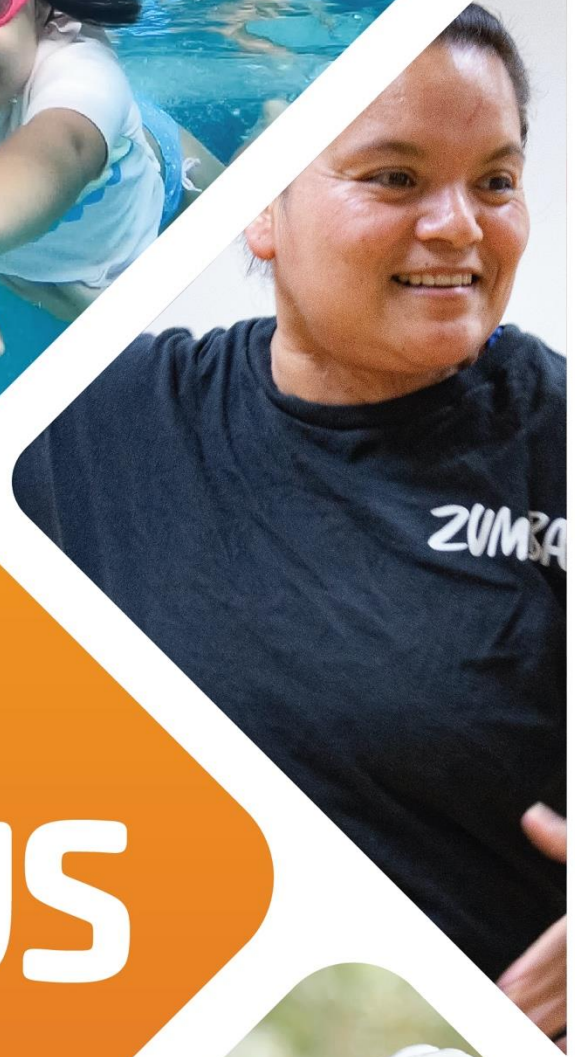




FOR A SAFER US

REOPENING ROADMAP

YMCA OF SOUTH PALM BEACH COUNTY



MESSAGE FROM OUR PRESIDENT AND CHIEF VOLUNTEER OFFICER

At the YMCA of South Palm Beach County, everything we do is guided by our commitment to strengthening community, no matter the challenges we face. In mid-March, the COVID-19 crisis forced us to make one of the toughest decisions in our Y's history, temporarily closing our branches and suspending most programs and services. It was the right thing to do for our community.

Despite uncertainty, our Y leaders stepped up and adapted to the emerging needs of our neighbors. Together, we've worked hard to keep our children, families and adults engaged, active and connected, while safely apart. It's time to take the next step.

As a community organization serving diverse populations, the YMCA of South Palm Beach County has spent weeks carefully considering how we can reopen responsibly, offering an inclusive Y experience that prioritizes safety above all else.

With guidance from health officials, government leaders, Y-USA and subject matter experts from our Board of Trustees, a team of YMCA of South Palm Beach County leaders developed **For A Safer Us: A Reopening Roadmap**. This plan outlines our COVID-19 mitigation strategies, representing hours of research and many thoughtful, informed discussions about how best to resume operations and safely serve members and program participants.

Things will look very different at our Ys in the days and weeks to come. We will be met with challenges from those who find our new protocols inconvenient and unnecessary. You will play a critical role in helping everyone who walks through our doors understand that safety is our number one priority and is at the core of all decisions.

Our plan will evolve as this crisis evolves. What will not change is our promise to respond responsibly as we continue our commitment to strengthen community.

Thank you for your loyalty to the Y. We are stronger with you. Together is our only way forward.



Jason Hagensick
President and CEO



Bob Robes
Chief Volunteer Officer

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REOPENING ROADMAP AT A GLANCE

YMCA of South Palm Beach County facilities, programs and services will reopen/resume in three phases, following assumptions for operations as they relate to the global coronavirus pandemic and its local implications on public health. Meeting health and community needs will be balanced and focused on preventing the spread of COVID-19.

It is important to note the following:

- Phases in this plan refer to our internal reopening framework and are not intended to align with phases imposed by local, state or federal governments.
- Phases are not time-based. We will only move to the next phase if there is successful compliance and positive improvement/stability in area COVID-19 cases.
- Phases may be modified and revised as guidance changes.
- Social distancing means maintaining a distance of at least six feet from another person.

