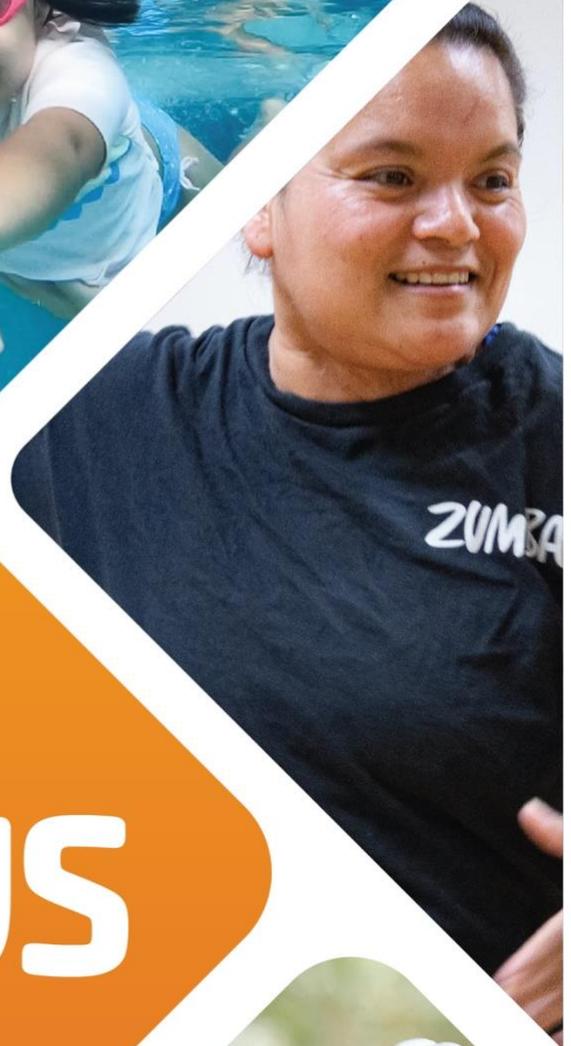




FOR A SAFER US

REOPENING ROADMAP

YMCA OF FLORIDA'S FIRST COAST



MESSAGE FROM OUR PRESIDENT AND BOARD CHAIR

At the First Coast YMCA, everything we do is guided by our commitment to strengthening community, no matter the challenges we face. In mid-March, the COVID-19 crisis forced us to make one of the toughest decisions in our Y's history, temporarily closing our branches and suspending most programs and services. It was the right thing to do for our community.

Despite uncertainty, our Y leaders stepped up and adapted to the emerging needs of our neighbors. Together, we've worked hard to keep our children, families and adults engaged, active and connected, while safely apart. It's time to take the next step.

As a community organization serving diverse populations, the First Coast YMCA has spent weeks carefully considering how we can reopen responsibly, offering an inclusive Y experience that prioritizes safety above all else.

With guidance from health officials, government leaders, Y-USA and subject matter experts from our Metropolitan Board of Directors, a team of First Coast YMCA leaders developed *For A Safer Us: A Reopening Roadmap*. This plan outlines our COVID-19 mitigation strategies, representing hours of research and many thoughtful, informed discussions about how best to resume operations and safely serve members and program participants.

Things will look very different at our Ys in the days and weeks to come. We will be met with challenges from those who find our new protocols inconvenient and unnecessary. You will play a critical role in helping everyone who walks through our doors understand that safety is our number one priority and is at the core of all decisions.

Our plan will evolve as this crisis evolves. What will not change is our promise to respond responsibly as we continue our commitment to strengthen community.

Thank you for your loyalty to the Y. We are stronger with you. Together is our only way forward.



Eric K. Mann
President and CEO



Shelly Boynton
Chair, Metropolitan Board of Directors

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REOPENING ROADMAP

First Coast YMCA facilities, programs and services will reopen/resume in three phases, following assumptions for operations as they relate to the global coronavirus pandemic and its local implications on public health. Meeting health and community needs will be balanced and focused on preventing the spread of COVID-19.

It is important to note the following:

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

PHASE ONE AT-A-GLANCE

Hours of Operation	<ul style="list-style-type: none"> • Monday-Friday: reduced hours, vary by branch • Saturday: 7:00 am – 1:00 pm • Sunday: closed • Senior Hours: 2:00pm – 4:00pm; Members are encouraged to allow this time for our vulnerable populations only, including active older adults. On Demand online workouts and other virtual services are available to members. • Reservations will be required for Group Exercise including Aqua Aerobics, Lap Swim, Personal & Small Group Training and KidZone. 	
The following programs and services will be available in Phase One but with restrictions:		
Phase One A	<ul style="list-style-type: none"> • Wellness Floor (Cardio & Strength) • Limited Group Exercise • Personal / Small Group Training • Lap Swim / Aqua Aerobics • Coffee 	<ul style="list-style-type: none"> • Williams Family YMCA Tennis • Johnson Family YMCA Teen Center • DayStar • Healthy Living Centers
Phase One B	<ul style="list-style-type: none"> • Expanded Group Exercise • KidZone Ages 5 – 11 	
Phase One C	<ul style="list-style-type: none"> • KidZone Ages 3 – 11 • Summer Day Camp (June) • Camp Immokalee (June) • Specialty Camps (June) 	
Phase One D	***The Y is reviewing a policy that may allow children as young as 6 weeks to attend KidZone. We will update this plan once a decision is made.	
The following programs and services will NOT BE available in Phase One, but are being considered in subsequent phases based on guidance from health officials, government leaders and input from subject matter experts as well as the Y’s confidence in enforcing compliance with all COVID-19 preventive actions:		
<ul style="list-style-type: none"> • No Guests or Nationwide Membership • No ActivTrax or FastForward Fitness Appts • No Open Gym • Dye Clay & St. Augustine YMCA Pools Closed • duPont YMCA Pool Closed • Adult & Youth Sports Suspended 	<ul style="list-style-type: none"> • Swim Team Suspended • Swim Lessons Suspended • Towel Service Suspended • Sauna & Steam Room Closed • Playgrounds Closed 	

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 First Coast YMCA's protocols focus on three key mitigation strategies based on guidance and mandates from health officials and government leaders:

- Meeting social distancing requirements
- Using proper Personal Protective Equipment (PPE)
- Implementing stringent cleaning and disinfecting protocols

STAFF REQUIREMENTS

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

- **Personal Protective Equipment**

Every employee, except lifeguards in the chair and Group Exercise instructors teaching class, must wear face masks upon entry in the building and during their entire shift. Upon their first day back to work, each employee will receive a YMCA-branded gaiter and two face masks. Staff will also be required to wear gloves when performing health assessments 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 survey and a temperature check, before every shift. Please see Employee FAQs for more information.

- **Social Distancing**

All staff will be required to practice proper social distancing while at work.

- **Sanitizers / Wipes / Handwashing**

Hand sanitizing stations and disinfectant wipes for equipment will be provided throughout the facility. We also encourage everyone to wash their hands frequently with soap and water, for at least 20 seconds.

- **Cleaning / Disinfecting**

Cleaning will now be a major component of all First Coast YMCA job duties. All staff will be required to clean and disinfect surfaces often. There are no exceptions.

- **Training**

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

Compliance

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

FACILITY ACCESS & USE

During Phase One, only active members, registered program participants and approved visitors/guests will be allowed access to First Coast 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.

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.

- **Health Assessments**

People who have a fever or do not feel well should stay home. Before access is allowed in our branches and/or programs, all staff, members, participants and guests will be required to complete a health assessment, which includes a quick survey and a temperature check (*see pg 9 for more info*). According to the Centers for Disease Control (CDC), older adults and people of any age who have serious underlying medical conditions might be at higher risk for severe illness from COVID-19 and it is recommended they stay home and away from other people as much as possible. On Demand online workouts and other [virtual services](#) are available to members.

- **Waivers**

Members will need to sign a new waiver and a new Member Code of Conduct. Program participants will also be required to sign a new waiver. These can be found on our website and on the Hub under Risk Management.

- **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 wellness floor, group exercise classes, swimming pool, gymnasium, KidZone and Camp. Reservations may be required.

- **Sanitizers / Wipes / Handwashing**

Hand sanitizing stations and disinfectant wipes for equipment will be provided throughout the facility. We also encourage everyone to wash their hands frequently with soap and water, for at least 20 seconds.

- **Personal Protective Equipment**

Members and participants are encouraged but not required to wear face masks.

