



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

FOR A BETTER YOU, FOR A BETTER COMMUNITY

YMCA OF GREATER NASHUA
Member Handbook



WELCOME TO THE Y

On behalf of our entire team of staff and volunteers, welcome to the Y! You are now a member of one of the nation's leading charities, strengthening communities through youth development, healthy living and social responsibility.

By joining the YMCA, you now belong to a tradition of values and mission that have guided our members and organization since we began serving the Greater Nashua community in 1887. At the Y, you have the opportunity to improve yourself in more ways than one. You can make new friends, accomplish goals, learn new skills, give back to your community and discover who you are and what you can achieve.

We are dedicated to making sure that the Y is a nurturing and positive environment for you. We look forward to seeing you and are excited to have you as part of our Y family.

Welcome,

Mike LaChance
Chief Executive Officer

OUR MISSION

To instill values and provide opportunities for lifelong personal growth and the development of a healthy spirit, mind, and body for all.

FOR ALL

At the YMCA of Greater Nashua we believe that membership is for all! Membership is available to all persons regardless of race, color, religion, gender, age, marital status, sexual orientation, national origin, disability or financial circumstances without discrimination. Our branches and their programs embrace inclusion, reflecting the composition of the communities we serve.

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OUR VALUES

Our Mission is our base, it is what defines us. Our Values are how we put that Mission into practice.

CARING

To demonstrate a sincere concern for others, for their needs and well-being. Related values: compassion, forgiveness, generosity, and kindness.

HONESTY

To tell the truth, to demonstrate reliability and trustworthiness through actions that are in keeping with my stated positions and beliefs. Related values: integrity and fairness.

RESPECT

To treat others as I would want them to treat me, to value the worth of every person, including myself. Related values: acceptance, empathy, self-respect and tolerance.

RESPONSIBILITY

To do what is right--what I ought to do, to be accountable for my choices of behavior and actions and my promises. Related values: commitment, courage, good health, service and citizenship.

OUR CULTURE

Our culture portrays our values, defines our Y and shows others how we make the Mission come alive. When you visit the Y, we want you to feel something different. We call that our culture which we live out in the following ways:

DO THE GREAT THING

Not just the right thing

Doing the right thing isn't enough...do the GREAT thing. At the Y, you're empowered to do more, to surprise our members and exceed their expectations at every step. Simply following procedure can come up empty at times so we meet a member where they are, not where we are. What's the "GREAT thing"? Whatever you're thinking, think bigger.

CREATE-O-VATE

Creativity? Innovation? Yup, we just made up a word

The status quo is not a status we're comfortable with. By encouraging curiosity and learning, we're constantly experimenting with new ways of WOWing our members and making a difference in people's lives. We not only accept change, we seek it out and embrace it because we know that by creating and innovating, we change lives.

UNIQUELY REAL AND PLAYFUL

Seriously, it's OK...be yourself

What we do is fun! Let's not be afraid to show it. In a laid back and cool environment, you can be genuine, spontaneous, diverse, bold and unique. Feel like singing in the lobby? Let them hear you! Want to dye your hair pink in support of breast cancer research? Make it bright. Be unique. Be real. Be playful.

RECOGNIZE OUR MVP'S

Find the amazing and celebrate it

We have employees and volunteers changing lives. We have members accomplishing amazing goals. And we have people in our community achieving the incredible. It's time to celebrate. At the Y, we go out of our way to honor the achievements of our family and shout it from the roof top.

INSPIRE SMILES

"Be Excellent To Each Other" – Bill S. Preston, Esquire and Ted Theodore Logan

We're passionate about what we do and when we express that passion, it spreads. We treat others with respect and empathy and create an environment of optimism. When we're at our best, smiles will surround us.

REACHING BEYOND OUR WALLS

Furthering our cause of strengthening the community

We seek to make meaningful change in our community by taking initiative to reach out to partners and simply ask, "What can we do to help?" At the Y, we believe that it is our duty to help where help is needed.