PHASE ONE AT-A-GLANCE

Hours of Operation	<ul style="list-style-type: none"> • Monday-Friday: 7:00 am – 7:00 pm • Saturday: 7:00 am – 6:00 pm • Sunday: 7:00 am – 2:00 pm • Reservations are encouraged for utilizing Wellness Center areas, Group Exercise including Aqua Aerobics, Lap Swimming, Personal and Small Group Training.
<p>The following programs and services will be available in each Phase but with restrictions:</p>	
Phase One	<ul style="list-style-type: none"> • Wellness Center areas (Cardio & Strength) • Limited Group Exercise • Personal and Small Group Training • Lap Swimming • Summer Camp • Preschool
Phase Two	<ul style="list-style-type: none"> • Expanded Group Exercise • Child Watch • Family Pool • Gymnasium • Seating/Café areas
Phase Three	<ul style="list-style-type: none"> • Youth Sports • Playgrounds
<p>The following programs and services will NOT BE available in Phase One, but are being considered in subsequent phases based on guidance from health officials, government leaders and input from subject matter experts as well as the Y's confidence in enforcing compliance with all COVID-19 preventive actions:</p>	
<ul style="list-style-type: none"> • No Guests or Nationwide Membership • No Open Gym • Adult & Youth Sports Suspended • Whirlpool, Saunas & Steam Rooms closed • Locker rooms and showers closed 	<ul style="list-style-type: none"> • Swim Team Suspended • Group Swim Lessons Suspended • Towel & Coffee Service Suspended • Playgrounds closed

WHAT TO EXPECT NOW AT THE Y

Your safety—and the safety of all of our staff, members and guests—is our number one priority. Together, we must proceed carefully if we want to keep our doors open.

The YMCA of South Palm Beach County's protocols focus on three key mitigation strategies based on guidance and mandates from health officials and government leaders:

- Meeting social distancing requirements
- Using proper Personal Protective Equipment (PPE)
- Implementing stringent cleaning and disinfecting protocols

STAFF REQUIREMENTS

Upon return to work, all staff will be required to comply with the following new standard operating procedures, restrictions and guidelines to ensure the safety of everyone in our facilities.

- **Personal Protective Equipment**
Every team member, except lifeguards in the chair and Group Exercise instructors teaching class, must wear face masks upon entry in the building and during their entire shift. Staff will also be required to wear gloves when performing health assessments or serving food and/or beverages.
- **Health Assessments**
If you have a fever or do not feel well, please stay home. All staff will be required to complete a temperature check before every shift.
- **Social Distancing**
All staff will be required to practice proper social distancing while at work.
- **Sanitizers / Cleaning Supplies / Handwashing**
Hand sanitizing stations and cleaning supplies for equipment will be provided throughout the facility. We also encourage everyone to wash their hands frequently with soap and water, for at least 20 seconds.
- **Cleaning / Disinfecting**
Cleaning will now be a major component of all YMCA of South Palm Beach County job duties. All staff will be required to clean and disinfect surfaces often. There are no exceptions.
- **Training**
All staff will be required to complete Covid-19 training. Ask your supervisor for more information.

Compliance

Please note that staff who fail to comply with new policies and procedures are putting others at risk. Failure to comply may result in disciplinary actions, up to and including separation from employment.

FACILITY ACCESS & USE

During Phase One, only active members and registered program participants will be allowed access to YMCA of South Palm Beach County facilities and programs. Members who've placed their account on hold will need to give the Y permission to release that hold before they are allowed access.

POLICIES AND PROCEDURES

- **Check-in Procedures**
We have established new procedures for checking in and out at our facilities and program sites. Signage will help guide everyone through the process.
- **Facial Coverings**
For the safety and well-being of our fellow members and Y staff, at this time, we require all members within the facility to wear a mask or other facial covering in all common areas, including while entering and exiting the facility, at the front desk and check-in area, in hallways and restrooms, on the pool deck, and while passing through to designated areas to work out. Masks are not required to be worn while exercising.
- **Health Assessments**
People who have a fever or do not feel well should stay home. Before access is allowed in our branches and/or programs, all staff, members, participants and guests will be required to have their temperature checked and answer a COVID-19 screening questionnaire. According to the Centers for Disease Control (CDC), older adults and people of any age who have serious underlying medical conditions might be at higher risk for severe illness from COVID-19 and it is recommended they stay home and away from other people as much as possible.
- **Social Distancing**
Members and participants will be asked to follow social distancing guidelines set by the Centers for Disease Control and Prevention (CDC). To comply with these requirements, we may need to limit the number of people and usage duration within our facilities and programs. This includes, but is not limited to, areas and equipment on the wellness floor, group exercise classes, swimming pool, gymnasium, Child Watch, Preschool and Camp. Reservations may be required.
- **Sanitizers / Cleaning Supplies / Handwashing**
Hand sanitizing stations and disinfectant cleaning supplies for equipment will be provided throughout the facility. We also encourage everyone to wash their hands frequently with soap and water, for at least 20 seconds.
- **Personal Protective Equipment**
Members and participants are encouraged but not required to wear face masks.
- **Cleaning / Disinfecting**
Members will be asked to wipe down any equipment they touch before and after use with the cleaning supplies provided throughout our facilities. Additionally, members may experience wait times to allow time for extra sanitization of equipment on the wellness floor and in group exercise rooms.

