FOR A SAFER US

REOPENING ROADMAP
OLD COLONY YMCA
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REOPENING ROADMAP

Old Colony YMCA facilities, programs and services will reopen/resume in stages, following assumptions for operations as they relate to the global coronavirus pandemic and its local implications on public health. Meeting health and community needs will be balanced and focused on preventing the spread of COVID-19 with guidance from Governor Baker’s reopening Massachusetts guidelines.

It is important to note the following:
- Stages in this plan refer to our internal reopening framework and are not intended to align with phases imposed by local, state or federal governments.
- Stages are not time-based. We will only move to the next stage if there is successful compliance and positive improvement/stability in area COVID-19 cases.
- Stages may be modified and revised as guidance changes.
- Social distancing means maintaining a distance of at least six feet from another person with face covering, or 14 feet of distancing in a stationary location without a face covering (ex. Cardio equip).

STAGE ONE AT-A-GLANCE

<table>
<thead>
<tr>
<th>Facility Access</th>
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<tbody>
<tr>
<td>• Temporarily reduced hours of operation: Vary by branch</td>
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<tr>
<td>• Reservations will guarantee your spot for use of our facilities. Walk-ins will be available when capacities allow</td>
</tr>
<tr>
<td>• Facility Areas</td>
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<tr>
<td>• Cardio and Strength</td>
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<tr>
<td>• Limited Group Exercise (Indoor and Outdoor options)</td>
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<tr>
<td>• Lap Swim, Open Swim (per household)</td>
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<tr>
<td>• Personal &amp; Small Group Training</td>
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<tr>
<td>• Locker Rooms: Bathrooms Only</td>
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<tr>
<td>• No Whirlpool, Steam, Sauna, Towel Service</td>
</tr>
<tr>
<td>• Child Care: Registration required. All pick up and drop off will be done outside facility entrances</td>
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<tr>
<td>• Camp – Only campers and staff are allowed on camp grounds. All pick up and drop off will be done in the parking lot area.</td>
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The following policies and protocols will be implemented in Stage 1:

<table>
<thead>
<tr>
<th>Staff</th>
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<tbody>
<tr>
<td>• All staff will be trained in COVID transmission prevention and new cleaning protocols</td>
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<tr>
<td>• All staff will wash hands upon entry and exit of the building</td>
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<tr>
<td>• All staff will be screened for COVID symptoms upon entry of the building</td>
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<tr>
<td>• All staff will be required to wear PPE, including masks, at all times within the building</td>
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<tr>
<td>• All staff who are unwilling to comply with the Y’s transmission prevention measures will not be permitted to work</td>
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<table>
<thead>
<tr>
<th>Members</th>
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<tbody>
<tr>
<td>• Only members may enter the facility; no guests or Nationwide will be allowed in Stage 1</td>
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<tr>
<td>• All members will use touchless self-scanning methods upon entry of the building</td>
</tr>
<tr>
<td>• All members are asked to use the provided cleaning supplies to clean equipment before and after use</td>
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<tr>
<td>• Members will be asked to acknowledge and abide by the Y’s Safety Pledge when returning to the Y for the first time</td>
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<tr>
<td>• Members will be asked to complete a 5 question health assessment prior to using the building</td>
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<table>
<thead>
<tr>
<th>Facility</th>
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<tbody>
<tr>
<td>• Facility capacity will be limited based on social distancing guidelines and Board of Health recommendations</td>
</tr>
<tr>
<td>• Each facility will be cleaned and disinfected prior to opening</td>
</tr>
<tr>
<td>• All equipment will be disinfected with Buckeye Disinfectant E23 throughout the day (at a minimum of every two hours)</td>
</tr>
<tr>
<td>• Doors and windows will be opened to promote airflow whenever possible</td>
</tr>
<tr>
<td>• High touch areas will be disinfected a minimum of every two hours with Buckeye Disinfectant E23</td>
</tr>
<tr>
<td>• Public entry doors will be disinfected a minimum of every two hours with Buckeye Disinfectant E23</td>
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</table>
| **Wellness Center** | Disinfectant E23  
- Water bottle filling stations will be available; water fountains will be unavailable  
- Cardio and strength areas open with significant restrictions on capacity and activities  
- Open for individual workouts only  
- Seating areas will be reduced to prevent gathering |
|---------------------|------------------------------------------------------|
| **Group Exercise**  | Group exercise by reservation only will occur both outdoors and in-branch with limited capacity and clear social distancing guidelines  
- Any equipment used will be pre-placed in member spots, and cleaned and disinfected prior to use, and following use, by staff |
| **Pool**            | Limited capacity  
- Lap swim, Open swim  
- Physical therapy may resume |
| **Locker Rooms**    | For bathroom use only |

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:

