



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

Regional YMCA of Western Connecticut

Membership Handbook





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WELCOME TO THE REGIONAL YMCA OF WESTERN CONNECTICUT!

As a member of our Y, you are not just joining a gym – but rather a wonderful community of youth, adults, families and health seekers, all with the goal of leading a healthy lifestyle.

For over 56 years the Y has been strengthening the foundations of its communities through our core values of caring, honesty, respect and responsibility.

Our Mission

The Regional Y is a community service organization committed to building healthy lives through programs that strengthen the spirit, mind and body for all.





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WHAT YOU AS A MEMBER CAN EXPECT

- ◆ You will be warmly welcomed and treated respectfully at all times
- ◆ You will feel safe and well-cared for while at the Y
- ◆ The Y's grounds, buildings and equipment will be clean and safe
- ◆ Information regarding programs and services will be accurate and up to date
- ◆ Y staff will personify the Y's mission
- ◆ You will be the main priority of professional, well-trained and friendly staff
- ◆ Y staff will be visible and readily available to you
- ◆ You will belong to a cause-driven, well-managed organization
- ◆ Your opinions are welcome, and your inquiries will be addressed in a timely manner – speak to a Membership Service Representative at the Front Desk.
- ◆ The Regional Y conducts regular sex offender screenings on all guests over the age of 18.





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Section 1: Your Regional Y Membership

Membership at the Regional Y is for everyone, and we encourage individuals and families to take advantage of all we have to offer. While our programs and facilities are always based on the unique needs and interests of the communities we serve, every Y has one thing in common: our people. The volunteers, staff, members and donors of the Y are all united by a deep commitment to strengthening our communities. Join us – experience the difference!

Membership Categories

The Regional Y offers seven levels of membership to ensure you as an individual or family find the right fit for your household. Choose from the below membership options. Contact a Membership Service Representative for current monthly and annual fees.

1. Teen: Individuals ages 13-17
2. Young Adult: ages 18-29
3. Adult Couple: 2 adults living in the same household
4. Adult: ages 30+
5. Family: up to 2 adults and children through 21 years of age living in the same household
6. Senior: age 65 and over
7. Senior Couple: Two adults living in the same household, 1 adult must be 65

Financial Assistance

The Regional Y does not turn anyone away for an inability to pay. To apply for financial assistance, please contact our Membership Service Representative to ask for a Financial Assistance Application; you may also download it at www.regionalyymca.org





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Section 2: Membership Policies & Procedures

Diversity & Inclusion

The Y is made up of people of all ages and from every walk of life working side by side to strengthen our community. Together we work to ensure everyone has the opportunity to live life to its fullest. We share the values of caring, honesty, respect and responsibility—everything we do stems from it.

The Regional YMCA is committed to fostering, cultivating and preserving a culture of diversity and inclusion, an important part of our mission-based programs and services, and providing access and engagement opportunities for all in the community.

It is the policy of the Regional YMCA of Western Connecticut, Inc. to seek diversity and prevent discrimination at all levels of the organization, whether staff, volunteer or member, without regard to race, ethnicity, color, faith, national origin, age, gender, gender identity, sexual orientation, disability, income levels, physical or mental ability, immigration status, family or marital status, veteran status or any other legally protected status.

This policy provides equitable and impartial opportunity to all, and is intended to fulfill our moral, social and legal obligations.

Membership Code of Conduct

The Regional Y is a membership organization that values caring, honesty, respect and responsibility. In joining, members subscribe to Y policies and are expected to abide by the rules as posted in the facility and in this handbook. To ensure a positive member experience, the Y shows zero tolerance for the following behaviors:

- ◆ Fighting
- ◆ Abusive language
- ◆ Smoking in Y facilities and on properties
- ◆ Use of alcohol or drugs on premises; or using Y facilities while intoxicated or under the influence of drugs
- ◆ Carrying or concealing weapons or any object that can be used as a weapon
- ◆ Inappropriate or sexually revealing attire as determined by Y staff
- ◆ Disrespect for Y property or the property of other members
- ◆ Conduct or actions of a sexual nature
- ◆ Derogatory comments based on an individual's sex, race, ethnicity, age, religion or disability
- ◆ Disrespect to other Y members or staff



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Membership Suspension/Revocation

Membership may be revoked or suspended if members engage in vandalism, theft, unnecessary physical roughness in sports or activities, use obscene and offensive language while at the Y, act in an abusive or intimidating manner to other members or staff, or act contrary to the Y's core values of caring, honesty, respect, and responsibility. Staff are responsible for enforcing Y guidelines and have the right to bar members from the facility/program for a violation of rules.

