



# Frequently Asked Questions (FAQs) on Welcome Back to Our Ys!

The YMCA of Greater Boston

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## Facility FAQs

### Are all YMCA of Greater Boston branches open?

Yes, as of 2/1/21 all of our health and wellness branches are now open.

Some branches will have modified hours. Please check the web site for exact hours of each location.

### What can I expect when I arrive at the Y?

You will be asked to scan in and complete a temperature check with a touchless thermometer at check-in. [Learn More](#)

### Will I need to pre-register to access the Y?

Yes, we ask all members and program participants to pre-register for any activity at the Y including but not limited to, group exercise, lap and family swim, child watch, fitness floor, sports classes & leagues, family gym time & events. [Make your reservations!](#)

### What happens if I do not register before visiting the Y?

You will be able to log in to our online portal to check availability. All participants will be asked to do a daily online COVID pre-screening and register for programs and classes.

### Have your facilities been deep cleaned?

Yes, all facilities have been deep cleaned and additional cleaning and sanitizing protocols have been put in place. For more information about our safety and cleaning protocols. [Review our policies and procedures](#)

### How are you going to limit capacity to ensure physical distancing?

Per Massachusetts State Guidelines, we have limited capacity to ensure physical distancing. Participants in classes and programs will need to pre-register and/or reserve space. Once we have met capacity, we will limit participation.

### I am not ready to return to the facility. What are my health and wellness options with the Y?

Our [YMCA GO Virtual Studio](#) is open 24/7 with daily live classes and over 400+ on-demand videos so you never have to miss a workout. Join us in the way you feel most comfortable.

Personal Training is being offered online or in-person, or a combo of both, with one of our expert Team-Y Coaches. We understand that you may need extra motivation and guidance during these trying times. We're here to help. [Select your trainer](#)

### Not sure what to do?

Speak with a [support center representative](#) to start or continue your health and wellness journey.

### Will any areas of the Y be closed?

Yes, there will be some areas of the YMCA kept closed for your safety. Please follow guidance and all signage both outside and within the facility. Check our web site prior to coming for any closures.

### Will I have to wear a mask?

Yes, members, program participants over the age of 3, and anyone else entering our facilities/program spaces will wear masks. Masks may only be removed for swimming and, masks may be removed once in the water. Per Massachusetts state guidelines, effective 12/13/20, bandanas and gaiters are no longer allowed.

## Facility FAQs (cont.)

### **What happens if I forget my mask?**

We will have a small number of masks available for purchase at the YMCA.

### **Will locker rooms be open?**

Yes, limited lockers, bathrooms and sinks will be available to all participants. Per Massachusetts State Guidelines, showers are available exclusively to swim participants.

### **Can I bring guests?**

No, in following the Massachusetts State Guidelines and to practice physical distancing, our programs and facilities will limit capacity. Therefore, only YMCA members and registered program participants will have access to our programs and YMCAs. We will not offer guest passes until further notice.

### **Will the YMCA of Greater Boston honor my membership from another Y?**

Yes. We continue to be proud to be a part of a nationwide network of YMCAs and will continue to welcome YMCA members from across the U.S. through the YMCA membership reciprocity program.

## Health & Wellness FAQs

### **Are group exercise classes being offered?**

Yes! Both indoor and outdoor classes are being offered and reopening in phases during February 2021. Classes will be moved indoors once the temperatures are under 50 degrees. Class sizes will be limited, and registration is required for all classes.

### **Will I have to wear a mask?**

Yes, all participants and coaches/instructors will wear masks during the activity even if proper physical distancing is established.

### **Will members share equipment during classes?**

No, per Massachusetts State Guidelines, sharing of equipment will not be allowed during class. Individuals will either bring their own equipment or be the sole user of a set of equipment provided by the YMCA during their class. Members will be asked to clean equipment before and after use with wipes provided, and in between classes Y staff will sanitize the equipment.

### **Will cardio equipment be available? What are you doing to ensure physical distancing in the cardio area?**

Yes, you can use the cardio equipment in our fitness centers.

