



The Manuel D. & Rhoda

**MAYERSON JCC**

on The Jewish Foundation of Cincinnati Campus

# Code of Conduct



# Membership Policies

## Mayerson JCC



### USE OF THE FACILITIES

All Members must check in and present their membership card/fob each time they visit the Mayerson JCC.

Membership cards/fobs are non-transferable and may only be used by the person named on the card. Members requesting access to the Mayerson JCC without their membership card may be asked to purchase a replacement card/fob (\$5). Members, age 10 years and older, will be issued a membership card/fob. Children ages 3 – 9 years must have a current photo on file.

### Children and Teens

- **Children, ages 9 and younger, must be accompanied by a guardian (age 16 or older) at all times**, except while participating in a supervised JCC program. A child, age 9 or younger, who is unaccompanied at any time while at the JCC will be taken to the J Play or Club J drop-in child center (or to the welcome desk), and hourly fees will apply until a parent or guardian (age 16 or older) picks them up.
- **Children, ages 10 - 12**, do not need to be accompanied while in the building, but a parent or guardian (age 16 or older) must be on the premises at all times.
- **J Members, ages 13 and older**, may be unaccompanied in the JCC facilities. All teens and children should display their membership card/fob at all times.
- **J Members, ages 16 and older**, may use the Fitness Center and take group exercise classes.
- **J Members, ages 13 - 15**, may use the Fitness Center after participating in a fitness orientation and training program.
- **J Members must be 13 years old or older** to use the Men's and Women's Locker Rooms. Exceptions may be made when the outdoor pool is open and during single gender swim. Nursing infants are always welcome in the locker rooms.

### GUESTS

Guests with a valid JCC Guest Pass may use the Mayerson JCC when they are accompanied by a J Member, age 13 and older. We ask that all Guests sign in at the welcome desk upon entering the building. Members of the Mayerson JCC are responsible for the conduct of their Guests.

Each J Member may bring up to 2 Guests at a time. Special requests must be approved by the membership office prior to the visit.

J Members may purchase Guest passes. The fee is \$8/pass for each Guest, age 16 or older, or \$4/pass for each Guest, age 3 - 15. Guests, age 2 or younger, are free. A Guest (age 16 or older) who lives in the Greater Cincinnati area may be a Guest a maximum of 3 days per calendar year. A Guest who lives out of town may be a Guest up to 21 days per calendar year.

### RISK AND LIABILITY

Assumption of risk and liability forms must be signed before utilizing the facility or participating in a JCC program.

### DAMAGES

The cost to repair damage to any property caused by a Member, or a Member's Guest, shall be paid by the Member.

### ATTIRE

Shirts and shoes are required in all public areas, with the exception of the indoor and outdoor Aquatics Center and Locker Rooms. Appropriate clothing and footwear should be worn for each activity.

### TRANSPORTATION DEVICES

Wheelchairs and motorized scooters are the only transportation devices permitted inside the building. Bicycles, mopeds, skateboards, rollerblades, etc. cannot be brought into the JCC. These may only be used in designated outdoor areas. Bicycle racks are located at the front of the building.

## **PETS**

With the exception of service animals, pets are not permitted indoors unless for an authorized event.

## **PERSONAL ITEMS**

The JCC is not responsible for the loss or damage of valuables or property belonging to Members, Guests or other visitors while on the Campus of the Mayerson JCC, whether within the facility, in the parking lot, in JCC vehicles, or anywhere on the grounds.

Members and their guests are encouraged to store and lock all personal items in lockers. Staff are not permitted to hold valuables for anyone.

Lockers are for daily use only. No clothing, footwear, or personal items may be left in the Mayerson JCC overnight, with the exception of J Plus Members who have their own assigned locker in which to store these items. J Plus memberships are available for a monthly rate.

## **CELL PHONES AND CAMERAS**

Cell phones are permitted in all parts of the building **except** the Locker Rooms and J Spa.

When in the Fitness Center, on the running track, in programs, or performances, courteous cell phone use is permitted. Ringers must be set to 'vibrate only' or silent.

Cell phones are not permitted in any group exercise class. Participants must step out of the class to take calls. Instructors enforce this policy to create a better environment for other members enjoying the class.

Camera usage or photography of any kind is strictly prohibited in all Locker Rooms and in the J Spa. Photography of the interior or exterior of the building requires management permission.