- **Cleaning / Disinfecting**

Members will be asked to wipe down any equipment they touch before and after use with the disinfectant wipes provided throughout our facilities. Additionally, members may experience wait times to allow time for extra sanitization of equipment on the wellness floor and in group exercise rooms.

Members 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.

PROGRAMS & SERVICES

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

Aquatics

Recreational 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](#) and Specialty Camp at locations across the First Coast and overnight camp at [Camp Immokalee](#) beginning in June.

- Capacity is limited due to social distancing requirements.
- Daily health assessments, including temperature checks, will be required.
- Registration is available [online](#). Call 904.265.1775 with questions about Summer Day Camp or Specialty Camp and 352.473.4213 with questions about Camp Immokalee.

Specialty Camps are half-day camps for children ages 5-12 with a special focus on a featured activity, i.e. basketball skills training, robotics, cooking. Specialty Camps will be offered 2-4 days per week for a maximum of 3 hours per day.

Child Care

Emergency child care services will be offered through May 29 to our health care community, first responders, members and participants at [locations](#) across the First Coast.

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

Coffee Service

Coffee service is at the discretion of each branch. Branches that choose to continue this service must have a staff person or volunteer, using required PPE, serving coffee and condiments to members. At no time will members be allowed to make their own coffee.

Gymnasium

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

KidZone

KidZone will be open by reservation only beginning in Phase One B. Staff will check-in children via Alaris or other established method. 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.

- Phase One A – KidZone closed
- Phase One B – Children ages 5 – 11
- Phase One C – Children ages 3 – 11
- Phase One D – Children ages 3 – 11

*The Y is reviewing a previous policy that allowed children as young as 6 weeks to attend KidZone. We will update this plan once a decision is made.

Healthy Living Centers

Healthy Living Centers will reopen in Phase One. Participants will need to follow safety protocols set by Baptist Health, Brooks Rehabilitation and Florida Blue.

Locker Rooms

Please observe social distancing requirements inside locker rooms.

- **Lockers**

We are limiting the availability of public lockers in order to ensure adequate cleaning and disinfecting. Lockers marked with a green dot have been cleaned inside and out and are available for use. The outside door panel and lock on reserved lockers will be cleaned regularly throughout the day. Wipes will also be available in locker rooms for members to use for additional cleaning.

- **Showers & Towel Service**

Showers will be available Monday-Friday from 6:00am-9:00am at all branches and 12:00pm-1:00pm at most branches. Showers that are marked with a green "clean" sign across the opening are clean and available for use. Showers marked with a red "closed" sign are unavailable to allow for social distancing.

Towel service will be suspended at this time. Members are encouraged to bring their own towel and other necessities.

- **Steam Rooms and Saunas**

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

Massage Services

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

Playgrounds

Playgrounds will remain closed. According to the CDC, using playgrounds might lead to the spread of COVID-19 because:

- They are often crowded and could easily exceed recommended social distancing guidance.
- It can be challenging to keep surfaces clean and disinfected.
- The virus can spread when young children touch contaminated equipment and then touch their hands to their eyes, nose, or mouth.

Sports

At this time, adult and youth sports will not be offered due to social distancing requirements. This includes First Coast Games. We are planning to resume the games but a date has not yet been determined.

Swim Lessons

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

Swim Team

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

Tennis

Singles and Doubles play will be allowed. Tournaments will not be scheduled at this time.

Water Fountains

Members and participants are encouraged to bring their own water bottles. Paper cups will also be available near water fountains. We recommend only using paper cups and water bottles at water fountains.

STANDARD OPERATING PROCEDURES

AQUATICS

Reservations are required. 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.
- Aqua Aerobics: create a grid using lane lines and safety lines to denote workout spaces.
- Elite small group or personal training: one swimmer per lane
- Swim Instruction for stroke technique (swimmer only): one swimmer per lane. Reserve lane on wall for this program

FACILITY ACCESS

Branch Entry

- Greeter(s) will stand at entrance to welcome members and participants, take their temperature and ask them to answer the following health survey:

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

1. Fever (100.4 F or greater)?
2. Sore throat?
3. Shortness of breath?
4. Headache?
5. Cough?
6. Muscle aches?
7. New loss or taste of smell?
8. Chills and/or repeated shaking?
9. Have you been in contact with anyone diagnosed with COVID-19?

If yes, are you a medical professional or first responder?

o Member or participant who does not pass assessment will be asked to return when they have been symptom free for at least 48 hours. They will be encouraged to get tested for COVID-19 and will be asked to notify us if they test positive.

- Greeters will direct members who pass health assessment should proceed to the designated scanning station to scan their phone or key fob.
- Greeters will direct participants to their designated program area.

*Membership sales and program registration should begin online or over the phone.

Welcome Center

- Members will scan in using their key fob or mobile phone at the designated scanning station.
- Staff will follow regular SOP (add link here) 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.
- Coffee will be served by staff using proper Personal Protective Equipment.
- 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.

HEALTHY LIVING

Cardio & Strength Equipment

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

- Members should wipe down equipment before and after use with provided disinfectant wipes. Hands-free trash cans will be available for wipes disposal.
- Hand sanitizer stations will also be available for use.
- When using dumbbells, select from "clean" rack and return to "need to be cleaned" rack.
- 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.
- Activtrax and FastForward Fitness appointments are suspended at this time.
- Members are encouraged to bring their own water bottle.

Group Exercise / Cycle Rooms

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.

- To achieve social distancing requirements, members should select a "spacing spot" on the floor and remain in that space during class.
- If equipment is used, members should wipe down before use with provided disinfectant wipes, then return to "need to be cleaned" rack after use. Hands-free trash cans will be available for wipes disposal.
- Hand sanitizer stations are also available for use.
- Members are encouraged to bring their own yoga mat.
- Members are encouraged to bring their own water bottle. Water fountains are for bottle refill only. Use water bottle refill station only.

Locker Rooms

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

- Branches should select which lockers will be available for use and lock all others. Zip ties are acceptable on lockers that use padlocks.
- Once available lockers are cleaned, staff should place a green dot sticker over the numbers on the lock, which will be removed by members for use.
- The outside panel on reserved lockers will be cleaned at least three times daily. Wipes will also be available in locker rooms for members to use for additional cleaning.

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 Risk Management.

Health Assessments

- No sick children will be allowed.
- A health assessment and temperature check will be done every day at check-in.

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

- The child/teen will be isolated immediately, away from other participants and staff.
- Parent will be called to pick up child immediately.
- Staff will notify supervisor and Tammy Miller immediately.
- Staff will follow cleaning guidelines immediately to disinfect the isolation area.

Social Distancing

- Programs will maintain a 1:9 ratio with one staff and nine participants.
- To the degree possible, participants will remain in the same group. Only mix groups when ratios and program execution require it (i.e. gender-specific programming).
- Eliminate large group activities.
- Plan activities that do not require close physical contact between multiple participants.
- Eliminate item sharing when possible and, if items are being shared, remind participants not to touch their faces and wash their hands after using these items
- Minimize time standing in lines.
- Rooms should never have more than 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.
- Use hula hoops, poly dots or approved floor tape to mark proper social distancing spaces.
- If sitting at tables, participants should be at opposite ends (head of table) with no more than two per table.
- Incorporate additional outside time and open windows frequently. If multiple groups are outside at the same time, they should have a minimum of six feet of open space between outdoor play areas or visit these areas in shifts so that they are not congregating.
- Staff should maintain rosters throughout the day and keep track of the exact times that participants are involved in activities and enter/exit program.

Handwashing and Hand Sanitizer

- Hand sanitizer will be provided and frequent 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 / TEEN CENTER

Follow Branch Entry procedures on page 9, including health assessment, then participant must use hand sanitizer or wash his/her hands. Proceed to KidZone or Teen Center area.

- KidZone or Teen Center staff will check-in participant using Alaris or other branch-specified protocol. Caregiver should not touch Alaris screen.

SPECIALTY CAMP

Specialty Camps are half-day camps for children ages 5-12 with a special focus on a featured activity, i.e. basketball skills training, robotics, cooking. Specialty Camps will be offered 2-4 days per week for a maximum of 3 hours per day. There could be up to 2 sessions per day for a different group of participants. To achieve social distancing requirements, no contact sports will be allowed. Sports camps will only include skills and drills training.

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. Proceed to Specialty Camp area.

- Participant should not be left at camp without at least one emergency contact.
- Staff will provide a sign in and sign out sheet, which includes child's name, time in/time out, and parent signature in/out for parents when dropping off and picking up from any camp.
- The person receiving the child must be listed on their emergency contact list.
- Photo ID's will be required each time a child is picked up.
- Specialty Camps do not offer extended care. Parents requiring care for more than the expressed above should be referred to our association full-day camps.
- Partnering with Youth Development for morning or afternoon care is highly encouraged.

