



Centre des Femmes West Island
West Island Women's Centre

PARTICIPANT HANDBOOK
9TH EDITION

Updated July 2024

**Serving the West Island and
surrounding areas since 1975**

LOCATIONS:

Pointe-Claire: 11 Rodney Avenue Pointe-Claire, QC H9R 4L8
(Entrance via the parking lot on Vincennes Avenue on the other side of the building)

Pierrefonds: 4902 Saint-Charles Blvd, Pierrefonds, QC H9H 3E3

Contact:

Phone: 514-695-8529

E-mail: womenscentre@wiwc.ca

Website: www.wiwc.ca

Facebook: facebook.com/westislandwomenscentre

MEMBERSHIP

All women interested in registering for courses at WIWC must first become members. **Note:** Our Community Initiatives (no-cost) programs *do not require* a membership to register.

- **Validity:** Membership is valid from September to August of the following year.
- **Fee:** Payable once a year at registration and is non-refundable.
- **Age:** Minimum 12 years old.
- **Volunteer Requirement:** 2 hours per year at the WIWC.
- **Rights:** Voting at Annual General Meeting and Special Meetings.
- **Obligations:** Abide by WIWC's policies, by-laws, and code of conduct.

IMPORTANT INFORMATION

- Children are not allowed in adult classes (except for nursing).
- It is not permitted to leave children unattended or unsupervised in the building or drop them off and leave.
- Free childcare service is available during the day, not evenings.
- Free parking available; please respect parking signs and avoid blocking driveways.
- No winter boots in gym/classrooms.
- Use of cellphones are not permitted during class.
- Gym equipment is to be cleaned after use.
- The Pointe-Claire location is not accessible with wheelchair or walker

REGISTRATION

Participants must register separately for each session (Fall, Winter, Spring).

- **Process:** Online via AMILIA, first-come, first-served. In-person registration available by appointment.
- **Childcare:** Register for childcare during course/program registration.
- **Fees:** Some courses may have additional consumable fees.
- **Attendance:** You must be registered in the class/program to attend, no guests are permitted.
- For in-person registrations, no more than two registrations will be accepted from each person.
- If identical classes are available, you must attend the class at the day/time you selected at registration.

Important notice: When you register, you are reserving a spot that someone else might need. We kindly ask that you commit to participating in courses/programs. If you are unable to attend, please inform the instructor or the Centre.

LATE REGISTRATION

Late registrations are accepted provided there is space in the requested courses/programs. **Please note that the course fee is not pro-rated, unless joining from the waiting list.**

PAYMENT FOR COURSES

- **Methods:** Credit card, cheque, or cash.
- **Cheques:** Must have current date, payable to W.I.W.C., No foreign bank cheques.
- **Returned Cheques:** Fees deferred to member plus an administrative charge.

SUBSIDY PROGRAM

Women who are facing financial challenges can request fees be waived **for up to three courses of their choice**, provided there is space in the course and no one on the waiting list (per session).

- **Membership Fees:** May be nominal or waived based on financial circumstances.
- **How to Apply:** Provide documentation to WIWC office. For details contact our programming coordinator programming@wiwc.ca or call 514-695-8529.

CHILDRENS COURSES

- Please ensure your child will turn the minimum age required for the course during the session. (Exceptions are noted in the course descriptions.)
- A grandparent or the father can accompany the child to the class, but the mother or legal guardian must be registered as a member.
- Only registered children may attend classes. Please do not bring a sibling to your child's class.

CHILDCARE

Our free childcare service is available for members and community program participants. **Weekday** childcare is designed for children under 6 and on **weekends** up to age 8.

Children must be registered in advance, or occasional childcare fees (\$5) will apply.

Occasional Childcare Registration

Members and community program participants whose children are not regular users can benefit from the childcare service as an occasional user (e.g. on PED days). **Registration is required** 24 hours in advance.

- **How to register:** Please email childcare@wiwc.ca and provide the class name and time, as well as your child's name and age. If spots are available, you will receive a link to pay the \$5 fee.
- **Waiver form:** Upon arrival you will be asked to fill out an occasional childcare waiver form.