## **FOOD AND DRINK**

Food and drinks are available for purchase in the J Café on the main level, in vending machines throughout the building, as well as at the fitness desk on the lower level.

No food or drink is permitted in J Play, Club J, or the lounges. Only clear water (not in glass containers) is allowed in the Gym, Fitness Center, and the Indoor Waterpark. Personal food and drinks may not be brought into the J Café.

Consumption of alcohol is prohibited unless it is during an authorized event. Members under 21 years of age may not consume alcohol on the JCC property at any time.

## **LOST AND FOUND**

All found items should be given to desk staff for storage in the Lost and Found. Items will be stored in the Lost and Found at the Fitness Desk for up to one month.

# Code of Conduct

## Mayerson JCC



The rules contained herein are not inclusive. For a more complete list of rules, check the Code of Conduct for an individual JCC department, or the FAQs on the JCC website, MayersonJCC.org.

**For all questions regarding Mayerson JCC Rules and Guidelines or the JCC Code of Conduct, the JCC makes the final decision.**

- Every individual, Member, Guest, and Staff, will be treated with respect at all times.
- Fighting, verbal or physical threats, improper touching, and taunting or abuse toward another individual will not be tolerated and enforced with zero tolerance.
- Use of inappropriate, profane, loud, disruptive, obscene, hateful, or abusive language is not permitted.
- Disorderly conduct will not be tolerated; a Member or Guest who displays inappropriate behaviors may be removed from the premises.
- Excessive noise that will disturb other Members and Guests is not permitted.
- With the exception of the aquatics center and wet areas where bathing suits are permitted, Members and Guests must be properly attired, including shirts and shoes.
- Food and drink consumption is limited to designated areas only.
- Smoking in the facility or on the grounds (including parking lot and outside of facility) is not permitted under any circumstances.
- Members are responsible for cleaning up after themselves and helping to keep the facility attractive.
- Members are encouraged to let the staff know if an area of the facility or grounds, or a piece of equipment is in need of cleaning, maintenance, or repair.
- All equipment and supplies provided for use must remain within the facility and returned in good condition to its original location.
- With the exception of service animals, pets are not permitted indoors unless it is an authorized event.
- Courteous use of cell phones is permitted in the Fitness Center and public areas.
- Cell phones are not permitted in the Locker Rooms, the J Spa, or any group exercise classes.
- Gambling, solicitation, proselytizing, panhandling, or campaigning of any kind are not permitted.

### **CONSEQUENCES OF INAPPROPRIATE BEHAVIOR:**

Anyone who violates the JCC Code of Conduct will be subject to the progressive disciplinary actions outlined below.

#### **First offense - verbal warning**

- Meet with participants to discuss Code of Conduct policy.
- Discuss inappropriate behavior and the violation(s) that occurred.
- Make a record of the incident.
- Advise the violator that continued inappropriate behavior might result in suspension from JCC programs.

*Continued on reverse ...*

## **Second offense – address incident**

- Meet with the participant to discuss the violation.
- Make a record of the incident.
- Possibly suspend the participant from JCC programs.

## **Third offense – suspension or banishment**

- Suspension (up to 1-3 months and/or permanent expulsion, depending upon severity of the offense) from the JCC.
- Depending on the nature and severity of the offense, staff reserves the right to enforce immediate suspension or take appropriate measure(s) (e.g., contact police).

Members, volunteers or guests who return to the JCC before the suspension is fulfilled will be asked to leave. If this approach is unsuccessful, the local police may be called.

Serious first or second offenses may be subject to the disciplinary actions for third offenses, including suspension or termination of membership.

## **INVOLUNTARY REMOVAL, SUSPENSION OR TERMINATION OF MEMBERSHIP**

The JCC, through staff management, reserves the right to remove from the premises any individual acting in an inappropriate manner.

The JCC, in its sole discretion, reserves the right at any time to suspend or terminate the membership of any Member for failure to comply with the Code of Conduct or any policies, rules, regulations, and/or guidelines adopted by the Mayerson JCC.

A suspended or terminated Member remains liable for all dues and other indebtedness incurred prior to suspension or termination of the membership. Refunds will not be issued for suspended or terminated memberships.

The membership of any Member which is 60 days in arrears in its account may, at the option of the JCC, be terminated.