Members and participants who fail to comply with new policies and procedures are putting others at risk. They may be asked to immediately leave the facility. Refusal to comply with the Member Code of Conduct may result in membership and participation suspension and ultimately termination.

PROGRAMS & SERVICES

Based on guidance from health officials, government leaders, Y-USA and subject matter experts from our Board of Trustees, the YMCA of South Palm Beach County made informed decisions about new standard operating procedures and carefully weighed the benefits and risks of which programs and services we could resume safely. Some programs and services may be subject to additional safety protocols not mentioned in this document. This information may change based on new guidance from health officials and government leaders.

Aquatics

Recreational swimming is not available. Lap swimming, water walking will be allowed with one swimmer per lane at a time except to family members or those isolating in the same household. Aqua Aerobics with social distancing will be offered. Reservations are encouraged for Lap Swimming and Aqua Aerobics.

Child Watch

Child Watch will be open by reservation only beginning in Phase Two. Staff will check-in children via Daxko protocol.

Gymnasium

The gymnasium will be open for group exercise classes and scheduled programs only. Open Gym will not be allowed at this time.

Locker Rooms

Locker rooms will only be available for members to access restrooms and sinks in Phase One. Full operations of Locker Rooms including showers will become available at a future date.

- Steam Rooms, Saunas and Whirlpools will not be in use at this time due to requirements for social distancing, cleaning and disinfecting.

Playgrounds

Playgrounds will remain closed. According to the CDC, using playgrounds might lead to the spread of COVID-19 because:

- They are often crowded and could easily exceed recommended social distancing guidance.
- It can be challenging to keep surfaces clean and disinfected.
- The virus can spread when young children touch contaminated equipment and then touch their hands to their eyes, nose, or mouth.

Relief Camp Care

Relief camp care services will be offered through May 29 to our health care community and first responders at our Peter Blum Family YMCA and DeVos-Blum Family YMCA locations. Beginning June 1, 2020 this relief camp care service will merge into Summer Camp.

Sports

At this time, adult and youth sports will not be offered due to social distancing requirements. We are planning to resume the games but a date has not yet been determined.

Summer Camp

At this time, we are planning to hold [Summer Day Camp](#) beginning June 1, 2020. Registration documents are available [online](#).

- Capacity is limited due to social distancing requirements and daily temperature checks will be required.

Group Swim Lessons & Swim Team

At this time, group swim lessons and swim team will not be offered due to social distancing requirements.

Water Fountains

At this time, water fountains will not be available. Members and participants are encouraged to bring their own water bottles to be used at our "No Touch" bottle filling stations.

STANDARD OPERATING PROCEDURES

AQUATICS

Reservations are encouraged. Masks should be worn by staff in all areas except in lifeguard stand so lifeguards are prepared for emergency response. Ensure social distancing between participants at all times. Members should use deck showers only to shower before entering pool. Members should bring their own towels and other necessities.

- Lap Swim: one lap swimmer per lane, except to family members or those isolating in the same household. Ten people allowed in each pool.
- Aqua Aerobics: limited capacity and social distancing practices enforced. No equipment will be provided.
- Aqua Aerobics Instructors have been asked to ensure classes are taught utilizing no equipment. Members can bring their own equipment to be used during class.
- Adults only permitted.
- Slide and other aquatics play features will remain closed.
- No YMCA aquatics equipment will be available and has been removed from the pool deck.

FACILITY ACCESS

Branch Entry

- Greeter(s) will stand at entrance to welcome members and participants, take their temperature and ask them a COVID-19 screening questionnaire.
- A member or participant who has a temperature of 100.4 degrees or higher will not be allowed access to the facility and will be asked to return when they have been symptom free for at least 72 hours. They will be encouraged to get tested for COVID-19 and will be asked to notify us if they test positive.
- For the safety and well-being of our members and Y staff, at this time, we require all members within the facility to wear a mask or other facial covering in all common areas, including while entering and exiting the facility, at the front desk and check-in area, in hallways and restrooms, on the pool deck, and while passing through to designated areas to work out. Masks are not required to be worn while exercising.
- Greeters will direct members who pass health assessment scan their mobile app check-in or key fob at the scanning station.
- Greeters will direct participants to their designated program area.
- Membership sales and program registration should begin online or over the phone.