HOW TO CONTACT US

- Nashua: 24 Stadium Drive, Nashua, NH 03062 / 603-882-2011
- Merrimack: 6 Henry Clay Drive, Merrimack, NH 03054 / 603-881-7778
- Camp Sargent: 141 Camp Sargent Rd., Merrimack, NH 03054 / 603-880-4845 (summer)
- Camp Spaulding: 210 Bog Rd., Penacook, NH 03303 / 603-753-8990

HOURS OF OPERATION

Monday-Friday.....5:00am - 10:00pm

Saturday.....6:00am - 7:00pm

Sunday.....8:00am - 6:00pm

- Merrimack pool closes 1/2 hr prior to building closing.
- Nashua pool closes 1/2 hr prior to building closing.
- Exercise areas close up to 15 minutes prior to building closing.
- See posted schedule for program areas in each branch.

HOLIDAY CLOSINGS

New Year’s Day
 Easter Sunday
 Independence Day
 Christmas Day

SPECIAL HOLIDAY HOURS

New Year’s Eve:	Close at 5:00pm
Memorial Day:	Open 8:00am-12:00pm
Labor Day:	Open 8:00am-12:00pm
Thanksgiving Day:	Open 8:00am-12:00pm
Christmas Eve:	Close at 2:00pm

MEMBERSHIP CARDS

The Y is a membership organization therefore personal information is collected and a photo is taken for each member. This information is maintained in our data base. Please visit nmymca.org/privacy to view our most up to date privacy policy. Membership cards are issued and are used to scan in on every visit to the Y. For safety and security reasons, you must check in with a Welcome Center staff person before using the facilities.

INSURANCE DISCLAIMER

It is the member or participant’s responsibility to provide his or her own accident and health insurance. The Y does not provide any such coverage.

ACCIDENTS & INCIDENTS

Immediately notify a staff member if there is an accident, injury or unusual incident. We are happy to assist and will provide first aid supplies and treatment as necessary. Please cooperate if asked to complete an accident/incident form.

SEX OFFENDER SCREENING

The YMCA conducts regular sex offender screenings on all members, participants, and guests. If a sex offender match occurs, the YMCA reserves the right to cancel membership, end program participation, and remove visitation access.

LOST & FOUND

Lost and found clothing may be found outside the locker room areas in both locations. Clothing items are kept for a limited amount of time. Items such as jewelry, phones, etc. are stored at the Welcome Center. The Y is not responsible for lost or stolen items. We strongly encourage you to use a locker with a lock. Lockers are available for daily use though you should provide your own lock.

SATISFACTION GUARANTEE

Within 30 days of joining the YMCA of Greater Nashua, if you are not completely satisfied with your membership, we will refund your join fee and any membership dues paid.



FINANCIAL ASSISTANCE

Financial Assistance is available through our "Y Cares" program. Funds are made available through the generous donations of volunteers, members, and community partners. Y Cares can reduce the cost of membership fees, programs, childcare and day camp. An application is available at the Welcome Center of either branch or on our website! Look for the "hand in hand" icon throughout our program guide to see all of the opportunities supported by Y Cares.



MEMBERSHIP CATEGORIES

FAMILY OPTIONS

Adult Family Membership– Includes 2 adults in the same household and unlimited dependent children. Students ages 18-25 may remain on the family membership.

1 Adult Family Membership– Includes 1 adult and unlimited dependent children. Students ages 18-25 may remain on the family membership.

2 ADULT OPTIONS

Adult Membership– Individual membership, ages 30-64.

Couple Membership– Includes **any** 2 adults in the same household, ages 30-64.

Senior Membership– Individual membership, ages 65+.

Senior Couple Membership– Includes 2 **any** 2 adults in the same household, both 65+.

Young Adult Membership– Individual membership, ages 18-29.

STUDENT OPTIONS

Holiday/Summer Memberships available for College Students

Teen Membership– Individual membership, ages 13-17.

Youth Membership– Individual membership for program classes, ages 6-12.

MEMBERSHIP ADD ONS

Members with a 2 Adult Family membership may **add a grandparent or nanny** to their membership for only \$25/month providing they are living in the same household as the member.

Adult members may add a **locker rental** for a monthly or annual fee.

Locker rentals are available in the Merrimack branch only, with limited availability.

Charitable donations may be added to your monthly draft at any time. Donations benefit our Annual Campaign, which directly supports Y Cares financial assistance.

MEMBERSHIP RATES

It is our goal that membership remains affordable for our community. From time to time, membership rates may be adjusted to cover the cost of operations. Members will be notified via mail with a minimum of 30 days notice of any rate changes.

MEMBERSHIP CHANGES

You may change your membership category at any time. If you would like to add or remove members from your membership, simply stop by the Welcome Center to complete a Membership Change form. There are no fees attached to membership changes.

