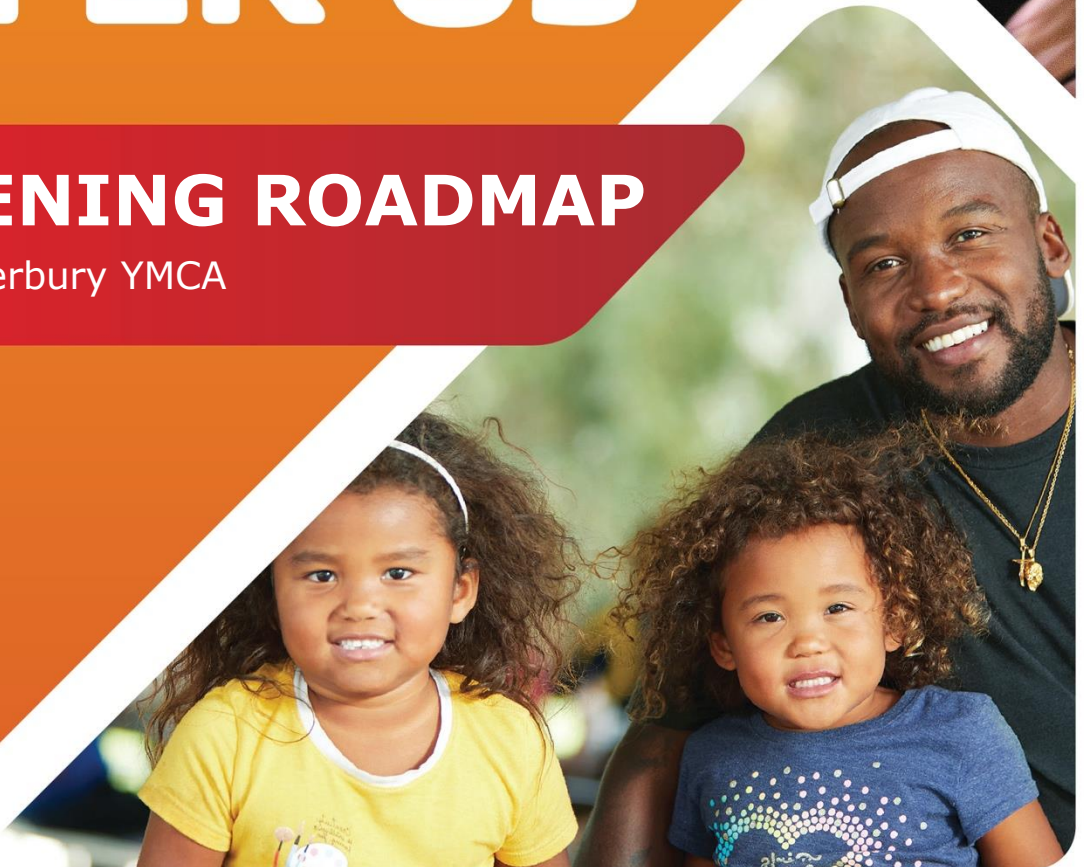
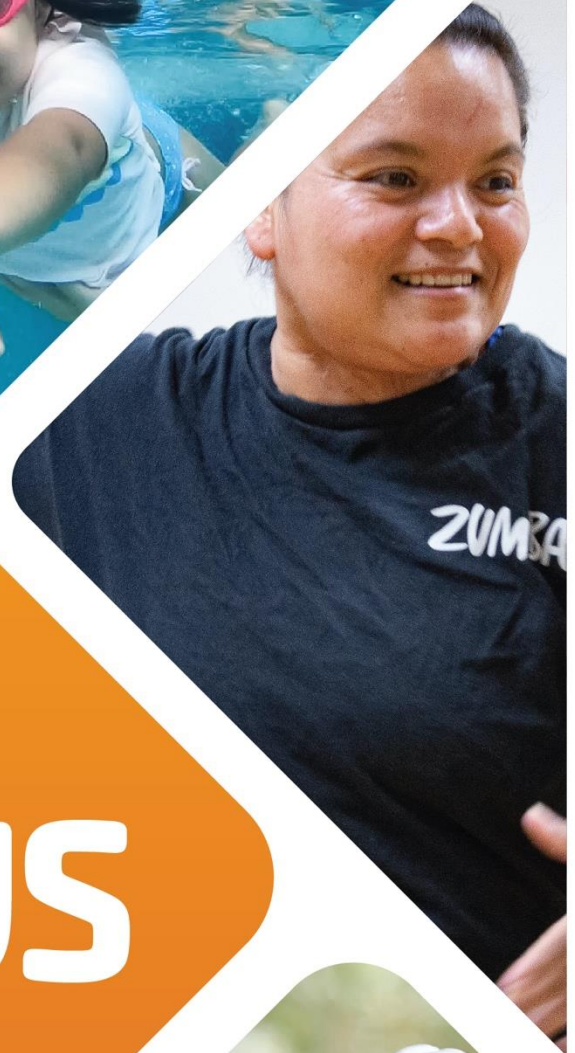