## **DENIAL OF MEMBERSHIP**

The JCC reserves the right to deny access or membership to any person who habitually or excessively uses narcotics or dangerous drugs, has ever been convicted of any offense relating to the use, sale, possession, or transportation of narcotics or habit forming and/or dangerous drugs; or continuously or excessively uses intoxicating beverages.

# Policies

## JCC Aquatic Center



*These rules are in addition to the general JCC Policies and Procedures and Code of Conduct.*

### POOL ACCESS

Scan your J Member badge/fob at the front entrance and proceed down the stairs to the locker rooms. Access both the indoor Aquatic Center and the outdoor pool from the locker rooms.

### PROPER ATTIRE

Swim diapers and/or rubber pants are to be worn under a swimsuit, by those who are not toilet trained. For your convenience, swim diapers may be purchased at the fitness desk. Diaper changes should be done in the locker room, not on the pool deck.

Please wear proper swim attire in the pools; no denim, cut-offs or undergarments. Please wear cover-ups or street clothes when walking in the building. Shoes are always required in the building.

### POOL EQUIPMENT

Only Coast Guard approved life jackets and provided pool noodles are permitted. Rafts, tubes, water wings, or other inflatables are not permitted. JCC flippers are only for indoor lap pool use. All equipment use is at the discretion of the lifeguard.

### LOCKER ROOMS AND SHOWER FACILITIES

We ask families with children to use the family locker room as a changing area. During the summer, families may use the men's or women's locker rooms as needed for toilet use only. An adult (age 16 or older) should accompany children under age 10 when using the toilet facilities in the men's or women's locker rooms.

From the outdoor pool, please enter all locker rooms through the indoor waterpark, which is open during all hours that the outdoor pool is open. Please shower before entering the outdoor pool or the indoor water areas.

### PLAYGROUNDS

Playground 1 (school-age) is directly adjacent to the outdoor pool and is open during all outdoor pool hours.

Access to the other playgrounds is limited to use by the students of the JCC Early Childhood School.

### SINGLE GENDER SWIM

Single gender swim sessions are held in the indoor pool year round. Please check the aquatic schedule as the times change seasonally.

### FOOD

J Members may bring their own food to the outdoor pool, which may be consumed in the picnic and grass areas. No food is permitted in the baby pool area.

**No alcohol and/or glass of any kind may be brought into the outdoor pool area.** We ask that you please clean up after yourself.

### POOL WATER TEMPERATURES

Lap pool.....	82 - 84°
Whirlpool Spa .....	102 - 104°
Combo pool .....	87 - 89°





# Code of Conduct

## JCC Aquatic Center



*These rules are in addition to the general JCC Policies and Code of Conduct.*

### GENERAL SAFETY RULES FOR ALL POOLS

- No one is allowed in the pool or the pool area unless a JCC lifeguard is on duty.
- Conversations with on-duty lifeguards are not permitted.
- Swimmers must shower before entering any of the pools.
- Proper swim attire is required; no denim or cut-offs are permitted.
- Horseplay is NOT permitted.
- Glass, gum, or bandages are NOT permitted in the pool area.
- Only JCC approved flotation devices are allowed in the pool, at the discretion of the lifeguards. Flippers may ONLY be used in the lap pool.
- NO running in the pool areas.
- NO sitting, standing, or jumping off peninsulas/islands.
- DO NOT hang on lane lines.
- Pregnant women, elderly persons, and persons with heart conditions, high blood pressure, or diabetes should consult their physician prior to using the pool.
- Admission to the pool will be refused to all/any of the following: persons having any contagious disease, persons with conditions that appear contagious, persons with excessive sunburn, or persons with abrasions which have not healed.

### CHILD SUPERVISION

- Parents/Guardians are responsible for their children at ALL TIMES.
- Parents must be at the same pool as their children, ages 10 & under.
- Non-swimmers and ALL children under the age of 6 must be within arm's length and actively supervised by a guardian (who is older than age 16) at ALL TIMES.
- If a child is wearing a life jacket in the current channel, an adult must be with the child at ALL TIMES.
- Swim diapers and/or rubber pants are to be worn by children who are not toilet trained.
- Diaper changes should occur in the locker room. Please do not change children on the pool deck.

