

Home of Family, Friends Fitness & Fun

Getting the Most out of your Membership

- Member Tips
- Policies & Practices
- Staff Directory



Mandell JCC • Zachs Campus
335 Bloomfield Avenue • West Hartford, CT 06117
860-236-4571 • Fax: 860-233-0802 • www.mandelljcc.org

Revised September 2011

Dear Members:

We are excited to be part of the growing and changing community we share. The staff of the Mandell JCC is committed to providing you with the best possible experience, each time you walk through our doors. As part of that commitment, we continually review and improve our services. With these changes, our member policies and practices evolve to ensure that they meet the current needs of our members.

This new edition of our Member Handbook reflects changes to several areas of the Center including:

- Changes in how youth ages 8 and up use our facilities
- Updates to policies and practices for Group Exercise classes
- Revisions to Guest Hospitality Guidelines

You will also find other information to help you get the most from your membership including:

Frequently asked questions and comments
Staff Directory
Hours of Operation

We hope you will find that this Member Handbook places useful information at your fingertips, including whom to contact to get answers to questions. While you enjoy our facilities and programs, please do not hesitate to ask any staff member for assistance.

For clarification on any of the Policies and Practices described in our Member Handbook, please contact:

- Bonnie Hittleman-Lewis, Recreation and Wellness Director at 860-231-6361, blewis@mandelljcc.org
- Lia Wald, Member Services Director at 860-231-6308, lwald@mandelljcc.org

Sincerely,



David Jacobs
Executive Director

MEMBER HANDBOOK

Membership & General Information

Welcome to the Mandell Jewish Community Center. We hope you will take advantage of the many programs and services that the JCC offers to meet the needs of our community.

The Mandell JCC is your community center. It is a place where dedicated volunteers and professional staff work together to help shape the foundation and guide the direction of the JCC. Get involved! Join us for a class, exercise your mind or body, enjoy a cultural event or holiday program or become a volunteer. It is all here for you at the JCC. The Mandell JCC is supported by funds raised by the Jewish Federation of Greater Hartford, a recipient of funding from the Jewish Community Foundation of Greater Hartford, a beneficiary agency of the United Way and a member of the JCC Association of North America.

Mission Statement

The Joyce D. and Andrew J. Mandell Greater Hartford Jewish Community Center, Incorporated ("Center") is dedicated to:

- Jewish identification and the creative continuity of the Jewish people.
- The social, physical, intellectual, and cultural enjoyment and development of its constituency.
- Betterment of the general community and the preservation and extension of the democratic way of life.

Toward these ends:

- The Center shall offer a rich and varied program to enable those we serve to gain knowledge and develop attitudes, practices, and relationships in order to advance the principles of American democracy, Judaism, and Israel as creative forces in their lives.
- The Center shall offer programs based on sound social work principles to meet the needs of individuals and groups.
- The Center shall encourage expressions of concern on the major Jewish and social issues of the day through a program of education and action.

Membership & General Information

For more information, contact the Member Services Center at 860-236-4571 or thejcc@mandelljcc.org. For updated information throughout the year, please visit our website at www.mandelljcc.org

Hours

Monday - Thursday	5:30 am - 9:30 pm
Friday	5:30 am - 7:30 pm
Saturday & Sunday	7:30 am - 6:00 pm

Summer Hours

Monday - Thursday	5:30 am - 9:30 pm
Friday	5:30 am - 7:30 pm
Saturday & Sunday	7:30 am - 3:00 pm

Holidays

In observance of holidays, the JCC has special hours of operation that vary from regular hours. Advance notice of special holiday hours is posted on line and at the Member Services Center.

Membership Plans

The Mandell JCC welcomes everyone regardless of age, race, religion, national origin or special needs. Joining is easy...no long-term contracts; all memberships are monthly. Low monthly fees and a variety of membership categories are available.

Joining fee up to \$150 (due with 1st payment) is applicable to all new memberships.

- All memberships that have been inactive for more than 30 days are subject to a re-joining fee up to \$150 upon membership reactivation.

