



FOR A SAFER US

YMCA OF GREATER HARTFORD WELCOME BACK GUIDE



MESSAGE FROM OUR PRESIDENT AND BOARD CHAIR

Dear YMCA Family:

These past few months have certainly been trying. We have faced many challenges presented by the COVID-19, from the public health crisis to the economic impact. The collective sacrifice of stay-at-home orders, wearing masks for the public good, charitable acts and donations, and car parades to support our high school and college graduates has been exemplary, and underscores the importance of community.

During this time, the Y has been committed to engaging with you. We have held blood drives, food collections, and food distributions in response to the dire needs our neighbors have faced. We opened childcare centers for essential workers so they would feel comfortable that their children were safe while they worked. We've provided virtual classes to keep your minds and bodies active while you've been home.

On June 22, we will be reopening our doors for the first time since mid-March. Our facilities and programs are a place for all to feel safe, and we have worked hard to rethink how our Ys operate in the current environment. When you return to your YMCA, it will look a little different than the one you left, but please be assured that your safety and peace-of-mind are our top priority. Our members, staff, and volunteers are what help us make our communities strong, and we thank you for embracing the changes necessary to protect us all.

Our plans will continue to evolve with the health and situation and associated risks. We will adapt as we learn, and will continue to work with our partners—including Trinity Health Of New England, the State of Connecticut, and YMCAs across the country—to ensure we are adhering to the most up-to-date guidance to keep you and your family safe.

Thank you for making our Y the enduring place that it has been for nearly 170 years. We look forward to welcoming you all back.



Harold Sparrow
President and CEO



Eric Clapprood
Chairperson, Board of Directors

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REOPENING GUIDE

The YMCA of Greater Hartford facilities, programs and services will reopen in three steps, following State of Connecticut guidelines for operations as they relate to the global corona-virus 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:

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

STEP ONE AT-A-GLANCE

Hours of Operation	To help provide a safe environment as centers reopen, hours will be limited. Hours will vary by center. Farmington Valley, Indian Valley, Hale & Wheeler will operate: Monday-Friday: 7am-7pm • Saturday & Sunday: 7:00 am – 4:00 pm Virtual workouts and other virtual services are available to members. Downtown Hartford will operate: Monday-Friday: 7am-7pm • Saturday & Sunday: 9:00 am – 1:00 pm Wilson-Gray YMCA will operate: Monday-Friday: 7am-7pm • Saturday: 8:00 am – 2:00 pm Sunday: Closed Virtual workouts and other virtual services are available to members.	
The following programs and services will be available in Step 1 but with restrictions:		
STEP 1	<ul style="list-style-type: none">• Wellness Center use• Personal / Small Group Training• Lap and Warm Water Pool• Virtual Classes	<ul style="list-style-type: none">• Locker Rooms• Showers
The following programs and services WILL NOT BE available in Step 1 , but are being considered in subsequent steps 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">• Guests or Nationwide Membership• Indoor Group Exercise Classes• Open Gym• Climbing wall• Adult & Youth Sports Suspended• Child Watch/AK		<ul style="list-style-type: none">• Swim Lessons• Towel Service• Whirlpool, Sauna & Steam Rooms

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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 Greater Hartford'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, 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 a YMCA-branded gaiter and two face masks. Staff will also be required to wear gloves when performing health asses except lifeguards in the chair and Group Exercise instructors teaching class or taking temperatures.
- **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 / NCL Dual Blend 19/ Hand washing**
Hand sanitizing stations and disinfectant 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 Greater Hartford 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 Step One, only active members, registered program participants and approved visitors will be allowed access to YMCA of Greater Hartford 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 (*see pg 9 for more info*). Signage will guide everyone through the process.

- **Temperature Checks**

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 taken. *Anyone with a temperature of 100.4 or higher will not be allowed into the facility.* 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. Our [Virtual classes](#) and other programs are available to use!

- **Waivers**

Members will need to sign a new waiver before entering our facilities. Program participants will also be required to sign a new waiver. The waiver was emailed to all members with valid email addresses on file. The waiver can also be found on our [website](#) and in our Y facility branch.

- **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. To comply with these requirements, we may need to limit the number of people and usage duration within our facilities and programs.

- **Sanitizers / NCL Dual Blend 19 / Hand washing**

Hand sanitizing stations and disinfectant 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 will be required to wear face masks except when on cardio equipment or in the pool.

- **Cleaning / Disinfecting**

Members will be asked to wipe down any equipment they touch before and after use with the disinfectant NCL Dual Blend 19 provided throughout our facilities. Additionally, members may experience wait times to allow time for extra sanitization of equipment on the wellness floor and in other areas of the facility.

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.

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PROGRAMS & SERVICES

Based on guidance from local health officials, government leaders, Y-USA and Trinity Health New England, the YMCA of Greater Hartford 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 will be allowed with one swimmer per lane at a time. Aqua Aerobics with social distancing will be offered. Reservations are required for lap swim and Aqua Aerobics.

Camp

At this time, we are planning to hold [Summer Day Camp](#) at locations across Greater Hartford starting the week of June 22, 2020.*

- Capacity is limited due to social distancing requirements.
- Daily health assessments, including temperature checks, will be required.
- Registration is available [online](#). Call your local branch with questions about Summer Day Camp.

The following Y facilities will be open in Step 1:

Downtown Hartford YMCA-90 State House Square, Hartford 860-522-4183

Farmington Valley YMCA- 97 Salmon Brook Street, Granby 860-653-5524

Hale YMCA Youth & Family Center- 9 Technology Park Drive, Putnam 860-315-9622

Indian Valley Family YMCA 11 Pinney Street, Ellington 860-871-0008

Wheeler Regional Family YMCA 149 Farmington Avenue, Plainville 860-793-9631

Wilson-Gray YMCA 444 Albany Avenue, Hartford 860-241-9622

Glastonbury** for Well Pass Members only** 95 Oakwood Drive, Glastonbury 860-633-6548

West Hartford/Tri Town Program Branch 12 North Main Street, West Hartford 860-521-5830

East Hartford YMCA Program Branch 770 Main Street, East Hartford 860-289-6612

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Locker Rooms

Please observe social distancing requirements inside locker rooms. We have secured lockers to ensure social distancing.