### INDOOR POOL RULES

- DO NOT cross over or under the rope connecting the indoor splash pool and current channel. The grade of incline is very steep and it is unsafe to cross from one pool to the other at the rope.
- Lap swimmers have first priority in lap lanes (during high usage, please share lanes). Other uses for EMPTY lap lanes are at the discretion of lifeguards.
- You must be at least 15 years old to use the whirlpool.
- Persons who are elderly, pregnant, suffering from heart disease, or with high or low blood pressure should not use the whirlpool without prior medical consultation and physician approval.

*Continued on reverse ...*

- DO NOT use the whirlpool while under the influence of alcohol, tranquilizers, or any drugs that may alter blood pressure.
- DO NOT soak for more than 15 minutes at one sitting, as soaking too long makes some people nauseous dizzy, lightheaded or faint. If you wish to soak for a longer period of time, leave the whirlpool spa after 15 minutes, shower, cool down and then return for another brief stay.
- DO NOT use the whirlpool spa if the temperature exceeds 104° Fahrenheit.

## **OUTDOOR POOL RULES**

- DO NOT play on the ramp.
- Diving is permitted in designated areas ONLY.
- To use the diving board, swimmers must be able to swim to the side of the pool without assistance.
- Only 1 person may be on the diving board at a time (including the ladder). The next person should wait on the deck until the swimmer reaches the pool side ladder.
- Divers should promptly exit the water at the nearest pool ladder.
- Diving and jumping is only permitted in a forward direction from the end of the diving board (not to the side).
- NO inward dives, sitting dives, multiple bounces, hanging from the diving board, running on the diving board, or swimming under the diving board.
- Swimming is permitted in the deep area of the outdoor pool ONLY when the diving board is closed and the entire area is designated for "open swim" by the lifeguard.
- Children are not permitted to jump off the diving board to other patrons or staff.

## **CONSEQUENCES OF INAPPROPRIATE BEHAVIOR**

A participant who violates this Code of Conduct will be asked by the Aquatics Supervisor on Duty to leave the JCC Aquatic Center.

A violator may also be subject to the progressive disciplinary actions of the Mayerson JCC. Such action could include denial of his/her continuation in JCC programs and/or membership.

# Policies

## Drop-in Childcare



**J Play** (ages 6 weeks - 5 years)

**Club J** (ages 5 - 12 years)

*These rules are in addition to the general JCC Policies and Code of Conduct.*

### HEALTH AND SAFETY POLICIES

**Children are allowed to be in J Play or Club J for a maximum of 2.5 hours per session/shift.**

- All children must be signed in by a parent/guardian who will enter requested information on the registration sheet.
- A name tag with the child's name will be placed on the child's back.
- Parents/guardians must remain in the building at all times.
- Parents must present their membership card/fob or a valid photo ID to pick up their child.
- Children with a contagious illness or a fever are not permitted to use J Play or Club J. In order to prevent the spread of germs, JCC staff reserve the right to deny admission to any child who appears to be sick. If the child becomes sick while at J Play or Club J, the parent/guardian will be called immediately.
- For the health, safety, and dietary requirements of the children, no food or beverages may be brought into the J Play or Club J rooms.
- Parents will be called to change diapers and soiled clothing.
- Parents may be called to console upset children.
- Once a child is signed into J Play or Club J, they are not permitted to leave the room until signed out by a parent or guardian, no matter their age.
- Staff may not escort children out of J Play or Club J, with the exception of to the restroom and in case of emergency.

- The maximum number of individuals permitted in the J Play or Club J room, according to the fire code, is 29 (including staff and children). Should the room become overcrowded, children ages 4 and older may be taken to the gym with a staff member.

### PAYMENT PROCEDURE

- Staff will record the drop-off/pick-up time and calculate the total fees due.
- Parents must sign the registration sheet as well as the check-out slip.
- The check-out slip is taken to the Fitness Desk for payment.
- Monthly Pass (unlimited usage):  
\$35/month for one child.  
\$55/month for two children.  
\$65/month for three or more children.  
No charge for additional children in the immediate family.
- Hourly Rates  
J Member: \$4/child/hour; Public: \$6/child/hour  
Minimum charge is 1 hour/visit/child. After the first hour, fees are charged by half-hour increments.

### LATE PICK-UP POLICY:

- 1st offense: issued a late fee of next hourly rate & reminder of this policy
- 2nd offense: issued a warning
- 3rd offense: issued 2-week suspension
- 4th offense: issued 1 month-long suspension



# Code of Conduct

## Fitness Center



*These rules are in addition to the general JCC Policies and Procedures and Code of Conduct.*

The Fitness Center is for J Members, ages 16+.