Membership privileges

- Aquatics Center with 2 pools and a whirlpool
- 7,000 square foot Fitness Center with Cybex Strength circuit and over 50 pieces of state-of-the-art cardiovascular equipment with personal TVs connected to cable
- Stretching area
- Free Weight Room
- Indoor walking/jogging track
- Club Coolfit-interactive fitness gaming space for 8-18 year olds
- Gymnasium
- State-of-the-art 2,000 square foot group exercise studio
- Yoga Studio
- Karate Studio
- Dedicated Spinning Studio
- Private and Group Pilates studios
- Two racquetball courts
- Women's and men's locker rooms; handicapped accessible family locker room
- Over 100 land and water group exercise classes weekly
- Jump Start Fit Program
- Free fitness program evaluation every 3 months
- Children's indoor Two Story Playscape
- Priority registration and reduced fees for classes and programs
- Reciprocal guest privileges at other Jewish Community Centers
- Member appreciation events

Additional Fee Based Services Include

- Men's and Women's Health Spas
- Massage
- Personal Training/small group training
- Pilates™ Reformer Training
- TRX
- Bootcamp
- Kettlebell Training
- Swim lessons
- Baby-sitting
- Sports Jams
- The Swim & Tennis Club
- Summer Camps
- Children's sports and fitness classes

Membership Scan Cards

Cards are available at the Member Services Center and are required for all members (age 5 and over). Cards must be presented when entering the center. There is a \$5 charge for the replacement of a lost card.

Refer a Friend & Save!

As a JCC member, every time you refer a new member you will get a credit toward your JCC activities. Have the new member write your name on their membership application when they join, in order for you to receive your credit.

Changes to Membership Status

Primary members may convert to another available type of membership by giving written notice to the Member Services Center.

Class, Program and Event Registration

There are several convenient ways to register:

- By phone at 860-236-4571
- In person at the Member Services Center

Full payment must accompany registration for all classes and programs.

Program Refund

The JCC reserves the right to cancel any class for insufficient registration. Participants will be notified as soon as possible and their fees refunded. A refund will be given if the participant withdraws one week prior to the beginning of the activity. Refunds will not be given once a class has begun.

Insufficient Funds and Other Forms of Non-Payment

There is a \$30 charge for any form of payment that is returned unpaid, including checks and electronic transactions.

Financial Assistance

Financial assistance is available on a limited basis for those who qualify. Please request a Reduced Fee Application from the Member Services Center.

Temporary Freeze Status

Members unable to use the JCC facilities for an extended period due to illness or injury must notify the Member Services Center in writing with a medical note. Membership may be placed on freeze for no more than 3 months in a 12-month period. Memberships cannot be frozen or extended for any other reason; i.e. travel, lifestyle change or lack of use.

Membership Cancellation

30-day advanced written notice is required for membership cancellation.

Changes in Fees, Programs, Schedules, Policies and Hours

Fees, programs, schedules, policies, and hours of operation are subject to change without prior notice. A 30-day notice will be given in the event of a change in membership fees. The Center reserves the right to amend policies as deemed necessary.

Member FOB Request Forms

If you would like to enter the JCC through the back door, please fill out the Member Fob Request form at the Membership Services Center. Fob's may be purchased at a fee of \$20 each.

Chatter Boxes

We are committed to serving our members and want to know what's on your mind. Suggestions and comments are always welcome. Boxes for input and ideas are located at the Member Services Center, mounted to the wall in the main entryway and on the Cardio sign-up desk in the fitness room. Suggestions will be read bi-weekly. Answers are posted on the bulletin board near the Member Services Center. Also, if you leave your name and phone number, the appropriate staff will respond directly to you.

Volunteering

We rely on many volunteers who give selflessly of their time and talents to enable the JCC to continue its valuable work. If you are interested in volunteering, contact the Membership Services Center at 860-236-4571.

Shabbat

The JCC encourages its members to use the Sabbath for rest, relaxation and family interaction. The JCC is open on Saturdays from 7:30 am - 6:00 pm. Business offices are closed.

Inclement Weather

Check our website at www.mandelljcc.org or call 236-4571. You may also check NBC 30 News, or WTIC AM 1080 radio. All ECC families should call 860-231-6344 or 860-231-6345 after 6:15 am.

The following is the "snow policy" for the Group Exercise Program. If the Mandell JCC is open, our goal is to hold Group Exercise classes as scheduled.