# FOR A SAFER US

## REOPENING ROADMAP

Greater Waterbury YMCA



# MESSAGE FROM OUR PRESIDENT AND BOARD CHAIR

At the Greater Waterbury YMCA, 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 Y 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 Greater Waterbury YMCA 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 Directors, a team of Waterbury YMCA 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.

This 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.

President and CEO

*Jim O'Rourke*

Chair, Board of Directors

*Joseph Summa*

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# REOPENING ROADMAP

The Greater Waterbury YMCA 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 to twelve feet from another person.

## PHASE ONE AT-A-GLANCE

<b>Hours of Operation</b> (Through Labor Day)	<ul style="list-style-type: none"> <li>• Monday-Friday: 5:00 am – 7:00 pm</li> <li>• Saturday: 6:00 am – 1:00 pm</li> <li>• Sunday: CLOSED</li> </ul>
The following programs and services <u>will</u> be available in Phase One but with restrictions:	
<b>Phase One A</b>	<ul style="list-style-type: none"> <li>• Wellness Floor (Cardio &amp; Strength)</li> <li>• Limited Group Exercise</li> <li>• MX4 Room – Personal Training Only</li> <li>• Personal / Small Group Training</li> <li>• Lap Swim (Pre-registration Required)</li> <li>• Child Care (Preschool and School age)</li> <li>• Limited Showers</li> <li>• Racquetball 1v1 (Pre-Registration)</li> <li>• School Age Care - Summer Sunshine Camp</li> <li>• Camp Mataucha</li> <li>• Camp Oakasha</li> </ul>
<b>Phase One B</b>	<ul style="list-style-type: none"> <li>• MX4 Room – Limited schedule (2 Members per hour )</li> <li>• Basketball (limited small groups) (Max 2 per hoop)</li> <li>• Limited Swim Lessons</li> <li>• Swim Team</li> </ul>
<b>Phase One C</b>	TBD
The following programs and services <b>will NOT BE available</b> in Phase One B, 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:	
<ul style="list-style-type: none"> <li>• No Guests or Nationwide Membership</li> <li>• Adult &amp; Youth Sports Suspended</li> <li>• Sauna &amp; Steam Room</li> <li>• Hot Tub</li> <li>• Child Watch</li> <li>• Playgrounds for Program use only</li> </ul>	<ul style="list-style-type: none"> <li>• Blow dryers</li> <li>• Shaving cream</li> <li>• Limited showers available</li> <li>• No Fans can be used</li> <li>• Common Seating Areas</li> <li>• Large TVs in Wellness Center</li> <li>• Boys Locker Room</li> </ul>