MEMBER REFERRALS

Working out at the Y with a friend helps you both stay on track to a healthier lifestyle. Our member referral gives you the opportunity to share the Y with friends and earn a free month of membership. Referral cards are available at the Welcome Center. To be eligible, the new member must complete the referral card and submit on join date. The referring member will receive 1 month free, after the new member has stayed with the Y for 2 months.



MEMBERSHIP CANCELLATION

Monthly membership drafts continue until the member notifies the Y they wish to end the membership. Memberships are not terminated due to non-use. Memberships will be terminated after two months of non-payment. If you have a monthly draft and wish to terminate your membership the request must be made in writing.

Memberships will be terminated as follows:

Terminations received the 1st – 15th of the month will be terminated at the end of that month. Terminations received on the 16th – 31st will be terminated at the end of the following month. Membership and join fees are nonrefundable after the 30-day Satisfaction Guarantee time period.

MEMBER CODE OF CONDUCT

We are committed to providing a safe and welcoming environment for all members and guests. To promote safety and comfort for all, we ask individuals to act appropriately at all times when they are in our facilities or participating in our programs.

Our **Code of Conduct** does not permit language or action that results in hurting or frightening another person or that falls below generally accepted standard of conduct. Our Code of Conduct reflects our core values of caring, honesty, respect, and responsibility.

Specifically, members are NOT to engage in the following activities:

1. Angry or vulgar language including swearing, name-calling or shouting
2. Intentional physical contact with another person in an angry, threatening, or sexual manner
3. Any demonstration of sexual activity
4. Harassment or intimidation by words or gestures, body language, or any other menacing behavior
5. The wearing of inappropriate attire
6. Theft or behavior that results in the destruction of property
7. Carrying, or concealing weapons, devices or objects that may be used as weapons
8. Using or possessing illegal chemicals or alcohol on Y property, in Y vehicles or Y sponsored programs
9. Chronic disregard for YMCA policies
10. Any other conduct that is inappropriate, threatening or offensive in nature
11. The use of tobacco products (smoking or chewing) is not permitted in or outside Y facilities.
Y properties are smoke-free /tobacco-free environments
12. Cameras, camera phones and all other camera or video recording devices are PROHIBITED from use in all bathrooms, locker rooms and changing areas

Members and guests are encouraged to be responsible for their personal comfort and safety by requesting that any offensive behavior be stopped from any person who is in violation of the Code of Conduct. If a member feels uncomfortable confronting the person directly, they should report it immediately to a Y staff person.

Members and guests should not hesitate at any time to notify a staff person if assistance is needed. Our staff are here to help make the Y the best part of your day.

The Chief Operating Officer and Chief Executive Officer will review all reported incidents. The decision to suspend or terminate YMCA membership privileges will be made at their discretion if a violation of the Code of Conduct has occurred.

DENIAL OR REVOCATION OF MEMBERSHIP

The CEO of the YMCA of Greater Nashua has the authority to deny or revoke membership to any individual, as well as deny access on its premises, if it has been determined that said individual's actions may jeopardize the comfort and safety of others. This includes but is not limited to convicted sex offenders, drug traffickers, etc.

POLICY FOR DAILY GUESTS

We encourage members to bring guests to visit the Y. After all, the Y is more fun with friends. The 1st-7th day of each month is "FREE guest week." We encourage you to bring a friend to try the Y. Talk to a member of our staff about the perks of Member Referrals!

- Guests must be accompanied by a Y Member at the time of check in. The member is responsible for any actions of their guests. Guests must adhere to all facility rules.
- Children under 13 must be accompanied by an adult (over 18). Adult must remain in the building with the child. Children may use Merrimack Branch Youth Wellness Center when staffed or when supervised by a parent or guardian.
- Guests must register, read, and sign waiver, and pay the guest fee at the Y Welcome Center. (All guests must check-in , even during Free Guest Week).
- Guests ages 16+ must present photo ID and have their picture taken for our membership database at the Welcome Center.
- Member is permitted to bring a maximum of two guests per visit.
- Guest are welcome to try group exercise classes, basketball, racquetball, and the pool
- Sports Equipment may be loaned to Y Members only.
- The number of guests using the facility may be limited to avoid overcrowding of program areas.
- Military who are on leave may be extended complimentary guest passes. The number of guest passes may be determined by the COO/CEO. Military ID must be presented. Military personnel living in NH or MA may not be eligible for complimentary guest passes.