SUMMER DAY CAMP

- Youth Development staff will complete daily health assessment including survey and temperature check of every child.
- Once the child is cleared, staff will escort child to bathroom to wash hands or use sanitizer.
- Staff will offer the caregiver hand sanitizer and instruct the caregiver to sign the child in on the roster.
- Encourage caregiver to bring and use their own pen. If not, staff will sanitize the pen after each use.
- All staff wash hands as often as possible.

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

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, pull buoys, kick boards, etc.
- Sanitize frequently, after each lap lane reservation, any high touch area of the Aquatics Center
- Sanitize pool decks / floors during mid-day closures and nightly after hours
- Staff will wear gloves when sanitizing any Aquatics Center areas/items
- Staff will use the following to clean: Oxivir

Foggers after mid-day closure and after hours

KIDZONE

Before Shift:

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

During Shift:

- Sanitize items such as utensils, doors, gates, desk, phone, tablets, chairs, changing area, bouncers, swings, walkers
- Remove one set of toys, spray and leave to dry in unoccupied room. Rotate throughout the shift
- Wipe wall areas where children frequently touch and cubbies when child leaves
- Every 30 minutes empty "yuck bucket" and refill
- 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 covers/sheets/blankets from baby room and take to laundry room
- Empty yuck bucket and sanitize
- Mop and sanitize floors (after morning shift and evening shift)
- Staff will wear gloves when sanitizing any KidZone areas/items
- Staff will use the following to clean KidZone: Flex Wipes, Lysol Spray/Wipes, Oxivir

Foggers after AM / PM closure, staged for next KidZone session

GROUP EXERCISE STUDIO(S)

Before Class / After Class:

- Sanitize areas/equipment after each studio
- Arrange schedules to allow time in-between each class for sanitizing/staging the studio(s) (15-30 min.)

- Equipment such as: Head set for Instructors, bands, dumbbells, steps, chairs, etc. (all equipment in studios)
- Staff will wear gloves and use the following to clean Group Exercise Studios: Oxivir

Foggers after each class; equipment sanitized and staged for next class

GYMNASIUM

- Sanitize surfaces such as gym doors, wall panels, handles, bleachers at least 3x/day
- Sanitize equipment – balls, cones, raquets, paddles, etc. after each use
- Sanitize gym floor after hours

Foggers after hours

TEEN CENTER

Before Shift / During Shift / After Shift:

- Sanitize surfaces such as desk, counters, tables, chairs, cabinets, handles
- Sanitize frequently during shifts any high touch area of on / around Teen Center including electronics such as gaming consoles, TV's, computers, keyboard, mouse
- Staff will wear gloves when sanitizing any Teen Center areas/items
- Staff will use the following to clean: Flex Wipes, Lysol Spray/Wipes, Oxivir

Foggers after hours

WELCOME CENTER / ADMIN AREAS / OFFICES

Before Shift / During Shift / After Shift:

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

WELLNESS CENTER

Before Shift / During Shift / After Shift

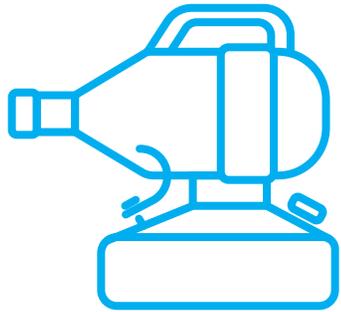
- Sanitize surfaces such as - desks, counters, computers, phones, tables, cabinets, chairs, etc.
- Sanitize frequently during shifts any high touch area of on / around Wellness Center Desk
- Strength / Cardio Machines – after each use and after each branch rush (Morning, Mid-day, Evening)
- Strength 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
- Create an area / bin for 'Ready for Use' and 'Need to be Cleaned' to control sanitizing of mats
- Staff will wear gloves when sanitizing any Wellness Center areas/items
- Staff will use the following to clean Wellness Center: Flex Wipes, Oxivir

Foggers after hours

SPECIAL CLEANING INSTRUCTIONS



METHODS TO KEEP EVERYONE SAFE



FOGGERS

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



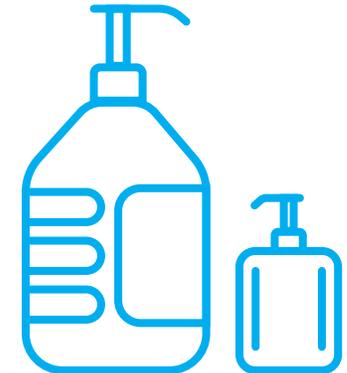
RUBBER GLOVES

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



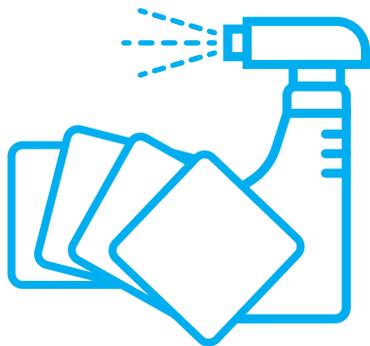
HAND WASHING

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 should be made available to all areas with paper towels or small towels.



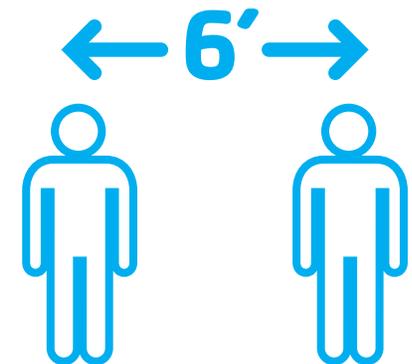
FACE MASKS

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



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

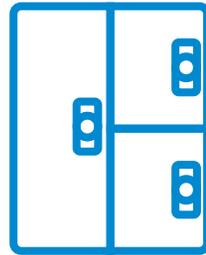


CLEANING AND SANITIZING



Locker rooms and shower floors

Sanitize hourly when open
Fog nightly after hours
Flex-Wipes, Oxivir



Locker room door handles, locker hardware and surfaces

Sanitize at least 3 x daily
Fog nightly after hours
Flex-Wipes, Oxivir



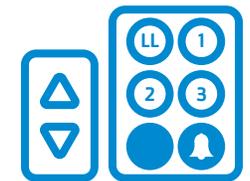
Restroom surfaces and floors

Sanitize after rush
Fog nightly after hours
Flex-Wipes, Oxivir



Elevator doors and flooring

Sanitize at least daily after hours
Fog nightly after hours
Flex-Wipes, Oxivir



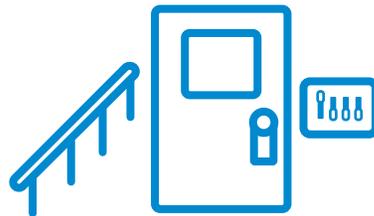
Elevator buttons

Sanitize at least 3 x daily
Fog nightly after hours
Flex-Wipes, Oxivir



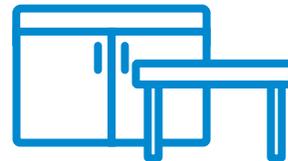
Lost and Found

Sanitize container after donating contents
Flex-Wipes, Oxivir



Doors, handrails and light switches

Sanitize at least 3 x daily & repeatedly by staff working in those areas
Fog nightly after hours
Flex-Wipes, Oxivir



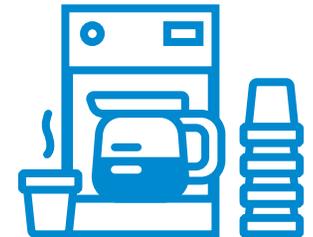
Countertops and tabletops

Sanitize at least 3 x daily & repeatedly by staff working in those areas
Fog nightly after hours
Flex-Wipes, Oxivir



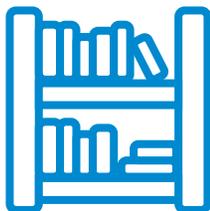
Chairs, benches and couches

Sanitize at least 3 x daily & arrange for distancing
Fog nightly after hours
Flex-Wipes, Oxivir



Coffee service area

If offered, coffee should be served by staff wearing proper PPE only
Flex-Wipes, Oxivir



