



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

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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.

COMMITMENT TO HEALTH AND SAFETY

Part of our focus on improving the health of our community is taking every step we can to ensure the safety of our members, volunteers and staff at all of our facilities and properties. Some of the ways in which we do this include:

- All YMCA employees and volunteers are properly vetted, screened and trained.
- All adult YMCA members and program participants are screened against the National Sex Offender Registry
- YMCA Safety Committee and Properties Committee meet regularly to review safety procedures and training and quickly address any concerns.
- Facilities are cleaned regularly throughout the day and overnight by professionals. All cleaning products, including pool chemicals, meet industry safety standards and are used according to instruction.
- Equipment (fitness machines, building mechanicals, etc.) is regularly checked for safety and efficacy by YMCA staff and industry professionals. In the event a piece of equipment is inoperable or unsafe, that piece will be placed out of commission and clearly marked until fixed or replaced.
- Any areas of caution, such as a wet floor or area being worked on, will be clearly marked and/or closed off
- Facilities are inspected annually by area officials (i.e. Health, Fire Depts) as well as the YMCA's insurance company.
- The YMCA follows all guidelines from local, state and federal governments including temporary orders related to immediate health concerns.

Extra sets of eyes are always useful and we view this commitment to health and safety as a partnership between our staff, volunteers, members and visitors. If you ever see an area that we can improve on, please do not hesitate to reach out to our COO.

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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"

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 Y	24 Stadium Dr.	Nashua, NH 03062	603.882.2011
Merrimack Y	6 Henry Clay Dr.	Merrimack, NH 03054	603.881.7778
Westwood Park Y	90 Northwest Blvd.	Nashua, NH 03063	603.402.2258
Camp Sargent	141 Camp Sargent Rd.	Merrimack, NH 03054	603.880.4845

Visit our website at www.nmymca.org for an up to date email and phone directory of staff.

NASHUA/MERRIMACK HOURS OF OPERATION

Monday-Friday..... 5:00am – 9:00pm
 Saturday..... 6:00am – 5:00pm
 Sunday..... 8:00am – 4:00pm

WESTWOOD PARK HOURS OF OPERATION

Monday-Friday..... 5:00am – 10:00pm
 Saturday..... 8:00am – 8:00pm
 Sunday..... 8:00am – 8:00pm

Hours of operation are subject to change due to Holidays, inclement weather or other circumstances.

Program areas may close 15 or more minutes prior to the building closing

MEMBERSHIP CARDS

For the safety and security of all members, we capture your photo at time of joining and issue a unique barcode/membership card is issued. This information is securely stored in our membership database. Please visit nmymca.org/privacy to view our most up to date privacy policy. This allows our staff to quickly verify membership at time of check in. Members are expected to scan in with each Y visit. If you forget your membership card, please stop at the Welcome Center to have a team member check you in or issue a new barcode. Sharing of membership cards/barcodes is strictly prohibited.

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 all locations, clothing items are kept for a limited amount of time. Items such as jewelry, phones, etc. are kept for a limited time 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, on a first come first serve basis.

SATISFACTION GUARANTEE

If within the first 30 days of your Y experience, you are not satisfied and no longer want to be a member, we will refund any monies paid towards that membership.



FINANCIAL ASSISTANCE

Financial Assistance is available through our “Y Cares” program. Funds are made available through our annual campaign and generous donations of staff, volunteers, members, and community partners. Y Cares may help 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!

MEMBERSHIP CATEGORIES

FAMILY OPTIONS

Household Family Membership: Includes up to 4 adults in the same household and unlimited dependent children

2 Adult Family Membership: Includes 2 adults in the same household and unlimited dependent children

1 Adult Family Membership: Includes 1 adult and unlimited dependent children.

* Dependent children ages 18–25 may remain on any family membership

ADULT OPTIONS

Adult Membership: Individual membership, ages 30–64

2 Adult Membership: Includes any 2 adults in the same household, ages 30–64

Senior Membership: Individual membership, ages 65+

2 Senior Membership: Includes 2 any 2 adults in the same household, both 65+

Young Adult Membership: Individual membership, ages 18–29

YOUTH OPTIONS

Teen Membership: Individual membership, ages 13–17

Youth Membership: Individual membership for program classes, ages 0–12



MEMBERSHIP ADD ONS

Locker rentals are available for adult members 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. Memberships that no longer meet the age criteria will receive notification from the Y that their membership category and rate will with 30 days notice.

MEMBERSHIP CHANGES

Membership changes may be made with a 14 days written notice from your membership draft date. All change requests must be on made online by completing our membership change form. Please visit the membership portion of our website, nymca.org/membership/change-form to access this form.