NATIONWIDE MEMBERSHIP ALWAYS WELCOME IN EVERY COMMUNITY

Traveling or commuting? Visit any participating Y in the United States with your YMCA of Greater Nashua membership. Visit ymca.net to find a participating Y.

- Nationwide Membership is valid for active, **full facility YMCA members** whose home Y participates without restriction or blackout periods
- Nationwide member visitors must use their home Y **at least 50% of the time**
- Program-only participants (including Silver Sneakers) are not eligible for nationwide membership
- Special memberships established by any Y for group homes, other agencies, etc., are not eligible
- When visiting a Y, nationwide members will be required to show a valid YMCA membership card and photo ID as well as provide **basic membership data** such as name and email address
- Members will need to sign a universal liability waiver and privacy policy
- Ys should allow nationwide members access to services typically offered to full-facility members. **Check with the Y for schedule and availability.** Nationwide members visiting other Ys for a period greater than 28 days must transfer membership affiliation for continued use
- All Ys reserve the right to restrict or revoke these privileges
- Registered sex offenders are prohibited from participating



YMCA of GREATER NASHUA

Youth Facility Access

Children under the age of 13 must be accompanied by a parent/guardian (ages 18+) at all times

Age Range	Cardio Equipment	Strength Equipment	Youth Wellness	Indoor Track	Gymnasium	Pool	Sauna/Steam
Under 6	No Access	No Access	No Access	With supervision	With supervision	With supervision of parent/guardian (18+) and within arms length reach, regardless of whether they pass swim test or not*	No Access
6-8	No Access	No Access	6-No Access 7/8-Access after 1 orientation with supervision (Merrimack)	With supervision	With supervision	Access: If pass swim test- can swim if parent/guardian (18+) is in the building, child must be signed in; If don't pass swim test- swim only within arms length reach of parent/guardian (18+) *	No Access
8-10	No Access	No Access	Access after 1 orientation with supervision (Merrimack)	Access	Access	Access: If pass swim test- can swim if parent/guardian (18+) is in the building, child must be signed in; If don't pass swim test- swim only within arms length reach of parent/guardian (18+) *	No Access
10-12	Access after completion of 8 week Youth Strength Training Program with supervision (Nashua)	Access after completion of 8 week Youth Strength Training Program with supervision (Nashua)	Access after 1 orientation with supervision (Merrimack)	Access	Access	Access: If pass swim test- can swim if parent/guardian (18+) is in the building, child must be signed in; If don't pass swim test- swim only within arms length reach of parent/guardian (18+) *	No Access
13+	Access	Access	No Access	Access	Access	Access, swim test required	No Access
14+	Access	Access	No Access	Access	Access	Access, swim test required	Access

*See posted Swim Test Policy for more detail. Swim tests may be conducted by a member of our lifeguard team.

Supervision is defined as an adult/guardian ages 18+, actively supervising activity

FACILITY POLICIES

GENERAL

- Children under age 13 must be accompanied by an adult (over 18) unless participating in a program. PARENT OR GUARDIAN MUST REMAIN IN THE BUILDING WHILE THE CHILD IS PARTICIPATING IN A PROGRAM.
- The YMCA is a tobacco and substance-free environment.
- All members must present their membership cards or photo ID upon entering the facility.
- Membership fees are non-transferable and non-refundable except within the first 30 days.
- The Y is not responsible for lost or stolen items.
- Food and beverage items other than water must be confined to the lobby or designated areas.
- Personal electronics may only be used with headphones or earplugs. As a courtesy to other members, please use a common area to talk on the phone.
- Cameras, camera phones and all other camera or video recording devices are PROHIBITED from use in all bathrooms, locker rooms and changing areas.
- As a participant in any activity or class, your picture or that of your child may be taken and used for YMCA marketing and recognition purposes.
- Weather related closings will be posted on our website, www.nmymca.org
- All programs and activities will stop prior to the scheduled building closing as follows:
 - Pool closes 1/2 hour earlier
 - Exercise areas close up to 1/2 hour earlier
 - See posted schedule for each branch

LOCKER ROOMS

- Lockers may be used on a daily basis at both branches. Lockers are available at the Merrimack Y for adult members to rent. Full size or 1/2 lockers may be rented either on an annual basis or on a perpetual monthly bank draft.
- Padlocks **must be removed daily for those not renting lockers**. Locks left on overnight will be removed and discarded.
- The Y is not responsible for personal items left in the locker rooms. It is recommended that valuable items not be brought into the Y facilities.
- Family and special needs locker rooms are available for your convenience.
- Children ages 5 and under may use the opposite gender locker room as long as they are with a parent or guardian. However, families are encouraged to use the Family locker room.