J Members ages 13 – 15 may use approved fitness equipment after completing the Teen Group Orientation. Sign up at the Fitness Desk.

### **POLICIES:**

- Only JCC Fitness Center staff are permitted to provide instruction on exercise techniques or equipment adjustments.
- Please dispose of personal items. (water bottles, newspapers, magazines, etc.)
- Please sanitize equipment after use. Wipes are available in the Fitness Center.
- Beverages are permitted in non-breakable, spill-proof containers.
- Food is not permitted in the Fitness Center.
- Appropriate attire must be worn at all times. This includes shorts, shirts, and closed-toe athletic footwear.
- If a member/guest is waiting for cardiovascular equipment, please limit your session to 30 minutes.
- If a member/guest is waiting for weight equipment, please allow others to “work in” between sets.
- Please do not disrupt or interfere with another member’s workout.
- Personal music devices are permitted when used with headphones.
- Courteous use of cell phones is permitted in the Fitness Center.
- The Fitness Center is not responsible for lost or stolen personal items.

### **SAFETY PROCEDURES WHEN USING FREE WEIGHTS:**

- Collars must be used at all times to secure weights on bars.
- Weight plates are not to be leaned against equipment.
- After utilizing equipment, please return plates & dumbbells to proper storage areas.
- Please refrain from dropping dumbbells and weight plates on the floor.
- Please ask a staff member to spot you when performing any heavy lifts.

### **CONSEQUENCES OF INAPPROPRIATE BEHAVIOR**

A participant who violates this Code of Conduct will be asked by the Fitness Center Supervisor on Duty to leave the JCC Fitness Center.

A violator will be subject to the progressive disciplinary actions of the Mayerson JCC. Such action could include denial of his/her continuation in JCC programs and/or membership.



# Code of Conduct

## JCC Senior Center



*These rules are in addition to the general JCC Policies and Procedures and Code of Conduct.*

The JCC Senior Center is dedicated to enriching the lives of all area adults age sixty plus. It is our goal to maintain a safe and enjoyable environment for all members and guests, where they can attend informational lectures, participate in activities, enjoy meals and socialize with others. The following Code of Conduct Policy shall be observed for the safety and benefit of all those attending our Center.

The simple philosophy behind this rule is: Treat everyone the same way that you want to be treated.

Failure to comply with this Code is subject to suspension of participation in Center activities or revoking of membership.

### EXPECTATIONS OF MEMBERS

- Members must complete a Client Registration Form providing the staff with the name and telephone number of a person to contact in case of an emergency. If a participant experiences a medical problem while on the premises, it is expected (but not mandatory) that the participant will follow the recommendation of the senior center staff to seek appropriate medical attention.
- The Mayerson JCC Senior Center is for senior adults who are independent and can care for their own personal needs. Seniors are welcome to bring an attendant or certified caregiver with them in order to enjoy our services and programs. Please note that there is no medical staff on site.
- Members must take responsibility for their own personal care, including hygiene, toileting/incontinence and feeding.
- Participants must be reasonably oriented, capable of independent decision-making and able to plan their own activities (e.g.,

transportation, lunch, financial transactions), or be accompanied by attendant or caregiver who is responsible for orientation.

- Participants must be able to participate in-group activities without being disruptive or requiring frequent one-on-one attention, and to show respect for building facilities and personal property of others.
- Participants must be responsible for their own personal health and medical care, including taking medications, monitoring special diets, etc. Senior Center staff is not permitted to provide assistance with medication and other personal health or medical care.
- Participants must be able to access activity areas on their own or be accompanied by a companion/escort who will manage access. .
- If an Emergency Medical Service (EMS) personal recommends that the participant should go to the hospital and the participant refuses:
  - a. JCC Staff has the right to ask the participant to go home. In this situation participant will not be allowed to use the JCC transportation.
  - b. Participants will not hold responsible the Mayerson JCC and its staff should a participant's health emergency occur while present at the JCC or at JCC activities/programs/services that are held off-site.
  - c. Participants will not hold Mayerson JCC responsible in any way for any result of the emergency.

*Continued on reverse ...*

## **CONSEQUENCES OF POLICY VIOLATION**

A participant who violates this Code of Conduct will be asked by the Senior Center Supervisor on Duty to leave the JCC Senior Center.