MEMBER REFERRALS

Working out at the Y with a friend helps you both stay on track to a healthier lifestyle. Our member referral program 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 are continuous until the member notifies the Y with a 14 day written notice that they wish to end their membership. Memberships are not terminated due to non-use. Memberships will be terminated after two months of non-payment and may be subject to returned payment fees.

To cancel a Y membership, I (we) understand that I (we) must provide a written request electronically by visiting <https://nmyymca.org/membership/change-form/> no less than 14 days before the next scheduled automatic payment withdrawal. If you are unable to access this website please contact the Welcome Center for assistance.

I (we) understand that I (we) are responsible for checking my (our) bank and credit card accounts to ensure that automatic payments have been stopped.

Membership dues are non-refundable. If you were incorrectly charged due to the YMCA's error, a refund will be given as long as the refund is accompanied by proper documentation (i.e. email confirmation). **Under these circumstances, the YMCA will not refund more than three months of membership at any given time.**

I (we) understand that the procedures for terminating my (our) membership may be modified by the YMCA from time to time and the YMCA will notify members of changes made to any policies.

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, vaping 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.

NON DISCRIMINATION/ ANTI-HARRASSMENT

The YMCA does not tolerate verbal or physical harassment or discrimination of any person for any reason including but not limited to race, national origin, ancestry, color, creed, religion, sexual orientation, gender identity, age, disability or any other basis protected by law. If any member experiences harassment or discrimination, it should be reported by the member to a YMCA staff member as soon as possible. If a YMCA staff member harassed the member, it must be reported to the appropriate manager(s) immediately, and the YMCA manager(s) must take immediate action to address the situation and to ensure the safety of the member. Issues not resolved to a member's satisfaction should be directed to the COO: Joe Manzoli at jmanzoli@nmyymca.org.

GENDER IDENTITY NON-DISCRIMINATION

1. Transgender persons applying for membership will not be turned away because of their gender identity or gender expression, and have the ability to list the gender that best fits them listed on their membership regardless of the extent of the individual's physical transition.
2. Members will be treated according to their sincerely held, self-reported gender identity. However, a member cannot fraudulently or improperly assert a self-reported gender identity. If a conflict arises regarding a person's self-reported gender identity, a YMCA staff member who has been trained on YMCA policy and practices with regard to transgender members:
 - Should have a conversation with the member in order to determine the member's gender identity and any other gender-related concerns.
 - Should, in rare cases, where fraud or improper purpose is reasonably suspected, request documentation supporting the member's stated gender identity. This documentation includes, but is not limited to, a letter from a medical provider, therapist, social worker, member of the clergy, family member, friend, etc. If this additional documentation is requested, that request must be reported by the YMCA staff member to the COO.
 - NOTE: documentation of gender identity for members is not expected or required in the majority of cases – it is only necessary when a YMCA staff member reasonably suspects fraud or other improper purpose.
3. Private information such as a person's status as transgender, their gender transition, and any medical information must be treated as confidential.
4. All members, including transgender members, may use YMCA locker room facilities and programs based on their self-reported gender identity; these facilities include bathrooms, showers, and all other facilities separated by sex. Wherever possible, the YMCA should maintain private changing areas in each locker room for the comfort of all members. Where applicable, unisex bathrooms can also be made available as needed for the privacy and comfort of members. Some members may feel uncomfortable with a transgender member using the same locker room facilities, bathrooms, showers, or other facilities/programs separated by sex. This discomfort is not a reason to deny access to the transgender member. YMCA staff should work with members and employees to address this discomfort and to foster a climate of understanding consistent with the values of the YMCA.
5. YMCA staff should address transgender members with names, titles, pronouns, and other terms consistent with their self-reported gender identity, especially as staff is made aware of potential changes. For example:
 - A transgender woman will be referred to by her preferred name and female pronouns.
 - A transgender man will be referred to by his preferred name and male pronouns.
6. The resolution of any conflict or question arising under this policy is at the sole discretion of YMCA staff.
7. The YMCA reserves the right to terminate a person's membership immediately for any violation of this policy.