## WHAT TO EXPECT NOW AT THE Y

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

The Greater Waterbury YMCA'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 employee, 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. Upon their first day back to work, each employee will receive two face masks. Staff will also be required to wear gloves when performing health assessments.
- **Health Assessments**  
If you have a fever or do not feel well, please stay home. All staff will be required to complete a health assessment, which includes a survey and a temperature check, before every shift. Please see Employee FAQs for more information.
- **Social Distancing**  
All staff will be required to practice proper social distancing while at work.
- **Sanitizers / Wipes / Handwashing**  
Hand sanitizing stations and disinfectant wipes 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 Waterbury YMCA 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 "For A Safer Us" 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 will be allowed access to Waterbury YMCA 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. Teen that are younger than 14 must always be accompanied by a parent or guardian. Nationwide Members will not be able to access the facility at this time.

## POLICIES AND PROCEDURES

- **Check-in Procedures**  
We have established new procedures for checking in and out at our facilities and program sites (*see page 9 for more info*). Signage will guide everyone through the process.
- **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 complete a health assessment, which includes a quick survey and a temperature check (*see page 9 for more info*). 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. Online workouts and other virtual services are available to members. For our Online Workouts go to: <https://bit.ly/YOnlineWorkouts>
- **Waivers**  
Waivers are required for everyone in the household, including minors, and must be signed prior to entry. These are available for member to preregister on their Online Account as a program. For the primary member waiver go to: <https://bit.ly/YWaiver>. To preregister for the Waiver for your family go to: <https://bit.ly/YFamilyWaiver>
- **Social Distancing**  
Members and participants will be asked to follow social distancing guidelines set by the Centers for Disease Control and Prevention (CDC) and State of CT Guidelines. 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, Camp and Child Care. Members will have access to see how many members are in the building at any time by logging into your Membership Online Account on: <http://bit.ly/YMCA9622>
- **Sanitizers / Wipes / Handwashing**  
Hand sanitizing stations and disinfectant wipes 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 (PPE)**  
Members and participants are required to wear face masks or face covering in all common areas of the Y. If exercising closer to than 12 feet from others you will be required to wear a face covering.
- **Cleaning / Disinfecting**  
Members will be asked to wipe down any equipment they touch before and after use with the disinfectant wipes 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 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 suspension and ultimately termination.

## PROGRAMS & SERVICES

Based on guidance from health officials, government leaders, Y-USA and subject matter experts from our Board of Directors, the Greater Waterbury YMCA 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/open swimming is not available. Lap swimming will be allowed with one swimmer per lane starting at alternating ends of the pool. One-hour reservations are required. You can make a reservation by logging into your Membership Online Account on: <http://bit.ly/YMCA9622> clicking on programs and then selecting Pool Reservations. Members will have access to see any available times and pre-register in advanced.

### **Camp**

At this time, we are planning to hold Summer Day Camp beginning on June 22.

- Capacity and activities are limited due to social distancing requirements.
- No bus transportation available.
- Camp will not take place on rainy days.
- Daily health assessments, including temperature checks, will be required.
- Registration is available online. Call 203-754-9622 with questions about Day Camp.

### **Child Care**

Emergency childcare services will be offered through June 12<sup>th</sup> to our health care community, first responders.

Regular Child Care programs begin on June 1<sup>st</sup>.

- Capacity is limited due to social distancing requirements.
- Daily health assessments, including temperature checks, are required.

### **Coffee Service**

Coffee service is suspended. At no time will members be allowed to make their own coffee.

### **Gymnasium**

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

### **Child Watch**

Child Watch is CLOSED during phase One. According to the Centers for Disease Control (CDC), people of any age, including children, 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.

**Locker Rooms**

Please observe social distancing requirements inside locker rooms.

- **Lockers**

We are limiting the availability of public lockers in order to ensure adequate cleaning and disinfecting. Lockers marked as "I am Available" have been cleaned inside and out and are available for use. The outside door panel and lock on reserved lockers will be cleaned regularly throughout the day.