- No Guests or Nationwide Membership  
- No Open Gym  
- Adult & Youth (Contact) Sports Suspended  
- Swim Lessons Suspended  
- Towel Service Suspended  
- Sauna, Whirlpool & Steam Rooms Closed  
- KidZone closed  
- Playgrounds/Play Areas Closed to Members
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 Old Colony YMCA’s protocols focus on three key mitigation strategies based on guidance and mandates from health officials and government leaders:

- Understanding COVID-19 and its transmission [https://youtu.be/mOV1aBVYKGA](https://youtu.be/mOV1aBVYKGA)
- Meeting social distancing requirements [https://youtu.be/wKX1PQTz5_M](https://youtu.be/wKX1PQTz5_M)
- Using proper handwashing technique [https://youtu.be/eZw4Ga3jq3E](https://youtu.be/eZw4Ga3jq3E)

STAFF REQUIREMENTS

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

- **Personal Protective Equipment**
  Every employee, except lifeguards in the chair and Group Exercise instructors teaching class, must wear face masks upon entry in the building and during their entire shift. Staff will also be required to wear gloves when cleaning or serving food and/or beverages.

- **Health Assessments**
  If you have a fever or do not feel well, please stay home. All staff will be required to complete a health assessment, which includes a 5 question Health Assessment, 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 and will be counted in facility capacity requirements.

- **Sanitizers/Spray Bottles/Handwashing**
  Hand sanitizing stations and disinfectant spray bottles/paper towels 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 Old Colony YMCA job duties. All staff will be required to clean and disinfect surfaces often. There are no exceptions.

- **Training**
  All staff will be required to complete For A Safer Us training. Ask your supervisor for more information.

**Compliance**

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

During Stage 1, only active members, registered program participants and approved visitors/guests will be allowed access to Old Colony YMCA facilities and programs. Members who’ve placed their account on hold will need to give the Y permission to release that hold before they are allowed access.

Ages that are able to use the areas we have opened in this stage, remain consistent with our Y policies:

- Ages 8 and 9 may exercise alongside a caregiver
- Ages 10 and 11 may exercise provided a caregiver is also in the building (must be able to abide by member safety pledge and all social distancing policies)
- Ages 12 and up have full facility access

POLICIES AND PROCEDURES

- **Check-in Procedures**
  We have established new procedures for checking into our facilities and program sites (see pg 10 for more info). There are clear instructions and FAQs on our webpage and at the end of this document to guide you through this process.

- **Health Assessments**
  People who have a fever or do not feel well should stay home. Before access is allowed in our branches and/or programs, all staff, members, participants and guests will be required to complete a 5-Question health assessment (see pg 10 for more info). According to the Centers for Disease Control (CDC), older adults and people of any age who have serious underlying medical conditions might be at higher risk for severe illness from COVID-19 and it is recommended they stay home and away from other people as much as possible. On Demand online workouts and other virtual services are available to members.

- **Member Safety Pledge**
  The Member Safety Pledge will be posted at each branch and can be found in this document. In order to use our facilities, members will need to abide by the safety pledge for their own safety and the safety of others.

- **Social Distancing**
  Members and participants will be asked to follow social distancing guidelines set by the Centers for Disease Control and Prevention (CDC). To comply with these requirements, we may need to limit the number of people and usage duration within our facilities and programs. This includes, but is not limited to, areas and equipment on the fitness floors, group exercise classes, swimming pools, gymnasiums, KidZone (when opened), Child Care and Camp. Reservations will initially be required to ensure your spot. Walk-ins are welcome when capacities allow.

- **Sanitizers/Spray Bottles/Handwashing**
  Hand sanitizing stations and disinfectant spray bottles/paper towels 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**
  General mask requirements:
  Masks or face coverings are required for all staff and members, except where unsafe due to medical condition or disability. Masks or face coverings must be worn at all times within the facility except during active physical activity. Please see details below.
When using cardio equipment:
In an effort to make your experience as comfortable as possible, we have arranged our fitness centers to ensure 14 feet of physical distance between all cardio equipment. Members do not need to use a mask or face covering while using cardio equipment, but must wear a mask at all other times while inside the facility.

When using strength equipment:
Members must wear a mask or face covering when using strength equipment, as we cannot guarantee 14 feet of social distancing between equipment. Please continue to maintain 6 feet of physical distancing even when wearing a mask or face covering.

In group exercise classes:
14 feet of physical distancing must be maintained between attendees at all times. Members do not need to use a mask or face covering while participating in a group exercise class, but must wear a mask at all other times while inside the facility.

When in the pool:
Members do not need to use a mask or face covering while in the pool, but must wear a mask at all other times while inside the facility.

Cleaning / Disinfecting
Members will be asked to wipe down any equipment they touch before and after use with the disinfectant spray bottles provided. Additionally, members may experience wait times to allow time for extra sanitization of equipment on the fitness floors and in group exercise spaces.

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 Safety Pledge may result in membership and participation suspension and ultimately termination.

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

Aquatics
Pools may function at 40% of bather load. However, social distancing must be maintained. Members should NOT wear masks while swimming.

