

# Code of Conduct

Schwartz/Reisman Centre

Prosserman JCC

The Schwartz/Reisman Centre (SRC) and Prosserman JCC (PJCC) are committed to creating a professional, inclusive, and welcoming environment. Together, these centres serve as a vibrant hub dedicated to enriching Jewish life through meaningful shared experiences.

As non-profit organizations, we believe that belonging is everything. We are passionate about building a community that values inclusivity, kindness, and respect for all people.

This Code of Conduct ensures that all members, guests, and staff can enjoy our facilities in a safe, respectful, and enriching environment. These policies comply with provincial laws, including the Ontario Human Rights Code, and reflect our mission to promote health, wellness, and community.

### **Our Shared Commitment**

As a shared community space, we ask all individuals to treat one another with kindness and to uphold the values of respect, integrity, and shared responsibility that define our Centre.

### **General Expectations for Members and Guests**

To maintain a positive environment, all individuals must:

- Abide by all JCC policies, rules, and procedures as communicated by staff, posted on the premises, or made available online.
- Behave in a manner that respects the dignity and rights of others, including staff, members, and guests.
- Treat JCC facilities and equipment with care and avoid actions that could cause damage.
- Uphold health and safety standards, including maintaining hygiene in shared spaces.
- Respect accessibility accommodations and ensure the safety of individuals with disabilities or special needs.

### **Prohibited Conduct**

The following actions are not permitted and may result in consequences, including suspension or revocation of membership:

- Harassment, Discrimination, or Abuse: Including physical, verbal, psychological, or sexual misconduct.
- Unauthorized Access: Assisting or enabling others to enter the facility without proper credentials.
- Disruptive Behavior: Including offensive language, excessive noise, or refusal to follow staff instructions.
- Property Misuse or Vandalism: Causing damage or failing to treat equipment and spaces with care.
- Illegal Conduct: Including theft, drug use, or any unlawful activity.



## Consequences for Policy Violations

The JCC reserves the right to:

- Suspend or terminate memberships, with no refund, for violations of this Code of Conduct.
- Remove individuals from the premises for serious breaches of policy.
- Contact law enforcement if illegal activities occur.

All members and guests are encouraged to report violations to JCC staff immediately.

## How to Report a Concern

To report a concern, speak directly with a staff member or email Member Services. All reports will be handled with discretion.

## Membership Agreement

All members agree to abide by the JCC's Code of Conduct and Membership Agreement upon joining.

Your Membership Agreement outlines key policies regarding the payment for and use of your membership. Please take the time to read it carefully.

To resign, written notice is required. Please consult your agreement or speak to the Member Services team for specific details. Upon cancellation, enrolment fees are non-refundable. If you decide to reactivate your membership, applicable enrolment fees will apply.

Members also have the option to freeze their memberships when needed. To initiate a freeze, please consult your agreement or contact the Member Services team. A monthly freeze fee, determined by membership type, will replace regular membership dues. Locker rental fees will continue during the freeze period. Written notice is required prior to the month the freeze begins. Freezes cannot be applied retroactively. Access to the fitness centre and facilities is not available while your membership is frozen. Freeze fees are subject to change.

## Membership Benefits

Membership at SRC and PJCC includes:

- Access to fitness centres, aquatics facilities, gymnasiums, sports courts, and locker rooms during operating hours.
- Participation in group fitness classes, including aquatics-based programs.
- Priority registration for programs and events at both centres.
- Up to four reciprocal visits per month to the Miles Nadal JCC (Bloor and Spadina).
- Reciprocal access to other JCCs across North America (contact the destination JCC for details).



## **Fitness Centre Rules**

- Read equipment instructions before use or ask staff for assistance.
- Members aged 14+ may access the fitness floor after completing an orientation. Members aged 12–13 must complete a family orientation and be accompanied by a parent.
- Wear appropriate athletic clothing, including non-marking shoes. Jeans, sandals, and outdoor footwear are not permitted.
- Handle equipment responsibly by avoiding loud noises, returning weights, and cleaning machines with provided wipes.
- Store bags and personal items in designated lockers. These are not allowed on the fitness floor.
- Cell phones are permitted for music but not for conversations or filming.
- Be courteous and allow others to use equipment during rest periods.
- Follow staff instructions and posted signage at all times.