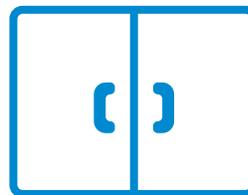
Bookshelves and magazine racks

Should be removed
Flex-Wipes, Oxivir



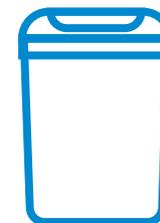
Drinking fountains

Bottle-fill or provided paper cups only
Fog nightly after hours
Flex-Wipes, Oxivir



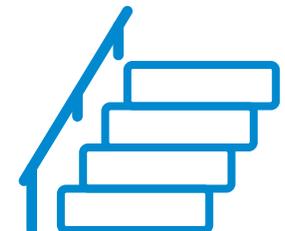
Entry

Secure open
Fog nightly after hours
Flex-Wipes, Oxivir



Trash can covers

Sanitize at least daily, end of day
Flex-Wipes, Oxivir



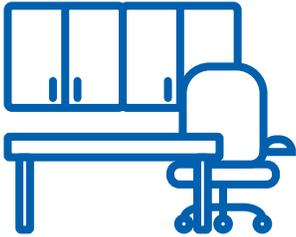
Stairways

Sanitize at least 3 x daily, end of day
Flex-Wipes, Oxivir

ADMINISTRATIVE OFFICES

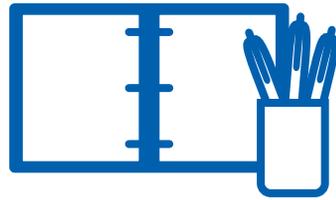


CLEANING AND SANITIZING - MAIN & STAFF OFFICES



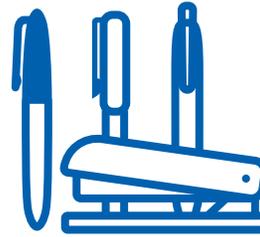
Surfaces such as desk, counters, tables, cabinets, chairs, etc.

Sanitize frequently and at end of shift or work day
Flex-Wipes, Oxivir, Lysol Spray/Wipes



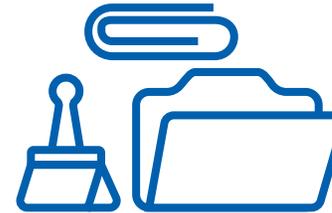
Items on surfaces that are touched by staff or members

Sanitize frequently and at end of shift
Flex-Wipes, Oxivir, Lysol Spray/Wipes



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

Sanitize frequently. Do not share.
Flex-Wipes, Oxivir, Lysol Spray/Wipes



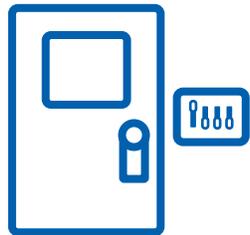
Work room and office supplies

Sanitize frequently. Do not share.
Flex-Wipes, Oxivir, Lysol Spray/Wipes



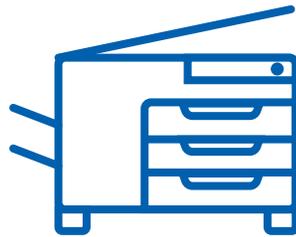
Keys

Sanitize after each use
Flex-Wipes, Oxivir, Lysol Spray/Wipes



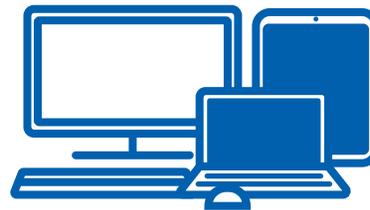
Door knobs and light switches

Sanitize at start and end of day after each shift
Flex-Wipes, Oxivir, Lysol Spray/Wipes



Copier, fax machine phones, laminator, etc.

Flex-Wipes
DO NOT SPRAY



Computers, mouse, keyboard, tablets and iPads

Flex-Wipes
DO NOT SPRAY

PPE & SPECIAL CLEANING INSTRUCTIONS:

Foggers - 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.

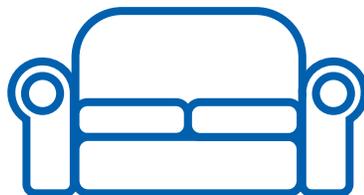
Disposal of PPE - Dispose all rubber gloves and face masks in trash receptacles located around building

CLEANING AND SANITIZING - OTHER



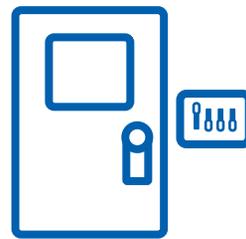
Tabletops, end tables, surfaces

Sanitize at least 3 x daily
Fog 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



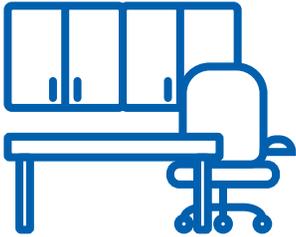
Packages

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

WELCOME CENTER – MEMBERSHIP

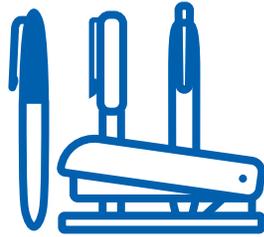


CLEANING AND SANITIZING



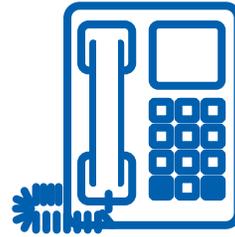
Surfaces such as desk, counters, tables, cabinets, chairs, etc.

Sanitize frequently and at end of shift
Flex-Wipes, Oxivir,
Lysol Spray/Wipes



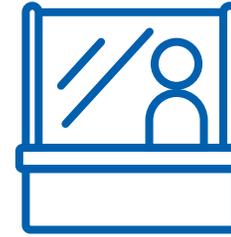
Pens, staplers, office supplies, phones and other desktop items

Sanitize frequently and after shift.
Do not share.
Flex-Wipes, Oxivir, Lysol Spray/Wipes



Phones

Sanitize frequently and at end of shift
Flex-Wipes, Oxivir,
Lysol Spray/Wipes



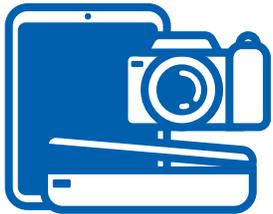
Barrier Screen

Sanitize after each shift,
both sides
Flex-Wipes, Oxivir,
Lysol Spray/Wipes



Computers, mouse and keyboard

Sanitize at start and end of day after
each shift
Use alcohol or disinfectant wipes 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 shift
Flex-Wipes, Oxivir,
Lysol Spray/Wipes



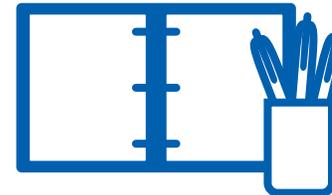
Balls and other sports equipment checked out

Disinfect when returned so that it is
dry to hand out to the next person
*Phase III
Flex-Wipes, Oxivir,
Lysol Spray/Wipes



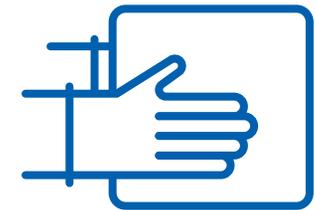
Wallet/purse, locker and other types of keys

Disinfect before & after lending
Flex-Wipes, Oxivir,
Lysol Spray/Wipes



Guest Sign-In book and other items on counter

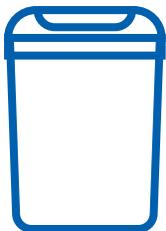
Disinfect pens after use and clean
surfaces regularly
Flex-Wipes, Oxivir, Lysol Spray/Wipes



Packages

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

General Facility Cleaning – Level 3



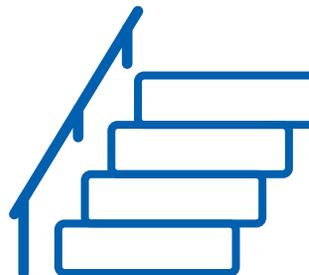
Trash can covers

Sanitize at least daily, end of day
Flex-Wipes, Oxivir,
Lysol Spray/Wipes



Entryway carpets

Sanitize at least daily, end of day
Flex-Wipes, Oxivir,
Lysol Spray/Wipes



Stairways

Sanitize at least daily, end of day
Flex-Wipes, Oxivir,
Lysol Spray/Wipes

PPE & SPECIAL CLEANING INSTRUCTIONS:

Foggers – 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

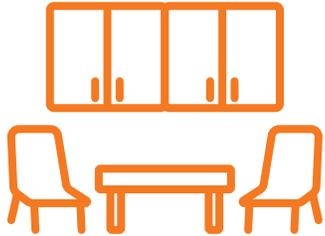
Hand sanitizer – Fill as needed. 16 oz bottles can be filled from bulk gallons provided to each center

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

CLEANING AND SANITIZING



Surfaces

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

Flex-Wipes, Oxivir



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

Flex-Wipes, Oxivir



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

Flex-Wipes, Oxivir



Changing tables

Sanitize after each use
Fog at end of shift

Flex-Wipes, Oxivir



Baby seats

Sanitize after each use
Flex-Wipes, Oxivir

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

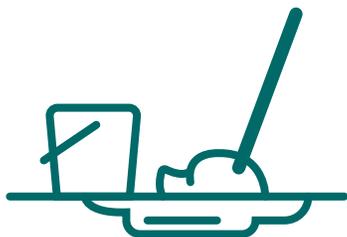
Foggers - Play and Learn, Preschools should be misted after each session before reopening; Should be used in all spaces in your building that are open for use during operating hours, nightly

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

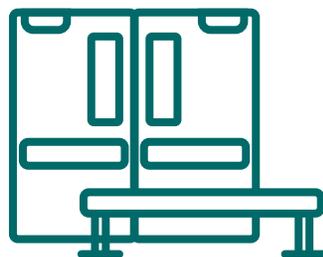
CLEANING AND SANITIZING



Floor space

Clean daily

Flex-Wipes, Oxivir

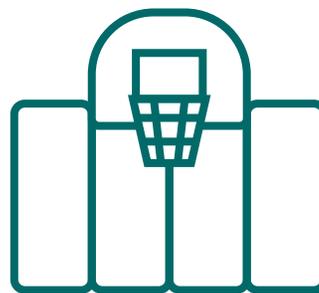


Doors, hand rails, benches

Sanitize at least 3 x daily

Fog daily after hours

Flex-Wipes, Oxivir



Gym wall pads

Sanitize at least 3 x daily

Fog daily after hours

Fogging solution, Oxivir



Gym equipment other than basketballs

Wipe down after each scheduled gym schedule block/use

Fog daily after hours

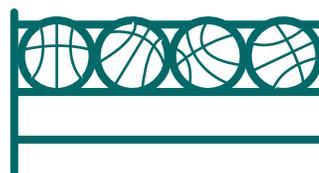
Fogging solution



Cones and other apparatus

Sanitize at least 3 x daily by staff and fog nightly

Fogging solution



Basketballs

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

Fogging solution

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

Foggers - Should be used in all spaces in your building that are open for use during operating hours, nightly

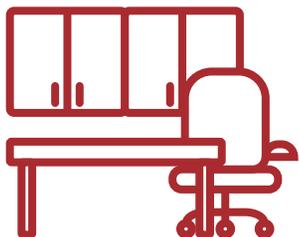
*** Cleaning towels should be used for one cleaning session or area (i.e. handrails, benches, and surfaces in the pool)**

Mop heads should be cleaned after each areas use.

YMCA OF FLORIDA'S FIRST COAST TEEN CENTERS



CLEANING AND SANITIZING - COMPUTER



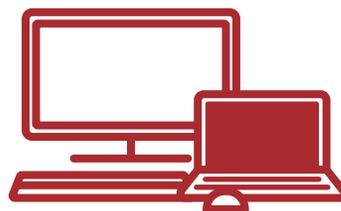
Surfaces such as desk, counters, tables, cabinets, chairs, etc.

Sanitize frequently and at end of shift
Oxivir



WiFi, Xbox and other games

Sanitize with wipes after each use
Flex-Wipes

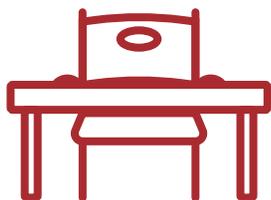


Computers, mouse and keyboard

Sanitize with wipes after each use
Flex-Wipes

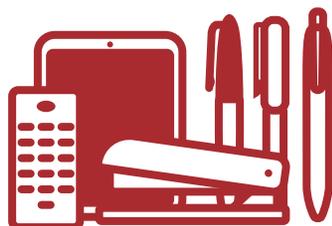
***All towels should be used as single cleaning session use. Paper towel dispensers are still appropriate for use**

CLEANING AND SANITIZING - TEEN CENTERS



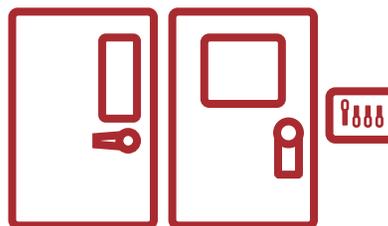
Tables and chairs

Sanitize frequently and after each shift
Fog by nightly cleaning crew
Flex-Wipes, Oxivir



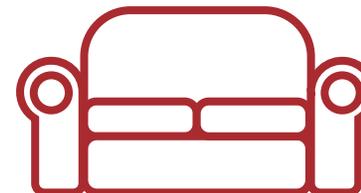
Shared items

Sanitize frequently and after each shift
Fog by nightly cleaning crew
Flex-Wipes, Oxivir



Doors and light switches

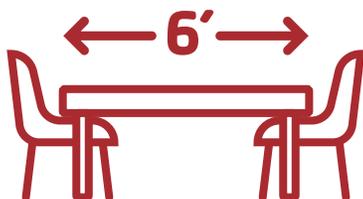
Clean handles and knobs frequently
Flex-Wipes, Oxivir



Chairs and couches

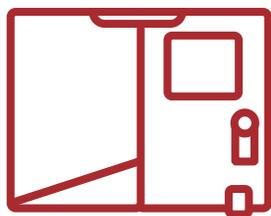
Sanitize frequently and after each use
Flex-Wipes, Oxivir

SOCIAL DISTANCING / ROOM ALTERATIONS - TEEN CENTERS



Tables and chairs

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



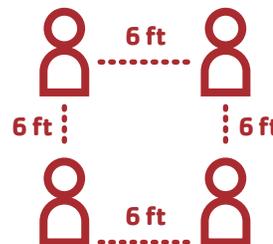
Doors

Leave/prop open



Books

Remove from use



Players

120 sq ft per player

PPE & SPECIAL CLEANING INSTRUCTIONS:

Foggers - 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

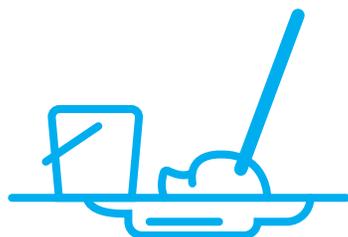
Face masks - Required when cleaning. Employees, except Rescue Ready lifeguards and Group Exercise instructors teaching class, must wear face masks during their shift.

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

INDOOR/OUTDOOR POOLS



CLEANING AND SANITIZING



Pool deck and floors

Sanitize after hours nightly

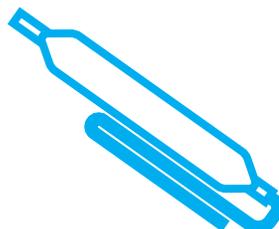
Bleach water solution;
solution for fogger



Seating, handrails, door handles, gates

Sanitize after each Lap Lane reservation shift

Fog daily after close
Bleach water solution;
solution for fogger

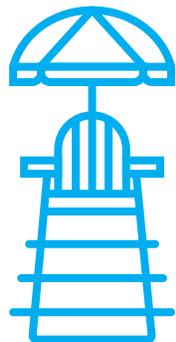


Rescue tube

Sanitize prior to transferring

to another guard
Fog daily after close

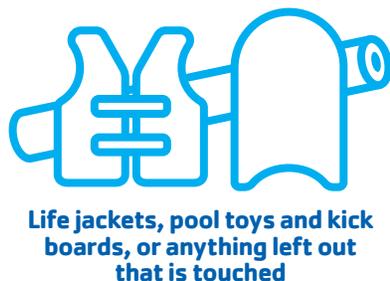
Bleach water solution;
solution for fogger



Lifeguard chair

Sanitize after each use
Fog daily after close

Bleach water solution;
solution for fogger



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 fogger



Lifts

Sanitize after each use

Fog daily after close

Bleach water solution;
solution for fogger

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

Foggers - 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

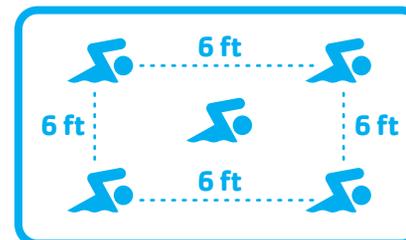
Face masks - Required when cleaning. Employees, except Rescue Ready lifeguards and Group Exercise instructors teaching class, must wear face masks during their shift.