To verify a class cancellation, please check the website at www.mandelljcc.org or call the Member Services Center at 860-236-4571 forty-five minutes prior to the class time.

Safety

The JCC reserves the right to exclude or remove any person from the JCC or its programs for any violation of our rules and regulations or for jeopardizing the safety and well being of other individuals.

Accessibility

The JCC is accessible to individuals with mobility impairments or other disabilities. Special facilities include designated parking spaces, automatic doors, adjustable depth training pool, wheelchair access, elevators, and accessible restrooms, locker rooms, telephones and drinking fountains.

Parking

The Center has free parking. Handicap parking is located near the front door. Appropriate handicap signage must be displayed in the vehicle.

Facility Rentals

Facility rentals are available to members and non-members. Members and non-profit organizations pay discounted rates.

Staff Directory

Administration

Executive Director	231-6313	David Jacobs	djacobs@mandelljcc.org
Associate Executive Director	231-6455	Annie Keith	akeith@mandelljcc.org
Chief Financial Officer	231-6321	Frank Resnick	fresnick@mandelljcc.org
Controller/Human Resource Director	231-6439	Kim Charron	kcorona@mandelljcc.org
Marketing Director	231-6350	Harriet Dobin	hdobin@mandelljcc.org

Membership Services

Member Services Director	231-6308	Lia Wald	lwald@mandelljcc.org
Retention Management Administrator	231-6349	Julia Veloric	jveloric@mandelljcc.org
Member Services	236-4571		thejcc@mandelljcc.org

Health, Fitness, Recreation

Recreation and Wellness Director	231-6361	Bonnie Hittleman-Lewis	blewis@mandelljcc.org
Recreation & Wellness Operations Manager	231-6431	Bob Gaudio	bgaudio@mandelljcc.org
Fitness Director	231-6362	Marie Burman	mburman@mandelljcc.org
Personal Training Director	231-6337	Kathy Armstrong-Crouch	kcrouch@mandelljcc.org
Wellness/Group Exercise Director	231-6331	Sara Billings	sbillings@mandelljcc.org
Aquatics Director	231-6363	Jaine Mazer	jmazer@mandelljcc.org
Pilates Reformer and Karate Director	231-6338	Dave Laporte	dlaporte@mandelljcc.org
Sports Director	231-6320	David Laudati	dlaudati@mandelljcc.org
Assistant Fitness & Wellness Director	231-6438	Leah Kirstein	lkirstein@mandelljcc.org
Mt. Sinai Rehabilitation Hospital	231-6352	Michael Perin, PT MDT	mperin@stfranciscare.org

Program Services

Adult Director	231-6327	Elana MacGilpin	emacgilpin@mandelljcc.org
Senior Program Coordinator	231-6311	Sharon Holtzberg	sholtzberg@mandelljcc.org
Adult Special Needs	231-6355	Ilene Schloss	ischloss@mandelljcc.org

Cultural Arts Director	231-6339	Jill Ziplow	jziplow@mandelljcc.org
Youth and Camp Director	231-6317	Karen Wyckoff	kwyckoff@mandelljcc.org
Children's Director	231-6334	Ronit Krieger	rkrieger@mandelljcc.org
Early Childhood Center Co-Director West Hartford	231-6345	Pam Powell	ppowell@mandelljcc.org
Early Childhood Center Co-Director West Hartford	231-6344	Rhonda Wirth	rwirth@mandelljcc.org
Early Childhood Center Assistant to the Directors West Hartford	231-6343	Gen Delay Pasternak	gdelay@mandelljcc.org
Early Childhood Center Director Glastonbury	652-0396	Valerie Schwartz	vschwartz@mandelljcc.org
Early Childhood Center Director - Simsbury	658-7787	Kate Bodmer	kbodmer@mandelljcc.org
Family Room Program Director	231-6342	Jane Pasternak	jpasternak@mandelljcc.org
Rental Coordinator	231-6323	Mitch Shakun	mshakun@mandelljcc.org
Swim & Tennis Club Manager	231-6331	Sara Billings	sbillings@mandelljcc.org

POLICIES AND PRACTICES

The policies and practices governing the JCC facility are designed to ensure that each and every one of our members enjoys a positive experience. Your compliance with these policies is gratefully appreciated.

If you have any questions or require assistance while at the JCC, please do not hesitate to ask any available staff person for assistance.