To ensure physical distancing, we will open the equipment 14 feet apart. Signage is placed on equipment indicating what is not for use. In some cases, we may move equipment to another area to create additional space.

### **Will free weights and strength equipment be available? What are you doing to ensure physical distancing in the weight areas?**

Yes, some equipment has been placed out of use to ensure physical distancing is possible. In our branches with specific weight rooms, we are limiting the number of people in the space and requiring members to wipe down equipment before and after use. We also have team members dedicated to cleaning and sanitizing throughout the day, with designated deep clean times, ensuring all pieces of equipment have been cleaned.

### **What are you doing to clean the cardio and strength equipment?**

Members are being asked to wipe down equipment before and after use. We have team members dedicated to cleaning and sanitizing throughout the day and in between reservations times, with designated deep clean times ensuring all pieces of equipment have been cleaned.

# Health & Wellness FAQs (cont.)

## Do you offer Personal Training?

Yes, personal training is available both indoors and outdoors and virtually through our virtual studio. You have the option to customize your personal training package to include both in-person and virtual training sessions.

Per Massachusetts State Guidelines, our personal training will adhere to safety protocols and maintain physical distancing. Our team members and their clients will wear masks.

## Swimming FAQs

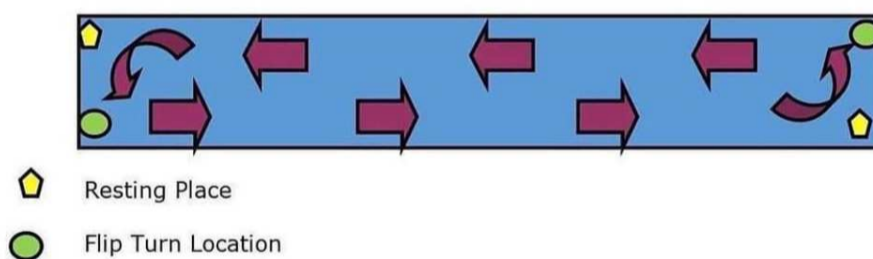
### Are the pools open?

Yes, our pools are open for reservation for both lap & family swim and swim lessons as well as select hours for Aquatic Exercise classes. Reservations will be required for all pool activity and you can reserve 72 hours in advance. Per City of Boston guidelines, lap lanes will have one swimmer per lane. Branches outside of Boston will allow up to two swimmers for circle swimming, with a minimum of one lane designated for those who are more comfortable using a single lane. Reservations are required.

### What is Circle Swimming and why is it being used?

Circle swimming is a way for multiple swimmers to swim laps in a single lane. The main keys to circle swimming are to stay on the right side of the lane and to be mindful of your lane partner.

Though Circle Swim normally is reserved for 3+ swimmers in a lane, Circle swimming maximizes physical distancing at all times



### Will I have to wear a mask?

Members, Program Participants over the age of 3, and anyone else entering our facilities/program space will be required to wear masks. In some programs such as swimming masks may be removed once in the pool.

### Are swim lessons available?

Yes, we are offering Spring 1 and Spring 2:

- Early Spring 3/1/2021-4/18/2021, 8 weeks
- Late Spring 4/26/2021-6/20/2021, 8 weeks

Yes, we offer group and private swim lessons for all ages. Our next program session begins Monday, March 1. [Click here](#) to view schedules and register. We offer lessons for families with students swimming in infant & toddler lessons as well as our Swim Starter Programs Stages 1 will require a parent or guardian to join in the pool for the lesson.

### May I watch my child's swim lesson?

Yes, per Massachusetts State Guidelines, one spectator per youth is allowed, and the spectator must be in the designated viewing area wearing a mask and adhering to 6ft of physical distancing.

### Are water ex classes being offered?

Yes, water exercise classes are being offered as part of our pool schedule with limited capacity. You will be required to reserve space in the pool ahead of time.

## Swimming FAQs (cont.)

### Will you offer lap lanes?

Yes, lap swim is being offered as part of our pool. You will be required to reserve space in the pool ahead of time. Per City of Boston guidelines, lap lanes will have one swimmer per lane. Branches outside of Boston will allow up to two swimmers for circle swimming, with a minimum of one lane designated for those who are more comfortable using a single lane. Reservations are required.