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

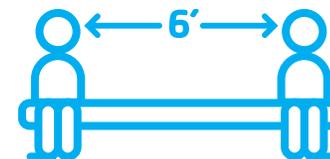
SOCIAL DISTANCING



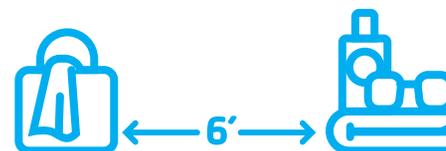
One person per lap lane



120 sq. ft. per person in program setting

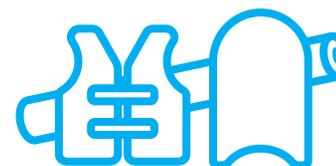


6 ft apart or 1 person per bench



Towels and personal items placed 6 ft apart

PROGRAM ALTERATION

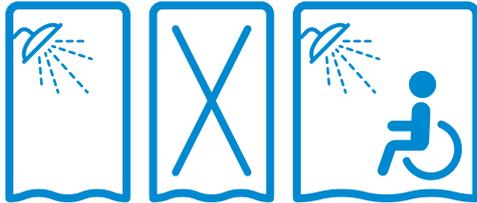


Life jackets, pool toys and kick boards will be guard distribution ONLY. Remove from deck use.

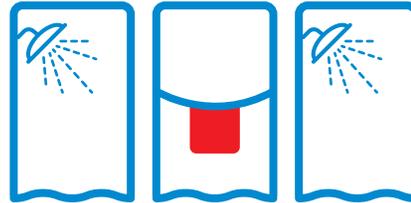
LOCKER ROOMS & SHOWERS



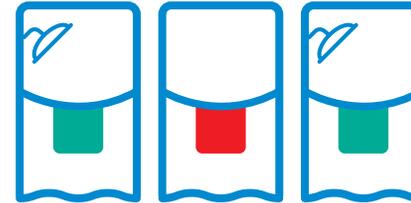
CLEANING AND SANITIZING - SHOWERS



Close every other shower insuring the handicapped shower remains open.



Place chain across closed shower with closed sign.

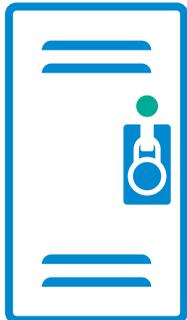


Place chain across clean showers with "clean" sign.

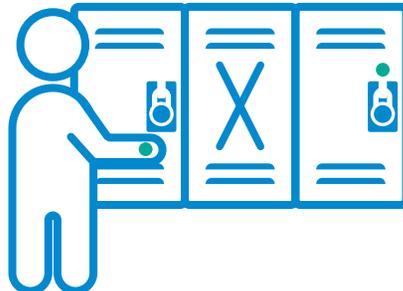


Staff will clean showers after each use with Oxivir.

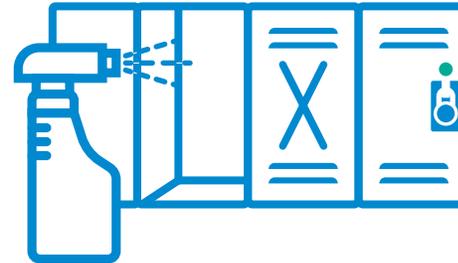
CLEANING AND SANITIZING - LOCKERS



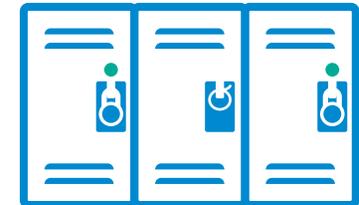
Lockers for use will have a green sticker.



Members will remove the green sticker upon use.



Staff will monitor the lockers every thirty minutes, clean used lockers with Oxivir, replace sticker, 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

Foggers - 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

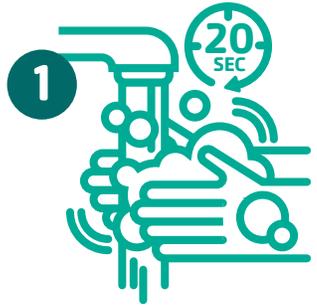
Face masks - Required when cleaning. Employees, except Rescue Ready lifeguards and Group Exercise instructors teaching class, must wear face masks during their shift.

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

SPECIALTY CAMPS



DROP-OFF / PICK-UP PROCEDURE



1 As soon as child enters the facility, he/she must wash hands



2 Children should not be left at camp without at least one emergency contact



3 Staff will provide a sign in and sign out sheet, which includes; child's name, time in/time out, and parent signature in/out for parents when dropping off and picking up from any camp



4 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.



5 Specialty Camps do not offer extended care. Parents requiring care for more than the expressed above should be referred to our association full day camps. Partnering with Youth Development for morning or afternoon care is highly encouraged.

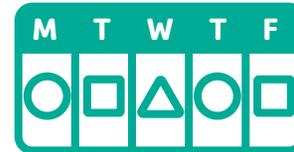
STAFFING



All staff must complete a level 2 background screening. All staff will complete required all staff trainings annually



Camps should maintain a 1:9 ratio.



Staff will be required to show an outline including times, dates, and activities schedule of each day of the week. This should be shared with their supervisor prior to the start of camp.

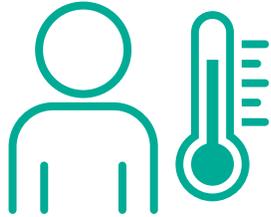


All staff will follow the association guidelines including, but not limited to, proper restroom policy. If assistance is needed on finding information please contact Risk Management.

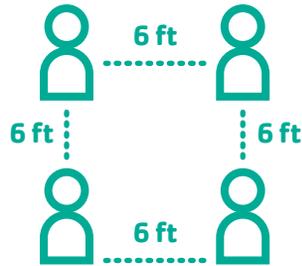
SPECIALTY CAMPS – Continued



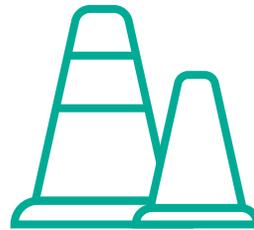
SOCIAL DISTANCING



A health assessment and temperature will be done every day. No sick children will be allowed.



6 feet of distance will maintain among all participants



No contact sports games, only skills and drills will be allowed to ensure social distance standard and cleaning guidelines are followed

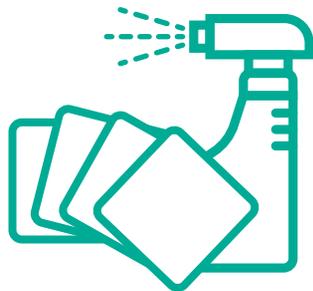


No equipment will be shared among participants



Playground usage is not permitted at this time

CLEANING



Clean space before and after each transition with Oxivir. Remember minor staff are not allowed to clean with any type of bleach solutions.



Ensure each child uses their own supplies, if any sharing happens, disinfect immediately.



Children and staff should wash or sanitize hands after each transition.

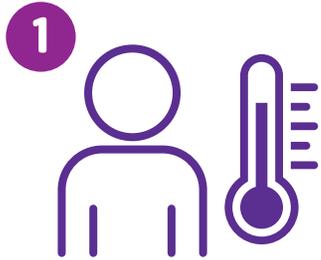


Clean bathrooms after each use.