General Policy

- Foul / abusive language or inappropriate behavior to any fellow member or staff WILL NOT be tolerated. Membership may be suspended or revoked without reimbursement.
- Horseplay, fighting, destructive behavior or damage to JCC property is prohibited.
- Skateboards are not allowed in the facility or on the JCC property.
- Members must scan their membership card when entering the Recreation & Wellness Wing.
- Children must be at least 10 years old to use the JCC without their parents accompanying them, unless participating in an organized, JCC supervised activity.

- All children ages 8 to 16 must have their hand stamped at the Member Services Center prior to entering the Recreation & Wellness wing.
- The Mandell JCC is not responsible for lost or stolen items. Lost and found is located in the Recreation & Wellness lobby and Membership Services Center.
- Smoking is prohibited in the facility and on the grounds of the Center.
- No pets are allowed in the facility or at any JCC offsite facilities.

MEMBER HOSPITALITY AREAS

General Areas

Here at the Mandell JCC, we are pleased to be able to offer several open areas where members can gather and enjoy social time. In order to provide a positive experience for everyone who uses the Center, we ask our members to use these areas with consideration for others. There are many stairs and railings located throughout the building, and we want to ensure that our youngest members are safe and under the direct supervision of their parents at all times. Hanging on to railings and playing in these areas is unsafe and not allowed. Parents should be within arm's reach of children under the age of 8 throughout the facility.

Living Room

- Drinks with spill-proof tops are welcome in all areas.
- Food is not allowed on the couches or in the carpeted area.
- No lying down or sleeping.
- No jumping.
- Please do not put your feet on the furniture.
- Take your personal belongings such as cups, newspapers and magazines with you when you leave.
- If you move any furniture, please make sure to put it back in its place.

Recreation and Wellness Lobby

- No lying down, sleeping or jumping.
- Please do not put your feet on the furniture.
- Take your personal belongings such as cups, newspapers and magazines with you when you leave.
- If you move any furniture, please make sure to put it back in its place.

Center Hallways and Ramp by the pool viewing area

- Running is unsafe and not allowed.
- These are high traffic areas and should only be used for passing through and not for gathering or playing (swimming lesson observation is welcomed but members should be aware of the incoming and outgoing traffic on the ramp).

Art Gallery

- We invite you to use the gallery as a pass-through.
- We encourage you to enjoy the various art exhibits in the gallery.
- Due to the nature of the displays, we ask that you do not allow your children to play in the gallery, unless they are involved in a supervised activity.

Guest Passes

- Any individual may be a guest of the Center a maximum of three times in a calendar year.
- A member must accompany every guest. A guest will not be allowed in the Recreation & Wellness Wing without the host member.
- Members ages 10-18 may bring in a maximum of 2 guests per day.
- Out of area guests are exempt from the 3-visit maximum.
- All guests must show a photo ID (license or high school ID). Children without a photo ID must have a parent or legal guardian present at the time of check in to the Recreation & Wellness Wing.
- The JCC may institute usage, age, and hour restrictions with or without prior notice to ensure the safety and comfort of our members.
- The JCC reserves the right to limit the number of guests admitted during peak times as well as deny admittance to local guests who have exceeded the limit of three (3) visits per year.
- Guest passes may be purchased at the Member Services Center. The guest pass fees are \$10 for adult and \$8 for children under 18 (maximum \$25 per family, per day).
- During peak season (November-April) guest guidelines may be modified. Please see Member Services Center.

Fitness Center

- Shirts and sneakers are required in all fitness rooms.
- 12 & 13 year olds are welcome to use the Fitness Center (excluding the free weight area) provided they have had an initial fitness orientation and are accompanied by a parent at all times. *
- 14-15 year olds are welcome to use the Main Fitness Center (excluding the free weight area) after having an initial fitness orientation. *
- 16 year olds and up have full usage of the Fitness Center.
- Dumbbells and plate weights may not be removed from the Fitness Center. Dumbbells may be used in the core training area of the Fitness Center.