- **Showers**

Showers have limited availability and are available for use prior to swimming. Showers may not be available for use after workouts.

- **Steam Rooms, Saunas and Hot Tubs**

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

**Playgrounds**

Playgrounds will be open for program usage only.

- Although it can be challenging to keep surfaces clean and disinfected. We will disinfect all surfaces between each group program usages.

**Sports**

At this time, adult and youth sports will not be offered due to social distancing requirements.

**Swim Lessons**

Swim lessons will be offered on a limited basis and will follow social distancing requirements.

**Swim Team**

Swim team will be offered and will follow social distancing requirements.

**Water Fountains**

Members and participants are required to bring their own water bottles. As per the State of CT guidelines are limited to only bottle filling stations which is in the Wellness Center.



# STANDARD OPERATING PROCEDURES

## AQUATICS

Masks should be worn by staff in all areas except on the lifeguard stand so lifeguards are always prepared for emergency response as well as ensuring social distancing between participants. Members/participants should bring their own towels and other necessities.

- **Lap Swim:** one lap swimmer per lane entering at alternating sides of the pool.

## FACILITY ACCESS

### Entry

Greeter(s) will be in Main entrance vestibule to welcome members and participants, take their temperature and ask them to answer the following health survey:

- **Have you been in close contact with anyone with a confirmed case of COVID-19 in the past two weeks?**
- **Are you or anyone in your household experiencing a cough, shortness of breath, sore throat or had a fever in the last 48 hours?**
  - Member or participant who does not pass assessment will be asked to return when they have been symptom free for at least 48 hours. They will be encouraged to get tested for COVID-19 and will be asked to notify us if they test positive.
  - Members that have not signed the new waiver virtually will be asked to sign via signature pad.
  - Greeters will direct members who pass health assessment to proceed to the designated scanning station to scan their phone or key fob.
  - Greeters will direct participants to their designated program area.

\*Membership and program registration should begin online at [www.waterburyymca.org](http://www.waterburyymca.org)

### Welcome Center

1. When you come into the YMCA, the scanner will no longer be at the desk, and you will scan your membership card with the scanner now located next to the Entry Door. All members are required to bring their scan cards as the Welcome Center staff will be unable to check you in manually. If you have lost your scan card, the Y will provide you with a new one for the first 60 days at no cost. We also have a mobile app, DAXKO, that will allow you to enter your barcode and get updates straight to your phone.
2. All members must sign an updated waiver before entry, to ensure no delays in checking in. You will not be able to have any facility access until the waiver is signed. You only need your Last Name & Barcode to sign the waiver. If you have a family membership, all members on the membership, including minors, will have to sign a liability waiver upon entry. You will have to log in to your membership account and register to sign the waiver.
3. A member of the Membership Team will take your temperature upon entry. We will be asking two basic questions as well each time you enter the facility.
4. Due to the limited number of members, we will be allowed to have in the facility, please note that there may be times when you might not be able to come into the Y. You can always check the Y status by logging into your YMCA Account and checking to see how many members are in the facility.
5. On your way out, you will have to scan your card again as we need to track how many

members are in the facility to allow more members to come in.

Have questions about the new check-in method? Contact Rubi Membership & Marketing Director at [rgil@waterburymca.org](mailto:rgil@waterburymca.org)

### **Lobby**

- Furniture will be limited and spaced appropriately to achieve social distancing requirements.
- Tables, magazines racks, newspapers etc. will be removed to minimize contact points.
- There will be NO Coffee available
- Plexiglas are installed at the Welcome Center.
- Pens will be disinfected between uses.
- Hand sanitizer stations 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 disinfectant wipes. Trash cans will be available for wipes disposal.
- Hand sanitizer stations will also be available for use.
- Personal Training and Small Group Training will be allowed but must always meet social distancing requirements . The MX4 room will also have restrictions.
- Members are encouraged to bring their own water bottle. Water fountains will not be available. Use water bottle refill station located in the Wellness Center.