- **Lockers**

We are limiting the availability of public lockers in order to ensure adequate cleaning and disinfecting. Lockers secured with a zip tie will not be available. Staff will be cleaning lockers throughout the day. Paper towel and disinfectant will also be available in locker rooms for members to use for additional cleaning. Locks are available for purchase at the Welcome Center.

- **Showers & Towel Service**

Individual showers will be available at all facility branches.

Towel service at the Downtown Hartford YMCA will be suspended at this time. Members are encouraged to bring their own towel and other necessities. Towels may be purchased at the Welcome Center.

- **Whirlpools, Steam Rooms and Saunas**

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

Sports

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

Swim Lessons

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

Swim Team

At this time, swim team practice will resume.

Water Fountains

Our water fill fountains will be available. Our drinking fountains will not be available. Members and participants are encouraged to bring their own water bottles. Paper cups will also be available near water fountains. Water bottles may be purchased at the Welcome Center.

Basketball

At this time, Basketball will not be offered due to social distancing requirements.

Pickle Ball

At this time, Pickle ball will not be offered due to social distancing requirements.

Massage Services

At this time, massage services will not be offered due to social distancing requirements.



STANDARD OPERATING PROCEDURES

FACILITY ACCESS

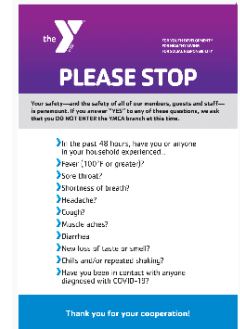
Branch Entry

- Greeter(s) will stand at entrance to welcome members and participants, take their temperature and ask them to review the following questions;

In the past 48 hours, have you or anyone in your household experienced any of the following:

1. Fever (100 F or greater)?
2. Sore throat?
3. Shortness of breath?
4. Headache?
5. Cough?
6. Muscle aches?
7. Diarrhea
8. New loss or taste of smell?
9. Chills and/or repeated shaking?
10. Have you been in contact with anyone diagnosed with COVID-19?

Member, staff or participant who does not pass assessment will be asked to return when they have been symptom free for at least 48 hours.



- Greeters will direct members, staff and vendors who have passed the temperature check and questions, to proceed to the designated scanning station to scan their phone or key fob.
- Greeters will direct participants to their designated program area.

Program registration can be done online or over the phone, but there will be at least one separate station for questions and program registration.

Welcome Center

- Members will scan in using their key fob or mobile phone 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 Welcome Center.

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.
- Sneeze guards are installed at the Welcome Center.
- Pens will be disinfected between uses.
- Hand sanitizer stations will be available.
- Hand-free trash cans will be available.

STANDARD OPERATING PROCEDURES

WELLNESS CENTERS

CARDIO AND STRENGTH

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

- Members should wipe down equipment (including cardio, strength and free weights) before and after use with provided disinfectant. Hands-free trash cans will be available for trash disposal.
- 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. Water fountains are for bottle refill only. Use water bottle refill station only. Water bottles may be purchased at the Welcome Center

GROUP EXERCISE

During Step 1 Group exercise classes will not be run indoors. Your facility branch may hold a limited schedule outside. Please refer to ghymca.org for more information. Those classes will have limited capacity to achieve required social distancing. Group exercise instructors will not be required to wear a face mask when teaching a class. Virtual Classes will continue to run on Facebook and Zoom. Our YouTube channel has hundreds of classes to meet your schedule. YMCA360.org is also still offering classes.

AQUATICS

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/participants should use deck showers only to shower before entering pool. Members/participants should bring their own towels and other necessities.

- Lap Swim: one lap swimmer per lane entering at alternating sides.
- Elite small group or personal training: one swimmer per lane

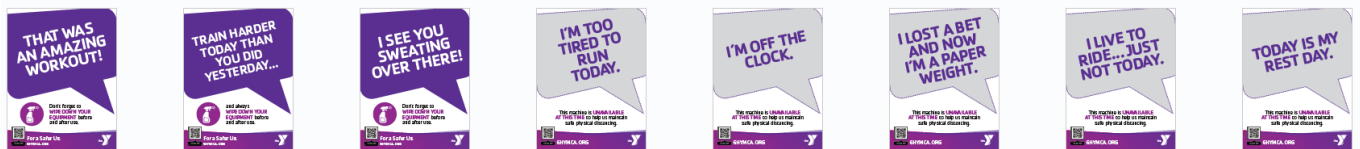


OUR COMMITMENT TO CLEANING

- We will be mindful of the recommended directions of the state, county, and city government, and we will adjust our practices as needed.
- Each week, all staff will receive a procedural refresher.
- Communicate to staff and members in a timely fashion of any exposures that have been confirmed.
- Follow all recommended CDC, State of Connecticut, and recognized practices.
- Continuously implement administrative controls to reduce and minimize exposure to all.
- We will be united in our language and communication with our staff and our members.
- We ask that members use supplies to clean wellness equipment.

We are using our Electrostatic Sprayer and NCL Dual Blend 19 disinfectant; in addition to our other cleaning materials and procedures.

LOOK FOR SIGNS!



For a Safer Us.

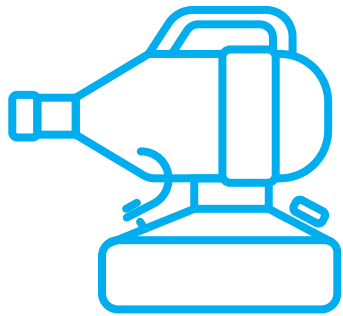
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SCAN ME

SPECIAL CLEANING INSTRUCTIONS

METHODS TO KEEP **EVERYONE** SAFE



ELECTROSTATIC SPRAYER

Ensure staff are trained in proper use. Electrostatic Sprayer should be used in all spaces in your building that are open for use during operating hours, and after hours nightly.



RUBBER GLOVES

Required for any cleaning and disinfecting. Must wash hands with soap and water after taking off rubber gloves.



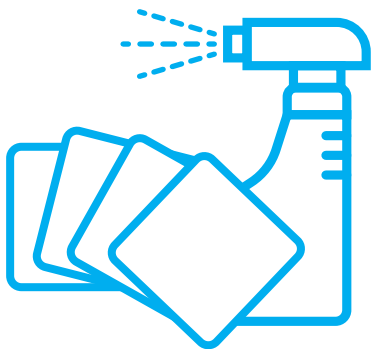
HAND WASHING

Wash hands with soap and water often for at least 20 seconds.