- Members must re-stack weights and return dumbbells to their racks.
- Members are expected to wipe down equipment after usage. Spray bottles and towels are located throughout the Fitness Center.
- Members must allow other members to "work-in" with them when performing multiple sets on equipment.
- No food or beverages, except water and sport drinks in spill-proof containers are allowed in the Fitness Center.
- Please leave all bags and coats on the hallway hooks or in the locker rooms.
- No cell phone usage is permitted in the Fitness Center.

*unless participating in an organized, JCC supervised activity.

Cardio Equipment Usage and Sign-Up

- A member is entitled to sign up for a maximum of a **30-minute time slot** on the same piece of cardio equipment.
- Members may sign up for themselves ONLY - and not for any other member.
- A member's 30 minutes commences at the start of the designated sign-up period regardless of when they actually start their workout.
- The clock in the Fitness Center determines actual time - not personal watches.
- Members who arrive more than five minutes late for their reserved periods forfeit their turn.
- As a safety measure, be sure to stop your treadmill prior to stepping off the machine.
- Wipe down machines with towel and spray sanitizer provided throughout the Fitness Center.
- To help conserve energy, turn off the TV on equipment when you are done.
- Members must provide their own headphones for television audio reception.

Pilates Studio

Pilates "Reformers" may be used for Pilates classes or for private Personal Training sessions only. Call Dave LaPorte at 231-6338 for more information. There is an additional fee for these programs.

Personal Training

Personal Training is permitted with JCC certified Personal Training Staff only. This program has additional fees associated. **Cancellation policy: You must cancel an appointment 24 hours in advance to avoid being charged.** Any missed appointments should be rescheduled as quickly as possible, preferably during another day of the same week. Chronic cancellation may result in losing your training slot.

Small Group Personal Training

Bootcamp, TRX Suspension Training, Kettle Bells, and Elite Athletic Conditioning are part of our Small Group Personal Training programs. These classes are held in 4-week sessions. If you miss a class within the session there are no make-ups or refunds.

Land & Water Group Exercise Policies

- New class participants are encouraged to check in with the instructor 5 minutes prior to class start time.
- No one will be allowed in class after the warm-up has ended, in order to prevent injuries.
- Group exercise classes are for ages 14 and up unless the class is specified as a youth class.
- Proper footwear is required for all Group Exercise classes.
- Refrain from talking during classes.
- Equipment may not be removed from the Group Exercise Studios, except for JCC supervised activities.
- Spinning bikes are for use during supervised classes only.
- Participants in Spinning are requested to arrive 10 minutes early to class to select and adjust their bike. First come first serve policy is enforced.
- Participants may not participate in Group Power class 2 days in a row. This is based on American College of Sports Medicine and Group Power safety guidelines.

Club CoolFit

- Minimum age for use of CoolFit is 8 years.
- All children must have their hand stamped at the Member Services Center prior to using CoolFit.
- Sneakers must be worn while using the Climbing Wall and Espresso Bikes; no shoes, sandals, crocks. Socks only are allowed on the other equipment.
- No food or beverages, except water and "sports drinks" in spill-proof containers are allowed in Club CoolFit.
- All users must sign in with the Room Supervisor prior to entering the room.
- Must be a minimum of 50 pounds to use the climbing wall.

Playscape

- Only children 5 years of age and younger are allowed in the gated Toddler Area, and must be accompanied by a parent. Blocks, cushions, dinosaur rocker are not to be removed from this area.
- Children 7 years of age and under are allowed in the Playscape only if the parent is present in the Playscape waiting area.
- Socks must be worn at all times in Playscape - no shoes allowed.
- Remove all jewelry prior to using Playscape.
- No climbing up the slides or on the black netting around the Playscape.

- No climbing on the outside of the structure.
- Always go feet first down the slides.
- No personal toys in Playscape.
- Adults are not allowed to use the "Magic Carpet" area.
- No food or beverages are allowed in the Playscape.
- Keep snacks to a minimum outside the Playscape.

Hollander Aquatics Center

All Pools:

- Appropriate swim pool attire is requested.
- Children under 6 years of age must have an adult within arm's distance in all pools.
- Children between 6 and 8 years of age must be watched by an adult (in addition to the lifeguard) from the side of the pool that the child is in.
- Lifeguard directions must be followed at all times.
- State law requires a soapy shower before entering the pool.
- Footwear worn outdoors is not allowed on the pool deck.
- Strollers and baby carriers are not allowed in the aquatics facility.
- No diving into any pool. No horseplay in any pool.
- Spitting or blowing of nose in the pools is prohibited.
- Persons with inflamed eyes, nasal or ear discharges, boils or body infections are not allowed in the pools.
- Any person known or suspected of having a communicable disease will not be allowed in any pool.

