounts two months past due will be terminated. Facility and program access will be denied until the outstanding balance is paid in full or a payment plan has been approved.

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 staff members.

- Annual – Automatic Termination: An annual membership will automatically terminate at the end of one year.
- Monthly – Automatic Renewal: A monthly-pay membership will automatically renew each month until the member notifies the AYCC in writing. The request to cancel must be made 15 days in advance of your next membership fee draft to avoid fees. Cancellation within 14 days of your scheduled payment will result in a fee.
- Cancel: **You may cancel your membership at any time in person, online, by calling the Welcome Center at 207-873-0684, or emailing membership@clubaycc.org.** *We do not issue retroactive refunds.*

SUSPENSION OF MEMBERSHIP

- Inappropriate Behavior – Members who violate AYCC Behavior policies may have restricted or terminated access to the facility as described in the policy.
- Failure to Pay – Memberships shall be terminated after two months of non-payment for any reason. If you are having difficulty paying for your membership, 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.

GUESTS PASSES

Guests may purchase day passes (\$15 per person per day) for open activities (Wellness Center, adult fitness classes, open gym, track, NinjAdventure Zone, pool, etc.) Guests must be at least 13 years old to use the facility without parent/guardian supervision and must sign (or have a guardian sign if under 18) a waiver of liability. All fees listed are per visit/day.

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 at the time of booking and in full to reserve the time slot.

PROGRAM SESSION OR CLASS CANCELLATION

A cancel may be canceled if it does not reach a minimum for 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 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 issued in the form of a check and are processed and mailed within 10 days of the request, regardless of payment tender. Credit Card voids/refunds can be made only on the same day as the original transaction.

NOTE: Some programs have their own refund policies. Please refer to program materials for refund policies.

FACILITY GUIDELINES

GENERAL FACILITY RULES

- All members and guests must check in at the Welcome Center and present a member scan tag or photo ID for facility access.
- **At least one adult (18+) must be supervising children under the age of 13 at all times.** Staff are not responsible for 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.
- **Access is denied for any person convicted of any crime involving sexual abuse or has ever been a registered sex offender.** The AYCC conducts daily scans through the National Sex Offender Registry Database and members must have current photos on file to assist with this.
- 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.
- Bullying, discrimination, harassment, rough housing, fighting, sexually explicit language or behavior, 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.
- Appropriate attire (shirt and shorts/pants) and shoes must be worn in the building. Swimsuits and bare feet are acceptable in Aquatics areas.
- 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.
- All facilities are drug- and tobacco-free. NO drugs, alcohol, smoking/vaping on property owned or operated by the AYCC, including parking areas.
- 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.
- The AYCC and its staff are not responsible for lost/stolen items. Members and guests are responsible for all personal belongings. Items of value should not be left in plain sight and bikes/vehicles should be locked.
- Always walk in halls and common areas.
- Loitering is not permitted.
- Glass bottles and containers are not permitted in the facility.
- Video surveillance cameras are in use.

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 member.

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. We encourage 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.

SAFETY & ETIQUETTE

- Use a spotter.
- Clean, closed-toe shoes only. No open-toe shoes or sandals.
- Wear appropriate gym attire – shirt or sport top required.
- Clean equipment after use.
- Return all equipment to its appropriate home after use.
- Be mindful of others waiting to use the equipment.
- Use headphones to listen 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.
- 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 or re-racking it. Choosing an appropriate weight prevents the risk of injury and allows you to perform the lift with the proper technique.

FITNESS EQUIPMENT ORIENTATION

The AYCC provides complimentary fitness equipment orientations to all new members. Orientation sessions last approximately 30 minutes and provide members with an introduction to fitness equipment including target areas, adjusting seat height & weight selections. Staff members will also show you the proper form for safety.

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. Personal training sessions are scheduled in advance. Cancelled appointments require at least

24-hour notice.

- Clients will be charged in full for sessions cancelled with less than 24hours 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 swimming 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.

SWIM TESTS

Swim Tests provide lifeguards with an awareness of your child's swimming competency and confidence. Simple bands worn around the wrist let our staff know swimmers are competent and confident in deep water. We have two wristbands (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 orange bands must remain in designated areas of the pool.

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 areas 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

POOL RULES

- Wrist bands are required for family swim.
- Swimming allowed only when a 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.
- 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.
- 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 may not be used for play.
- Rough play, pushing, shoving, and/or fighting is not allowed.
- Swimmers may use noodles and toys during appropriate times.
- 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, and Friday.
- Travel COUNTERCLOCKWISE on Tuesday, Thursday, Saturday.
- Stay on the inside lane unless passing.
- Use headphones for music.

GYMNASIUM/COURTS

- 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/sitting 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.

NINJADVENTURE ZONE

- Check in at the Welcome Center and pick up a bracelet for entry.
- Clean sneakers are required.
- **Parents/guardians are responsible for the direct supervision of their own children and must be immediately present with children at all times.**
- Obstacles and lanes are one way.
- Do not move obstacles or play pieces.
- No food or drink is allowed in area.
- Go down slides bottom down and feet first.
- Go up slides using the ladder.
- Report accidents or injuries to a staff member right away.
- Use all equipment as directed.
- A trained staff member must be present for use of all equipment.
- Climbers must be appropriately clipped and harnessed by a staff member.
- Climbers are required to wear sneakers or climbing shoes.

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. However, if an individual violates our policies, we will take appropriate disciplinary steps, outlined below, to ensure the safety and well-being of all participants, staff, and volunteers.

PROGRESSIVE DISCIPLINE STEPS

Suspension 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 of the AYCC community.