DENIAL OR REVOCATION OF MEMBERSHIP

The CEO or COO 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. Afterall, the Y is more fun with friends. 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
- Minors under 13 must be accompanied by an adult (over18). Adult must remain in the building with the minor
- Guests must register, read, and sign waiver at time of check in. All guests must pay a guest fee at the Y Welcome Center, guest fees are subject to change
- Guests ages 16+ must present photo ID and have their picture taken for our membership database at the Welcome Center
- Guest are welcome to try group exercise classes, basketball, racquetball, and the pool following any applicable reservation systems or procedures
- 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
- Guest fee will apply at each guest visit
- Guests are required to abide by the same code of conduct and policies of members

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	Indoor Track	Gymnasium/Turf	Pool	Sauna/Steam
Under 6	No Access	No Access	Access with supervision of parent/guardian	Access with supervision of parent/guardian	With supervision of parent/guardian (18+) and within arms length reach, regardless of whether they pass swim test or not*	No Access
6	No Access	No Access	Access with supervision of parent/guardian	Access with supervision of parent/guardian	Access: If pass swim test– can swim if parent/guardian (18+) is in the pool area; If don't pass swim test– swim only within arms length reach of parent/guardian (18+) *	No Access
7-8	Access after completion of Cardio Kids Program– accompanied by parent/guardian	No Access	Access with supervision of parent/guardian	Access with supervision of parent/guardian	Access: If pass swim test– can swim if parent/guardian (18+) is in the pool area; If don't pass swim test– swim only within arms length reach of parent/guardian (18+) *	No Access
9-11	Access after completion of Cardio Kids or Kids on the Move Program– accompanied by parent/guardian	Access after completion of Cardio Kids or Kids on the Move Program– accompanied by parent/guardian	Access with supervision of parent/guardian	Access with supervision of parent/guardian	Access: If pass swim test– can swim if parent/guardian (18+) is in the pool area; If don't pass swim test– swim only within arms length reach of parent/guardian (18+) *	No Access
12	Access– Parent/guardian must be in the building	Access– Parent/guardian must be in the building	Access– Parent/guardian must be in the building	Access– Parent/guardian must be in the building	Access: If pass swim test– can swim if parent/guardian (18+) is in the pool area; If don't pass swim test– swim only within arms length reach of parent/guardian (18+) *	No Access
13	Access	Access	Access	Access	Access, swim test required	No Access
14+	Access	Access	Access	Access	Access	Access

*See posted Swim Test Policy for more detail.

Swim tests are be conducted by a member of our lifeguard team.

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

General

- Youth under age 13 must be accompanied by an adult (18+) unless participating in a program, however **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 earbuds. 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
- Program areas, including the pool, may close 15-30 minutes prior to facility closing
- All hours of operations and schedule are subject to change

LOCKER ROOMS

- Lockers may be used on a daily basis at both branches. Lockers are available for rent at the Merrimack Y for adult members as a monthly or annual fee, please note there is limited availability
- **Padlocks must be removed daily for those not renting lockers.** Locks left on overnight will be removed and discarded
- There may be times when a lock must be cut from a locker. Examples of this include, but are not limited to:
 - A member has placed a lock on a locker that was already in use
 - A member failed to observe the policy that lockers can only be used at the YMCA, and the items have been in the locker for more than 24 hours
- Only authorized personnel are allowed to cut locks. All items will be removed from the locker and stored at the Welcome Center until they can be returned to their rightful owner
- 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
- All members, including transgender members, may use YMCA locker room facilities, bathrooms, showers and all other facilities/programs separated by sex based on their self-reported gender identity
- We ask that members respect the privacy and comfort of other members by practicing modesty in the locker rooms and remaining covered as much as possible
- Wherever possible, the YMCA will maintain private changing areas in each locker room for the comfort of all members
- 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 Universal Locker Room
- All members are welcome to use the Universal Locker Room for additional privacy

WELLNESS AREAS

- Children under the age of 12 are not permitted to use the strength or cardiovascular areas without completing branch specific required wellness trainings. Direct supervision from parent/guardian may be required.
- Appropriate exercise attire must be worn. Non-marking soled shoes for the gym, studios, and racquetball courts. No dress shoes or open toed shoes
- Sports equipment may be checked out to Y Members (with proper ID) at the Welcome Centers
- Please observe all posted wellness rules
- Youth wellness drop in programs are available when advertised for children ages 7-12

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
- Lifeguards may make decisions, limit activity or remove patrons to maintain health and safety

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-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

KIDS STOP BABYSITTING

WHAT IS KIDS STOP?

Kids Stop is a short term baby sitting service available to children 6 weeks to 12 years with family membership while parent/guardian is using the facility. We provide supervised and age appropriate free play, activities or crafts during your child's visit. Parent/guardians must remain in the building at all times. We offer Kids Stop at all three branches of the YMCA of Greater Nashua. The amenities in each branch may vary and we encourage you to tour each space and meet the staff!

RESERVATIONS & FEES

Kids Stop is available for children 1-12 Years for up to 2 hours per day or infants 6weeks-1year for up to 1 hour per day. Hours of operation may vary by location.