HAND SANITIZER

Fill as needed. 16 oz bottles can be filled from bulk gallons provided to each center.



SPRAY BOTTLES

Spray bottles with cleaning solutions (NCL Dual Blend 19) should be made available to all areas with paper towels or small towels.



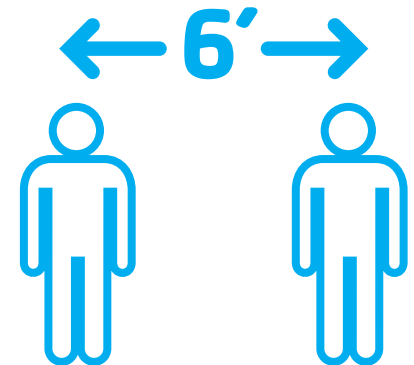
FACE MASKS

Required when cleaning. Employees, except Rescue Ready lifeguards and Group Exercise instructors teaching class, must wear



DISPOSAL OF PPE

Dispose all rubber gloves and face masks in trash receptacles located around the building.



6 FEET SOCIAL DISTANCE

Always maintain at least 6 feet between you and your neighbor everywhere in the facility.

GENERAL FACILITY CLEANING

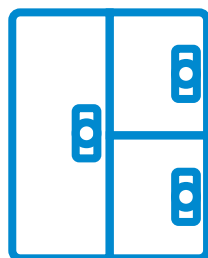


CLEANING AND SANITIZING



Locker rooms and shower floors

Sanitize hourly when open
Fog nightly after hours



Locker room door handles, locker hardware and surfaces

Sanitize at least 3 x daily
Fog nightly after hours



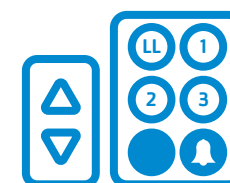
Restroom surfaces and floors

Sanitize after rush
Fog nightly after hours



Elevator doors and flooring

Sanitize at least daily after hours
Fog nightly after hours



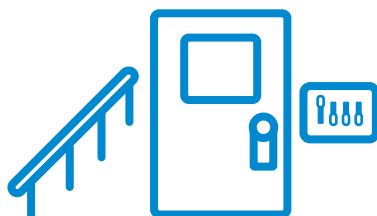
Elevator buttons

Sanitize at least 3 x daily
Fog nightly after hours



Lost and Found

No Lost and Found clothing kept during Step 1. Will be donated.



Doors, handrails and light switches

Sanitize at least 3 x daily & repeatedly by staff working in those areas
Fog nightly after hours



Countertops and tabletops

Sanitize at least 3 x daily & repeatedly by staff working in those areas
Fog nightly after hours



Chairs, benches and couches

Sanitize at least 3 x daily & arrange for distancing
Fog nightly after hours



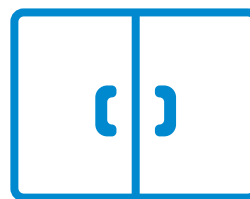
Bookshelves and magazine racks

Should be removed



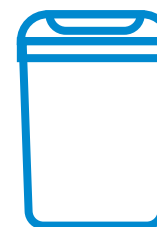
Drinking fountains

Bubbler Covered;
Bottle re-fill is available for use
Fog nightly after hours



Entry

Secure open
Fog nightly after hours



Trash can covers

Sanitize at least daily, end of day



Stairways

Sanitize at least 3 x daily & end of day

ADMINISTRATIVE OFFICES



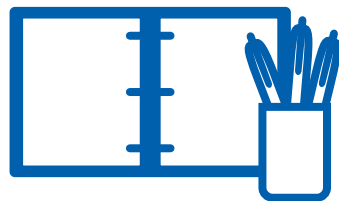
CLEANING AND SANITIZING - MAIN & STAFF OFFICES



Surfaces such as desk, counters, tables, cabinets, chairs, etc.

Sanitize frequently and at end of shift or work day

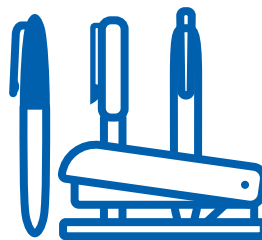
NCL Dual Blend 19 Spray/Electrostatic Sprayer



Items on surfaces that are touched by staff or members

Sanitize frequently and at end of shift

NCL Dual Blend 19, Electrostatic Sprayer



Pens, staplers, office supplies, phones and other desktop items

Sanitize frequently. Do not share.

NCL Dual Blend 19, Electrostatic Sprayer



Work room and office supplies

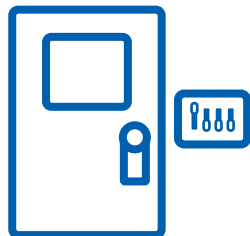
Sanitize frequently. Do not share.

NCL Dual Blend 19, Electrostatic Sprayer



Keys

Sanitize after each use
NCL Dual Blend 19



Door knobs and light switches

Sanitize at start and end of day after each shift

NCL Dual Blend 19, Electrostatic Sprayer



Copier, fax machine phones, laminator, etc.

NCL Dual Blend 19



Computers, mouse, keyboard, tablets and iPads

NCL Dual Blend 19

PPE & SPECIAL CLEANING INSTRUCTIONS:

Electrostatic Sprayer – Ensure staff are trained in proper use

Rubber gloves – Required for any cleaning and disinfecting. Must wash hands with soap and water after removing gloves.

Hand washing – Wash hands often with soap and water for at least 20 seconds

Hand sanitizer – Fill as needed. 16 oz bottles can be filled from bulk gallons provided to each center

Spray bottles with sanitizer – Made available to all areas with paper towels or small towels

Face masks – Required when cleaning. Employees, except Rescue Ready lifeguards and Group Exercise instructors teaching class, must wear face masks during their shift.