Available pool usage:
- Lap swimming will be allowed by reservation with one swimmer per lane at a time.
- Aqua Fitness with social distancing will be offered with a limited schedule. Reservations are required.
- Limited Open Swim is available in socially distanced spots per household

Camp
At this time, we are holding Summer Day Camp with limited capacity at Camp Christina in Stoughton, Camp Clark in Plymouth, Camp Satucket in East Bridgewater, and Camp Yomechas in Middleboro.
• Capacity is limited due to social distancing requirements.
• Daily health assessments will be required.
• Registration is available now.
• Bussing is not available. Drop Off/Pick-Up Only
• No AM/PM care, hours of operation 9am-4pm
• Available Programs: Swimming, Archery, Arts and Crafts, Sports (no contact)
• Swim lessons, ropes, and equine (Yomechas) will not be available

Child Care
Child care services will be offered with limited capacity on July 6th. Re-enrollment is required. Hours of Operation will be 7am-5pm.

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

Gymnastics
• Stage 1 re-opening will allow for gymnastics team, 1 on 1 lessons and a half day/full day summer gymnastics program to ensure proper procedures and protocols
• Drop-off/Pick-up only. No spectators will be allowed in the gymnastics center or viewing area at this time.
• Gymnasts and parents may enter through building main entrance, get dropped off at gymnastics center and leave through the designated building exit. A coach will monitor pick up for all participants.
• Participants will be required to sanitize/wash hands upon entering gymnastics center.
• Parents must wear masks and adhere to traffic flow by following the arrows marked on the floor.
• Capacities will ensure 250 ft² per participant
• Staff will disinfect gymnastics center by following cleaning protocols and checklists before each group enters the center.

KidZone
KidZone will be initially closed, and will open by reservation only for ages 5-11 beginning in Stage 2 of our opening plan. Staff will check-in children via MotionVibe/the Old Colony Y App. According to the Centers for Disease Control (CDC), people of any age, including children, who have serious underlying medical conditions might be at higher risk for severe illness from COVID-19 and it is recommended they stay home and away from other people as much as possible.
STANDARD OPERATING PROCEDURES

AQUATICS

Reservations are required. Masks should be worn by staff in all areas except on lifeguard stand to ensure lifeguards are prepared for emergency response/water entry. Ensure social distancing between participants at all times. Members/participants should use deck showers only (where available) to shower before entering pool. Members/participants are required to bring their own towels and other necessities, may bring own equipment to aid in swimming/conditioning and should never wear a mask/face covering once in our pools.

- Lap Swim: one lap swimmer per lane entering at alternating sides.
- Per Household Open Swim: by reservation. Area marked though use of safety lines
- Aqua Fitness Classes: create clear participant areas using safety/lane lines

FACILITY ACCESS

Branch Entry

- As you scan in, our scanner/greeter will ensure acceptable answers to the following health survey:
- Member or participant who answers yes to any question on this assessment will be asked to return when they have been symptom free for at least 48 hours. They will be encouraged to get tested for COVID-19 and will be asked to notify us if they test positive.
- Greeters will direct members who pass health assessment to proceed to the designated scanning station to scan their phone or scan tag.
- Greeters will direct participants to their designated program area.

Welcome Center

- Members will scan in using their key tag or mobile phone at the designated scanning station.
- Staff will follow regular procedure for member check-in including checking membership status and alerts.
- Members with issues or questions with their accounts will be directed to a separate station at the Welcome Center or to call a phone number using their personal phone.

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.
- Water bottle filling stations will be available. Water fountains will be closed.

HELP STOP THE SPREAD

HEALTH SCREENING QUESTIONS

1. Have you been in close contact with a confirmed case of COVID-19?
2. Are you experiencing a cough, shortness of breath or sore throat?
3. Have you had a fever in the last 48 hours?
4. Have you had new loss of taste or smell?
5. Have you had vomiting or diarrhea in the last 24 hours?
HEALTHY LIVING

Cardio & Strength Equipment
Cardio and strength equipment will be properly spaced or designated out-of-use to achieve required social distancing. Old Colony Y staff will monitor for social distancing. Fans are not permitted.

- Members will only use cardiovascular equipment designated as “clean” by a green card on each machine. Once the member is done using the machine and they have wiped it down again, they will be asked to flip the card to the red side, which will signal a staff member to clean the machine one more time. Only staff can flip the card to the green side.
- Strength training equipment is to be wiped down after use by each member. We will have a staff member rotating through the building to regularly clean high touch areas.
- Members should wipe down equipment before and after use with provided disinfectant. Hands-free trash cans will be available for wipes disposal.
- Hand sanitizer stations will also be available for use.
- Personal Training and Small Group Training will be allowed but must meet social distancing requirements at all times. Trainers will be required to wash hands between clients and to sanitize hands throughout each session. It is preferred that Small Group Training is held outdoors.
- Members must bring their own water bottle.