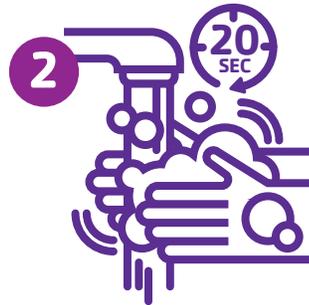
DAY CAMP



CHECK- IN PROCESS



Youth staff will complete daily wellness check of every child



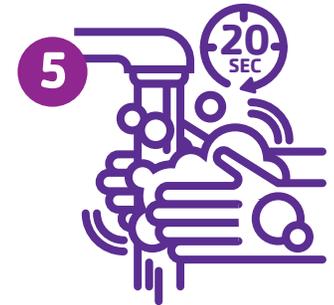
Once the child is cleared, staff will escort child to bathroom to wash hands or use sanitizer



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



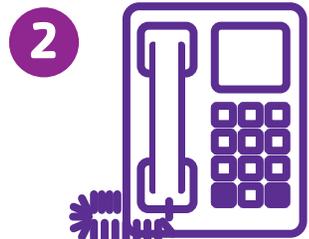
All staff wash hands as often as possible

ISOLATION

If a child develops symptoms or a fever of 100.4 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

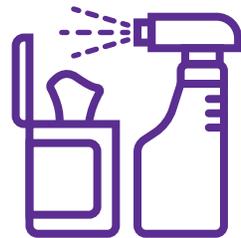


Notify supervisor, and Tammy Miller immediately



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

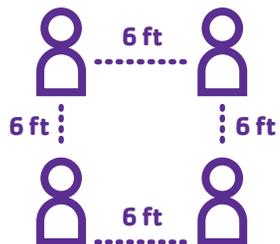


Staff and children will not eat at the same time to allow staff to adequately clean hands and disinfect surfaces between meals

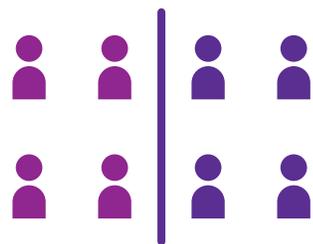
DAY CAMP - Continued



SOCIAL DISTANCE



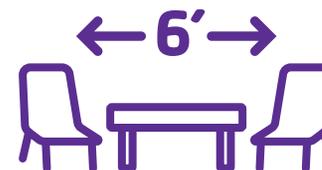
Social distancing of children six feet apart. Use hula hoops, poly dots or approved floor tape to mark 6 ft distances. If sitting at tables, students should be at opposite ends (head of table) with no more than two per table.



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.

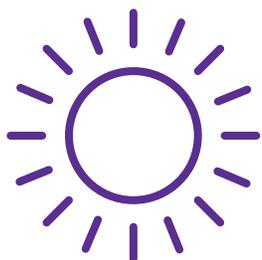


Eliminate large group activities. Plan activities that do not require close physical contact between multiple children. Minimize time standing in lines



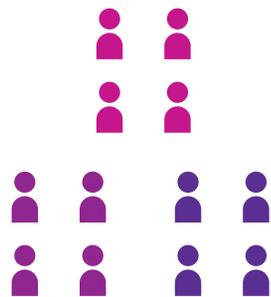
Limit item sharing, and if items are being shared, remind children not to touch their faces and wash their hands after using these items. Limit use of water or sensory tables and wash hands immediately after any use of these tools.

OUTSIDE PLAY

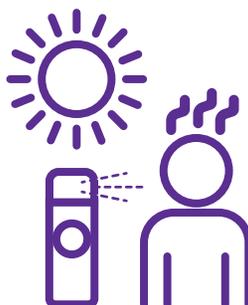


Getting outside is encouraged! Incorporate additional outside time and open windows frequently.

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.



The weather is heating up, 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

YMCA OF FLORIDA'S FIRST COAST RESIDENT CAMP



CLEANING AND SANITIZING - ADMIN AREAS



Laundry room

Sanitize once daily
Fog between sessions

TBD - waiting on ACA
recommendation



Restrooms

Sanitize at least 3 x daily (after meals)
Fog between sessions

Flex-Wipes, OxiCide

PPE & SPECIAL CLEANING INSTRUCTIONS:

Foggers - Ensure all staff are trained in proper use

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

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

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 - CABINS



Cabins

Sanitize twice daily
Fog between sessions

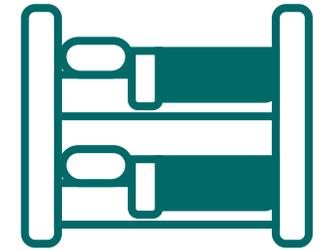
TBD - waiting on ACA
recommendation



Living spaces

Sanitize twice daily
Fog between sessions

TBD - waiting on ACA
recommendation



Chairs, tables, surfaces in cabin

No chairs, tables - beds only -
sanitize once daily

Fog between sessions
TBD - waiting on ACA
recommendation



Restrooms

Sanitize twice daily
Fog between sessions

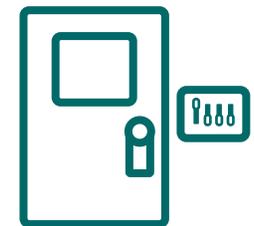
TBD - waiting on ACA
recommendation



Restroom surfaces and floors

Sanitize twice daily
Fog between sessions

TBD - waiting on ACA
recommendation



Doors and light switches throughout cabin

Sanitize twice daily
Fog between sessions

TBD - waiting on ACA
recommendation



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

Experience Basics

YMCA OF FLORIDA'S FIRST COAST



We offer more than hello and goodbye. As Y leaders, we offer warm and sincere greetings using names, smiles, energy and eye contact to members and participants. When names are not known, we forge introductions. As members and participants leave we say goodbye, provide them with an opportunity for feedback, and seek to understand the next time they will be in.



We dress and look the part. As leaders of the organization, it is our duty to adhere to uniform and appearance standards from the moment we walk onto the property. We will arrive ready for service. Along with ID badges, face masks are to be worn by all staff at all times, except lifeguards in chairs and group exercise instructors teaching class.



We keep our spaces clean and take pride in our property. An unmatched level of cleanliness of our facilities is the responsibility of every Y leader. We strictly follow cleaning protocols. Our personal belongings will be kept in private, designated areas not visible. We take pride in our property and ensure that things broken are fixed and the facility reflects our high standards inside and out.



We listen first. When interacting with others, we offer our full attention, without interrupting, even if we think we know where a conversation is going. Our intention is always to understand, demonstrating our friendliness, empathy, desire to serve, and commitment to the best experience possible. Our interactions are positive and delivered in a constructive and non-threatening manner.



We are ambassadors of the organization. The Y is an association of people joined together by a shared passion for strengthening community. As leaders, we are to be enthusiastic ambassadors of the Y at all times – at work and at play. When answering questions about our policies and procedures, we communicate consistently, focusing on facts, not our personal feelings.



We are always on stage. Because our physical attitudes speak before we ever open our mouths, our body language and demeanor are of the utmost importance. When we are on YMCA property, or otherwise in the presence of YMCA members or participants, we are on stage, smiling, enthusiastic and behaving like caring and passionate members of our cause-driven organization.



We smile because you can hear it. Our commitment to excellent service is demonstrable in person and over the phone. Whenever we have an opportunity to interact over the phone, we do it with a smile and great attitude because it can be heard. In telephone communication, more than 80% of what is heard and remembered is attitude, regardless of the words that are exchanged.



We practice what we coach. Organizationally, the Y is seen as an authority on wellness, child development, swimming and much more, and we always put safety first. As Y leaders, we have an obligation to model the good health behaviors we champion. We recognize that responsibility and ensuring that our own journeys are focused on being our best selves.



We are one team. While there are many Y leaders with many different responsibilities, we are all one team with one service goal: to provide safe, comfortable and exceptional experiences to those we serve. For that reason, we do not make negative comments about each other, our programs, other areas of operation in the presence of members, participants or guests.



We always take the extra step. We demonstrate what's special about Y leaders in every encounter with members and participants by always taking the extra step. We strive not only to meet expectations but to exceed them. We always go out of way to ensure members and participants are not inconvenienced.



We are prompt partners in problem-solving. Make it right is our motto. We are empowered to resolve issues for members and participants. If we cannot resolve an issue on our own, we immediately contact the appropriate staff member(s) to make a handoff. In addition, we proactively prevent crisis and diffuse situations by coming up with solutions that create positive experiences.



We focus on our professional growth. Because growth is so important to realize greater impact, and leadership is so important to realize growth, the Y is committed to the professional development of its leaders. We must take responsibility for advancing our individual knowledge and skills in the areas essential to our current productivity but also our long-term career aspirations.



We find innovative solutions. Y leaders take innovative approaches when taking on a new challenge. We think through solutions to propose when we identify challenges big or small, focusing on what we can and could do, not just what we haven't. This solutions-focused mentality is applicable both in interactions with members and colleagues at all levels of the organization.



We know our cause and advance it. As a charitable organization, the Y is dedicated to inspiring a brighter tomorrow by nurturing the potential of children and teens, improving the health and well-being of the community and giving back and providing support to neighbors in need. We value our differences and seek to include all, at all times.

MEMBERS & PARTICIPANTS FAQs

revised 05.20.20

How did you make decisions about your safety protocols?

With guidance from health officials, government leaders, Y-USA and subject matter experts from our Metropolitan Board of Directors, the First Coast YMCA Reopening Task Force developed For A Safer Us: A Reopening Roadmap. The plan outlines our COVID-19 mitigation strategies, representing hundreds of hours of research and many thoughtful, informed discussions about how best to resume operations and safely serve members and program participants. All branches and programs are required to follow the protocols set by the First Coast YMCA Reopening Task Force.