### Do I have to make a reservation – how?

Yes, our pool schedules are available on our web site. Reservations are required and can be made 72 hours in advance.

### Has the pool been cleaned?

Yes, all of the YMCA of Greater Boston Pools meet and exceed Massachusetts Regulations and the Department of Health Pool Regulations. We keep chlorine levels in accordance with state and local Departments of Public Health guidance.

CDC states, "There is no evidence that COVID-19 can spread to people through the water used in pools, hot tubs, or water playgrounds. Proper operation and disinfection of pools, hot tubs, and water playgrounds should kill the virus that causes COVID-19"

### Will I have access to the locker room for changing?

Per Massachusetts State Guidelines, locker rooms will be available to members and participants. Showers are ONLY available to participants utilizing the pool. As a reminder, a cleansing shower is required prior to swimming in the pool. Locker room usage must fit into the designated reservation time. Designated lockers will be available for use, and all participants will maintain 6ft physical distance and wear proper face coverings/masks.

### What will you provide and what will I have to bring?

We encourage members to bring their own towel and swim gear.

Kick boards and life jackets will be made available and sanitized after every use.

## Child Watch FAQs

### Is the Y offering Child Watch?

Yes, our Child Watch program are currently open at Burbank, Waltham and North Suburban. Others will open in waves beginning March 1, and we will update this FAQ and notify members as they do. Child Watch is included with family membership, and children must be ages 3 and over to participate. [Click here to view programs and to pre-register.](#)

### How are you ensuring the safety of my child?

All children who enter our facilities/program spaces will be screened daily, including a temperature check.

Children will practice 6 ft physical distancing when possible. This does not apply to siblings. Program spaces and activities will be set up to assist children with physical distancing.

All team members and children will wear a mask.

Equipment will be monitored to limit sharing, and children will be given individual toys and equipment when possible.

Cleaning and sanitizing will be completed between each reservation block. The schedule allows for 15 minutes of cleaning between each block.

### Is pre-registration required?

Yes, each participating child will be registered individually due to space limitations and physical distancing. [Registration](#) is available 72 hours in advance for family members to coordinate their YMCA activities.

## Child Watch FAQs (cont.)

### How will drop-off and pick-up work?

A daily safety screening, a brief digital questionnaire and a temperature check will be required as children enter the Y with their parents/guardian. After this screening, children will be checked in and dropped off by their parent/guardian at the entrance of the Child Watch space. Family membership will be confirmed, and all parents/guardians will follow check in/check out procedures while practicing physical distancing. Parents/Guardians must remain on the YMCA premises to utilize Child Watch.

### Will I be allowed into the program space to visit?

Due to strict space capacities, visitors are not allowed in the program space. Staff will work closely with you to assist your child in transitioning into the space. Due to our cleaning and disinfecting guidelines, we are not allowing toys and items from home into the program space (including pacifiers).

### Are snacks and drinks allowed?

Due to the one-hour time limit and our efforts to maintain mask usage and physical distancing, we are not allowing any food or drink into the program space.

### How are bathroom breaks and diaper changes handled?

YMCA staff will bring the child to the bathroom if they are 100% independent. If assistance is needed YMCA staff will alert the parent/guardian for assistance. Staff do not change diapers and will alert parent/guardian to come change the child. Child may return to Child Watch, and the parent their activity for the remaining time of their reservation.

### What is the Child Watch capacity and staff to child ratio?

Child Watch will have a maximum of 10 children per hour, and some branches will have less capacity due to smaller room size. There will be two team members responsible for children.

### Will children need to wear a mask?

Yes, children will be required to wear masks the entire time they are at the YMCA. The Child Watch staff will provide reminders and cues to help the children build this new habit.

### What is the policy if a child or staff member shows symptoms of COVID-19?

If the child/staff has a temperature over 100.0 or they are experiencing any COVID related symptoms (100.0 temperature or greater, runny nose, cough, shortness of breath, diarrhea, fatigue, headache, muscle aches, nausea, loss of taste or smell, sore throat or vomiting) they will be removed from the program space and the parent will be alerted to take them home.