Group Exercise / Y Cycle Studios
Group exercise classes will have limited capacity to achieve required social distancing. Reservations will be required. Fans will not be used. Group exercise instructors will not be required to wear a face mask when teaching a class and will be placed in a designated area in the front of the class to ensure social distancing. Instructors will not be permitted to walk throughout the class to advise form and give encouragement and will need to do so from their designated position.

- To achieve social distancing requirements, members should select a “spacing spot” on the floor and remain in that space during class.
- If equipment is used, it will be placed in each designated spot in advance. Y staff will clean and disinfect all equipment at each station prior to participant’s arrival. Members should wipe down equipment before use, and upon completion of class, with provided disinfectant. Hands-free trash cans will be available for cleaning towel disposal.
- Following each class, Y staff will then clean and disinfect equipment.
- Hand sanitizer stations will be available for use.
- Members are required to bring their own yoga/exercise mat.
- Members are required to bring their own water bottle. Use water bottle refill station only.

Locker Rooms
- Locker rooms will be designated for bathroom usage only. Please keep personal belongings to a minimum- lockers will not be available.
- Some locker rooms will initially not be open at all.

YOUTH DEVELOPMENT

Staff Requirements
- All staff must complete a level 2 background screening.
- All staff must complete required all staff trainings annually
- All staff will follow all safety protocols and association guidelines including and not limited to proper restroom policy. If assistance is needed on finding information please contact your branch Executive Director.
Health Assessments

- A health assessment will be done every day at check-in. As with all members, no sick individuals will be permitted.

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

- The child/teen will be isolated immediately, away from other participants and staff.
- Parent will be called to pick up child immediately.
- Staff will notify supervisor and Branch Executive Director immediately (and will follow guidelines set by the CDC and BOH/DPH)
- Staff will follow cleaning guidelines immediately to disinfect the isolation area.

Social Distancing

- Programs will maintain social distancing guidelines
- To the degree possible, participants will remain in the same group.
- Eliminate large group activities.
- Plan activities that do not require close physical contact between multiple participants.
- Eliminate item sharing when possible and, if items are being shared, remind participants not to touch their faces and wash their hands after using these items
- Minimize time standing in lines.
- Use decals, hula hoops, cones, poly dots or approved floor tape to mark proper socially distanced spaces.
- If sitting at tables, participants should be at opposite ends (head of table) with no more than two per table.
- Incorporate additional outside time and open windows frequently. If multiple groups are outside at the same time, they should have a minimum of 20 feet of open space between outdoor play areas or visit these areas in shifts so that they are not congregating.
- Staff should maintain rosters throughout the day and keep track of the exact times that participants are involved in activities and enter/exit program.

Handwashing and Hand Sanitizer

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

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

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

KIDZONE

- Will be initially closed

SUMMER DAY CAMP

- Youth Development staff will complete daily health assessment of each camper.
- 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.
- Check In will be done electronically
• All staff wash hands as often as possible.

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

Drop Off/Pick Up Procedure
Follow Branch Entry procedures on page 9 including health assessment, then participant must use hand sanitizer or wash his/her hands.

• Sign in/out will be electronic.
• The person receiving the child must be listed on their emergency contact list.
• Photo ID’s will be required each time a child is picked up.

Meals
• All surfaces will be disinfected at the beginning of each shift and before lunch, using approved products.
• All staff and participants will wash hands before and after lunch.
• Ideally a separate 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.

CLEANING PROTOCOLS
All references to “disinfection” in this document refer to use of Buckeye Disinfectant E23 administered either via spray bottle or hydrostatic sprayer/fogger- this solution can be recognized by it’s green color. All references to “cleaning” in this document refer to use of Buckeye pH Neutral Cleaner E31 administered by spray bottle- this solution can be recognized by it’s purple color. Branches will have QR Code scanning available as a means to collect member feedback from all areas of each building. Branches will be disinfected at the end of each day via hydrostatic spraying and will be cleaned by a professional cleaning company.

AQUATICS (Indoor / Outdoor Pools)
Before Shift / During Shift / After Shift:
• Sanitize surfaces such as seating, hand rails, door handles, gates, lifts, etc.
• Sanitize rescue tubes, lifeguard chairs after each rotation
• Sanitize lifejackets
• Sanitize frequently, after each lap lane reservation, any high touch area of the Aquatics Center
• Staff will wear gloves when sanitizing any Aquatics Center areas/items
• Staff will use the following to clean: Buckeye Disinfectant E23

KIDZONE: to be opened in Stage 2
Before Shift:
• Sanitize surfaces such as welcome desk, tablets, pens, gate, computer, door handles, dispensers, etc.
• Remove all cloth/soft material toys
• Refill hand sanitizer dispenser
• Ensure individual play stations and chairs are 6 feet apart

**During Shift:**
• Sanitize items such as utensils, doors, gates, desk, phone, tablets, chairs, changing area, bouncers, swings, walkers
• Remove one set of toys, spray and leave to dry in unoccupied area. Rotate throughout the shift
• Wipe wall areas where children frequently touch and cubbies when child leaves (if applicable)
• Branches with playgrounds - spray a towel and wipe down ALL areas you can reach SAFELY.