Disposal of PPE – Dispose all rubber gloves and face masks in trash receptacles located around building

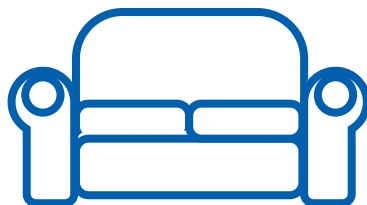
CLEANING AND SANITIZING - OTHER



Tabletops, end tables, surfaces

Sanitize at least 3 x daily

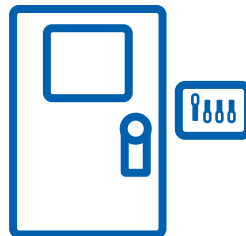
Electrostatic Sprayer nightly after hours



Chairs and couches

Sanitize at least 3 x daily

Fog nightly after hours



Door knobs and light switches

Sanitize at least 3 x daily

Fog nightly after hours



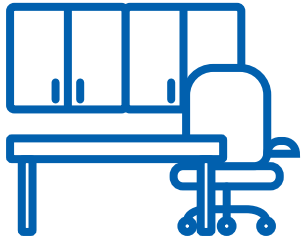
Packages

Use rubber gloves when accepting and opening, take box directly to dumpster, wash hands after

WELCOME CENTER- MEMBERSHIP

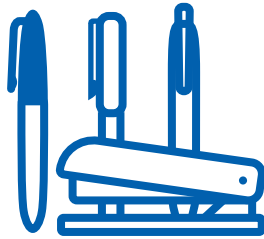


CLEANING AND SANITIZING



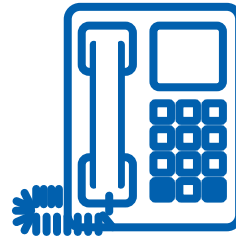
Surfaces such as desk, counters, tables, cabinets, chairs, etc.

Sanitize frequently and at end of shift.
NCL Dual Blend 19, Electrostatic Sprayer



Pens, staplers, office supplies, phones and other desktop items

Sanitize frequently and after shift. Do not share.
NCL Dual Blend 19, Electrostatic Sprayer



Phones

Sanitize frequently and at end of shift.
NCL Dual Blend 19, Electrostatic Sprayer



Barrier Screen

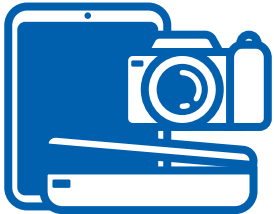
Sanitize after each shift, both sides.
NCL Dual Blend 19, Electrostatic Sprayer



Computers, mouse and keyboard

Sanitize at start and end of day after each shift.

Use alcohol or disinfectant NCL Dual Blend 19 on mouse, keyboard, and outside of computer. **Do not wipe down screen.**



Tablets, scanners and cameras

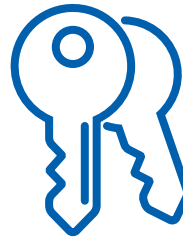
Sanitize at start and end of day after each Lysol Spray/NCL Dual Blend 19 Electrostatic Sprayer



Balls and other sports equipment checked out

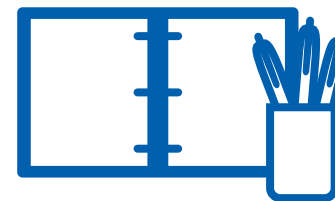
Disinfect when returned in later Step so that it is dry to hand out to the next person
*Step 3

NCL Dual Blend 19, Electrostatic Sprayer



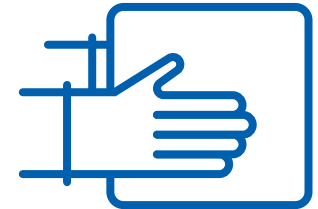
Wallet/purse, locker and other types of keys

Disinfect before & after lending.
NCL Dual Blend 19



Guest Sign-In book and other items on counter

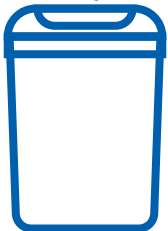
Disinfect pens after use and clean surfaces regularly.
NCL Dual Blend 19



Packages

Use rubber gloves when accepting and opening, take box directly to dumpster, wash hands after.

General Facility Cleaning - Level 3



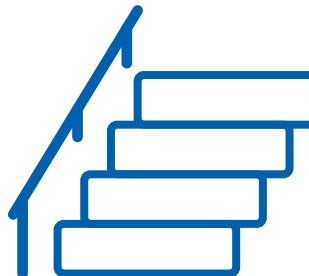
Trash can covers

Sanitize at least daily, end of day NCL Dual Blend 19, Electrostatic Sprayer



Entryway carpets

Sanitize at least daily, end of day Electrostatic Sprayer



Stairways

Sanitize at least 3 x daily & end of day NCL Dual Blend 19, Electrostatic Sprayer

PPE & SPECIAL CLEANING INSTRUCTIONS:

Electrostatic Sprayer - Ensure staff are trained before in proper use

Rubber gloves - Required for any cleaning and disinfecting. Must wash hands with soap and water after removing gloves.

Hand washing - Wash hands often with soap and water for at least 20 seconds

Hand sanitizer - Fill as needed. 16 oz bottles can be filled from bulk gallons provided to each center

Spray bottles with sanitizer - Made available to all areas with paper towels or small towels

Face masks - Required when cleaning. Employees, except Rescue Ready lifeguards and Group Exercise instructors teaching class, must wear face masks during their shift.

Disposal of PPE - Dispose all rubber gloves and face masks in trash receptacles located around building

CHILD WATCH & AMAZING KIDS

CLOSED STEP 1



Surfaces

Sanitize frequently and at end of shift
Fog two times per day

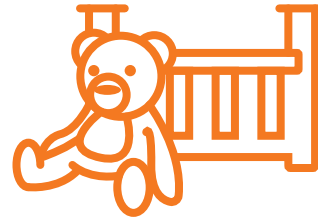
NCL Dual Blend 19



Toys, books, etc.

Read to the group as opposed to
leaving books to handle by each child;
Sanitize two times per day at
scheduled breaks, after each use

NCL Dual Blend 19



Crib sheets, cloth toys, dress up

Removed from all areas



Towels and blankets

Removed from all areas



Playgrounds

All playground usage
is not permitted at this time



Bathrooms

Sanitize after each use
Fog at least once per day
at scheduled breaks

NCL Dual Blend 19



Changing tables

Sanitize after each use
Fog at end of shift

NCL Dual Blend 19



Baby seats

Sanitize after each use

NCL Dual Blend 19

PPE & SPECIAL CLEANING INSTRUCTIONS:

Rubber gloves – Required for any cleaning and disinfecting. Must wash hands with soap and water after removing gloves.