### Can you guarantee my child won't be exposed to the virus?

While we will do everything to manage the risk associated with children and team members being together in a group, there can be no guarantee. We simply cannot eliminate the risk, and we know that.

## Gymnasium FAQs

All our gyms are open for recreational and family time.

### Are open gym and family times being offered?

Yes! Both are being offered. Capacity is limited, and reservations are required for all activities.

Activity times will be available for households, pods and individual use in designated areas to ensure adherence to physical distancing requirements.

### Will I have to wear a mask?

Yes, all participants will wear a masks during activities in our gyms.

### Will there be shared equipment for use in the gym?

No, per Massachusetts State Guidelines, sharing of equipment will not be allowed. Individuals will either bring their own equipment.

# Youth Sports FAQs

## Are you offering Youth Sports Programs?

Yes, we are offering Spring 1 and Spring 2:

- Early Spring 3/1/2021-4/18/2021, 8 weeks
- Late Spring 4/26/2021-6/20/2021, 8 weeks
- Jr Celtics will run from 3/1/2021 to 4/28/2021 (not running on Easter Sunday)

Registration is open to all on 1/25 and you can register for all sessions at once. [Please click here](#) to view schedules and enroll.

Limited family gym time will be available by reservation.

## How do I sign my child up for a program?

[Registration](#) is available on-line.

## Where will classes be held?

Youth Sports classes will be held indoors for Early Spring, and both indoor and outdoor classes will be held during Late Spring.

## Is there a maximum capacity for each class?

Classes will not exceed 10 youth per class plus the instructor.

## What is the Y's commitment to keeping youth safe in our programs?

- We will conduct daily screening for all members, participants and team members.
- We will ensure physical distancing of a minimum of 6 ft between all participants
- We will require masks to be worn by all participants and team members to and from the class and when physical distancing requirements cannot be met. In some programs such as swimming masks may be removed once in the pool.
- We will require hand washing before and after each class.
- Hand sanitizer will be provided in program areas.
- We will not allow equipment sharing.

## Does my child need to wear a mask during the class?

All participants and coaches/instructors will wear masks at all times.

## What equipment should my child bring to class?

- Mask, water bottle and all clothing needed.
- Youth may bring their own ball appropriate for the sport.
- There will be no sharing of equipment.
- The Y will have clean and sanitized equipment available for those who need it.

## May I watch my child's youth sports?

Per Massachusetts State Guidelines, one spectator per youth is allowed, and the spectator must be in the designated viewing area wearing a mask and adhering to 6ft of physical distancing.

## Will locker rooms and rest rooms be available?

Single use restrooms will be available where possible. If not, locker room toilet and sink areas will be open only.

## What happens if there is inclement weather?

Outdoor classes will be canceled during times of inclement weather.

# Early Education FAQs

## Is the Y offering Early Education the rest of this year?

We opened our eight Early Education Centers on June 29th.

# Early Education FAQs (cont.)

## How are you ensuring the safety of my child?

All children who enter our facilities/program spaces will be screened daily, including a temperature check.

Children will practice 6 ft physical distancing when possible. This does not apply to siblings and young children requiring physical care. Classrooms and activities will be set up to assist children with physical distancing.

All team members will wear masks, and children ages 3 and up will be encouraged to wear masks.

Staff working with infants and toddlers will wear a button-down shirt over their clothing and will remove/change anytime bodily fluids are present.

Equipment will be monitored to limit sharing, and children will be given individual toys and equipment when possible. All soft toys/stuffed animals will be removed. Equipment and classroom set-up will be altered to allow for maximum physical distancing.

Cleaning and sanitizing will be completed between each activity block. The schedule allows for 15 minutes of cleaning between each class/block.

All high touch areas will be cleaned and sanitized hourly. All toys mouthed by young children will be removed for cleaning and sanitizing after each use.

