



# Member & Guest Policies & Procedures

## Welcome and Core Values

### Welcome Statement

The Bender JCC embraces and welcomes the diversity of our community and encourages everyone to seek meaning and fulfillment by participating in our rich programming inspired by our Jewish heritage.

We open our doors to everyone, including people of all backgrounds, religions, abilities and sexual orientations, and interfaith couples and families.

Inclusion permeates our Center. Inclusion is belonging.

### Core Values

- Respect for one another (Kavod Ha-briot) – We respect the dignity of every person.
- One people (Klal Yisrael) – We welcome all Jewish traditions and backgrounds.
- Community (Kehilla) – We connect individuals to the community and communities to each other.
- Israel (Eretz Y'israel) – We connect our community to the people, history, culture and land of Israel.
- Working together (B'yachad) – We partner with Jewish and secular organizations to build a stronger community.
- Welcoming guests (Hachnassat Orchim) – We open our doors to everyone.
- Acts of loving kindness (Gemilut Chasadim) – We help those in need through acts of loving kindness.
- Repairing the world (Tikkun Olam) – We make the world a better and more just place.
- Preserving nature (Shmirat Ha-teva) – We respect our environment.
- Jewish Learning (Torah) – We promote Jewish learning and intellectual enrichment.
- Preserving our selves (Shmirat HaNefesh v'HaGuf) – We promote the well-being and fitness of every person.
- Spirit (Ruach) – We infuse spirit and fun into our activities and programs.

## Membership & Program Participant Policy

The Bender JCC will not turn away any person applying for membership because of their race, color, national origin, sex (including pregnancy, childbirth or related medical conditions, including lactation), age, marital status, religion, disability or medical condition, sexual orientation, gender identification, genetic characteristics or the results of genetic testing, veteran status, or any other category protected by federal, state, and local anti-discrimination laws.

The Bender JCC does not tolerate verbal or physical harassment of anyone associated with the Bender JCC or anyone that attends any Bender JCC event. All incidents of harassment should be reported to the nearest JCC staff member.

The Bender JCC's policy is to treat individuals according to their self-identified gender. Private information, including a person's status as transgender, their gender transition, and any medical information will be treated as strictly confidential.

## Loss of Privileges

The Bender JCC reserves the right to suspend, cancel and/or terminate memberships without refund for inappropriate behavior, failure to follow the rules or other reasons including, but not limited to the following:

- Allowing facility access to non-Bender JCC members who have not been granted a guest pass
- Damage or destruction of Bender JCC property
- Failure to follow proper safety precautions and practices
- Failure to pay membership fees
- Failure to follow policies set by the Bender JCC
- Harassment of other participants, members or staff
- Inappropriate behavior
- Physical and/or verbal threats or altercations with members, guests or staff
- Physical or verbal abuse, or use of profanity
- Theft
- Use of illegal substances on the premises or alcohol outside of approved areas or events

Loss of privileges may be appealed to The Bender JCC Ombudsperson.

## General Policies

### Accessibility

The Bender JCC is accessible for all. Wheelchairs are available for those who need assistance, as are elevators and ADA-compliant wheelchair lifts for the swimming pools.

### Cell Phone Usage

Members and guests are encouraged **not** to use their cell phones while working out or in the locker rooms or at the lap lanes at the pool. In the event you must take a call, please use the lobby areas, be considerate of others and keep your phone call quiet. Cell phones are not allowed in the Sauna and Steam Rooms.

### Check-In Procedures

All members, guests and staff must enter through the front entrance on Montrose Road. Upon entering, all members and staff must use their FOB or Brivo App for access to the Center. Guests and members who do not have their FOB or Brivo App for building access must show a photo ID at the front desk and may be required to have their bags inspected before obtaining a guest badge from the front desk. Guests who wish to use the Health & Fitness Center must also complete a guest waiver.

### Hours of Operation

Visit [benderjccgw.org](http://benderjccgw.org) for the most up-to-date building hours and indoor/outdoor pool schedules. Building hours, health & fitness schedules and pool schedules are also available at the front desk. The building closes 30 minutes after the Health & Fitness Center closes.

- **Holidays**-The Bender JCC recognizes Jewish and federal holidays which it may impact our operating hours. For an updated list of closings and hours, visit [benderjccgw.org/hours](http://benderjccgw.org/hours). Signs will also be posted at the front desk.
- **Inclement Weather**-In the event of inclement weather, visit [benderjccgw.org](http://benderjccgw.org) for the most up-to-date class schedules and Center hours. In addition, closings and delays will be reported by major television stations.
- Information regarding delays and closings will also be sent via text messaging. If you would like to receive text messages, you can sign up by clicking here: [www.benderjccgw.org/weather](http://www.benderjccgw.org/weather) Please note that text messaging rates will apply.