Membership Welcome Desk

- Members will scan their mobile app check-in or key fob at the designated scanning station.
- Staff will follow regular SOP for member check-in including checking Daxko membership status and alerts. Members with issues or questions with their accounts will be directed to a separate station at the Membership Welcome Desk.
- All members will be required to check out by scanning their mobile app check-in or key fob before leaving the facility.

Lobby/Seating Areas

- Furniture has been removed or spaced appropriately to achieve social distancing requirements.
- Tables, magazines racks, newspapers etc. have been removed to minimize contact points.
- Sneeze guards have been installed at the Membership Welcome Desk.
- Pens will be disinfected between uses.
- Hand sanitizer stations will be available.
- Hand-free trash cans will be available.

HEALTHY LIVING

Cardio & Strength Equipment

Cardio and strength equipment will be properly spaced or designated out-of-use to achieve required social distancing. Wellness floor staff will monitor for social distancing. Fans will not be used.

- Members should wipe down equipment before and after use with provided cleaning supplies. Hands-free trash cans will be available.
- Hand sanitizer stations will also be available for use.
- Personal Training and Small Group Training will be allowed but must meet social distancing requirements at all times. It is preferred that Small Group Training is held outdoors.
- Members are encouraged to bring their own water bottle.

Group Exercise / Cycle Rooms

Group exercise classes will have limited capacity to achieve required social distancing. Reservations will be required. Fans will not be used. Group exercise instructors will not be required to wear a face mask when teaching a class.

- To achieve social distancing requirements, members should select a "spacing spot" on the floor and remain in that space during class.
- If equipment is used, members should wipe down before use with provided cleaning supplies.
- Hand sanitizer stations are also available for use.
- Members are required to bring their own yoga mat.
- Members are encouraged to bring their own water bottle to be used at our "No Touch" bottle filling stations.

YOUTH DEVELOPMENT

Staff Requirements

- All staff must complete a level 2 background screening.
- All staff must complete required all staff trainings annually
- All staff will follow all safety protocols and association guidelines including and not limited to proper restroom policy. If assistance is needed on finding information please contact Risk Management.

Health Assessments

- No sick children will be allowed.
- A health assessment and temperature check will be done every day at check-in.

If a participant in any Youth Development program develops symptoms or a fever of 100.4 degrees or higher while in the program, the following will take place:

- The child/teen will be isolated immediately, away from other participants and staff.
- Parent will be called to pick up child immediately.
- Staff will notify supervisor immediately.
- Staff will follow cleaning guidelines immediately to disinfect the isolation area.

Social Distancing

- Programs will maintain a 1:9 ratio with one staff and nine participants.
- To the degree possible, participants will remain in the same group. Only mix groups when ratios and program execution require it (i.e. gender-specific programming).
- Eliminate large group activities.
- Plan activities that do not require close physical contact between multiple participants.
- Eliminate item sharing when possible and, if items are being shared, remind participants not to touch their faces and wash their hands after using these items
- Minimize time standing in lines.
- Rooms should never have more than 10 people in them including staff. Only exception is the gym with the divider curtains down and no more than 10 in each area. Staff are included in this count.
- Use hula hoops, poly dots or approved floor tape to mark proper social distancing spaces.
- If sitting at tables, participants should be at opposite ends (head of table) with no more than two per table.

- Incorporate additional outside time and open windows frequently. If multiple groups are outside at the same time, they should have a minimum of six feet of open space between outdoor play areas or visit these areas in shifts so that they are not congregating.
- Staff should maintain rosters throughout the day and keep track of the exact times that participants are involved in activities and enter/exit program.

Handwashing and Hand Sanitizer

- Hand sanitizer will be provided and frequent hand-washing will be required.
- Always wash hands immediately after outdoor play time.

Due to the inability to sanitize effectively, the following are no longer allowed in youth development programs:

- Kinetic Sand
- Soft Surface Blocks
- Cloth Toys
- Anything that does not air dry within 10 minutes of using sanitizing solution

CHILD WATCH

Follow Branch Entry procedures, including a temperature check, and then participant must use hand sanitizer or wash his/her hands. Proceed to Child Watch area.

- Child Watch staff will check-in participant using Daxko protocol.

SUMMER DAY CAMP

- Youth Development staff will complete daily temperature check of every child.
- Once the child is cleared, staff will escort child to bathroom to wash hands or use sanitizer.
- Staff will offer the caregiver hand sanitizer and instruct the caregiver to sign the child in on the roster.
- Encourage caregiver to bring and use their own pen. If not, staff will sanitize the pen after each use.
- All staff wash hands as often as possible.

Meals

- All surfaces will be disinfected at the beginning of each shift and before lunch, using approved products.
- All staff and participants will wash hands before and after lunch.
- Ideally a separate room will be used for meals.