A violator will be subject to the progressive disciplinary actions of the Mayerson JCC. Such action could include denial of his/her continuation in JCC programs and/or membership.

## **ACCOMMODATION OF PARTICIPANTS**

The JCC Senior Center will exercise discretionary judgment as to the Center's ability to accommodate any individual. The Center reserves the right to decline services to individuals if the staff and/or facilities are inadequate for their needs. In such cases, the Center will suggest appropriate resources to participants and their emergency contact.

Anyone engaging in inappropriate behavior or failing to abide by the rules for participation, as determined by the JCC Senior Center management, will be subject to any or all of the following actions:

**Assessment/Resolution:** Director or designee will assess the situation and determine a course of action consistent with the behavior. In addition, the JCC Senior Center may require an individual to have an assessment of their current level of functioning completed by the JCC Social Worker.

**Referral:** The above actions may include a referral to the appropriate organization or agency; and/or contacting the participant's emergency contact.

**Assistant:** The JCC Senior Center reserve the right to require a certified professional aide, assistant or caregiver to assist an individual in designated activities at the participants own expense. In addition, the JCC has the right to deny a caregiver, or an aide service at the JCC.



# Code of Conduct

# JCC Transportation Services



*These rules are in addition to the general JCC Policies and Procedures and Code of Conduct.*

The JCC provides transportation services to and from the JCC, field trips, events, and medical appointments. It is our goal to maintain a safe environment for our passengers.

Failure to comply with this Code is subject to suspension or denial of Transportation services.

## EXPECTATIONS OF PASSENGERS

- **Courtesy:** Passengers must act in a courteous manner at all times while using JCC transportation. Any passenger who is verbally and/or physically abusive to other passengers or the driver, or engages in horseplay or fighting may be suspended. The driver may also contact law enforcement if deemed necessary.
- **Safety:** There is no standing while the vehicle is in motion.

The driver is responsible for the safety and welfare of passengers. Passengers must comply with the instructions of the driver at all times. Refrain from speaking to the driver while (s)he is driving unless it is an emergency.

Riders must be able to access and exit the vehicle on their own or be accompanied by a companion/escort who will stay with the rider and manage access and exiting the vehicle. The driver and Transportation Manager will evaluate passengers who have difficulty boarding vehicles. At the staffs' discretion, a passenger may be denied access based on that evaluation.

Wheelchairs, scooters and other devices that will be used on JCC transportation must be inspected by the Transportation Manager for proper restraint locations before the rider can be scheduled for rides.

Passengers will not be transported in a JCC vehicle if the driver has a concern that the passenger is not well.

- **Emergency:** In the event of an emergency and/or an evacuation of the vehicle is deemed necessary, passengers are to explicitly follow the instructions given by the driver.

- **Food/Drink/Tobacco:** Passengers are not permitted to consume food in the vehicle.

Drinks are allowed only in an appropriate, non-spill travel container that is securely sealed.

Smoking and chewing tobacco are not permitted.

- **Lost & Found:** The JCC is not responsible for lost or stolen items. To claim lost and found items please call the JCC main number.
- **Alcoholic Beverages:** No rider is permitted to have an open container in a JCC vehicle. The driver reserves the right to ask to see the contents of a package if (s)he suspects that package may contain an open container of alcohol.
- **Illegal Drugs:** Illegal drugs are not permitted on a JCC vehicle at any time. Any person found in the possession of such drugs will be immediately reported to law enforcement.
- **Personal Hygiene:** Passengers must maintain good personal hygiene so as not to offend other riders.
- **Weapons:** Weapons are not allowed on JCC vehicles. A weapon is described as any device capable of causing bodily harm to another individual. Any person found in possession of a weapon will be reported immediately to law enforcement.

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- **Service Animals:** Service animals accompanying an individual with disabilities will be allowed to board JCC vehicles. No other animals are allowed. Passengers are responsible for cleanup of their service animal. Please keep service animals off seats.
- **Scheduling/Canceling Rides:** Passengers must be scheduled by one business day in advance. Rides are scheduled on a first-come, first serve basis. Riders who are on a set route/schedule do not need to call to confirm their pickups. All other riders do need to call and confirm their request to ride by 8am, the day of the pickup.

Cancellations must be called into the Transportation office by 8am the day prior to scheduled pickup. If ride is not canceled, it will be considered a "No Show".