### Kosher Food Guidelines

Part of what it means to be a Jewish organization and an inclusive one is to provide food that can be consumed by the broadest range of members.

Thank you for your cooperation in adhering to the following policies:

- Meat may not be eaten in public areas of Center facilities unless it is served by an approved kosher caterer for a Bender JCC sponsored or private event.
- Shellfish and pork are not permitted at Center
- Pareve, vegetarian, and dairy foods are permitted.
- Any food provided by the Center, including vending machines and Aramark products is certified Kosher.

### **Locker Room/Restroom Policy**

The Bender JCC provides multiple gender-neutral locker room and restroom facilities for use by members and guests. These facilities are labeled “all gender.” Other locker room/restroom facilities will be maintained by the Bender JCC to provide private areas for individuals to use and maintain respect for others’ privacy. Transgender individuals should use the locker room/restroom of their choosing.

There may be instances when a member or guest may require usage of a locker room and/or restroom that is not labeled for their gender identity. Some of those instances include, as examples:

- Children under seven years old are permitted to enter the family locker room/restroom with their caregiver, regardless as to whether the child’s sex or gender is the same as the caregiver, to ensure appropriate personal care and supervision.
- Individuals with physical, intellectual, and/or developmental limitations who require a personal caregiver, are permitted to enter a restroom with their caregiver of the opposite sex or gender.
- Locker rooms by the Health & Fitness Center are for 18+. The Family Locker Rooms (all ages) are located by the outdoor pool

### **Lost or Stolen Items**

The Bender JCC is not responsible for lost or stolen items. Lockers are available for those who wish to store their valuables while participating in Center programs/activities. Lost and Found bins are located behind the front desk and in the adult men’s and women’s locker room closets.

### **Parking**

Parking is available to members and guests free of charge. The Bender JCC is not responsible for items left in vehicles or damage to any vehicle parked in its lot. Overnight parking is prohibited; vehicles parked overnight may be towed at the owner’s expense. If your vehicle is towed, contact Montrose Towing at 301-468-1104.

### **Pets**

The Bender JCC does not allow pets, except for trained service animals, on the premises.

### **Photography and Videos**

As authorized by the Bender JCC, photographs and audio/video recordings are taken for possible use in Bender JCC print or electronic publications or by the media. No compensation is provided to individuals who appear in the photographs or videos. Video, photography and audio produced by the Bender JCC is proprietary. Members, guests and visitors are not permitted to take photographs or videos without the Center’s written consent. Photography and videos are never permitted in the locker rooms. If you do not wish for your (or your child’s) image to appear in our publications or news stories about the Bender JCC, please email [marketing@benderjccgw.org](mailto:marketing@benderjccgw.org).

### **Solicitation**

The Bender JCC prohibits the solicitation, distribution and posting of materials on or at the Center by any employee or non-employee, except with express permission from a member of the management team.

### **Smoking**

The Bender JCC is a smoke-free facility and campus except for designated areas.

### **Supervision & Responsibility**

All children under 13 must be always under adult supervision while in the Center. Parents and Guardians are responsible for their children while they are in the building. If your child pulls a fire alarm for anything other than an emergency, you are responsible to pay all the fees and fines from the fire and rescue department as well as an additional fee of \$250 to the Bender JCC.

### **Safety & Security**

The number one priority of the Bender JCC is to provide a safe and secure environment for everyone within our facility. We are in regular contact with local law enforcement and security advisors to make sure we are providing the appropriate level of security and following proper procedures. We take many precautions that may or may not be noticeable to the public and membership. Please remember that vigilance is a shared responsibility between members and staff, and "if you see something, say something."

### **Payment Methods for Membership Dues and Program Fees**

- EFT (Electronic Funds Transfers) is an electronic, automatic monthly method of payment and is the preferred payment method. Members may use a checking account or debit card for EFT payments. EFT payments will be drafted on the 2<sup>nd</sup> of each month for that month's membership dues. If the 2<sup>nd</sup> of the month falls on a weekend, membership dues will be drafted on the next business day.
- Credit Cards ((3% processing fee for all Credit Card Transaction)
- Personal Checks (for one-time payments only)

### **Late or Returned Item Charge**

A late fee or returned item charge of \$15 will be assessed for all returned checks, insufficient funds, closed accounts, frozen or declined credit cards or any similar circumstance that results in late or delayed payment to the Bender JCC.

### **Member Building Access**

All members aged 13 and older will be issued building access in the form of a FOB or Brivo They must be presented when entering the building and will provide access to the Center in accordance with the type of membership and age of the member. A member who has forgotten building access must present another form of identification, sign in at the security desk and can request a temporary guest badge from the front desk.