Hand washing – Wash hands often with soap and water for at least 20 seconds

Hand sanitizer – Fill as needed. 16 oz bottles can be filled from bulk gallons provided to each center

Electrostatic Sprayer – Play and Learn, Preschools should be misted after each session before reopening; Should be used in all spaces in your building that are open for use during operating hours, nightly

Family areas – Should be misted before each session before reopening

Disinfecting solution – Spray bottles with cleaning solutions should be easily reached and used only by staff in all child and family areas of your building

Face masks – Required when cleaning. Employees, except Rescue Ready lifeguards and Group Exercise instructors teaching class, must wear face masks during their shift.

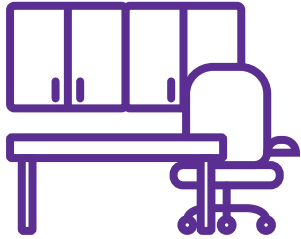
Disposal of PPE – Dispose all rubber gloves and face masks in trash receptacles located around building

WELLNESS CENTER-GROUP EX



CLEANING AND SANITIZING

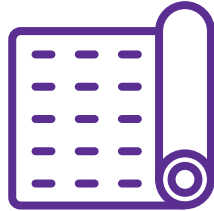
GROUP EX CLOSED STEP 1



Surfaces such as desk, counters, tables, chairs, etc.

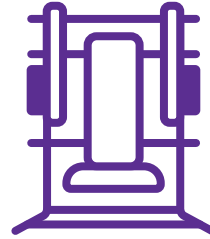
Sanitize after each use by participant and at least 3 x daily by staff

Disinfectant and Electrostatic Sprayer



Yoga, exercise and stretching mats

MEMBERS WILL BRING THEIR OWN
Members to use disinfectant



Strength Machines

Sanitize after each use by participant and at least 3 x daily by staff

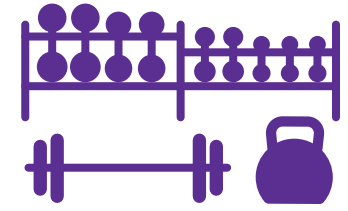
NCL Dual Blend Disinfectant and Electrostatic Sprayer



Cardio Machines

Sanitize after each use by participant and at least 3 x daily by staff

NCL Dual Blend Disinfectant and Electrostatic Sprayer



Strength equipment, bumpers, hand weights, etc.

Sanitize at least 3 x daily by staff and fog nightly

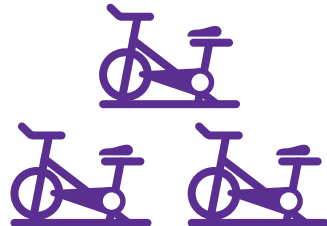
NCL Dual Blend Disinfectant and Electrostatic Sprayer



Tools such as TV remotes, computers, tablets, etc.

Sanitize after each use/shift (see tech cleaning support)

NCL Dual Blend Disinfectant



Cycling studio

Fog after each class



GX and other exercise rooms *Step 2 or 3 opening

Electrostatic Sprayer



Headset for instructors

Cleaned after each use and instructor must use their windscreen cover provided to them by the YMCA

NCL Dual Blend Disinfectant



Hand weights, resistance bands, all equipment in classrooms

Fog after each class

NCL Dual Blend Disinfectant and Electrostatic Sprayer

PPE & SPECIAL CLEANING INSTRUCTIONS:

Rubber gloves – Required for any cleaning and disinfecting. Must wash hands with soap and water after removing gloves.

Hand washing – Wash hands often with soap and water for at least 20 seconds

Face masks – Required when cleaning. Employees, except Rescue Ready lifeguards and Group Exercise instructors teaching class, must wear face masks during their shift.

Disinfecting solution – Spray bottles with cleaning solutions should be easily reached from all areas of your building including wellness areas, hospitality, membership and offices

Disposal of PPE – Dispose all rubber gloves and face masks in trash receptacles located around building

Electrostatic Sprayer – Should be used in all spaces in your building that are open for use during operating hours, nightly

*** Disinfectant located around the Wellness Floor and in GX Studios for member/staff use**

GYMNASIUM



CLOSED FOR GENERAL USE STEP 1

STEP 2 OR 3 OPENING



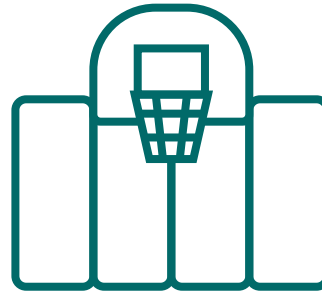
Floor space

Clean daily NCL
Dual Blend
disinfectant and
Electrostatic Sprayer



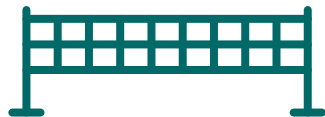
Doors, hand rails, benches

Sanitize at least 3 x daily
Fog daily after hours
Dual Blend disinfectant and
Electrostatic Sprayer



Gym wall pads

Sanitize at least 3 x daily
Fog daily after hours
Disinfectant and
Electrostatic Sprayer



Gym equipment other than basketballs

Wipe down after each scheduled
gym schedule block/use
Fog daily after hours
Disinfectant and Electrostatic
Sprayer



Cones and other apparatus

Sanitize at least 3 x daily by staff
and fog nightly
Disinfectant and Electrostatic
Sprayer



Basketballs

Set on a rack and sprayed with
disinfectant and let dry at least 15
minutes before handing back out
*Phase II/III
Disinfectant and Electrostatic
Sprayer

PPE & SPECIAL CLEANING INSTRUCTIONS:

Rubber gloves – Required for any cleaning and disinfecting. Must wash hands with soap and water after removing gloves.

Hand washing – Wash hands often with soap and water for at least 20 seconds

Hand sanitizer – If not in place, install a hand sanitizer dispenser on the wall in close proximity to the entrance

Face masks – Required when cleaning. Employees, except Rescue Ready lifeguards and Group Exercise instructors teaching class, must wear face masks during their shift.