No refunds of fees will be made for revoked or suspended memberships.

In addition the Y reserves the right to deny access or membership to any person who has been convicted of any crime involving sexual abuse, is a registered sex offender or is under the influence of drugs or alcohol. To keep members and staff safe, the Y screens all members and guests against sex offender registries upon joining and periodically throughout their membership term.

Membership Cards

Membership cards are issued to all members. Members must have their photo taken upon joining the Y and bring their membership card and scan it upon entering the facility each visit. In the instance a membership card is lost a replacement card will be issued for \$5 (for Health Center Members only).

Locker Rooms

The Regional Y provides the following locker rooms:

- ◆ Men's & Women's Locker Rooms – All Ages
- ◆ Men's & Women's Wellness Plus Locker Rooms – Ages 18+ (additional fee)

Members are expected to abide by the following Locker Room Policies:

- ◆ The use of cameras or video recording devices is prohibited in any locker room
- ◆ The use of cell phones in the locker rooms is prohibited

Security & Safety

To keep members and staff safe, the Y screens all members and guests against sex offender registries upon joining and periodically throughout their membership term.

The Y is not responsible for lost or stolen valuables. Personal locks may be used in the Locker Rooms while participants are in the building, but must be removed daily. Unauthorized locks left overnight will be removed at the discretion of Y staff and the contents of the locker will be removed and held for one week and then donated to charity.

Weapons

The Y does not permit weapons of any kind on the property regardless of any license to possess. Y Members are prohibited from carrying firearms, knives, Tasers, or other objects that Y staff may determine to be dangerous to the safety of our members and staff.



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Cell Phone Usage & Surveillance

The use of cell phones is **strictly prohibited** in locker rooms, restrooms, changing areas, saunas and steam rooms. The Y permits talking on cell phones in lobby and hallway areas only. We ask that you use discretion when talking and keep your voice low as not to disrupt fellow members.

Photo and Video/Audio Recording Release Policy

To protect privacy - especially that of children - recording is regulated within the facility. This Includes photography, video recording, live streaming, and audio recording using any device capable of capturing images, video, or sound.

Permitted Recording:

- Adults may record or photograph themselves only, using discretion.
- Recording must not capture other members, guests, or staff without their explicit consent.
- Equipment must not interfere with programs, traffic flow, or safety.

Prohibited Recording Areas & Activities:

Recording of any kind is strictly prohibited in the following areas:

- Locker rooms
- Restrooms
- Changing areas
- Saunas and steam rooms
- Youth classes/programs involving minors, camps, swim lessons, Child Watch/Kids Corner
- Any area where individuals have a reasonable expectation of privacy

Protection of Youth:

- Photography or video of children who are not your own is not permitted.
- Recording during youth programs, classes, or events is prohibited unless specifically authorized by YMCA administration.
- Staff may stop any recording that appears to involve minors or violate this policy.

Courtesy & Enforcement:

- Individuals must comply immediately if asked by YMCA staff to stop recording.
- Staff may ask that any recordings taken in violation of this policy be deleted.
- YMCA reserves the right to limit or revoke recording privileges at any time.
- Violations of policy may result in suspension or termination of membership.

With consent, the YMCA may take photographs or record video/audio for marketing, promotional, or media purposes. By granting this consent, you authorize the Regional YMCA to use these materials, without compensation or further approval, for promotional purposes, including images or recordings that feature you or individuals included under your membership.



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FOR SOCIAL RESPONSIBILITY

Proper Attire

For the safety of our members, the Y requires appropriate attire at all times.

- Closed-toe athletic shoes and attire are required for fitness and recreational activities, and shirts must be worn for pick-up basketball games. Members are asked not to wear athletic shoes directly from the street into exercise areas. Only athletic and non-marking footwear are allowed in the gymnasium, studios or in the Wellness Center. No footwear with wheels may be used in the building, and members and participants are asked to keep their feet off the walls.
- Bags, coats and street clothes must be stored in the locker rooms and are not permitted to be kept in the Gymnasium or Wellness Center.
- Swimsuits are required in the pools with no street clothes permitted.
- Children still in diapers must wear a swim diaper at all times while utilizing the pools.