Main Pool (Lap Pool):

- Children 6 and older must be able to swim 25 yards (one length of the main pool) of front crawl, or a parent must be in the pool and within arm's distance.
- Two swimmers may lap swim side-by-side in each lane.
- Three or more swimmers in a lane must circle swim.
- No diving unless participating in an organized, JCC supervised activity.

Training Pool:

- No one (unless handicapped) may be in the training pool while the floor is moving.
- No diving or jumping into pool.
- No hanging on rim or net of basketball hoop.

Whirlpool - Ages 16 and older only

- Adult members may be in the whirlpool for a maximum of 15 minutes. Long exposure may result in nausea, dizziness or fainting.
- Elderly members, pregnant women and those suffering from heart disease, diabetes, high or low blood pressure should not enter the whirlpool.
- Do not use the whirlpool while under the influence of alcohol, anticoagulants, antihistamines, vasoconstrictors, vasodilators, stimulants, hypnotics, narcotics or tranquilizers.

Racquetball

- Court time may be scheduled a maximum of 2 days in advance at the Member Services Center or by calling 231-6355.
- Members may book a maximum of 1 hour of court time per day.
- Members who arrive more than ten (10) minutes late for their reserved time will forfeit their court.
- Only white-soled athletic shoes may be worn on courts (dark soles leave marks).
- Eye protection must be worn while playing racquetball.
- Knock first and wait for the players to open the door. Lights on the court turn off automatically when the court door is opened.

Walking/Jogging Track

- Use caution when entering the track. For access to Studio 2, Spinning Studio & Playscape, stay to your right against the wall.
- Moms with strollers and children of all ages are welcome to use the track. Children under the age of 10 must be supervised by an adult at all times.
- Slower walkers/joggers should stay close to the rail. Leave room to pass on the outside lane of the track.
- No more than two people may walk abreast when using the track. Members with strollers must walk single file.

Sunday, Monday, Tuesday and Saturday walk/jog counterclockwise.
Wednesday, Thursday, and Friday walk/jog clockwise.

Family Strength Training Circuit (on walking track)

Children must be a minimum of 8 years old to use the equipment.

Siegal/Levy Gymnasium

- Only soft-soled athletic sneakers are allowed in the gymnasium - No Street Shoes, crocks, sandals.
- No hanging from the rim or net of the basketball hoops.
- Adult Basketball drop-in or pick-up is for members at least 18 years of age.
- Adult drop-in Volleyball & Indoor Soccer are for members high school age and older.
- No food or beverages, except water and sport drinks in spill proof containers, are allowed in the gymnasium.
- For assistance or emergencies when there is no staff present, there is a phone posted by the water fountain.

Locker Rooms

- Lockers are available for day use only.
- A limited number of box lockers are available for rent. Check with the Member Services Center.
- No cell phone usage in locker rooms.

Frequently Asked Questions

Q: How can I reach a membership representative?

All membership representatives can be reached at the Member Services Center in person, by phone 236-4571 or by email thejcc@mandelljcc.org.

Q: Can I upgrade my membership or add a family member to my membership?

Memberships can be upgraded at any time.

Q: Can my child sign up for a membership individually or must a parent also sign up?

Children 12 and under must join as a part of the family. Children 13 and above may join as a teen or individual.

Q: Does the JCC offer babysitting?

Child-care is available for children ages 4 months through 8 years for an additional fee.

Hours of operation:

Monday - Thursday	8:45 am - 11:45 am & 5:00 pm - 7:30 pm
Friday	8:45 am - 11:45 am
Saturday & Sunday	8:00 am - 11:30 am

Q: Can I add my caregiver or nanny to my membership?

No. Caregiver or nanny may only accompany the member(s) to the JCC to assist the member(s). They can not use the Recreation & Wellness Facility.

Q: Can I add my live-in Au-pair to the Family membership?

Yes. Family needs to complete the form to add the Au-pair to their membership. The fee is \$10 per month for the Au-pair to use the Recreation & Wellness Facility.