**End of Shift:**
• Wipe down tables, chairs, doors, handles, changing areas, dispensers in the bathroom
• Refill soap / sanitizing stations, paper towel dispensers
• Remove all used towels and take to laundry room (branches with laundry access only)
• Mop and sanitize floors (after morning shift and evening shift)
• Staff will wear gloves when sanitizing any KidZone areas/items
• Staff will use the following to clean KidZone: Lysol Spray/Wipes, Buckeye Disinfectant E23

**GROUP EXERCISE STUDIO(S)**

**Before Class / After Class:**
• Sanitize surfaces such as door handles, stereo buttons, mic, tablets, pens, sanitizer stations, paper towel dispensers, etc.
• Arrange schedules to allow time in-between each class for sanitizing/staging the studio(s) (15-30 min.)
• Equipment
  • Remove all equipment that does not air dry within 10 minutes of using sanitizing solution (TRX straps, ankle weights, etc)
• Participants should bring their own exercise mats
• Use during class:
  • Before Class: Pre-place any needed equipment such as: BODYPUMP weights, ViPRs, etc in socially distanced spots (marked with decals on floor), Sanitize equipment.
  • Participants: following use of equipment, please wipe down all used equipment with provided spray bottles
  • Staff: Wipe down/Disinfect all equipment again and place in the “cleaned” deginated storage area
  • Staff will wear gloves and use the following to clean Group Exercise Studios and Equipment: Buckeye Disinfectant E23

**GYMNASIUM**
• Sanitize surfaces such as gym doors, wall panels, handles, bleachers at least 3x/day
• Stage 1: No use of gymnasium for sports activities permitted
• Stage 2: Open for conditioning/skills practice only. (individual or same household)
  • Members are encouraged to bring own equipment

**GYMNASTICS CENTERS**

**Before Class /During Class/After Class:**
• Sanitize surfaces such as cubbys, door handles, poly spots/props, equipment, mats, etc. between each group of participants
• Sanitize equipment and stations after each rotation
- Staff will wash or sanitize hands after each rotation
- Gymnastics center will be sanitized each night (mats, poly spots, tumbling aids, equipment, etc.)
- Staff will wear gloves when sanitizing gymnastics center

**WELCOME CENTER / ADMINAREAS / OFFICES**

**Before Shift / During Shift / After Shift:**
- Sanitize surfaces such as - desks, counters, computers, keyboards, mouse, phones, tables, cabinets, chairs, scanners, etc.
- Sanitize frequently during shifts any high touch area of the Welcome Center Desk / Admin Areas / Offices
- Staff are to remain in their zones at the Welcome Center Desk during entire shift to prevent any cross-contamination
- Staff will wear gloves when sanitizing any Welcome Center / Admin / Office areas/items
- Staff will use the following to clean Welcome Center: Flex Wipes, Lysol Spray, OxyCide

**FITNESS CENTERS**

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

**MEMBERS & PARTICIPANTS FAQs**

**How did you make decisions about your safety protocols?** For A Safer Us: A Reopening Roadmap was developed with guidance from the Centers for Disease Control (CDC), Local Board of Health, Department of Public Health, and Guidance from YMCA of the USA. The plan outlines our COVID-19 mitigation strategies, representing hundreds of hours of research and many thoughtful, informed discussions about how best to resume operations and safely serve members and program participants. All branches and programs are required to follow the protocols outlined in this document.

**References**
- Coronavirus Disease – Centers for Disease Control and Prevention (CDC)
- Reopening Massachusetts – The Baker-Polito Administration’s comprehensive plan to safely reopen the Massachusetts economy, get people back to work, and ease social restrictions while minimizing the health impacts of COVID-19.

**MEMBERSHIP/BILLING**

**Are there new branch hours?**
Yes, there are new, temporary hours of operation. We will evaluate and modify our hours of operation regularly and plan to eventually resume the expanded hours of operation you remember. These temporary hours of operation are posted and vary by branch.

**Why have I been getting charged for the months you have been closed?**
We have been communicating with our members through a couple of different avenues including email, a mailer, our website and social media. Can we check the information we have for you in our system to make sure you get all communication moving forward?

Options included:
- Keep my membership active & donate the dues so the Y can continue to focus on helping our community and serving others
- Keep your membership active and it can be used as a tax deductible donation
- Place membership on hold at no cost
- Cancel

Let me help update your account now!

**I cannot afford to continue paying my membership fees due to financial hardship. I am going to cancel.**
Your membership is extremely important to us. We would love to offer you the support you need to continue your membership at the Y. Have you heard about our Flex Plan? We can reduce your membership fees by 50% for the next 3 months to help you and your family stay engaged. At the end of flexible pricing period, your membership dues will be reinstated, however if you need further assistance we can help you with our “Membership for All” program.