WELLNESS AREAS

- Children under the age of 13 are not permitted to use the strength or cardiovascular areas. At the Nashua Y children ages 10-12 may use the wellness center with their parents after completing an 8 week Youth Strength Training Program. A Youth Wellness Center is available at the Merrimack Y for children ages 7-12. Each child is required to have 1 orientation before using the Youth Wellness Center. Must be supervised by parent/guardian (ages 18+) during unstaffed times.
- An individual health screen form and training appointments are required for teens 13-17 and are recommended for all others to ensure familiarity with all equipment.
- Appropriate exercise attire must be worn. Non-marking soled shoes for the gym, studios, and racquetball courts. No dress shoes or sandals please.
- Sports equipment may be checked out to Y Members (with proper ID) at the Welcome Centers.
- Please observe all posted rules.

SWIMMING POOL

- All patrons must shower before entering the pool per New Hampshire state law.
- Hair shoulder length or longer should be tied back or in a swim cap.
- Diving is permitted at the Nashua Y only into water depth of 9 feet.
- No running on the deck or up the waterslide stairs.
- Horseplay, dunking, sitting on shoulders or any other play that is determined by the lifeguard to be unsafe will not be permitted.
- Non-swimmers and those under age 6 must stay in the designated shallow end with a **swimming** adult at all times.
- Children, ages 6-12, must pass the swim test before entering the pool alone, swimming in the deep end or using the water slide (Nashua Y).
- Do not hang or play on the rope, lane lines, railings or spray structures.
- Do not swim or play in the area separating the two pools at the Nashua Y.
- Incontinent individuals must wear swim diapers or plastic pants. Regular diapers are not permitted.
- Inflatable swim aids or toys are not permitted. Flotation aids are available for daily use at no charge.
- Glass, food, gum and beverages other than water are not permitted in the pool or locker rooms.
- Band-aids, bandages or patrons with exposed wounds/rashes are not permitted in the water.
- Street shoes and strollers are not permitted in the Aquatic Center.
- Patrons with any communicable disease shall not enter the water.
- Patrons shall not discharge any bodily fluids into the water.
- Patrons shall not bring or throw into the water any object that may in any way carry contamination or otherwise endanger the safety of bathers.
- Patrons shall not spit in or in any other way contaminate the water, floors, walkways, aisles or dressing rooms of a public bathing facility.
- Toys and equipment marked "For Class Use Only" are not permitted during recreational swim times.
- Kickboards, barbells, and fins are for lap swim and class use only.
- Please read and follow all posted signs and warnings.

WATERSLIDE (Nashua)

- Patrons must meet a minimum height requirement and pass the swim test before using the waterslide.
- Patrons permitted to use the waterslide will wear a colored bracelet issued by the YMCA.
- Patrons must wait for a signal from the Aquatic Center staff or Volunteer before going down the waterslide.
- Only one patron on the waterslide per turn.
- Patrons must slide feet first sitting upright.
- No swimwear with exposed zippers, buckles, rivets, or metal are permitted.
- Pregnant women and those with heart conditions should not use the slide.
- Eyeglasses must be securely affixed to the rider with a head strap.
- Patrons are not allowed to use flotation devices of any kind on the slide.
- Patrons must promptly exit the landing area immediately after splash down.

The Y lifeguards may make any decision, limit any activity or remove patrons to maintain adequate safety and health. Any problems should be reported to the Aquatic Director.