### **Group Exercise / Cycle Rooms**

Group exercise classes will have limited capacity and will take place in the gymnasium to achieve required social distancing. 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 disinfectant wipes. Hands-free trash cans will be available for wipes disposal.
- Hand sanitizer stations are also available for use.
- Members are encouraged to bring their own yoga mat.
- Members are encouraged to bring their own water bottle. Use water bottle refill station located in the Wellness Center.

### **Locker Rooms**

We are implementing a new locker checkout system that will allow us to keep our locker rooms open throughout the day and ensure the lockers are being cleaned and disinfected. Locker rooms will be cleaned at least three times daily. Signage advising members to new protocols should be posted throughout locker rooms.

- We have selected which lockers will be available for use and lock all others. There will be a sign on lockers indicating if it is available.
- Once available lockers are cleaned, staff will place signage indicating locker can be used.
- The outside panel on reserved lockers will be cleaned at least three times daily.

## **YOUTH DEVELOPMENT**

### **Staff Requirements**

- 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.

### **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 Fahrenheit 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.
- Area will be closed for required time to disinfect the area.

### **Social Distancing**

- Programs will maintain a 1:10 ratio with one staff and ten participants.
- To the degree possible, participants will remain in the same group.
- 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 25 people in them including staff. Only exception is the gym with the divider curtain down and no more than 25 on each side. 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 handwashing 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:**

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

## **GYMNASIUM**

### **Shoot Around Only**

- Front entrance to the gymnasium is only for Group Fitness, use side entrance to enter.
- Shoot Around is for 6 people at a time or 2 members per hoop
- Must have own ball.
- Shoot Around can only be done on the office side of the gymnasium. Not in the space reserved for Group Fitness.
- Anyone playing a game, simulated game or anything beyond shoot around will be asked to leave.
- Anyone playing during group fitness class will be asked to stop and can come back later or will be asked to leave.
- Individuals can sign up at the front desk for 45 minutes to 1-hour time slots.
- If no one is on the list behind them, they can re-sign up at the desk.

## **CHILD WATCH**

CLOSED during Phase One

## **SUMMER DAY CAMP**

- Camp staff will complete daily health assessment including survey and 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.

### **Registration**

- Online registration is preferred but can be completed at Welcome Center.
- Camp staff and counselors should not accept registration or monies directly.
- All registration forms need to be filled out completely including emergency contacts.
- Payment in full is required the Friday prior to the start of any camp offering.

### **Drop Off/Pick Up Procedure**

Follow procedures; including health assessment, then participant must use hand sanitizer or wash his/her hands. Proceed to designated group camp area.

- Participant should not be left at camp without at least one emergency contact.
- Staff will provide a sign in and sign out sheet, which includes child's name, time in/time out, and parent signature in/out for parents when dropping off and picking up from any camp.
- The person receiving the child must be listed on their emergency contact list.
- Photo ID's will be required each time a child is picked up.
- 

### **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 area will be used for meals.
- Staff and children may not eat at the same time to allow staff to adequately clean hands and disinfect surfaces between meals.

# CLEANING PROTOCOLS

## AQUATICS

### Before Shift / During Shift / After Shift:

- Sanitize surfaces such as seating, handrails, door handles, gates, lifts, etc.
- Sanitize rescue tubes, lifeguard chairs after each rotation
- Sanitize lifejackets, pull buoys, kick boards, etc.
- Sanitize frequently, after each lap lane reservation, any high touch area of the pool area.
- Sanitize pool decks nightly after hours
- Staff will wear gloves when sanitizing any pool areas/items