CLEANING PROTOCOLS

AQUATICS

Before / During / After Shift:

- Continuous cleaning rotation performed every 30 minutes.
- Sanitize high touch areas: Doorways/handles, Benches/chairs (near family pool and lap pool), Handrails (including railings next to zero-depth entry and slide).
- Spot checks 4x daily by Supervisor.
- Sanitize rescue tubes, lifeguard chairs after each rotation. No shared lifeguard Equipment/PPE including radios, hip-packs, whistles or guard tubes.
- No YMCA equipment will be available. Members will be allowed to bring their own equipment.
- Sanitize frequently, after each lap lane reservation, any high touch areas of the Aquatics Center.
- Sanitize pool decks and floors during mid-day and nightly after hours.
- Staff will wear gloves when sanitizing any Aquatics Center areas/items.
- Staff will use provided cleaning materials to clean center.
- No Changes to Aquatics Emergency Action Plan or to response protocol.
- All YMCA and Red Cross Aquatic Certifications have been extended 120 days beyond original expiration date.

CHILD WATCH

Before Shift:

- Sanitize all surfaces
- Remove all cloth/soft material toys
- Put toys and towels away Refill hand sanitizer dispenser
- Fill the yuck bucket with fresh solution
- Minimal seating at tables to adhere to social distancing

During Shift:

- Sanitize items such as doors, gates, desk, phone, tablets, chairs, changing area, bouncers, swings, walkers
- Remove one set of toys, spray and leave to dry in unoccupied room. Rotate throughout the shift
- Wipe wall areas where children frequently touch and cubbies when child leaves
- Every 30 minutes empty "yuck bucket" and refill
- Branches with playgrounds - spray a towel and wipe down ALL areas you can reach SAFELY

End of Shift:

- Wipe down tables, chairs, doors, handles, changing areas, dispensers in the bathroom
- Refill soap / sanitizing stations, paper towel dispensers
- Remove all used towels and covers/sheets/blankets from baby room and take to laundry room
- Empty yuck bucket and sanitize
- Mop and sanitize floors (after morning shift and evening shift)
- Staff will wear gloves when sanitizing any Child Watch areas/items
- Staff will use provided cleaning materials to clean center

GROUP EXERCISE STUDIO(S)

Before Class / After Class:

- Sanitize studio areas after each exercise class
- Sanitize all equipment in studio(s) such as: Head set for Instructors, bands, dumbbells, steps, chairs, bikes, etc.
- Arrange schedules to allow time in-between each class for sanitizing/staging studio areas (15-30 min.)
- Staff will use provided cleaning materials to clean studio

GYMNASIUM

- Sanitize surfaces such as gym doors, wall panels, handles, bleachers at least 3x/day
- Sanitize equipment – balls, cones, etc. after each use
- Sanitize gym floor after hours

MEMBERSHIP WELCOME DESK / ADMIN AREAS / OFFICES

Before Shift / During Shift / After Shift:

- Sanitize surfaces such as – desks, counters, computers, keyboards, mouse, phones, tables, cabinets, chairs, scanners, etc.
- Sanitize frequently during shifts any high touch area of the Membership Welcome Desk / Admin Areas / Offices
- Staff are to remain in their zones at the Welcome Membership Desk during entire shift to prevent any cross-contamination
- Staff will wear gloves when sanitizing any Welcome Membership Desk / Admin / Office areas/items
- Staff will use provided cleaning materials to clean center

WELLNESS CENTER

Before Shift / During Shift / After Shift

- Sanitize surfaces such as – desks, counters, computers, phones, tables, cabinets, chairs, etc.
- Sanitize frequently during shifts any high touch area of on / around Wellness Center Desk
- Strength / Cardio Machines – after each use and after each branch rush (Morning, Mid-day, Evening)
- Strength Equipment such as – barbells, dumbbells, medicine balls, kettlebells, cable cross attachments
- Sanitize frequently during shifts
- Yoga / Exercise Mats – after each use; require members to bring their own mat
- Staff will wear gloves when sanitizing any Wellness Center areas/items
- Staff will use provided cleaning materials to clean center



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

Experience Basics

YMCA OF SOUTH PALM BEACH COUNTY



We offer more than hello and goodbye. As Y leaders, we offer warm and sincere greetings using names, smiles, energy and eye contact to members and participants. When names are not known, we forge introductions. As members and participants leave we say goodbye, provide them with an opportunity for feedback, and seek to understand the next time they will be in.



We dress and look the part. As leaders of the organization, it is our duty to adhere to uniform and appearance standards from the moment we walk onto the property. We will arrive ready for service. Along with ID badges, face masks are to be worn by all staff at all times, except lifeguards in chairs and group exercise instructors teaching classes.