Not permitted in the Cardio or Training Rooms, in the Gym or on the Indoor Track:

- Jeans, khakis, cargo pants/shorts, bathing suits or plastic suits
- Sandals, Crocs, flip flops, or boots
- Attire that is not safe, sanitary, or appropriate

Lost & Found

If you lose a personal item on site, please check with the Front Desk to direct you to our Lost and Found area. We will hold any lost and found items in the facility for one week before they are donated to charity.

Conducting Private Business

Members and staff are not allowed to conduct private businesses on Y property, such as private swim lessons, personal training, coaching, etc.

Emergency Closings

The Y makes every effort to remain open. However, in the event of inclement weather the Y may close for the safety of our members and staff. We also close on a minimum number of holidays for staff to be able to spend time with their family. For current operating hours, scheduled closures or the latest updates about Y status, please call 203-775-4444, check our website at www.regionallymca.org or check our mobile app (download The Regional YMCA of Western CT on the app store).



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FOR SOCIAL RESPONSIBILITY

Personal Health & Contact Information

The Y recommends that all members receive approval from their personal healthcare professional prior to beginning any health and wellness program. We ask that you keep all personal membership contact information up to date as well so we always have your current address, phone number, email and emergency contact information.

YMCA of the USA Nationwide Membership Program

Nationwide Membership enables you to visit any participating YMCA in the United States through membership at your "home" YMCA. Each Y sets its own policy, but most honor out-of- state Y membership free of charge.

Hours of Operation – Greenknoll Branch

Monday-Thursday: 5:30 am - 9:00pm
Friday: 5:30 am - 7:00 pm
Saturday & Sunday: 7:00 am - 4:00 pm

Youth Development & Aquatic Center (YDAC)

See Schedule for Hours





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Section 3: Visitors & Guests

Regional Y Member Guests & Guest Policies

The Regional Y would like to encourage membership through guest privileges. Therefore, each Membership/Account is given 4 guest passes per year. After the 4 free guest passes are utilized, there is a \$5 per person, per day charge.

In an effort to maintain a pleasant experience for all, each Membership/Account will be limited to 4 guests per day.

- All guests of Y members must have a photo ID, complete a waiver prior to using the facility and must be checked in at the Front Desk.
- All guests of Y members must be accompanied by the member and are not permitted to use the facility on their own.
- Y members are responsible for the behaviors and actions of their guest(s) and may be subject to suspension or revocation of membership.
- Guests under the age of 13 must be accompanied by a Y member and meet our Supervision requirements as outlined in Section 6 of this handbook.
- The Y offers Day Passes for \$20 each person (from **September 1 through May 31**) or \$25 for Wellness Plus Locker Room
- The Regional Y conducts regular sex offender screenings on all guests over the age of 18.





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FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

Section 4: Membership Payment Information

Membership Payment Options

Members of the Regional Y can choose to pay their membership fees via monthly draft or annual payment. Monthly draft is the best way to assure your membership dues are always on time. Y members can set up their monthly draft as follows:

Credit Card

- ◆ Accepted forms of payment: MC Visa Discover American Express
- ◆ Members are responsible for notifying the Y if their account information changes, including expiration dates.

Checking Account/Statement Savings

- ◆ Voided check must be provided
- ◆ Members are responsible to monitor their monthly bank statements for any possible discrepancies.

Annual Payment

- ◆ Members who prefer to be billed will receive an annual invoice. All annual invoices will be received at least 30 days prior to the membership expiration date, and payment is due on or before said expiration date.

Miscellaneous

- ◆ All monthly draft charges are continuous until the member notifies the Y, in writing. See Termination of Membership in Section 5 of this handbook.
- ◆ In the instance your monthly draft is returned for non-payment, you will be notified via mail and phone. If no payment is received by the end of that month, the membership will be terminated. If membership is reinstated after 60 days from the time of termination, the initial joiner's fee will apply.