- **No-Shows:** Excessive No-Shows will result in suspension. A rider who has 3 or more No-Shows may be suspended from using JCC Transportation services.
- **Timeliness:** Please make yourself visible to the driver when the vehicle approaches. A vehicle arriving at your home within 15 minutes before or after the scheduled pick up time is considered on time. If the vehicle arrives before or after your scheduled pick up time, you'll be expected to board the vehicle within 5 minutes.

If you have not made contact with the vehicle within the allotted time it will move on to its next stop.

If the vehicle is more than 15 minutes late for your scheduled pick up time, please call the Transportation office at 722-7255 to inquire about the vehicle's status.

## **CONSEQUENCES OF CODE VIOLATION**

Violation(s) of this Code of Conduct may result in the suspension or expulsion of a passenger's privilege to utilize JCC Transportation.

Ongoing minor violations of this Code, or any single severe violation, are cause for suspension/expulsion at the discretion of the Transportation Driver, Transportation Manager, or other JCC leadership.

# Code of Conduct:

# JCC Youth Programs



## Camp at the J After School Program School Break Camps JCC Early Childhood School

*These rules are in addition to the general JCC Policies and Procedures and Code of Conduct.*

### EXPECTATIONS

All children and staff at Camp at the J, After Crew, School Break Camps, and JCC Early Childhood School are protected by and provided with a safe and secure environment. Age-appropriate rules and expectations are based upon:

- Respect for the individual
- Respect for the environment
- Respect for others

It is important that children clearly understand behavioral boundaries. Rules are introduced at orientation and reinforced throughout the year. We understand that childhood is a process of learning to conform to rules and guidelines, and we view our role as enabling children to gain these important social skills in a positive environment.

### REDIRECTION AND DISCIPLINE

When a child tests the rules, staff members immediately remind him or her of the rules and expectations. Redirection, explanation, and constructive solutions are the first line of techniques used by our staff when a child requires behavioral correction, unless the behavior is an immediate threat to the child or others. Staff members are expected to be fair and consistent with discipline and should not use demeaning language or raised voices. In addition:

### PERSISTENT BEHAVIORAL PROBLEMS

Persistent unacceptable behavior will be handled in the following manner:

- The child's behavior will be recorded, dated, and initialed by all staff members involved.
- Staff shall meet to discuss the behavior and will develop a program plan to meet the individual needs of the child in question.
- The parents of the child will be contacted to discuss this plan, and enlist their input and cooperation.
- When necessary, the director may contact the appropriate professionals for guidance. This action will be taken with the written approval of the parents.

### TERMINATION

When the individual needs of the child cannot be served by the program or program policies are consistently being disregarded, Camp at the J, JCC After Crew, JCC School Break Camps, and JCC Early Childhood School may terminate a child's enrollment in the program. Such termination decisions will not be made without prior consultation with the child's parents/guardians and will be communicated to the parents/guardians in writing.

In most cases, the parents will be given a grace period of three days to make other care arrangements for Camp at the J, JCC After Crew, JCC School Break Camps, and JCC Early Childhood School. However, the JCC reserves the right to terminate a child's enrollment at any point in time if a situation is determined to be extremely detrimental to the child concerned or to the other children or staff in the program.

Parents are financially responsible for tuition covering the period of attendance.

For parents terminating care from the JCC After School Program, notice must be received at least 30 days prior to desired date of withdrawal from the program.

For parents terminating care from the JCC Early Childhood School, notice must be received at least 30 days prior to desired date of withdrawal from the program. The initial deposit made upon enrolling the child will be deducted from the final payment.

### **POSSIBLE REASONS FOR TERMINATION OF ENROLLMENT:**

A child may be terminated from Camp at the J, JCC After Crew, JCC School Break Camps, and JCC Early Childhood School if the child's behavior is having a consistent negative effect on the well-being and development of other children. Factors to be considered include, but are not limited to:

- The possibility of danger to the child or others in the program.
- The impact of the problematic behavior on the rest of the participants.
- The frequency of the problem behavior.
- Availability of resources to address the problem behavior.
- The willingness of the family members to work with the staff and/or to get outside help.

Additional, non-behavioral causes for possible termination may include:

- Non-payment of tuition and fees.
- Non-compliance with Camp at the J, JCC After Crew, JCC School Break Camps, and JCC Early Childhood School policies and procedures such as, but not limited to:
  - Habitual lateness in picking up the child
  - Failure to provide the required forms.