**Why should I continue paying for my membership when the branch hours are reduced and I have to schedule a time to come in?**
Our members and staff safety is our main focus as we work to reopen our facilities safely. These reduced hours will allow our staff extra time to clean, sanitize and create a safe environment for you as we ease into this phase of reopening. We will continue to review and make adjustments as needed. This is a temporary solution that has been put in place to keep you safe!

**I had paid for programming that was in session when you closed your doors. What are you going to do about the money I paid?**
For those who were enrolled in programming that was not able to run to completion, we have credited your accounts for the value of the classes you did not receive. We are anxiously awaiting clearance to resume programming so that you may use this credit toward future programming at our Y!

**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. We recommend that you request to reactivate your membership status here prior to making a reservation.

**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 Old Colony YMCA. We will of course honor and respect all requests to hold memberships. Please call your
local branch to talk with one of our Member Engagement Team Members about all of the benefits of membership!

**FACILITIES/ACCESS**

**With reduced hours, how will the Y make sure the Y does not become crowded?**
The Old Colony Y will abide by capacity requirements set by the local DPH and Governor Charlie Baker per his latest orders. We will be limiting the number of people in our buildings and in our individual classes. Cardio and strength equipment on the wellness floor is properly spaced or will be designated “out-of-use” to ensure social distancing guidelines are met. Group exercise classes have designated spacing spots to keep members fourteen feet apart while indoors.

**How often does the Y disinfect its equipment and facilities?**
Employees disinfect equipment and frequently touched surfaces in all zones at least three times daily. After hours, a member of our staff team will use the hydrostatic sprayer on the entire facility. In addition, a professional cleaning service performs a thorough cleaning of the facility every night. We also encourage members to wipe down exercise equipment before and after use with the green disinfectant spray provided. There will be red and green cards on all cardiovascular equipment, if you see a green card it means that the piece of equipment has been properly sanitized and ready to use! If you see a red card on a piece of equipment that you would like to use, let one of our staff know and we will immediately sanitize and prepare it for use!

**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 the same screening we use for our members, 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, cleaning, or serving food and/or beverages.
- All staff will be required to practice proper social distancing while at work.
- Hand sanitizing stations and disinfectant spray 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.

**What kind of cleaners does the Y use?**
The Y will only use products on Disinfectants for use against SARS-CoV-2 that meet the CDC criteria for use against the virus that causes COVID-19. Our most used disinfectant will be Buckeye disinfectant E23.

**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.

**Member Expectations**
Member has a temperature:
If you are not feeling well, we ask that you please stay home to recover for your safety and the safety of others. 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.

**Member refuses to wear mask:**
For your protection and the protection of others, we are requiring that members wear facial coverings (as recommended by the CDC and the State of Massachusetts) at all times in our facilities. The Y is proud to serve all populations, including those most vulnerable to Covid-19. We want to reassure our members that the Y is a safe environment for all!

**What do I need to do before I come to the Y? Will I need to make a reservation?**
Yes, due to social distancing requirements, facility capacity and class size will be limited. Reservations will be required for the following using the MotionVibe App (See MotionVibe FAQs below):
- Use of fitness centers
- Group Exercise
- Lap Swim
- Personal & Small Group Training

**Do I have to be a member or program participant to be in the branch?**
During our first phase of opening, only active members, registered program participants and approved visitors/guests will be allowed access to Old Colony YMCA their membership is registered with. We are suspending the Y’s Nationwide Membership at this time for your safety, but will be constantly reviewing this policy as restrictions are lifted.

**How do I provide feedback about service?**
Your feedback is very important to us. You can speak to any of our Member Engagement Team members or our leadership team at any time! We have a feedback section located on our Mobile App along with QR Codes that you can scan throughout our facility to give your feedback via a survey. An Old Colony Y staff will be in touch within 24 hours to follow up with you.

**What will I have to do to check-in at the Y?**
We are so glad to see you back at the Y! Before gaining access to our branches and/or programs, all staff, members and participants will be required to complete a health assessment, which includes a temperature check and answer these questions:
1. Fever (100.4 F or greater)?
2. Have you been in close contact with a confirmed case or diagnosed with COVID-19?
3. Are you experiencing a cough, shortness of breath or sore throat?
4. Have you had new loss of taste or smell?
5. Have you had vomiting or diarrhea in the last 24 hours?

**What happens if I (or one of your staff) do not pass the health assessment?**
If you are not feeling well, we ask that you please stay home to recover. 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.
What happens after I pass the health assessment?
One of our Member Engagement team members will check your reservation on our Motion Vibe App and will direct you to scan your mobile app check-in or key tag. Once checked-in, you can proceed to the designated open areas using the signs and direction signals. Participants can proceed to their program area.

Why do you have to ask me these questions?
Your safety, and the safety of everyone in our buildings and programs, is our number one priority. Temperature checks and health surveys are among the CDC’s recommended mitigation strategies.