Membership Fee Increases

In order to continue to provide a high level of programs and services, and to maintain our facility in an acceptable manner, the Regional Y may implement a rate adjustment. The Y will mail a notice to inform our members of any rate adjustment at least 30 days prior to the effective date.





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FOR SOCIAL RESPONSIBILITY

Section 5: Changes to Membership

The Regional Y makes it easy for you to make changes to your membership. All changes to your Y membership are made by completing a Membership Change Form, which can be found at our Front Desk.

Adding Members to a Membership Account

If you need to add someone to your membership, please complete the change form and indicate the upgrade. Note that with adding new members to your account it may transition you to a different membership category with an increased fee.

Removing Members from a Membership Account

Should you need to remove a member from your account, please complete the change form and return to the Front Desk along with the membership card(s) of the member(s) being deactivated. Please note the member(s) you wish to remove from your account will not be officially deactivated until the membership card(s) have been returned. Please allow 30 days for adjustment of the membership draft to take place.

Termination of Membership

Monthly membership drafts continue until the member notifies the Y they wish to terminate the membership. Memberships are not automatically terminated due to non-use.

Members are responsible for making any changes to membership. Any change must be made by the Primary Member or Billing Member.

To ensure timely processing, **all cancellation requests must be submitted no later than the 25th day of the current month** in order to cancel the draft scheduled for the following month.

Memberships terminations are not taken over the phone.

Any Y member who wishes to terminate their membership account must inform us in writing. The following forms of termination request are accepted:

- ◆ Online: Complete [Membership Cancellation form](#).
- ◆ Membership Termination Form completed in person and returned to the Front Desk.
- ◆ Email: an email requesting termination can be sent to the Member Engagement Director at mhebert@regionalymca.org or Membership Service Representative at info@regionalymca.org.
- ◆ Fax: 860-915-7002. Fax request for cancellation to Attention: Member Engagement Director
- ◆ Mail: a written request of termination can be mailed to the Regional YMCA of Western CT, 2 Huckleberry Hill Road, Brookfield, CT 06804. Attention: Member Engagement Director.



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FOR SOCIAL RESPONSIBILITY

Membership on Hold Program

The Regional Y offers a Membership on Hold option for Y members who will be away for a period of time and want to discontinue their monthly draft. The Membership on Hold Program works as follows:

- ◆ Regional Y Membership may be placed on hold for up to three consecutive calendar months or three individual months per calendar year.
- ◆ Submit the online [Membership on Hold](#) request.
- ◆ To ensure timely processing, **all Membership on Hold requests must be submitted no later than the 25th day of the current month** in order to be effective starting the next month.
- ◆ Regional Y members who place their membership on hold understand that their automatic monthly draft will restart once the on-hold period is completed.
- ◆ Regional Y members understand that while their membership is on hold their usage and membership privileges are suspended.

Relocation

Membership to the Regional Y is not transferable to other Y's. Should you relocate and would like to maintain your membership at another Y, you must cancel your membership with the Regional Y and join again in your new location. At your request the Regional Y will be happy to provide you with a Member in Good Standing letter indicating your cancellation date with us and the Joiner's Fee amount you paid. Please contact the local Y in your new location and inquire about their policies, joining fees and membership dues.

Rejoining the Regional Y

Any returning member may rejoin the Regional Y after cancelling their membership unless the membership account was terminated or revoked by the Regional Y for violation of the Regional Y's Code of Conduct and policies. If you wish to rejoin, please stop by the Front Desk and complete a Membership Change form and the account will be reactivated. If you are rejoining after 60 days and did not take advantage of the Membership on Hold Program, your account will be subject to repayment of the Joiner's Fee. Any inactive account, 3 months or more, will require a new membership form.

Membership Refunds

Refunds of membership will be granted in the following instances:

- ◆ You have proof of written documentation for requesting termination of your membership and the Regional Y did not cancel the account.
- ◆ For medical reasons with written documentation from your physician.
- ◆ If you requested your membership be placed on hold and the Regional Y did not place the account on hold and you have written documentation.
- ◆ Joiner's fees are non-refundable and members are reminded they are responsible for monitoring personal accounts to avoid unwanted transactions.