Disposal of PPE – Dispose all rubber gloves and face masks in blue hazard receptacles located around building

Electrostatic Sprayer – Should be used in all spaces in your building that are open for use during operating hours, nightly

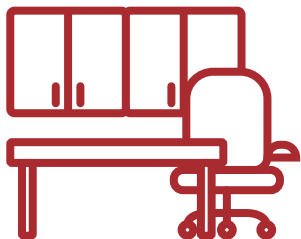
*** Cleaning towels should be used for one cleaning session or area (i.e. handrails, benches, and surfaces in the pool)**

Mop heads should be cleaned after each areas use.

TEEN/TWEEN CENTERS CLOSED STEP 1



CLEANING AND SANITIZING - COMPUTER



Surfaces such as desk, counters, tables, cabinets, chairs, etc.

Sanitize frequently and at end of shift



WiFi, Xbox and other games

Sanitize with NCL Dual Blend 19 after each use **NCL Dual Blend 19**

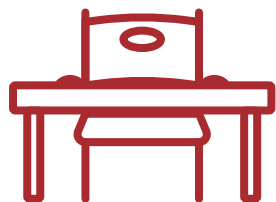


Computers, mouse and keyboard

Sanitize with NCL Dual Blend 19 after each use **NCL Dual Blend 19**

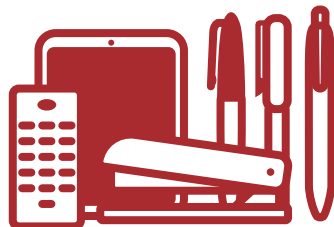
***All towels should be used as single cleaning session use. Paper towel dispensers are still appropriate for use**

CLEANING AND SANITIZING - TEEN CENTERS



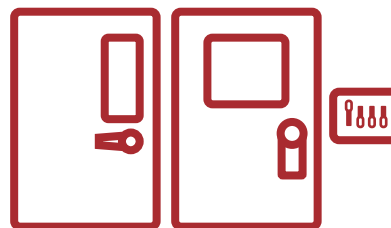
Tables and chairs

Sanitize frequently and after each shift
Fog by nightly cleaning crew
NCL Dual Blend 19



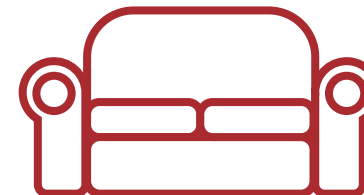
Shared items

Sanitize frequently and after each shift
Fog by nightly cleaning crew
NCL Dual Blend 19



Doors and light switches

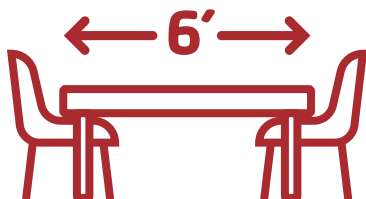
Clean handles and knobs frequently
NCL Dual Blend 19



Chairs and couches

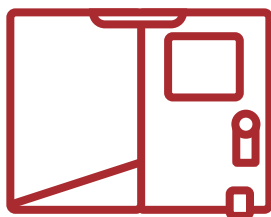
Sanitize frequently and after each use
NCL Dual Blend 19

SOCIAL DISTANCING / ROOM ALTERATIONS - TEEN CENTERS



Tables and chairs

One chair per table unless 6'.
Then, one chair 6' apart



Doors

Leave/prop open



Books

Remove from use

PPE & SPECIAL CLEANING INSTRUCTIONS:

Electrostatic Sprayer – Ensure staff are trained in proper use

Rubber gloves – Required for any cleaning and disinfecting. Must wash hands with soap and water after removing gloves.

Hand washing – Wash hands often with soap and water for at least 20 seconds

Hand sanitizer – Fill as needed

Face masks – Required when cleaning. Employees, except Rescue Ready lifeguards and Group Exercise instructors teaching class, must wear face masks during their shift.

Disposal of PPE – Dispose all rubber gloves and face masks in trash receptacles located around building

YMCA OF GREATER HARTFORD

INDOOR POOLS



CLEANING AND SANITIZING



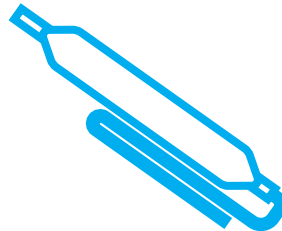
Pool deck and floors

Sanitize after hours nightly
Bleach water solution;
solution for Electrostatic
Sprayer



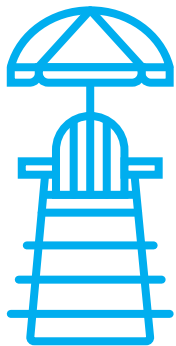
Seating, handrails, door handles, gates

Sanitize after each Lap Lane reservation shift
Fog daily after close
Bleach water solution;
solution for Electrostatic Sprayer



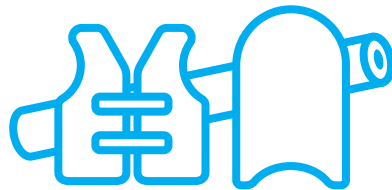
Rescue tube

Sanitize prior to transferring
to another guard
Fog daily after close
Bleach water solution;
solution for Electrostatic
Sprayer



Lifeguard chair

Sanitize after each use
Fog daily after close
Bleach water solution;
solution for
Electrostatic Sprayer



Life jackets, pool toys and kick boards, or anything left out that is touched

Sanitize after each use.
These items should not be available
on the deck. Lifejackets can be hung
and will be fogged daily after hours
Bleach water solution;
solution for Electrostatic Sprayer



Lifts

Sanitize after each use
Fog daily after close
Bleach water solution;
solution for
Electrostatic Sprayer

PPE & SPECIAL CLEANING INSTRUCTIONS:

Rubber gloves – Required for any cleaning and disinfecting. Must wash hands with soap and water after removing gloves

Hand washing – Wash hands often with soap and water for at least 20 seconds

Hand sanitizer – Fill as needed. 16 oz bottles can be filled from bulk gallons provided to each center

Electrostatic Sprayer – See end-of-day misting. Work out with Facility Director. Mister should be used in all spaces in your building that are open for use during open hours, nightly.

Disinfecting solution – Spray bottles with cleaning solutions should be out of reach of children

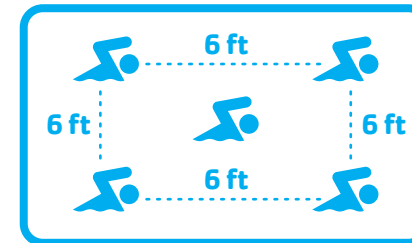
Face masks – Required when cleaning. Employees, except Rescue Ready lifeguards and Group Exercise instructors teaching class, must wear face masks during their shift.

