



REOPENING EMAIL SERIES

Email 5: Cleaning, Check-In Procedures & More

To our YMCA members, friends and community,

The day we've all been waiting for is nearly here! On Monday, June 22, we will get to reopen our doors and see all of you again! We've missed you so much, and have been working tirelessly for three months to prepare for this exciting day.

As you know, the State of Connecticut and Gov. Ned Lamont have released the rules and regulations for fitness centers and pools to reopen in Connecticut. You can [read them here](#). We took those guidelines and made any necessary adjustments to our plans, but most of what we've worked on over the past 3 months is in line with what the state has asked of us.

We have been sharing with you all of our plans. [The first email in this series](#) went over group fitness classes, personal training and small group training. [The second email in this series](#) reviewed gymnasiums and sports. [The third email in this series](#) addressed pools, aquatics and locker rooms. [The fourth email in this series](#) was dedicated to masks, pools, waivers, guests and more! We continue to take input and guidance from our partners, such as Trinity Health of New England; the state; the CDC; and YMCAs across the country who have reopened before us.

One more note: We will be calling the YMCA's reopening procedures "Steps" to differentiate from the state's "phases." The YMCA of Greater Hartford's branches will enter our Step 1 on Monday, June 22. We will communicate with you on when Steps 2 and 3 will start, and what those will look like.

If you have any questions, please reply to this email, call our branches, or stop on by after June 22.

CLEANING PROCEDURES

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

So what does that mean to you? Well, we will have a lot of new procedures to ensure the cleanliness of our facilities:

- Staff will clean all high-touch hard surfaces -- door knobs, light switches, counters, bathroom fixtures, etc. -- at the top of every hour with disinfectant.
- Each night, we will do additional sanitization of the full building.
- In addition to standard spray bottles, we have purchased electrostatic sprayers, which allow us to more thoroughly clean surfaces.
- All staff will be provided appropriate PPE, including masks, gloves and eye protection, and will be required to wear masks at all times during shift (with the exception of lifeguards in the chair and group exercise instructors during class). Members must also wear a mask if not utilizing cardio equipment or swimming.
- We will have more hand sanitizing and disinfectant stations around the building so that members may also clean things they utilize more regularly, and may clean their hands after touching shared surfaces.

In addition, we are making the following commitments to you:

- 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.
- We will communicate to staff and members in a timely fashion of any exposures that have been confirmed.
- We will follow all recommended CDC, State of Connecticut, and recognized practices.
- We will 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.

CHECK-IN PROCESS

We have several new procedures for checking in to the facility. Please read the following thoroughly:

- Your temperature will be checked with a contactless system before you enter the facility, and your **temperature must read under 100 degrees Fahrenheit** to enter. If you run slightly higher and just came from a hot car, you may sit in the



shade for a few minutes and try again. All individuals who enter our facility will have their temperature checked.

- We ask that you read our signage outside the building to ensure you have none of the following symptoms before entering. **If you or anyone from your household have had any of the symptoms within the past 48 hours, please return home and do not return until you are symptom-free for 48 hours:**
 - Fever over 100 degrees Fahrenheit
 - Sore throat
 - Shortness of breath
 - Headache
 - Cough
 - Muscle Aches
 - Diarrhea
 - New loss of taste or smell
 - Chills and/or repeated shaking
 - If you've been in contact with anyone diagnosed with COVID-19
- Our Welcome Centers will have sneeze guards installed to ensure the safety of staff and members.
- **Our Welcome Centers will have stations for different processes.** Please follow signage.
 - There will be a **check-in station that is contactless**, so you can just scan in by swiping your keytag or cell phone
 - There will be a station for program registration
 - We will have tables set up for those who need to sign the required new waiver
- **All members and program participants must sign a [new waiver](#) before they will be permitted entry.** Each individual over the age of 18 must sign their own waiver. One parent or guardian on an account may sign for their children, but all children must have a signed waiver before they can enter. You may [download and sign the waiver here](#) and email to friends@ghymca.org, or you may do it at the facility when you return.
- Unfortunately, during Step 1 the YMCA of Greater Hartford will not be able to welcome any guests or members of other YMCA Associations. Members of the YMCA of Greater Hartford may still visit any of our facilities (Downtown Hartford, Farmington Valley, Hale, Indian Valley, Wheeler, Wilson-Gray). This is an additional layer of safety to prevent the spread of COVID-19, and is a policy that most YMCAs around the country have implemented for the short-term. We very much appreciate your understanding.



Thank you again for your patience as we work on reopening. We appreciate you sticking with us, and will keep communicating as new information becomes finalized.