## CHILD WATCH – Not open Phase One, possibly Phase Two

### Before Shift:

- Sanitize surfaces such as welcome desk, tablets, pens, gate, computer, door handles, toilet handles, faucets, dispensers, etc.
- Remove all cloth/soft material toys
- Put toys and towels away Refill hand sanitizer dispenser
- Make sure chairs are 6 feet apart

### During Shift:

- Sanitize items such as utensils, 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
- 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 area/items

## GROUP EXERCISE STUDIO(S) AND MX4 ROOM

### Before Class / After Class:

- Sanitize areas/equipment after each class
- Arrange schedules to allow time in-between each class for sanitizing/staging the area (15-30 min.)
- Equipment such as: Head set for Instructors, bands, dumbbells, steps, chairs, etc. (all equipment in studios)
- The MX4 Room will have a limited available schedule:
  - Monday to Friday ..... 5 AM TO 8 AM
  - Monday to Thursday ..... 4 PM TO 6 PM
  - Fridays ..... 4 PM TO 5 PM

(Members must register at the Welcome Center for a one-hour block of time)

## 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

## **YOUTH ACTIVITY ROOM**

### **Before Shift / During Shift / After Shift:**

- Sanitize surfaces such as desk, counters, tables, chairs, cabinets, handles
- Sanitize frequently during shifts any high touch areas, including electronics such as gaming consoles, TV's, computers, keyboard, mouse
- Staff will wear gloves when sanitizing any areas/items

## **WELCOME CENTER / 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 Welcome Center Desk / Admin Areas / Offices
- Staff are to remain in their zones at the Welcome Center Desk during entire shift to prevent any cross-contamination
- Staff will wear gloves when sanitizing any Welcome Center / Admin / Office areas/items

## **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 (Morning, Mid-day, Evening)
- Strength Equipment such as – barbells, dumbbells, medicine balls, kettlebells, cable cross attachments
- Encourage members to bring their own mat and water bottle.
- Create an area / bin for 'Ready for Use' and 'Need to be Cleaned' to control sanitizing of mats and towels
- Staff will wear gloves when sanitizing any Wellness Center areas/items



FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

# Experience Basics

Greater Waterbury YMCA



**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 always to be worn by all staff, except lifeguards in chairs and group exercise instructors teaching class.



**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 always to be enthusiastic ambassadors of the Y – 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 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, always.



## 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 Directors, the Greater Waterbury YMCA Reopening Task Force 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 Greater Waterbury YMCA Reopening Task Force.

**Reference:** [Coronavirus Disease](#) – Centers for Disease Control and Prevention (CDC)

### **Why are you reopening on June 22<sup>nd</sup> when the Governor's executive order says June 17<sup>th</sup> gyms may 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 Y for and train more than 200 employees on new safety guidelines, we will reopen Monday, June 22<sup>nd</sup>.

### **Are there new Y hours?**

Yes, the new hours are posted on our website.

- Open Monday-Friday 5am – 7pm
- Open Saturdays 6am- 1pm
- CLOSED on Sunday

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 Y doesn't become crowded?**

The Y will abide by capacity requirements set by the Governor. 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 in the gymnasium to keep members twelve feet apart.

### **Will you have special hours for seniors?**

Seniors can visit the Y during regular hours if they choose. On Demand online workouts and other virtual services will be scheduled as well for seniors.

### **Will I need to make a reservation?**

No, but due to social distancing requirements, facility capacity and class size will be limited. You will need to make a reservation for lap swimming and Group Exercise/Spinning classes.