Disposal of PPE – Dispose all rubber gloves in trash receptacles located around building

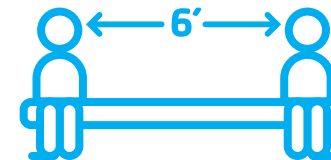
SOCIAL DISTANCING



One person per
lap lane



120 sq. ft. per
person in program
setting

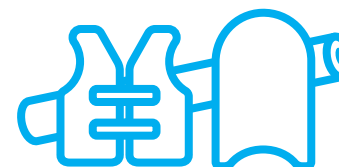


6 ft apart or 1
person per bench



Towels and
personal items
placed 6 ft apart

PROGRAM ALTERATION



Life jackets, pool toys
and kick boards will be
guard distribution ONLY.
Remove from deck use.

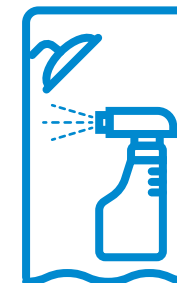
LOCKER ROOMS AND SHOWERS



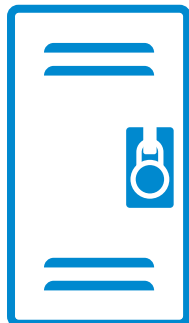
CLEANING AND SANITIZING



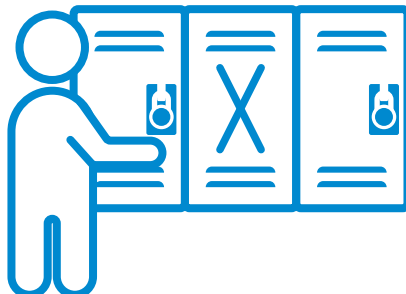
Pool deck showers are available for rinsing off before and after use of the pool.



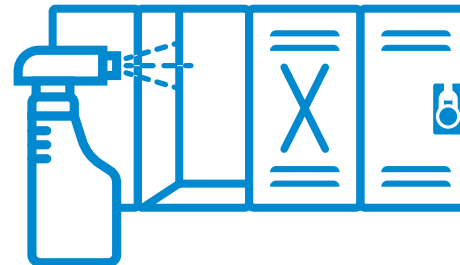
CLEANING AND SANITIZING - LOCKERS



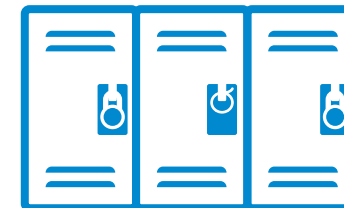
Lockers for use will not have a zip tie



Lockers use will allow for social distancing



Staff will monitor the lockers every thirty minutes, clean used lockers with disinfectant to ensure clean lockers are available for member use.



All other lockers will be zip tied closed.

PPE & SPECIAL CLEANING INSTRUCTIONS:

Rubber gloves – Required for any cleaning and disinfecting. Must wash hands with soap and water after removing gloves

Hand washing – Wash hands often with soap and water for at least 20 seconds

Hand sanitizer – Fill as needed. 16 oz bottles can be filled from bulk gallons provided to each center

Electrostatic Sprayer – See end-of-day misting. Work out with Facility Director. Mister should be used in all spaces in your building that are open for use during open hours, nightly. **Disinfecting solution** – Spray bottles with cleaning solutions should be out of reach of children

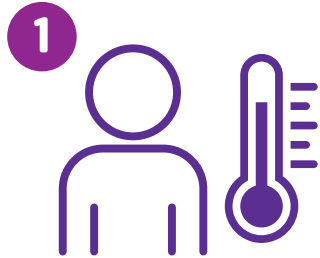
Face masks – Required when cleaning. Employees, except Rescue Ready lifeguards and Group Exercise instructors teaching class, must wear face masks during their shift.

Disposal of PPE – Dispose all rubber gloves in trash receptacles located around building

DAY CAMP



CHECK- IN PROCESS



Youth staff will complete daily wellness 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 no, staff will sanitize the pen after each use



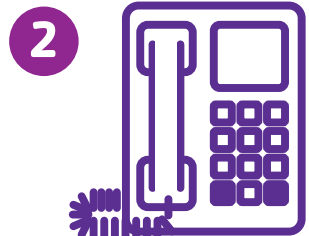
All staff wash hands as often as possible

ISOLATION

If a child develops symptoms or a fever of 100 or higher while in the program, the following will take place:



Child will be isolated immediately away from other children and staff



Parent will be called to have child picked up immediately



Notify supervisor, and Doug Nakashima immediately



Follow cleaning guidelines immediately to disinfect the isolation area

MEALS



All surfaces will be disinfected at the beginning of each shift and before lunch, using approved ducts



All staff will wash hands before and after lunch



Ideally a separate room will be used for meals

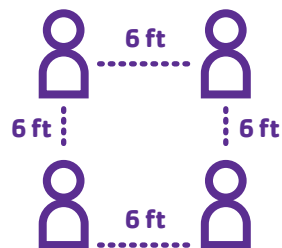


Staff and children will not eat at the same time to allow staff to adequately clean hands and disinfect surfaces between meals

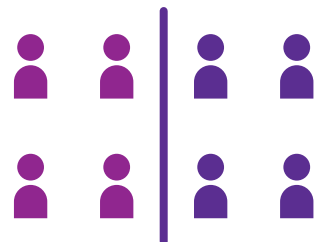
DAY CAMP Continued



SOCIAL DISTANCE



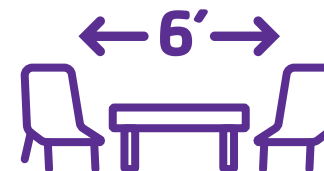
Social distancing of children six feet apart. Use hula hoops, poly dots or approved floor tape to mark 6 ft distances. If sitting at tables, students should be at opposite ends (head of table) with no more than two per table.



To the degree possible, maintain the same groups from day to day; only do so when ratios require it. This will help reduce potential exposures and may prevent an entire program from shutting down if exposure does occur.