How long will it take to check-in?
We expect the check-in process could take 1-2 minutes. For your safety and the safety of others, we ask that you remain in our vehicle until your scheduled time.

Do I need to bring my own workout equipment like a mat for yoga?
We encourage you to bring your own but will provide sanitized equipment for your use.

What safety protocols will I be required to follow while at the Y?
- Members and participants will be asked to follow social distancing guidelines set by the Centers for Disease Control and Prevention (CDC).
- According to the CDC, staff, members and participants are required to wear face masks or a covering for your nose and mouth when you cannot maintain 14 ft. of social distancing indoors.
- Hand sanitizing stations and disinfectant for equipment will be provided. 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 provided throughout our facilities.

Are there any options for members who do not yet feel safe to return to the Y?
We encourage you to remain a member and take advantage of our On Demand and Virtual Offerings so you can work on your wellness goals in the comfort of your own home! Visit our website at www.oldcolonyymca.org to learn more! If you need help navigating all of the great resources, there are videos and staff supports to help walk you through how to access all of the great content we have available!

Will locker rooms be available?
At the onset of opening, there will be no locker room usage (including cell phone lockers). Much more information will be available shortly.

Will the steam room and/or sauna be open?
Whirlpools, Steam Rooms and Saunas will not be in use at this time due to requirements for social distancing, cleaning and disinfecting.

How can I get updates about the reopening of branches and programs?
There are several ways to stay updated with the Old Colony Y, including the following:
- www.oldcolonyymca.org
- Social Media
- Mobile App
- Emails
- Give us a call
MOTIONVIBE
Due to limited capacity, YMCA members will need to reserve a space in group exercise classes, pools, and fitness centers (KidZone will be added once it re-opens) to guarantee a spot. Reservations open 72 hours before class time and can be made online. Please check-in at the welcome desk 10 minutes before class time: spaces will be given to walk-ins at class start time.

FAQS
How do I create an account?
There are two options to create an account:
• Go to oldcolonyy.motionvibe.com
• Go to the Old Colony Y app on your smart phone and click the tile: “Schedules and Reservations”
For each option, click “Sign up now.” You will need to enter your First Name, Last Name, Member Barcode, Birthday, Email Address and Home Branch.
**Please use the birthdate and email address that coincide with your Member account

What is my barcode number?
Your barcode number can be found in the following locations:
• On the back of your Y scan tag
• Within the OCY app. If you pull up your barcode to scan in through our app, the number can be found below the barcode.

When can I book my reservation?
Reservations open 72 hours before the starting time of your booking. Once registration opens, there will be a green REGISTER NOW button. Click the button, and you are registered. If the class or time slot is already full, a popup will inform you and give you the option to join the waitlist. You will be informed what position you are in on that list. If someone doesn’t check-in for class or their time slot 10 minutes before, the spot will be released and the first person on the waitlist will be notified.

How do I login and register for classes/bookings if I have no computer?
If you don’t have access to a computer you will be able to register on any smart phone, or at the Y through the Welcome desk staff.

How do I check in for my booking?
• You will be able to check in from your smart phone and will be able to quickly show confirmation of class check-in to the welcome desk
• You may also check in at the welcome desk

How far in advance of my booking can I check?
You can check-in up to 30 minutes before your class or facility booking begins. If you have not checked in 10 minutes before, you will forfeit your booking and your spot will be given to someone on the waiting list. If there is no waiting list and there is still space, you will be able to attend.

Swimmers are asked to wait in the locker room until 5 minutes before your reserved time. Learn more about the updated aquatic center guidelines here.

Can I cancel my booking and how do I do that?
You can go back and unregister for any class or facility booking. Unregistering if you are not able
to attend allows another Y member to attend when a booking is full.

**What if I’m early?**
Please arrive 30 mins before your class and check in. Once you are checked in please stay outside the building until 10 mins before the class begins. At that time you may enter the building and follow directions to the room.

**What if I’m late?**
Unfortunately, if you do not check in within 10 minutes of your booking start time, you will be marked as absent and your spot will be given to a member on the waiting list if the booking is full.

**Do I need to register for a class and check in to a class/booking?**
Yes, you will need to register and check in once you get to the Y. This new process is similar to purchasing an airline ticket and then having to check-in for your flight.
## COVID-19 Control Plan

All businesses in the state of MA must develop a written control plan outlining how its workplace will comply with the mandatory safety standards for operation in the COVID-19 reopening period. This template may be filled out to meet that requirement. Control plans do not need to be submitted for approval but must be kept on premise and made available in the case of an inspection or outbreak.

All individually listed businesses must complete a control plan, even if the business is part of a larger corporation or entity.