Important Information

- **Class Registration:** It is necessary to register for childcare for each class you attend.
- **Cancellations:** If you do not need childcare for any reason, please email childcare@wiwc.ca 24 hours in advance. Members who forget to email to cancel will be asked to donate \$2.00 per child per class.
- **Arrival and Pickup:** Please arrive for childcare 5-10 minutes before your class and pick up your child promptly after your class finishes.
- **Supplies:** Bring a disposable bag with items your child will need during childcare (diaper, wipes, change of clothes, bottle, snack, or pacifier). Please label everything.
- **Health:** Children with a fever, rash, runny nose, cough, or cold should not be brought to childcare.
- **Breastfeeding:** Breastfeeding mothers can choose to be called from their class to breastfeed in the childcare room or have their child brought to them. Members taking a fitness class are encouraged to breastfeed in the childcare room for the comfort of the child.
- **Allergies:** Childcare is peanut/nut-free. Nuts are not permitted.
- **Car Seats:** Babies will be removed from their car seats while in childcare.
- **EpiPen:** Members whose children carry an EpiPen are asked to complete a waiver form that allows the childcare manager and workers to administer the EpiPen if needed.

For more information, please email childcare@wiwc.ca.

PARTICIPANTS' RIGHTS AND RESPONSIBILITIES

WIWC participants have rights and responsibilities including:

- **Respect:** Everyone is entitled to be treated with respect.
- **Equal Enjoyment:** Everyone can benefit from WIWC's activities equally.
- **Supportive Environment:** Promote personal growth and mutual support.
- **Respect Property:** Care for WIWC's property and equipment.

REFUND POLICY

MEDICAL REFUNDS

The WIWC refund policy for medical reasons is as follows:

A member may request a refund for a medical reason during the current session. The member must contact the office and provide written notice regarding the medical refund to complete the refund process. The member will receive a prorated refund and no admin fee will be applied. The WIWC reserves the right to request a doctor's note.

NON-MEDICAL REFUNDS

The WIWC non-medical refund policy is as follows:

The week (Mon – Fri) before the session begins, the programming committee will decide if there are enough registrations for courses to run. Because of this, there are no refunds the week (Mon – Fri) before the session begins, unless someone takes your spot from the waiting list.

- Prior to this period a refund may be requested.
- After classes begin, a pro-rated refund may be obtained only if your spot can be filled from the waiting list.
- There are no refunds after the 3rd week of classes.

Note that there is a \$10 administration fee applied to all refunds.

For refund requests, please email programming@wiwc.ca for the Refund Request Form.

Refund Dates

Time Frame	Fall Session 2024	Details	Refund Admin Fee
From registration until 2 weeks before the session begins (Mon to Friday, 9am -3pm)	Until Aug. 30 th	Full refund. Refunds are not processed on weekends.	\$10
1 week before the session begins (Mon to Friday, 9am -3 pm)	Until Sep 2 nd	No refunds during this week, unless someone takes your spot from the waiting list	\$10
After Classes Begin		Pro-rated if someone on the waiting list can take your spot	\$10
After 3rd Class		No refund	

VOLUNTEERING - WHAT YOU NEED TO KNOW

- **Childcare:** Free childcare during volunteer work within office hours. Please respect drop-off/pick-up times. Contact the childcare manager in advance to ensure space is available before bringing your child.
- **Confidentiality:** Volunteers will need to sign an agreement to maintain discretion with confidential information.

COMMUNITY INITIATIVES PROGRAM

The Centre offers free Community programs for women and their children to enjoy throughout the year (e.g. playgroups, language classes etc.). These programs do not require a paid membership to participate. To be fair to those participants on waiting lists, we would appreciate that you commit to attending each activity on a regular basis. If you do not think you can attend regularly, please leave the spot for someone else to register, so they can get the support they need.

Important notice: Participants failing to attend a Community Initiatives Program for 2 consecutive weeks and have not notified the coordinator in advance, will have their registration automatically forfeited.

It is the participants' responsibility to contact the Community Initiatives Program Coordinator by email (outreach@wiwc.ca) prior to or immediately after the absence, should they wish to maintain their registration. Upon review of the cause of the absence (illness, travel, unforeseen family emergency etc.), the Centre will decide to maintain or not the registered participant in the program.