References

- [Coronavirus Disease](#) – Centers for Disease Control and Prevention (CDC)
- [Reopening Plan for Florida's Recovery](#) – Governor's Task Force Report (see pp. 20-21 for current guidance for gyms)

Why are you reopening on May 25 instead of May 18 when Governor Ron DeSantis' [Executive Order](#) allowing gyms to resume operations?

The safety and well-being of our staff, members, volunteers and guests is always the Y's top priority. As a community organization, it is our social responsibility to do our part in the face of this unprecedented health emergency. We serve many different populations, including our community's most vulnerable, and are choosing to open in a phased approach. In order to properly prepare our branches for our nearly 48,000 members and train more than 850 employees on new safety guidelines, we will reopen Monday, May 25.

Are there new branch hours?

Yes, the [new hours](#) are posted and vary by branch.

- Branches will close one hour earlier Monday-Friday
- Open Saturdays from 7:00am-1:00pm
- Closed on Sunday

These reduced hours will allow our staff extra time to clean, sanitize and "set the stage" for you as we ease into this first phase of reopening. We will continue to review and make adjustments as needed. All First Coast YMCA branches will be closed on Sunday and will have reduced hours Monday-Saturday.

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 Ron DeSantis per his latest [Executive Order](#). 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 six feet apart.

Will you have special hours for seniors?

Senior hours are 2:00pm-4:00pm Monday-Friday. Seniors can visit the branch during regular hours if they choose, but members are encouraged to allow this special time for our active older adults and other vulnerable populations. On Demand online workouts and other [virtual services](#) will be scheduled at this time and available to members.

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:

- Group Exercise including Aqua Aerobics

- Lap Swim
- Personal & Small Group Training
- KidZone (once it reopens)

Instructions for how to make reservations will be posted later this week.

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 First Coast YMCA 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 904.265.1775 or email hello@fcymca.org to begin the hold release process.

What will I have to do to check-in at the Y?

If you have a fever or don't feel well, please stay home. Before access is allowed in 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 (100.4 F or greater)?
2. Sore throat?
3. Shortness of breath?
4. Headache?
5. Cough?
6. Muscle aches?
7. New loss or taste of smell?
8. Chills and/or repeated shaking?
9. Have you been in contact with anyone diagnosed with COVID-19?
If yes, are you a health care worker or first responder?

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

If you answer yes to any of the questions, you will be asked not to return to the Y until you have been fever and/or symptom-free for 48 hours. If you have had contact with anyone diagnosed with COVID-19 and are not a health care worker or first responder wearing Personal Protective Equipment (PPE) or practicing universal precautions, you cannot return to the Y for at least 14 days. You will be encouraged to get tested for COVID-19 and notify us if you test positive.

What happens after I pass the health assessment?

Members will move to the scanning station to scan their mobile app check-in or key fob and 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. Temperature checks and health surveys are among the CDC's recommended mitigation strategies.

How long will it take to check-in? How early should I arrive before my class or program begins?

We expect the check-in process could take 5-10 minutes, depending on how many people arrive at the Y at the same time. To be safe, we recommend arriving 15 minutes before your scheduled class in case there is a longer wait.

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

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 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.

How often does the Y clean its equipment and facilities?

Employees clean equipment and frequently touched surfaces in all zones at least three times daily and after individual use. This includes toys and other frequently touched objects in KidZone, Before and Afterschool Care and other youth serving programs. In addition, a professional cleaning service performs a thorough cleaning of the facility every night. We also encourage members to wipe down exercise equipment before and after use with the disinfectant wipes provided on the wellness floor.

What kind of cleaners does the Y use?

The Y will only use products on [List N: Disinfectants for use against SARS-CoV-2](#) that meet the [EPA's criteria](#) for use against the virus that causes COVID-19.

What if the wipes dispenser is empty or the equipment is dirty?

Please notify a staff member who will address your concerns immediately.

What programs or services will not be available at the Y?

During Phase One of our reopening plan, the Y is unable to offer the following programs and services due to new safety protocols

- No ActivTrax or FastForward Fitness Appointments
- No Open Gym (Pickup Basketball or Pickleball)
- Adult and Youth Sports Suspended
- Swim Team Suspended
- Swim Lessons Suspended
- Towel Service Suspended
- Sauna & Steam Room Closed
- Playgrounds Closed
- Dye Clay, St. Augustine & duPont YMCA Pools Closed

Why will KidZone not be open yet?

For the safety of our employees and our youngest members, we are not offering KidZone until the second week of our Phase One opening. It will be available for children ages 5-11. To ensure proper social distancing, we will phase in younger ages in the weeks to come.

Will the pools be open?

Pools will be open at all branches in Phase One except at the Dye Clay, St. Augustine and duPont YMCAs. However, 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.

Will locker rooms be available?

Yes, please observe social distancing requirements inside locker rooms. There are also new processes for locker room and shower use:

Lockers

- We are limiting the availability of public lockers in order to ensure adequate cleaning and disinfecting.
- Lockers marked with a green dot have been cleaned inside and out and are available for use.

- The outside door panel and lock on reserved lockers will be cleaned regularly throughout the day.
- Wipes will also be available in locker rooms for members to use for additional cleaning.

Showers & Towel Service

- Showers will be available Monday-Friday from 6:00am-9:00am at all branches and 12:00pm-2:00pm at most branches.
- Showers that are marked with a green "clean" sign across the opening are clean and available for use. Showers marked with a red "closed" sign are unavailable to allow for social distancing.
- Towel service will be suspended at this time.
- Members are encouraged to bring their own towel and other necessities.

Will the steam room and/or sauna be open?

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 tennis be available at the Williams Family YMCA?

Singles and Doubles play will be allowed. Tournaments will not be scheduled at this time.

Are the Healthy Living Centers opening?

Healthy Living Centers will reopen in Phase One. Participants will need to follow safety protocols set by Baptist Health, Brooks Rehabilitation and Florida Blue.

Will you have summer camp?

At this time, we are planning to hold [Summer Day Camp](#) and Specialty Camp at locations across the First Coast and overnight camp at [Camp Immokalee](#) beginning in June.

- Capacity is limited due to social distancing requirements.
- Daily health assessments, including temperature checks, will be required.
- Swimming and Field Trips will not be part of the activities offered at Day Camp.
- Registration is available [online](#). Call 904.265.1775 with questions about Summer Day Camp or Specialty Camp and 352.473.4213 with questions about Camp Immokalee.

Specialty Camps are half-day camps for children ages 5-12 with a special focus on a featured activity, i.e. basketball skills training, robotics, cooking. Specialty Camps will be offered 2-4 days per week for a maximum of 3 hours per day.

Emergency child care services will be offered through May 29 to our health care community, first responders, members and participants at [locations](#) across the First Coast.

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

Can I place my membership on hold?

Thank you for your patience and understanding during these unprecedented times. It is our privilege to serve you and our community. While we understand you may feel the need to place your membership on hold, we are encouraging all members to stay engaged with the First Coast YMCA. We will of course honor and respect all requests to hold memberships.

Can I get a refund for youth sports?

At this time, we do not know when we will be able to resume Youth Sports. If you'd like a credit

for a future season, you don't need to do anything. We'll add the credit to your account and, as a thank you, we'll also give you \$25 in Y Bucks to use toward any program or service.

Can I get a refund for Before and Afterschool?

With school closures and our Before and Afterschool child care program suspended, you might have a credit on your account. Your options are:

- Apply the credit to the 2020-21 school year for Before & Afterschool
- Apply the credit towards a week(s) of summer camp
- Request the credit be converted to a charitable (510c3) donation to the First Coast YMCA to support our Financial Assistance program
- Request a refund if you are moving or no longer need the program

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

You can ask to speak to the Executive Director, any Experience team member at the branch or complete an instant feedback survey.

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

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

REOPENING OPERATIONS TASK FORCE

Maria Aristizabal
George Babish
Tim Burrows
Tom Campbell
Burt Cannon
Kathy Cannon
Megan Casson
Alex Cramer
Joseph Crawford
Allison Dominguez
Allison East
Cezar Gonzalez
Trevor Howell
Jose Lopez
John Lyon
Eric Mann
Carol Mehrtens
Tammy Miller
Jill Missar
Ericia Moore
Michelle Moore
Shawn Tannen
Penny Zuber-Simcox