NASHUA BRANCH FEATURES & AMENITIES

- Gymnasium: multi-court regulation gym for basketball, volleyball, badminton, and more
- Swimming pool: heated 6 lane 25 yard lap pool (3 1/2' to 9' graduated)
- Family fun pool: double loop slide, splash pad and water sprays (zero entry to 4')
- Wellness center: 8,000 sq. ft area featuring Precor ellipticals, treadmills, recumbant and upright bikes, Espresso bikes, Cybex ARC trainer, Octane seated ellipticals, SciFit Pro 1 ellipticals, Concept 2 rowers, Airdyne bike, personal TVs on cardio equipment, free-weight stations and Cybex circuit
- Indoor walking/running track: 1/9th mile anti-slip and impact absorbent
- 3 locker rooms: men's, women's and family/special needs
- Coed sauna and steam room on pool deck
- Indoor family adventure zone: multi-faceted with climbing structures
- Studios: 2 rooms for dance, group exercise, cycling, yoga, martial arts and more
- Multi-purpose room
- Social lounge
- Nutrition center
- Kids Stop babysitting area: Free to members with a Family Membership!
- Café area with fireplace
- Meeting room and viewing area to the pool

FEATURES

- Group exercise classes (Step, kickboxing, yoga etc. included with membership)
- Healthy living programs including: Livestrong®, Y-DPP, and Prescribe the Y
- Personal training
- Preschool and youth recreation and instructional sports programs
- Swim lessons for all ages and recreational swimming
- Strength, cardiovascular and educational programs
- Senior wellness, Free drop-in aqua exercise classes and social programs
- Teen adventure-based, leadership, and recreational programs
- Babysitting and licensed after school child care
- Custom party rentals (may include use of gym, pool and /or play areas)
- Day camp and vacation camp programs
- Progressive dance program
- Arts & Humanities: theater, arts, music, and recreational dance
- Special Needs programs

OTHER BENEFITS AT THE NASHUA Y

- Personalized Wellness Recipe
- Free Health and Nutrition Seminars
- Wellness Incentive Programs
- Workout towels in the Wellness Center



MERRIMACK BRANCH FEATURES & AMENITIES

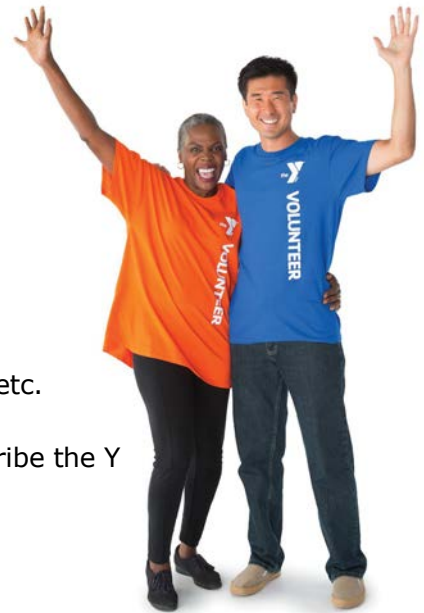
- Field House: 2 basketball courts, 2 tennis courts, 1/7 mi track and 1 multipurpose court
- Swimming pool: heated 5 lane 25 yard pool
- 3 racquetball courts / 1 wallyball court
- Cardiovascular center: Precor treadmills, Precor recumbent and upright bikes, Concept 2 rowers, Stairmaster Stepmills, Stairmaster Steppers, Precor & LifeFitness elliptical cross trainers, Nautilus treadclimbers, Espresso bikes, Paramount functional trainer, Octane trainers, Cybex arc trainers, Precor Amt's, Fitness Tools Thorotread
- Strength Training center: CYBEX strength circuit, Free weights, and Synrgy 360 Multi Functional Trainer
- Sauna, and steam room on pool deck
- Outdoor soccer and rec field
- Tumble Town gymnastics & tumbling room
- Dance studio
- Group exercise and fitness rooms
- Cycling studio
- Youth wellness center featuring Strive Strength Circuit
- Outdoor playground for childcare and day camp programs

FEATURES

- Group exercise classes (Zumba, kickboxing, circuit training, yoga etc. included with membership)
- Healthy living programs including: Livestrong®, Y-DPP, and Prescribe the Y
- Personal training
- Preschool and youth recreation and instructional sports programs
- Swim lessons for all ages and recreational swimming
- Strength, cardiovascular and educational programs
- Senior wellness, drop-in aqua exercise classes and social programs
- Babysitting and licensed childcare and after school care
- Custom party rentals (may include use of gym, pool and play areas)
- Day camp and vacation camp programs
- Progressive dance program
- Arts & Humanities include theater, arts, music, and recreational dance
- Youth Wellness Center for ages 7-12