### **Do I have to be a member to be in the Y?**

Yes, during Phase One, only active members, and registered program participants will be allowed access to YMCA facilities and programs. Nationwide Membership or members visiting from a different YMCA will not be permitted to use our facility 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 203-754-9622 or email [rlopez@waterburymca.org](mailto:rlopez@waterburymca.org) 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 the Y and/or programs, all staff, members, participants and guests will be required to complete a health assessment, which includes a temperature check and answer these questions:

- **Have you been in close contact with anyone with a confirmed case of COVID-19 in the past 2 weeks?**
- **Are you or anyone in your household experiencing a cough, shortness of breath, sore throat or had a fever in the last 48 hours?**

### **What happens if I don't pass the health assessment?**

If you answer yes to any of the questions, you will be asked not to return to the Y until you have been fever and/or symptom-free for 48 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 health assessment?**

Members will move to the scanning station to scan their mobile app check-in or key fob and confirm you have signed the new usage waiver. Once checked-in, you can proceed to the Wellness Floor or Group Exercise Class following directional and social distancing signs.

### **Why do you have to take my temperature and ask these questions?**

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 and health surveys 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 in case there is a longer wait.

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

Yes, please bring your own mat and water bottle.

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

- Members will be asked to follow 6-foot social distancing guidelines set by the Centers for Disease Control and Prevention (CDC).
- Members are required to wear face masks in all common areas in the Y. 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 disinfectant wipes 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 disinfectant wipes 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.

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

Members 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 may result in membership suspension and ultimately termination.

### **What safety protocols are employees 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 health assessment, which includes a survey and a temperature check, before every shift.
- Every employee, 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 performing health assessments or serving food and/or beverages.
- 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 employees to wash their hands frequently with soap and water, for at least 20 seconds.
- Cleaning will now be a major component of all Waterbury YMCA job duties. All staff will be required to clean and disinfect surfaces often. There are no exceptions.
- All staff will be required to complete the "For A Safer Us" training virtually.

### **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?**

Employees 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 both Preschool and Before/Afterschool Care. 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 disinfectant wipes provided on the wellness floor.

### **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 the wipes dispenser is empty 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

- Adult and Youth Sports Suspended
- Sauna & Steam Room Closed
- Hot tub is Closed
- Showers have limited availability
- Playgrounds Closed

### **Why will Child Watch not be open yet?**

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

### **Will the pools be open?**

Pools will be open at the Y in Phase One. However, recreational swimming is not available. Lap swimming will be allowed with one swimmer per lane at a time.

### **Will locker rooms be available?**

Yes, only the women and men are open. Please observe social distancing requirements inside locker rooms. There are also new processes for locker room and shower use.

#### **Lockers**

- We are limiting the availability of public lockers in order to ensure adequate cleaning and disinfecting.
- Lockers marked as "I am Available" have been cleaned inside and out and are available for use. The outside door panel and lock on reserved lockers will be cleaned regularly throughout the day.

#### **Showers**

- Showers have limited availability and are available for use prior to swimming. Showers may not be available for use after workouts.
- Members must bring their own towel and other necessities.

### **Will the steam room and/or sauna or hot tub be open?**

These services will not be in use at this time due to requirements for social distancing, cleaning and disinfecting.

### **Will you have summer camp?**

At this time, we are planning to hold Camp Summer Sunshine, Camp Oakasha and Camp Mataucha beginning on June 22<sup>nd</sup>.

- Capacity is limited due to social distancing requirements.
- There will be NO bus transportation.
- Camp will NOT be held on stormy/rainy days.
- Daily health assessments, including temperature checks, will be required.
- Field Trips will not be part of the activities offered at Day Camp.
- Registration is available online or call Tammie or Zory at: 203-754-9622

**Emergency childcare services** will be offered through June 12<sup>th</sup> to our health care community, first responders, members and participants at the Y.

- Capacity is limited due to social distancing requirements.
- Daily health assessments, including temperature checks, are required.

**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 Waterbury YMCA. We will of course honor and respect all requests to hold memberships.

**Can I get a refund for Before and After school?**

With school closures and our Before and After school childcare 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 (510c3) donation to the Waterbury YMCA 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 Membership Director or any team member at the Y or complete an instant feedback survey.

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

Check our Waterbury Y Website often for updates, allow notifications from our mobile app and follow us on [Facebook](#). We'll also continue to send updates through email.