- Y Family Membership– FREE
- Nationwide Members & Guests– \$2.50 per hour

Reservations are required for Kids Stop. Reservations can be made up to 48 hours in advance. We will accept walk-ins only if reservations are not at capacity. Availability may be limited without a confirmed reservation.

Due to high volume, we request that you cancel your reservation if you cannot attend. Cancellations can be done through your email confirmation. Kids Stop may be closed unexpectedly due to inclement weather or other circumstances. We will make every effort to contact you via your email address used with reservation.

To make a Kids Stop reservation or to review the most up to date availability by location, visit our website: nymymca.org/child-care/kids-stop-babysitting/

VISITING KIDS STOP

We strive to provide a safe and healthy environment for all children during their Kids Stop visit. We will work with your family to provide the best possible experience. Our Kids Stop staff reserve the right to contact parent/guardians for early pick up to maintain the health and safety of all children in our care. To ensure Kids Stop is the best experience for all guests:

- Allow plenty of time to check in your child and arrive on time for pick up
- Please do not check in a child with obvious signs of illness– for the health and safety of all guests we reserve the right to refuse admittance or request an early pick up if your child is sick
- Please remain in the facility at all times
- We will communicate with you via phone/text message or locate you in the building if we need to contact you.
- We have a **zero tolerance policy** for violence (including siblings), you may be asked to pick up early if your children are not able to remain safe and respectful of staff and other Kids Stop guests
- We are unable to change diapers or assist with the bathroom. We will ask you to come back to Kids Stop to assist your child.
- Children must wear socks or shoes– socks are required for the Nashua branch Adventure Zone and sneakers for the Nashua branch Playground
- Please provide labeled water bottle
- You may pack a snack for your child's visit. Please avoid candy or gum of any kind, popcorn, whole grapes or other possible choking hazards. Kids Stop is a **NUT FREE** space– this includes peanut and tree nuts.
- Please let the staff know of any special instructions or allergies
- Children will only be checked out by authorized adults

INFANT GUIDELINES

- Infants from 6 weeks up to 1 year of age have a 1 hour reservation limit
- Kids Stop staff cannot change diapers or warm up bottles
- Infants must be removed from a car seat at the time of check in– we cannot accept infants sleeping in a car seat for safety reasons
- Infant reservations and availability vary by branch to maintain proper safety ratios
- For the Nashua branch– please call during regular hours of operations to make a reservation for infants

Our Kids Stop staff reserve the right to refuse entry or contact parent/guardians for early pick up to maintain the health and safety of all children in our care. We strive to provide a safe and healthy environment for all children

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 CREATE

Located at our Merrimack branch, Camp Create allows campers to indulge their creative side through various specialty camps with a focus on the visual and performing arts. Many camps will have a performance or showing at the end of the week to demonstrate what they learned. This camp is offered to children grades 1–6.

Licensing and Accreditation

Camp Create is accredited by the State of New Hampshire Department of Health and Human Services Child Care Licensing Unit

Location and Contact

6 Henry Clay Rd.
Merrimack, NH 03054
603.881.7778
Nmymca.org/summercamps

SPORTS CAMP

YMCA Sports Camp is offered at our Westwood Park branch and is a perfect destination for every child who enjoys playing sports and being active. Sports Camp introduces and emphasizes the fundamentals of sports. From skills to drills, to the importance of teamwork, Sports Camp provides a fun and supportive environment for athletes of all skill levels. Whether your camper is new to sports, a seasoned vet, or somewhere in-between, YMCA Sports Camp is a perfect choice for your young athlete.

Location and Contact

90 Northwest Blvd.
Nashua, NH 03063
603.402.2258
nymymca.org/summercamps

PROGRAM REGISTRATION

The YMCA of Greater Nashua offers hundreds of programs and classes to the community, all of these program offerings can be found on our website. 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, requests will be passed along to the program director and is approved at the director's discretion
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 per directors discretion 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 Credits or refunds will be issued for individual classes that are canceled by the Y unrelated to #5 above
6. 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. Inclement weather updates can be found on our website and/or our social media sites.

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, Kids Stop, Swim Lessons, Youth Programs)

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

- Kids Stop will have a delayed start equal to the schools' delay.
- All classes scheduled to start during that delay period 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 Kids Stop will be closed for the morning
- A decision will be made around 2:00pm about whether classes starting after 3pm and Kids 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 Kids 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
- 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.



YMCA OF GREATER NASHUA:

Nashua Branch | 24 Stadium Dr. Nashua, NH 03062 P 603.882.2011

Merrimack Branch | 6 Henry Clay Dr. Merrimack, NH 03054 P 603.881.7778

Westwood Park Branch | 90 Northwest Blvd. Nashua, NH 03063 P 603.402.2258

Visit us at www.nmymca.org