### **Lost FOB**

The membership department can issue replacement FOBs or Brivo during regular membership hours. There is a \$15 replacement fee for lost or stolen cards. Members will be given two weeks to find their lost FOB before being required to purchase a replacement.

### **Dues Increases**

The Bender JCC will provide members 30 days advance notice of dues increases via email.

## **Membership Policies and Procedures**

## **Guests**

The Bender JCC welcomes guests for use of its Health & Fitness Center, including indoor and outdoor pools, gymnasium, group exercise classes, cardio area and weight rooms. All Health & Fitness guests must enter through the front door, show a valid ID, sign in and complete a guest waiver. Guest passes may be purchased at the front desk. In observance of Shabbat, guest passes can be purchased in advance.

- **Guests Accompanied by a Member**
  - Additional Guest Passes can be purchased for \$10 at the Front Desk.
- **Guest Limits**
  - Members are permitted to bring up to 5 individual guests or 1 family (from the same household) per day unless pre-arranged with the membership department. Guests 17 years old and under are not permitted unless they are accompanied by a responsible adult.
- **Drop-in Guests Not Accompanied by a Member (Must Be Over 18)**
  - Ages 18 and older – \$15 for a Day Pass

## **Membership Cancellation**

As per the membership agreement, requests to cancel your membership must be received in writing. Members must provide 30 days advance notice prior to the next billing period to cancel their membership.

## **Membership Freeze/Hold**

- Members may freeze their account for up to 4 months in a 12-month period.
- Requests to freeze membership must be communicated in writing.
- Membership dues will begin drafting automatically at the end of the freeze.
- Requests to freeze or change a membership must be communicated before the first of the month. Once dues have been charged for the month, they cannot be refunded.
- The cancellation policy remains in effect while membership is frozen.
- There is a one-time processing fee of \$10. The monthly fee is \$5-\$15 based on the size of the household.

## **Membership Status Change**

In accordance with the membership agreement, any change to membership must be communicated in writing. To authorize changes relating to your membership, you can visit the front desk in or submit a request at <https://www.benderjccgw.org/membership-requests/>

The following changes must be communicated in writing:

- Membership freeze (see Freeze/Hold section for policy)
- Credit card update or checking account information update
- Change in membership type, including changing program membership to full facility membership and adding or removing family members (Note: Such requests must be initiated by the primary member on the account and are subject to a \$25 processing fee.)
- Cancellation (see Membership Cancellation section for policy)

## **Reciprocity**

As part of the Three Centers, One Community initiative, members of the Bender JCC, the Edlavitch DCJCC and the Pozez JCC of Northern Virginia can access full membership at *any* of the three Centers. Members of the Edlavitch and Pozez JCCs can be assigned building access for \$30. The Bender JCC also offers up to 14 days of reciprocity to JCC members from outside of these communities. Please note that each JCC has their own reciprocity rules.

## **Fitness Center Etiquette/Rules**

The Bender JCC Health & Fitness Center is open to full facility members aged 13 and older.

### General

- No food is permitted beyond the service desk.
- Closed, non-glass water bottles are permitted throughout the Health & Fitness Center.
- Cell phones must be kept on vibrate mode. Keep necessary phone calls to a minimum.
- Workout attire must be worn while working out. **Closed-toe athletic shoes must be worn while working out.**
- Shirts and shoes must be worn while walking through the Health & Fitness Center.
- No gym bags or backpacks may be brought into workout areas of the Health & Fitness Center. Bags that are left unattended or obstruct the pathway will be removed from the Health & Fitness Center floor. Please use the locker room for storage.
- Please plan to leave the Health & Fitness Center by closing time. The building and locker rooms remain open 30 minutes after the health & fitness center closes.

### Locker Rooms

- Our lockers without locks are not designed to protect valuables. Bring your own lock to secure your locker.
- The Bender JCC does not assume liability for items brought into the Health & Fitness Center.
- Day-use lockers are for day use only, and locks cannot be left overnight.
- Please refrain from changing in the lavatory stalls or in the showers, as others may be waiting.
- To conserve natural resources, please be courteous with your shower time.
- Do not use hair coloring (which stains surfaces) or strong fragrances or other chemical applications (they can cause allergic reactions).
- Locker rooms next to the Health & Fitness Center are for 18 years and older. All ages locker rooms are by the outdoor pool.