Q: Where do I find schedules for facilities and classes?

Schedules are available at the Member Services Center, in the fitness lobby, outside of the basketball gym or on our website.

Q: Do you have gift certificates available to purchase?

Gift Certificates may be purchased in person or by phone at 236-4571.

Q: What is a Health Spa membership?

Spa membership is available for an additional fee to JCC members over 18 years of age. Spa members enjoy facilities with many amenities including a permanent locker, steam room, sauna, TV lounge with juice, coffee, daily paper, toiletries and grooming necessities, laundry and towel service and reduced fee for massage.

Q: Is my Mandell JCC membership valid at other JCC's?

Your JCC membership makes you eligible to use facilities at most affiliated American and Canadian JCCs while visiting in those cities. Please check with the JCC that you plan to visit for their specific policy. For a detailed directory of all affiliated JCCs and YM-YWHAs in North America, visit the JCCA website, www.jcca.org or call the JCC Association at 1-877-4-JCC-237 (toll free). When traveling to other JCCs our key tag cards do not identify you as a valid member. Please stop by Member Services Center for a valid membership verification letter.

Q: Do you have a Lost & Found?

We have two places for lost and found items. Please check the white chest near the vending machines or the Member Services Center. Please leave valuables at home. The JCC is not responsible for lost or stolen items.

Q: Do you provide locks for the locker room?

We do not have locks available for daily use. Please bring your own combination lock to lock up your belongings while you are in the building. Locks may not be left overnight.

Q: What's the best way to start a fitness program?

We recommend signing-up for Jump Start Fit Program which is a series of 4 30-minute sessions with one of our Fitness Specialists.

Q: Do I need to sign up for Group Exercise classes?

All group exercise classes are on going and not on a session sign up as many of our instructional classes are. You may start at any time. We do recommend that you show up at least 5-10 minutes early if you are attending your first class and that you let the instructor know that you are new. Please do not join a class after the warm-up, as this is unsafe.

Q: What is considered off-peak time in the Fitness Center?

Tuesdays and Thursdays are traditionally quieter days. Most weekdays between 5:30am and 6:30am, 11am and 3pm, and after 8pm. Weekends between 7:30am and 8:30am and between 1pm and 3pm.

Q: What is considered off-peak time in the aquatics center?

Off-peak pool hours are weekdays from 1-3 p.m. Our least busy day in the pool is Thursday.

Q: How many laps to a mile on the track?

20 laps per mile.

Q: How can I get a towel?

Towels are provided for Health Spa members; general members may rent a towel from the Member Services Center for \$1. Paper towels are available throughout the JCC.

Q: What is the temperature of the pool?

Lap pool: 80.5 - 82.5 degrees; Training pool: 86-88 degrees; Whirlpool: 100-104 degrees.

Q: What is the temperature of the fitness center?

Based on the recommendations of the American College of Sports Medicine, we strive to keep the fitness center between 66-68 degrees.

Q: How do I know what swim class to put my child in?

Call the aquatics director, Jaine Mazer, at 231-6363 to evaluate your child for appropriate placement.

Q: Do you sign up to reserve a lane for lap swimming?

There is no sign-up for lanes. Please refer to the aquatics schedule. We can accommodate 2 swimmers side by side or 3 circling swimmers in a lane.

Q: How many laps in the pool is a mile?

18 lengths of the pool equals a quarter of a mile.

Q: How do I schedule appointments or sign up for massage, racquetball?

In person at Member Services Center or by calling 860-236-4571.

Q. How do I schedule personal training or Pilates Reformer classes?

For personal training, please call Kathy Armstrong-Crouch at 860-231-6337. For Pilates Reformer classes, please call Dave LaPorte at 860-231-6338.

Q: Can I bring guests?

Local guests are welcome to use the Recreation & Wellness facilities 3 times in a calendar year. Guests out of the area may visit the JCC as often as they visit the area. Guest passes may be purchased at the Member Services Center. Please note that guests are required to bring an ID and sign in at member services, so please allow adequate time for this process when you bring a guest in.

**Mandell JCC, Zachs Campus • 335 Bloomfield Avenue • West Hartford, CT 06117
(p) 860-236-4571 • (f) 860-233-0802 • www.mandelljcc.org**