WE MUST MAINTAIN 1:9 IN A SPACE AT ALL TIMES
Room should never have more than 10 people in them, including staff. Only exception is the gym with the divider curtain down and no more than 10 on each side. Staff are included in this count.

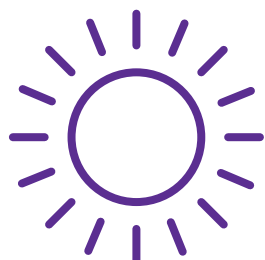


Eliminate large group activities. Plan activities that do not require close physical contact between multiple children. Minimize time standing in lines



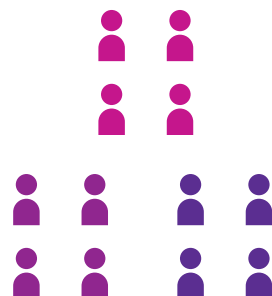
Limit item sharing, and if items are being shared, remind children not to touch their faces and wash their hands after using these items. Limit use of water or sensory tables and wash hands immediately after any use of these tools.

OUTSIDE PLAY

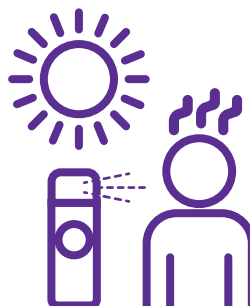


Getting outside is encouraged! Incorporate additional outside time and open windows frequently.

Always wash hands immediately after outdoor play time.



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.



Ask parents to provide sun screen and monitor youth for heat-related illnesses.



Playground usage is not permitted at this time.



Due to the inability to sanitize, the following activities are no longer fit for group use: Play-Doh, Kinetic Sand, soft surface blocks, cloth toys, anything that does not air dry within 10 minutes of sanitation solution

Solution: Create individualized child play buckets

MEMBERS & PARTICIPANTS FAQs

June 2020

How did you make decisions about your safety protocols?

With guidance from health officials, government leaders, Y-USA and subject matter experts from Trinity Health New England, the YMCA of Greater Hartford staff team and volunteers developed For A Safer Us: A Reopening Plan. The plan outlines our COVID-19 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 Greater Hartford Reopening team.

References

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

Are there new branch hours?

Yes, the new hours are posted and vary by branch. In Step 1, we will reduce operating hours to 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 Ned Lamont per his latest [Executive Order](#). We will be limiting the number of people in our buildings. 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. Indoor group exercise classes will not be held in Step 1.

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

During Phase One, only active members, registered program participants and approved visitors/guests will be allowed access to YMCA of Greater Hartford 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 your branch or email friends@ghymca.org 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 health assessment, which includes a temperature check and answer these questions:

In the past 48 hours, have you or anyone in your household experienced the following:

1. Fever (100 F or greater)?
2. Sore throat?
3. Shortness of breath?
4. Headache?
5. Cough?
6. Muscle aches?
7. Diarrhea
8. New loss or taste of smell?
9. Chills and/or repeated shaking?
10. Have you been in contact with anyone diagnosed with COVID-19?

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 scan card and once checked-in, can proceed to the Wellness Floor or Group Exercise Class. Participants can proceed to their program area.

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.

We expect the check-in process could take 5 minutes, depending on how many people arrive at the Y at the same time.

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

Yes. Because mats are porous, we cannot safely sanitize them and provide for member 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 encouraged but not required to wear face masks. 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 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 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 First Coast 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 For A Safer Us 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.

What kind of cleaners does the Y use?

The Y will only use products on 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 Step 1 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
- Whirlpool, Sauna & Steam Room Closed

Will Amazing Kids and Child Watch be open?

For the safety of our employees and our youngest members, we are not offering Amazing Kids and Child Watch in Step 1.

Will the pools be open?

Pools will be open at all branches in Step 1. Lap Swimming will be allowed. One Swimmer per lane.

To give others time, please limit your time to 30 minutes in the pool.

Lockers

- Some lockers will have zip ties to create a safe space.

Showers & Towel Service

- Showers are available on most pool decks for rinsing.
- Locker room showers will become available in our next Step.
- Towel service at the Downtown branch will be suspended at this time.
- Members are encouraged to bring their own towel and other necessities.

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

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

Will massage services be available?

At this time, massage services will not be offered due to social distancing requirements.

Will Pickle-ball be available?

Pickle-ball will not be run during Step 1.

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. We will honor your request. It has been our pleasure to offer virtual classes to you while you've been at home. Please see a Welcome Center representative for details on our hold policy.

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

You can ask to speak to the Executive Director, any Director team member at the branch or email friends@ghymca.org

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

Check our [website](#) often for updates and follow us on Facebook. We'll also continue to send updates through email.

When will the steam, sauna, Child Watch/Amazing Kids, climbing wall, showers be open?

Thanks for asking, we are eager to open up everything as well! The State of Connecticut guidelines say that steam rooms and saunas may not reopen in Phase 2 of the state reopening. We have not been told when we will be able to reopen them, but promise to let you know as soon as we do!

When will (Gymnasium for basketball/pickle-ball, group exercise, whirlpool) reopen?

Thanks for asking, we are eager to open up everything as well! The State of Connecticut guidelines were pretty strict on certain programs that we offer. To ensure that we adhere to all regulations, we have had to make some hard decisions. We coordinated with other YMCAs, as well as our partner Trinity Health Of New England, and decided to delay certain aspects until our Step 2 or 3. We are working hard to provide virtual content, and looking forward to being able to offer all of our services and amenities as soon as possible.

When will group exercise start back up in person?

We promise we will communicate as soon as we have that answer. At the moment, the current thinking is later in July or August, but we aren't 100% sure at this time and need to see how our reopening goes. We'll continue communicating regularly as we move through our YMCA reopening steps!

Why can't 2 people from the same household swim in a lane together?

We completely understand your concern, and we were all set to allow 2 people per lane. Unfortunately, the state Department of Public Health announced that they will not allow us to reopen unless we limit it to one-per-lane. There was no addendum for people in one household. We know this will be a huge hindrance, since it means one family could use nearly an entire pool, but we do have to adhere to those rules to be allowed to reopen.

My 10-year-old loves swimming laps. Will he be allowed to?

Yes! If your children are serious lap swimmers then yes, they may use the pool for laps.

Can I water walk in the lap pool?

Check with your branch on this! We working on expanding hours for different types of swimming, and will continue to adjust as need be.