We keep our spaces clean and take pride in our property. An unmatched level of cleanliness of our facilities is the responsibility of every Y leader. We strictly follow cleaning protocols. Our personal belongings will be kept in private, designated areas not visible. We take pride in our property and ensure that things broken are fixed and the facility reflects our high standards inside and out.



We listen first. When interacting with others, we offer our full attention, without interrupting, even if we think we know where a conversation is going. Our intention is always to understand, demonstrating our friendliness, empathy, desire to serve, and commitment to the best experience possible. Our interactions are positive and delivered in a constructive and non-threatening manner.



We are ambassadors of the organization. The Y is an association of people joined together by a shared passion for strengthening community. As leaders, we are to be enthusiastic ambassadors of the Y at all times – at work and at play. When answering questions about our policies and procedures, we communicate consistently, focusing on facts, not our personal feelings.



We are always on stage. Because our physical attitudes speak before we ever open our mouths, our body language and demeanor are of the utmost importance. When we are on YMCA property, or otherwise in the presence of YMCA members or participants, we are on stage, smiling, enthusiastic and behaving like caring and passionate members of our cause-driven organization.



We smile because you can hear it. Our commitment to excellent service is demonstrable in person and over the phone. Whenever we have an opportunity to interact over the phone, we do it with a smile and great attitude because it can be heard. In telephone communication, more than 80% of what is heard and remembered is attitude, regardless of the words that are exchanged.



We practice what we coach. Organizationally, the Y is seen as an authority on wellness, child development, swimming and much more, and we always put safety first. As Y leaders, we have an obligation to model the good health behaviors we champion. We recognize that responsibility and ensuring that our own journeys are focused on being our best selves.



We are one team. While there are many Y leaders with many different responsibilities, we are all one team with one service goal: to provide safe, comfortable and exceptional experiences to those we serve. For that reason, we do not make negative comments about each other, our programs, other areas of operation in the presence of members, participants or guests.



We always take the extra step. We demonstrate what's special about Y leaders in every encounter with members and participants by always taking the extra step. We strive not only to meet expectations but to exceed them. We always go out of our way to ensure members and participants are not inconvenienced.



We are prompt partners in problem-solving. Make it right is our motto. We are empowered to resolve issues for members and participants. If we cannot resolve an issue on our own, we immediately contact the appropriate staff member(s) to make a handoff. In addition, we proactively prevent crisis and diffuse situations by coming up with solutions that create positive experiences.



We focus on our professional growth. Because growth is so important to realize greater impact, and leadership is so important to realize growth, the Y is committed to the professional development of its leaders. We must take responsibility for advancing our individual knowledge and skills in the areas essential to our current productivity but also our long-term career aspirations.



We find innovative solutions. Y leaders take innovative approaches when taking on a new challenge. We think through solutions to propose when we identify challenges big or small, focusing on what we can and could do, not just what we haven't. This solutions-focused mentality is applicable both in interactions with members and colleagues at all levels of the organization.



We know our cause and advance it. As a charitable organization, the Y is dedicated to inspiring a brighter tomorrow by nurturing the potential of children and teens, improving the health and well-being of the community and giving back and providing support to neighbors in need. We value our differences and seek to include all, at all times.

MEMBERS & PARTICIPANTS FAQs

How did you make decisions about your safety protocols?

With guidance from health officials, government leaders, Y-USA and subject matter experts from our Board of Trustees, the YMCA of South Palm Beach County developed **For A Safer Us: A Reopening Roadmap**. The plan outlines our COVID-19 mitigation strategies, representing hundreds of hours of research and many thoughtful, informed discussions about how best to resume operations and safely serve members and program participants. All branches and programs are required to follow the protocols set by the YMCA of South Palm Beach County.

References:

- [Coronavirus Disease](#) – Centers for Disease Control and Prevention (CDC)
- [Reopening Plan for Florida's Recovery](#) – Governor's Task Force Report

Why are you reopening on June 1 instead of May 18 when Governor Ron DeSantis' [Executive Order](#) allowing gyms to resume operations?

The safety and well-being of our staff, members, volunteers and guests is always the Y's top priority. As a community organization, it is our social responsibility to do our part in the face of this unprecedented health emergency. We serve many different populations, including our community's most vulnerable, and are choosing to open in a phased approach. In order to properly prepare our branches for our nearly 6,000 members and train more than 350 team members on new safety guidelines, we will reopen Monday, June 1, 2020.

Are there new branch hours?

Yes, the [new hours](#) are posted. Hours will likely be adjusted in each phase. Phase One reopening hours are:

- Open Monday-Friday from 7:00am – 7:00pm
- Open Saturdays from 7:00am – 6:00pm
- Open Sundays from 7:00am – 2:00pm

These reduced hours will allow our staff extra time to clean, sanitize and "set the stage" for you as we ease into this first phase of reopening. We will continue to review and make adjustments as needed.