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FOR SOCIAL RESPONSIBILITY

Section 6: Supervision

At the Regional Y we strive to provide a safe and nurturing environment for all of our youth members and program participants. To help the Regional Y provide a great experience for all of our children, it is very important that parents and guardians are aware of our supervision policies as well as membership requirements and help to enforce them to ensure a secure and safe environment.

Supervision

- ◆ All children under the age of 13 must be supervised by their parents or guardians at all times while on Regional Y property. A designated Caregiver who is listed on the Family membership is also permitted to supervise all children under the age of 13. The only exceptions to this policy are if the child is enrolled in an organized Y program.
- ◆ Parents or guardians of children under the age of 13 must remain on Y property, outside grounds included, while their children are present at the Regional Y unless they are participating in a supervised Regional Y program or activity. All parents and guardians who wish to participate in Regional Y activities with their children must maintain a current Family Y membership.
- ◆ Only children ages 13 and older are permitted to be at the Regional Y in an unsupervised environment without their parents or guardians present.
- ◆ Parents, guardians or caregivers are responsible for the delivery of their children under the age of 9 to their program area and must be on time for pick up at the end of the program.

Kid's Corner

- ◆ Regional Y members holding an active Family Membership children may stay in our Kid's Corner for up to 2 hours per day with no fee
- ◆ Children of Regional Y Adult Members may stay in Kid's Corner for a fee of \$2 per hour per child.
- ◆ Parents, guardians and caregivers are the only adults with authorization to leave a child in our Kid's Corner and are required to stay on Regional Y property.
- ◆ All children must be signed into Kid's Corner. Only the parent, guardian or caregiver who signed the child in is permitted to sign the child out – unless arranged ahead of time.
- ◆ Children are not allowed in Kid's Corner during off hours
- ◆ Regional Y does not encourage, nor condone, and prefers that employees DO NOT make arrangements with families to babysit for children participating in YMCA activities. The Regional Y does NOT accept any responsibility for staff actions while babysitting through a private arrangement.





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Section 7: Health & Wellness Guidelines

The following guidelines for Health and Wellness are designed for the safety and well-being of all our members. The Regional Y strongly believes in the importance of leading a healthy and active lifestyle and asks that all members abide by the health and wellness policies and guidelines so all of our members, ranging from health seekers to long-time fitness enthusiasts, can enjoy the benefits of being a member of the Y.

Health & Wellness Age & Program Guidelines

- ◆ Y members ages 13 and over are permitted to use the Wellness Center. All Y members are expected to help keep cleanliness a priority by cleaning off machines and mats.
- ◆ All Y members ages 13 and over are strongly encouraged to take advantage of their complimentary Kickstart to learn proper technique and operation of all exercise equipment.
- ◆ Y members ages 13 and over are permitted to take part in any group fitness class without an adult.

Fitness Express Pass – Additional Charge

Students, ages 10 – 12, will work with a certified Personal Trainer to understand proper use of equipment (strength and cardio), correct form when using weights and strength equipment as well as learn proper etiquette for the Wellness Center. This small group program will create an interactive setting in which students can ask questions and receive personal attention and direction to ensure a safe workout environment. Successful completion of the program will grant access (with parental supervision) to the Weight and Cardio Rooms.

Personal Training & Coaching Guidelines

Only Regional Y employed Fitness Trainers and staff are permitted to provide personal training and coaching on Regional Y property and in programs. Personal trainers and coaches who are not employed by the Y, even if members, are prohibited from conducting training on Y property, including services provided in the Pool, Gymnasium, Wellness Center, Studio and Camp Grounds.





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Section 8: Water Safety

At the Regional Y, aquatic programming and exercise are a top priority. With two indoor pools and an outdoor pool ensuring your family's safety is critical to how we operate.

Lifeguards and Safety

All Y lifeguards are certified and trained through Y-USA, American Red Cross, and local Health Department guidelines. Our lifeguards and Aquatic Management Staff are well trained to prevent and respond to any aquatic emergency, and to provide appropriate care if necessary. To ensure Aquatic Safety, all Y staff are empowered to enforce all rules and policies accordingly.