## **Group Exercise Classes**

- Use the JCC app to pre-register. Registration opens at 8:00 AM three days in advance (Fridays include bookings for the following Monday and Tuesday).
- Arrive early to ensure smooth transitions. Late arrivals may forfeit their spot.
- Exit the studio promptly after class to accommodate the next group.
- Cancel reservations promptly if you cannot attend.
- Children under 14 are not permitted unless it is a family-friendly class.

**Note:** To ensure fairness and access, members may not book two identical classes consecutively on the same day.

## **Equipment Care Guidelines**

- Wipe down equipment (e.g., yoga mats, spin bikes) after use with provided wipes.
- Return equipment to its proper storage location.
- Only beverages in sealed containers are permitted. No food in studios.

## **Aquatics Centre Rules**

- Shower thoroughly before entering the pool.
- Tie back long hair and avoid oils, creams, or makeup in the water.
- No food, drink, or glass on the pool deck.
- Children aged 11 and under must follow these supervision guidelines:
  - Ages 7 and under: adult must be in the water within arm's reach.
  - Ages 8–9: may attempt a swim test for more independence.
  - Ages 10–11: may swim unsupervised with a guardian in the facility.



### **Adult Lane Swim Etiquette**

- Swim in the appropriate lane: [Slow|Medium|Fast] (counter-clockwise flow).
- Yield to swimmers already in the lane.
- No parallel swimming or stationary exercises in the lanes.
- Avoid lengthy conversations in lanes.
- Lifeguard directions must be followed.
- Speak with the Aquatics Manager for comments or concerns.

### **Locker Room Rules**

- Empty day-use lockers after each visit. Retrieval fees may apply for overnight items.
- Rental lockers may be available.
- Store all belongings in lockers.
- Wallet-size lockers are available at Membership Desks for small valuables.

### **Towel Service**

- Available for a monthly fee. Members may receive two towels per visit.
- Towels are for personal use only and must be returned to bins after use.
- Exchange towel card for towels at check-in. Card will be returned after use.

### **Gymnasium Rules**

- Follow the posted gym schedule.
- Athletic shoes and proper attire are required.
- Gym equipment may be signed out at the Membership Desk and must be returned the same day.

### **Pickleball Reservation Policy**

- Included with membership.
- Book via the JCC app at 7:30 AM three days in advance. (Fridays include Monday and Tuesday bookings.)
- Reservations are for active SRC and PJCC members only.
- Each reservation must include at least four active members. One member pays for the booking.
- Members may not reserve both indoor and outdoor courts on the same day.
- Reservations are released after 15 minutes if no players arrive.
- JCC may adjust bookings to increase efficiency and access.



### **Pickleball Cancellation Policy**

- Cancel at least 24 hours in advance for a refund or reschedule.
- Late cancellations are non-refundable and non-transferable.
- Reservations may be transferred to other active members. Notify staff of any transfers.

### **Pickleball Court Etiquette**

- Be courteous and practice fair play.
- Treat others and staff with kindness. Address concerns calmly.
- No verbal or physical abuse, obscene language, or equipment misuse.
- Report damage to the Pickleball Attendant.
- Wear appropriate attire, including non-marking court shoes.
- Give advice or feedback only when requested.

### **Thermal Room Guidelines**

#### **Steam Room**

- Sit or wear a towel, bathing suit, or undergarments. No workout or street clothes.
- Do not touch the steam head or pour water on sensors.
- Children under 12 are not permitted.
- No shaving allowed.

#### **Dry Sauna**

- Sit or wear a towel, bathing suit, or undergarments.
- No flammable items (books, newspapers) inside.
- Do not hang wet items near the heating unit.
- Children under 12 are not permitted.
- No shaving allowed.

Tampering with equipment in either room may result in membership revocation. Damages may be charged to the member.



## **Operational Policies**

### **Hours of Operation**

Monday to Friday: 5:30 AM–10:00 PM

Saturday and Sunday: 7:00 AM–8:00 PM

Fitness and change rooms close 15 minutes before closing time.

### **Holiday Closures**

- Closed for Jewish High Holidays (Rosh Hashanah, Yom Kippur).
- Annual maintenance closures will be communicated in advance.

### **Parking**

- Outdoor parking at SRC and PJCC. Underground parking at SRC only.
- Accessibility and EV spaces must be used appropriately.
- Overnight parking is not permitted.

### **Guest Access**

- Guests must be accompanied by a member and purchase a pass at the Membership Desk.
- All guests must complete a waiver and show ID.
- Minors require parent or guardian consent.

### **Policy Changes**

Policies and services are subject to change. Updates will be shared via our website and Member Services.