### Business Information

Please provide the following information:

- **Business name:** Old Colony YMCA
- **Address:** 320 Main St. Brockton, MA 02301
- **Contact information (Owner/Manager):** Vincent Marturano, CEO
- **Contact information (HR representative), if applicable:** Michael James, Senior VP HR
- **Number of workers on-site:** Varies by site

### Social Distancing

- [x] Ensured that all persons, including employees, customers, and vendors remain at least six feet apart to the greatest extent possible, both inside and outside workplaces
- [x] Established protocols to ensure that employees can practice adequate social distancing
- [x] Posted signage for safe social distancing
- [x] Required face coverings or masks for all employees
- [x] Implemented additional procedures. Please describe them here: Refer to “For a Safer Us - A Reopening Roadmap”

### Hygiene Protocols

- [x] Provided hand washing capabilities throughout the workplace
- [x] Ensured frequent hand washing by employees and provided adequate supplies to do so
- [x] Provided regular sanitization of high touch areas, such as workstations, equipment, screens, doorknobs, restrooms throughout work site
- [x] Implemented additional procedures. Please describe them here: Refer to “For a Safer Us - A Reopening Roadmap”
All businesses in the state of MA must develop a written control plan outlining how its workplace will comply with the mandatory safety standards for operation in the COVID-19 reopening period. This template may be filled out to meet that requirement. Control plans do not need to be submitted for approval but must be kept on premise and made available in the case of an inspection or outbreak.

All individually listed businesses must complete a control plan, even if the business is part of a larger corporation or entity.

**STAFFING & OPERATIONS** check the boxes to certify that you have:

- [x] Provided training for employees regarding the social distancing and hygiene protocols
- [x] Ensured employees who are displaying COVID-19-like symptoms do not report to work
- [x] Established a plan for employees getting ill from COVID-19 at work, and a return-to-work plan
- [x] Implemented additional procedures. Please describe them here:  

Refer to "For a Safer Us - A Reopening Roadmap"

**CLEANING & DISINFECTING** check the boxes to certify that you have:

- [x] Established and maintained cleaning protocols specific to the business
- [x] Ensured that when an active employee is diagnosed with COVID-19, cleaning and disinfecting is performed
- [x] Prepared to disinfect all common surfaces at intervals appropriate to said workplace
- [x] Implemented additional procedures. Please describe them here:  

Refer to "For a Safer Us - A Reopening Roadmap"
WELCOME / BIENVENIDOS / BEM-VINDA

If you feel sick, stay home
Quédese en casa si está enfermo
Se você estiver doente, fique em casa

Wear your mask
Use su máscara
Use sua máscara

Remain at least six feet apart
Mantenga seis pies de distancia
Permaneça pelo menos seis pés afastados

Clean your equipment
Limpie el equipamiento
Limpe seu equipamento

Clean your hands
Lávese las manos
Limpe suas mãos

If you need help, just ask!
Si necesita ayuda, ¡pída ayuda!
Se precisar de ajuda, é só pedir
Member Safety Pledge

Old Colony YMCA MEMBER CODE OF CONDUCT: COVID-19

Old Colony YMCA will abide by all CDC recommendations for safety, as well as guidelines put forth by the Massachusetts Department of Public Health and our local Board of Health.

Taking this safety pledge and following this code of conduct will help us keep you, and your fellow members, safe.

Code of Conduct

1. Members will not visit the YMCA if they have a fever or symptoms of any illness.

2. Members will only visit an Old Colony YMCA branch until further restrictions are lifted.

3. Members will visit the Y only at the time they reserved in advance.

4. Members will spend no more than 90 minutes at the YMCA until further restrictions are lifted.

5. Members will wear a facemask at all times inside the YMCA.

6. Members will follow new YMCA cleaning protocols to ensure cleanliness.

7. Members will acknowledge the need for personal space and maintain social distancing at all times.
Checking into the Facility

All members and visitors must progress through each “check-in” station before fully entering the building and beginning their workout:

✓ Hand Sanitizing
✓ Reception and Entry

Limited outside equipment is permitted for personal use (yoga mats, pool equipment such as kickboards, etc)

Keep personal belongings to a minimum- lockers will not be available initially

Outside food or drink is not permitted, with the exception of previously filled water bottles.

Using the Facility

✓ Everyone entering the Y must wear a facemask
✓ All members must clean equipment before and after each use
✓ All members must wash or sanitize hands per posted CDC guidelines
✓ Showers are not permitted at this time with the exception of any available “on-deck” showers in pool area
✓ “Spotting” in the weight room is not permitted
✓ Members will only use equipment that is marked “ready for use”
✓ Members will use one piece of equipment at a time and move to the next after cleaning
✓ Super-setting is not permitted
✓ Circuit training is not permitted
✓ Members will not “work in” with other members while they are exiting strength equipment
✓ Person to person contact of any kind is not permitted
✓ All members and visitors must maintain six feet of distance at all times
✓ Members will abide by all wayfinding and signage

Exiting the Facility

✓ Members will leave via the appropriate exit to support social distancing
✓ Members must take home workout clothes and supplies in a closed bag