### Steam Rooms & Saunas

- A shower is required before entering the steam rooms or saunas.
- No personal grooming in the steam rooms or saunas.
- Do not apply any lotions in the steam rooms or saunas.
- Do not tamper with sensors in the steam rooms or saunas.
- Do not pour water on the heating element in the saunas.
- You must wear a bathing suit or sit on a towel when using the steam rooms or saunas.
- Do not use sauna to dry or store clothing.

### Health & Fitness Center

- Allow other people to “work-in” on the equipment.
- Wipe off your weight and aerobic equipment after use; disinfectant wipes are available.
- Replace all fitness equipment to its designated space after use so others may find it easily.
- Please limit your cardio equipment workout to 30 minutes when others are waiting.

### Group Exercise Classes

- Out of respect for others and for your personal safety, please arrive on time and leave promptly at the end of each class.
- For the safety of all participants, **no one will be allowed to enter the class if they are more than 10 minutes late or at the instructor’s discretion if the class is full.**
- Studios may not be used outside of class times.
- Please wait to enter the classroom until the previous class is over, even if it is running late.

## Aquatics

### Pool Facility Rules

- No child under 13 is permitted to be in the Center, including pool areas, without a parent or responsible adult with them.
- A child unable to swim in the pool unassisted must be accompanied by an adult in the water. While in the water, **the parent or responsible person must remain within arm's reach of the child, even if the child is using a floatation device.**
- Food is permitted on the lawn and the upper deck of the outdoor pool behind the metal railings.
- Glass items, alcohol, drugs and smoking are forbidden everywhere on the Bender JCC premises.
- All patrons are subject to the Bender JCC staff and lifeguard's interpretation of the rules. For safety reasons, no one should engage the lifeguards in unnecessary conversation.
- Emergency procedures must be observed. Swimmers must leave the pool area immediately upon the signal or request of the pool staff.
- **Walk** -- do not run around the pool area.
- Service dogs are allowed on the pool deck but not in the water.

### Swimming Rules

- No one is allowed in the pool or pool area unless a Bender JCC lifeguard is on duty.
- Acceptable swim attire must be worn by patrons in the water.
- All swimmers **MUST** take a shower before entering the pool.
- Swim diapers are required for all patrons who lack bowel and bladder control.
- Only non-glass containers are allowed on the pool deck. No GLASS
- Noodles and kickboards are permitted; however, these should not be depended upon as safety devices.
- Non-swimmers may use noodles and kickboards with a parent or responsible person in the water and within arm's reach. They should not be depended on as a floatation device.
- The Bender JCC recommends the use of US Coast Guard approved personal floatation devices—i.e., Puddle Jumpers—for all non-swimmers.
- Persons with any sign of infection, illness, open wounds or sores **MAY NOT** enter the pool.
- Riding or sitting on another person's shoulders is not permitted.
- Rough play is not permitted. This includes dunking, shoving and pushing.
- Spitting, spouting or nose-blowing in the pool is strictly prohibited.
- Swimming across lap lanes and hanging on ropes are not permitted.
- Each hour, during family swim, at the 0:45, the lifeguards designate a period, not to exceed 15 minutes, to clear the pool.

### Waterslide Rules

- All riders must adhere to the instructions given by lifeguards to use the water slide.
- Only **ONE** person may go down the slide at a time. Lifeguards will use "STOP" and "GO" signs to indicate when swimmers can and cannot go down the waterslide.
- Riders must go down the slide feet first. Do not slide headfirst.
- Swimwear with exposed zippers, buckles, rivets or metal ornamentation is not permitted.
- Riders may not run, dive, stand, kneel, rotate, or stop in the slide at any time.
- Riders (or parents of the rider) assume all risk of injury due to misuse of the slide or failure to follow these rules.
- All riders must pass a slide and deep-water swim test before riding.

- Parents are responsible for ensuring that their children have the requisite swimming skills to go down the slide and swim to the side unassisted.

## **Gymnasium**

- No food or beverages are allowed in the gymnasium (non-glass water bottles are permitted).
- Athletic shoes must be worn on the gym floor (no street shoes or hard-soled shoes that leave marks).
- Shirts must be worn at all times.
- Members and guests should return basketballs to the front desk after use.
- Profanity, fighting, excessive yelling and inappropriate aggressiveness will not be tolerated and may result in the suspension of membership privileges.
- Children younger than 13 years old must be accompanied by an adult.
- Drop-in basketball and pickleball are for adults ages 18+.
- The posted gymnasium schedule must always be adhered to.
- The gymnasium schedule may be changed at any time without prior notice.

## **Member Rentals at the Bender JCC**

Members may take advantage of the many spaces that are available for rent at the Center, often with a membership discount. Contact [rentals@benderjccgw.org](mailto:rentals@benderjccgw.org) for more information.

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All policies are subject to change without prior notice.