OTHER BENEFITS AT THE MERRIMACK Y

- Personalized Wellness Recipe
- Free Health and Nutrition Seminars
- Wellness Incentive Programs



CAMPING SERVICES

CAMP SARGENT

Located on the beautiful Lake Naticook in Merrimack, NH and minutes from the Merrimack and Nashua Y, Camp Sargent sits on 22 acres. Since 1924, Camp Sargent has offered the Greater Nashua Community a quality day camping program to boys and girls 5-16 years old. Sessions range from one to ten weeks of traditional camp activities to more involved specialty camps that provide more time for campers to dive deeper into what interests them most, Regardless of the type of camp, staff always stress safety, teamwork and work towards each camper building self confidence and making friends.

Licensing and Accreditation

Camp Sargent is accredited by the American Camp Association (ACA) and is licensed by the New Hampshire Department of Environmental Services (DES).



Location and Contact

141 Camp Sargent Rd.
Merrimack, NH 03054
603.880.4845 (Jun-Aug)
Campsargent.org

CAMP SPAULDING

Since 1921, Camp Spaulding has helped campers from all types of backgrounds enjoy the benefits of a traditional camp experience. YMCA Camp Spaulding helps to prepare young people for their future by engaging them in developing life skills. They learn to become leaders for the causes they believe in, to live sustainably, to care for our shared environment, and to live cooperatively in a culturally diverse community. Resident camp nurtures the potential of youth and creates a sense of community among campers of all ages through a wide variety of programs.

Location and Contact

210 Bog Rd.
Penacook, NH 03303
603.753.8990 (May-Aug)
ymcacampspaulding.org



PROGRAM REGISTRATION

The YMCA of Greater Nashua offers hundreds of programs and classes to the community. The full brochure of current offerings is in our "Program Guide" published on our website. Classes offered in the program guide run in 7 or 8 week sessions, unless otherwise specified. These programs and classes may require registration and additional fee.

As a benefit of membership, current members will receive advanced registration access, as well as program discounts of up to 50% off the community rate.

CREDIT / REFUND / TRANSFER POLICY

1. Requests for program withdrawal may be made by Email or in person at the Welcome Center.
2. There will be no refunds for program withdrawal unless requested ONE week prior to the first day of class.
3. Prorated credits will be issued for medical conditions which prohibit the participant from continuing in a class. A doctor's note is required.
4. Programs without sufficient enrollment may be canceled; an option of a credit or refund will be given.
5. There will be no makeup classes, credits or refunds for personal absences, vacations, inclement weather or missed classes.
6. Credits or refunds will be issued for individual classes that are canceled by the Y unrelated to #5 above.
7. Transfer requests may be made providing there is an opening in the desired class. Requests can be made by email or in person at the Welcome Center.

INCLEMENT WEATHER POLICY

The YMCA of Greater Nashua makes every effort to keep our buildings and services open to serve your family and our community. However, not every day is full of sunshine and flowers so we have adopted the following inclement weather policy in the event of extreme weather conditions.

If you are ever curious about the status of the YMCA buildings or classes, it is best to check the YMCA's website, social media sites and/or the YMCA mobile app.

Facility Closings And Delayed Openings

It is very rare that we alter our regular hours at the Y, but in the event of a power outage or if weather conditions are such that it is unsafe to have people on the roads, the YMCA of Greater Nashua Management Team will make a determination on whether to open on time or at all as soon as possible and announce on various web tools.

Program Cancellations and Delays

(Group Exercise Classes, Kid Stop, Swim Lessons, Youth Programs)

If the Nashua and Merrimack schools have a **delayed opening** due to weather:

Kid Stop will have a delayed start equal to the schools' delay. (i.e. if schools have a 2 hour delay, Kid Stop will open at 10:30)

All classes scheduled to start during that delay period will be cancelled (in the same example given, any classes scheduled to start before 10:30 will be cancelled)

If the Nashua and Merrimack schools are **closed** due to weather:

All morning classes scheduled to start before 2:59 are cancelled and Kid Stop will be closed for the morning.

A decision will be made around 2:00pm about whether classes starting after 3pm and Kid Stop will run.

The Early Education Center in Merrimack and Schools Out in both branches will run on days that schools are closed due to weather.

If the extreme weather occurs on a weekend, non-school day, or begins later in the day:

YMCA management will make a decision on class and Kid Stop schedules as soon as possible.