With reduced hours, how will the Y make sure the branches don't become crowded?

The Y will abide by capacity requirements set by Governor Ron DeSantis per his latest [Executive Order](#). We will be limiting the number of people in our buildings and in our individual classes. Cardio and strength equipment on the wellness floor is properly spaced or will be designated out-of-use to ensure social distancing guidelines are met. Group exercise classes have designated spacing spots to keep members six feet apart.

Will I need to make a reservation?

Yes, due to social distancing requirements, facility capacity and class size will be limited. Reservations will be encouraged for the following:

- Group Exercise including Aqua Aerobics
- Lap Swimming
- Personal & Small Group Training
- Child Watch (once it reopens)

Do I have to be a member or program participant to be in the branch?

During Phase One, only active members and registered program participants will be allowed access to YMCA of South Palm Beach County facilities and programs. We are suspending the Y's Nationwide Membership at this time.

What if my membership is on hold?

Members with a hold on their account will need to give the Y permission to release the hold before they will be allowed access to the facility. Please call the DeVos-Blum Family YMCA at 561-738-9622 or the Peter Blum Family YMCA at 561-395-9622 to begin the hold release process.

What will I have to do to check-in at the Y?

If you have a fever or don't feel well, please stay home. Before access is allowed in our branches and/or programs, all staff, members, participants and guests will be required to complete a COVID-19 screening questionnaire and temperature check.

What happens if I don't pass the temperature check?

If you have a temperature of 100.4 degrees or higher, you will be asked not to return to the Y until you have been fever and/or symptom-free for 72 hours. If you have had contact with anyone diagnosed with COVID-19 and are not a health care worker or first responder wearing Personal Protective Equipment (PPE) or practicing universal precautions, you cannot return to the Y for at least 14 days. You will be encouraged to get tested for COVID-19 and notify us if you test positive.

What happens after I pass the temperature check?

Members will move to the scanning station to scan their mobile app check-in or key fob and once checked-in, can proceed to the Wellness area, Lap Pool or Group Exercise class. Participants can proceed to their program area.

Why do you have to take my temperature and ask me to fill out a questionnaire?

Your safety – and the safety of everyone in our buildings and programs – is our number one priority. We are taking every precaution we can to reduce the risk of exposure to COVID-19. Temperature checks are among the CDC's recommended mitigation strategies.

How long will it take to check-in? How early should I arrive before my class or program begins?

We expect the check-in process could take 5-10 minutes, depending on how many people arrive at the Y at the same time. To be safe, we recommend arriving 15 minutes before your scheduled class/program in case there is a longer wait.

Do I need to bring my own workout equipment like a mat for yoga?

We require you to bring your own mat. We will continue to provide sanitized equipment such as bands, barbells, etc. for your use.

What safety protocols will I be required to follow while at the Y?

- Members and participants will be asked to follow 6-foot social distancing guidelines set by the Centers for Disease Control and Prevention (CDC).
- Members and participants are required to wear face coverings in all common areas of the facility. According to the CDC, you should:
 - Wear cloth face coverings in public settings where other social distancing measures are difficult to maintain, especially in areas of significant community-based transmission.

- Use simple cloth face coverings to slow the spread of the virus. Cloth face coverings fashioned from household items or made at home from common materials at low cost can be used as an additional, voluntary public health measure.
- Cloth face coverings recommended are not surgical masks or N-95 respirators. Those are critical supplies that must continue to be reserved for healthcare workers and other medical first responders, as recommended by current CDC guidance.
- Hand sanitizing stations and cleaning supplies for equipment will be provided throughout the facility. We also encourage everyone to wash their hands frequently with soap and water, for at least 20 seconds.
- Members will be asked to wipe down any equipment they touch before and after use with the cleaning supplies provided throughout our facilities. Additionally, members may experience wait times to allow time for extra sanitization of equipment on the wellness floor and in group exercise rooms.

Why do I have to wear a facial covering in the facility?

For the safety and well-being of your fellow members and Y staff, at this time, we require all members within the facility to wear a mask or other facial covering in all common areas, including while entering and exiting the facility, at the front desk and check-in area, in hallways and restrooms, on the pool deck, and while passing through to your designated area to work out. Masks are not required to be worn while you exercise.

What happens if I don't want to follow these safety protocols?

Members and participants who fail to comply with new policies and procedures are putting others at risk. They may be asked to immediately leave the facility. Refusal to comply with these protocols, as stated in the Member Code of Conduct, may result in membership and participation suspension and ultimately termination.

What safety protocols are team members required to follow?