Child Supervision Policy in Our Pools

- Parents of children 6 years and under must be in the water with them at all times
- Parents of children 7-10 years must be on the pool deck at all times and sit in the designated seating/viewing areas
- Parents of children 11-12 years must check the child in and MUST remain on the Greenknoll YMCA grounds
- If the child is a NON-SWIMMER (regardless of the child's age) the parent MUST be in the water with the child at all times and remain in the shallow end
- If a child needs a floatation device in order to swim, the parent MUST be in the water (regardless of the child's age). Those using a floatation device are not allowed in the deep end.





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FOR SOCIAL RESPONSIBILITY

Section 9: Communication

The Regional Y offers several ways members can stay connected with information on events, programs and other daily happenings.

How to stay connected:

Our website: www.regionallymca.org for program information, schedules, events and registration.

Social Media: Search “Regional YMCA of Western Connecticut” and “Like” us on Facebook and Instagram.

Regional Y Mobile App: Download at the App Store: The Regional YMCA of Western CT

In-House: Pick up program schedules flyers and brochures throughout the facility.

Member E-mails: Opt-in to receive e-mails with updates about general information.

Regional YMCA Weather Delay & Closing Policies:

The closure of Regional YMCA facilities will be dependent upon weather conditions and facility accessibility. The YMCA will monitor weather conditions to determine if YMCA facilities will close, delay opening or close early.

PROGRAMS: All classes and babysitting will be cancelled until 9am if Brookfield Public Schools are delayed or closed.

Mid-morning, afternoon and evening classes will be evaluated and communicated through e-mail.

In the event the Regional YMCA closes or delays opening, this is the protocol:

- An email will be sent out to membership (please give your e-mail address to the front desk if you have not done so)
- Information will be posted on **Facebook** and the **Y’s Mobile App**
- The phone message at each facility will be changed with opening/closing information

CHILD CARE

If your child is a participant at either the Children’s Center at Grassy Plain in Bethel or the Greenknoll School Age Program in Brookfield, please refer to the Parent Handbook for the policy and instructions related to weather delays and closings.

Updates will also be distributed via the methods listed above.



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FOR SOCIAL RESPONSIBILITY

Section 10: Protecting Our Children

The Regional YMCA greatly values the safety of our children and the trust that their parents and caregivers have in us. Our staff and volunteers work hard to create an environment where youth members and participants can safely learn, grow and play. The prevention of child abuse is something we continuously work towards.

Below are some of the many measures we follow to create a culture of prevention:

- All staff are given background checks prior to working at the YMCA
- Every staff member within the YMCA is trained to prevent abuse, but also to recognize, respond and report it
- Every staff member in the YMCA is a mandated reporter
- The Regional YMCA conducts regular sex offender screenings on all members and guests. We consider it of great importance to provide a safe and threat-free environment. For this reason, the YMCA monitors the sexual offender registry. Persons on the list will not be eligible for YMCA membership, program participation, volunteer or employment opportunities with this YMCA.



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FOR SOCIAL RESPONSIBILITY

Section 11: Annual Campaign

Thanks to our donors, the Regional Y provides more than 19,000 community members, over \$500,000 yearly in financial assistance to participate in our programs. The Y ensures that everyone, regardless of age, income or background, has the opportunity to thrive and that no one is turned away for an inability to pay.

Every Gift Makes a Difference

\$50	Can save a life by teaching a child important swim and safety skills
\$100	Enables a teen to attend the Youth & Government Conference
\$300	Sends a child to our day camp for one week, keep their body and brain active
\$500	Ensures a child is safe and engaged in healthy after school activities
\$1,200	Ensures that a struggling family can connect at the Y and spend quality time together in healthy activities
\$3,000	Helps 12 adults lower their risk for developing diabetes through participation in the Y's Diabetes Prevention Program

100% of our tax=deductible donation is invested in the community, providing financial assistance and programs to those in need. You can give online at regionallymca.org

CHANGE SOMEONE'S TOMORROW, TODAY

GIVE TO THE [ANNUAL CAMPAIGN!](#)



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FOR SOCIAL RESPONSIBILITY

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Our Mission

The Regional Y is a community service organization committed to building healthy lives through programs that strengthen the spirit, mind and body for all.

Greenknoll Branch

2 Huckleberry Hill Road
Brookfield, CT 06804
203 775 4444

YMCA Children's Center

57 Grassy Plain Street
Bethel, CT 06801
203 744 4890

regionalyymca.org