The YMCA Will Communicate Any Closings, Cancellations, Or Delays In The Following Ways:

Website: We will post a banner on our website announcing any updates

Facebook: "Like" our Facebook page to receive updates

Mobile App: Get the YMCA of Greater Nashua's mobile app on your iPhone or Android phone and make sure you enable push notifications.

Email: We will attempt to send an email to you in the event of closings

PLEASE NOTE: In the event of extended school closings after a storm (multiple consecutive days), the Y may decide to run regularly scheduled programs. We will update members when this occurs.



KIDS STOP BABYSITTING

Kids Stop is for the convenience of members and their guests while using the facility. We reserve the right of admission discretion in cases of illness, behavioral problems, and number and age of children. Parents must remain in the building at all times.

NASHUA:

Ages 6 weeks - 12 years

Monday - Friday	9:00am - 1:30pm 4:00pm - 8:00pm
Saturday-Sunday	9:00am - 12:30pm

Reservations only need to be made if the child is under the age of one and members may reserve up to 4 days in advance.

MERRIMACK: **Ages 6 weeks - 12 years**

Monday - Friday	8:25am - 1:30pm 4:00pm - 8:00pm
Saturday-Sunday	8:25am - 12:30pm

Reservations only need to be made if the child is under the age of 9 months.



Free of charge for those with a Y Family membership

2-hour maximum stay for children ages 1 to 12. Children ages 6 weeks to 12 months have a 1 hour time limit.

\$2.50 per hour/per child for non-family memberships.

*** Kids Stop is not free ***

*** Hours and cost subject to change ***

PROCEDURE

1. Upon arrival, scan in and note where you will be in the facility in the event we need to locate you.
2. If you and your child do not have a photo in the system, you may be instructed to do so at the Welcome Center.
3. Let staff know if there are any special instructions or allergies.
4. Label your child's snacks and place them on the shelf or hand them to a staff member. We are a nut free environment. For specific policies on food, please speak with
5. Children will only be allowed to leave with the person who drops them off unless otherwise noted.
6. When you pick up your child from KidStop, please have a staff person sign you out.

POLICIES:

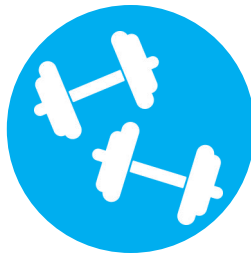
- There is a 2 hour limit per visit for children 9 months-12 years and a 1 hour limit for infants 6 weeks to 9 months of age.
- Parent/guardian MUST remain in the facility for the duration of a KidStop visit.
- We do not change diapers or provide diapers or wipes.
- When necessary, we ask the parent to come to KidStop to change a noticeably soiled diaper.
- We will do our best to comfort an upset child. At times you may be asked to pick up your child early if they are inconsolable.
- To help prevent the spread of illness, please do not bring your child to KidStop if they are experiencing any of the following conditions: bad cold, diarrhea, conjunctivitis ("pink eye"), fever, or any other contagious sickness. The staff reserves the right to retrieve a parent out of a class or other area of the facility should their child be left in Kid's Stop with any of the above listed symptoms.
- Please do not let your child bring in toys. We are not responsible for lost or damaged toys.
- Because accidents do happen, please bring a change of clothing for your child and a diaper. Staff are not required to change diapers - if necessary, the parent will be retrieved.
- Children must wear socks or shoes.

The Y strives to provide the best possible service for the children. Your comments about this policy or any other aspect of Kid's Stop are welcome. Please direct your suggestions or comments to the babysitting staff or fill out a Member Comment Form. Consult the Kids Stop parent handbook for more information.

YOUR NEW MEMBER CHECKLIST



Schedule a tour (if you haven't had one)- familiarize yourself with facilities and meet the people who will help you transform your life.



Sign up for your FREE Wellness Recipe- three free sessions with one of our wellness staff to help you set achievable goals and learn and a path to achieve.



View the program guide- With hundreds of class options for all ages, we have something to get you started on your journey.



Download activity schedules- From lap swim to group exercise classes, check out what's going on in each branch!



Get Involved- It is through the support of volunteers and donors that the Y is able to give back to the community.



Get Connected- Download our mobile app and follow us on social media!

YMCA OF GREATER NASHUA:

Nashua Branch, 603-882-2011

Merrimack Branch, 603-881-7778

Visit us at www.nmymca.org