- Staff who have a fever or are not feeling well are told to stay at home. All staff will be required to complete a temperature check before every shift.
- Every team member, except lifeguards on active duty and Group Exercise instructors teaching class, must wear face masks upon entry in the building and during their entire shift. Staff will also be required to wear gloves when cleaning.
- All staff will be required to practice proper social distancing while at work.
- Hand sanitizing stations and disinfectant wipes for equipment will be provided throughout the facility. We also encourage our team members to wash their hands frequently with soap and water, for at least 20 seconds.
- Cleaning will now be a major component of all YMCA of South Palm Beach County job duties. All staff will be required to clean and disinfect surfaces often. There are no exceptions.
- All staff will be required to complete a COVID-19 training.

Why can't you turn on the fans?

Research suggests fans can blow around COVID-19-infected droplets hanging in the air. Out of an abundance of caution, we are only turning on fans with upward airflow as recommended by the CDC.

Will I be safe at the Y if I am considered to be in a vulnerable population?

While we are doing our part to ensure the safety of everyone in our facilities, the CDC says older adults and people of any age who have serious underlying medical conditions might be at higher risk for severe illness from COVID-19 and it is recommended they stay home and away from other people as much as possible.

Are there any options for members who do not yet feel safe to return to the Y?

On Demand online workouts and other [virtual services](#) are available to members.

How often does the Y clean its equipment and facilities?

Team members clean equipment and frequently touched surfaces in all zones at least three times daily and after individual use. This includes toys and other frequently touched objects in Child Watch, Day Camp, Afterschool Care and other youth serving programs. In addition, a professional cleaning service performs a thorough cleaning of the facility every night. We also encourage members to wipe down exercise equipment before and after use with the cleaning supplies provided in the Wellness areas.

What kind of cleaners does the Y use?

The Y will only use products on [List N: Disinfectants for use against SARS-CoV-2](#) that meet the [EPA's criteria](#) for use against the virus that causes COVID-19.

What if cleaning supplies are not available or the equipment is dirty?

Please notify a staff member who will address your concerns immediately.

What programs or services will not be available at the Y?

During Phase One of our reopening plan, the Y is unable to offer the following programs and services due to new safety protocols:

- No Open Gym (Pickup Basketball or Pickleball)
- Adult and Youth Sports Suspended
- Swim Team Suspended
- Swim Lessons Suspended
- Towel Service Suspended
- Sauna, Steam Room and Whirlpool Closed
- Showers Closed
- Playgrounds Closed

Why will Child Watch not be open yet?

For the safety of our team members and our youngest members, we are not offering Child Watch until Phase Two opening.

Will the pools be open?

Lap pools will be open in Phase One, however, recreational swimming is not available. Lap swimming will be allowed with one swimmer per lane at a time. Aqua Aerobics with social distancing will be offered. Reservations are recommended for Lap Swim and Aqua Aerobics.

Will locker rooms be available?

Yes, but only for access to restrooms and sink areas. Full operations of locker rooms including showers will become available at a future date.

Will the steam room, sauna and/or whirlpool be open?

Steam Rooms, Saunas and whirlpool will not be in use at this time due to requirements for social distancing, cleaning and disinfecting.

Will you have summer camp?

We are planning to hold [Summer Day Camp](#) beginning June 1, 2020. Registration documents are available [online](#).

- Capacity is limited due to social distancing requirements and temperature checks will be required.
- Swimming and Field Trips will not be part of the activities offered at Summer Day Camp.

Emergency camp care services will be offered through May 29 to our health care community and first responders at our Peter Blum Family YMCA and DeVos-Blum Family YMCA. Beginning June 1, 2020 this relief camp care service will merge into Summer Camp.

Can I place my membership on hold?

Thank you for your patience and understanding during these unprecedented times. It is our privilege to serve you and our community. While we understand you may feel the need to place your membership on hold, we are encouraging all members to stay engaged with the YMCA of South Palm Beach County. We will of course honor and respect all requests to hold memberships.

Can I get a refund for youth sports?

At this time, we do not know when we will be able to resume Youth Sports. If you'd like a credit for a future season, please contact the sports director. We'll add the credit to your account.

Can I get a refund for Afterschool?

With school closures and our Afterschool child care program suspended, you might have a credit on your account. Your options are:

- Apply the credit to the 2020-21 school year for Before & Afterschool
- Apply the credit towards a week(s) of summer camp
- Request the credit be converted to a charitable 501(c)(3) donation to the YMCA of South Palm Beach County to support our Financial Assistance program
- Request a refund if you are moving or no longer need the program

How do I make a complaint or give feedback about service?

You can ask to speak to the Executive Director, any team member at the branch or complete an instant feedback survey.

How can I get updates about the reopening of branches and programs?

Check our [website](#) often for updates, allow notifications from our mobile App and follow us on [Facebook](#). We'll also continue to send updates via email.