## Will my child get physical activity during the day?

Outdoor play and gross motor time will be incorporated into the daily schedule. Our goal is for children to have a minimum of 60 minutes of physical activity per day.

## Is my original Early Education Program registration still valid?

Our previously registered families will be our top priority; however, space will be limited due to new state capacity and ratio regulations. We encourage you to reach out to your Center Director to share more about your family's Early Education needs.

## How will drop-off and pick-up work?

A daily safety screening will be part of the drop-off procedure. A brief digital questionnaire and a temperature check will be required before children are allowed into our programs.

## Will children need to wear a mask?

We recommend children 3 and older wear mask when possible. Multiple face masks, labeled with children's names, should be provided by families and cleaned daily.

During lunch, children will remain physically distanced to ensure that they can eat safely.

## What is the policy if a child or staff member shows symptoms of COVID-19?

In addition to screening upon arrival, children and staff will receive an additional temperature check mid-day.

If the child/staff has a temperature over 100.0 or they are experiencing any COVID related symptoms (100.0 temperature or greater, cough, shortness of breath, diarrhea, fatigue, headache, muscle aches, nausea, loss of taste or smell, sore throat or vomiting) than they will be removed from their group and put in a quarantine room, the parent/guardian will be called and expected to pick up as soon as possible or within 1 hour.

The child's family/staff will be followed up with by the Coronavirus Response Team. Any child not picked up within the hour will be transported by EMS to local medical facility. In the case of a child/staff showing severe symptoms of COVID-19, EMS will be called immediately.

## Can you guarantee my child won't be exposed to the virus?

While we will be doing everything we can to manage the risk associated with children and teachers being together in a group, there can be no guarantee. We simply cannot eliminate the risk, and we know that.

# Community Learning Centers FAQs

## **Does the YMCA offer Community Learning Centers for children of parents & caretakers who work full-time?**

Yes, the YMCA's Community Learning Centers run Monday through Friday, 8-5pm. Our centers provide a quality and thoughtful learning environment to support students with their remote learning needs.

## **How do I enroll my child in a Community Learning Center?**

You can enroll in a community Learning Center by contacting your local branch. YMCA Welcome Center staff will put you in touch with the business staff person and help you register for the location that best meets your needs.

## **What technology will my child need to participate in online summer learning at the Y? How do I get access to technology if we do not have any?**

We ask all families to send their child to the program with a charged laptop/Chromebook/tablet and set of headphones.

If you do not have access to a laptop, please communicate that with the Community Learning Center Director.

YMCA Staff will help connect you with your school district to ensure your child receives the necessary tools for remote learning.

## **Is financial assistance available?**

Yes, we want to ensure we meet families where they are at and make the program accessible to all.

## **Will children need to wear a mask?**

Yes, children 3 and older will wear a mask when possible.

During lunch, children will remain physically distanced to ensure that they can eat safely.

## **What is the policy if a child or staff member shows symptoms of COVID-19?**

In addition to screening upon arrival, children and staff will receive an additional temperature check mid-day.

If the child/staff has a temperature over 100.0 or they are experiencing any COVID related symptoms (100.0 temperature or greater, cough, shortness of breath, diarrhea, fatigue, headache, muscle aches, nausea, loss of taste or smell, sore throat or vomiting) than they will be removed from their group and put in a quarantine room, the parent/guardian will be called and expected to pick up as soon as possible or within 1 hour.

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While we will be doing everything we can to manage the risk associated with children and teachers being together in a group, there can be no guarantee. We simply cannot eliminate the risk, and we know that.

## YMCA of Greater Boston App

### **PASSWORD RESET**

Click on **Forgot Password** link to have a temporary password sent to your email address. This is automatic and only takes a few seconds.



# YMCA of Greater Boston App (cont.)

## HELP

Click on "help" button on the top right of the login screen, this will prompt you to go through the chatbot name **eJimmy**. If **eJimmy** cannot resolve the issue, it will help you submit a support request.

## LOG IN ISSUE

Email [digitalsupport@egym.com](mailto:digitalsupport@egym.com) or Visit EGym online at <https://egym.com/us/support>