



Frequently Asked Questions (FAQs) on

Welcome Back to Our Ys!

The YMCA of Greater Boston

(Updated June 1, 2021)

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Facility FAQs

Are all YMCA of Greater Boston branches open?

Yes, all of our health and wellness branches are now open except for our Thomas A. Menino branch, where branch is open for pool, gym, afterschool and camp activities.

What can I expect when I arrive at the Y?

You will be asked to perform a self-screen by reading a short questionnaire posted at the front desk. [Learn More](#)

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

No, effective Saturday, May 29 you do not need reservations for our fitness center, indoor and outdoor swimming pools, child watch or open gym. Reservations **will** still be required for indoor and outdoor Group Exercise and Water Exercise classes.

Are masks and face coverings required?

For those who are vaccinated and/or for those with medical conditions or disabilities preventing them from wearing a mask, masks or face coverings will be optional beginning Saturday, May 29.

However, we are encouraging **all participants who are vaccinated** to wear a mask or face covering while indoors.

For those who are not fully vaccinated, including children, masks are required. If you or your child are not vaccinated, please wear a mask and practice 6 feet of physical distance per CDC guidelines, and out of care and respect for those around you. The YMCA will not require proof of vaccination.

We will continue requiring Y staff to wear masks or face coverings indoors, except when they are instructing a class.

Do masks have to be worn in licensed Child Development Programming including Early Education, After School and Summer Camp?

Yes, when indoors: all participants, families, & employees must wear masks. When masks are on, children can be seated 3 feet apart. When eating or drinking, staff and participants must be 6 feet apart.

When outdoors: all participants, families, & employees can choose not to wear masks when physical distance of 6 feet can be maintained.

We want you to enjoy your time at the Y in the way(s) you feel most comfortable. Please familiarize yourself with the CDC guidelines provided here to assist you with your personal choices.

Have your facilities been deep cleaned?

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

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

Participants and employees will practice 6 feet of physical distancing, when possible, indoors. There are no physical distancing requirements for outdoor activities.

There are no capacity restrictions for our outdoor classes, however the number of participants in a class will be decided based on providing you with the best experience possible.

Facility FAQs (cont.)

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

Our [YMCA GO Virtual Studio](#) is open 24/7 with daily live classes and over 500+ on-demand videos so you never have to miss a workout. Join us in the way you feel most comfortable. Personal Training is offered online or in-person, or a combo of both, with one of our expert Team-Y Coaches. We understand that you may need extra motivation and guidance during these trying times. We're here to help. [Select your trainer](#)

Not sure what to do?

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

Will any areas of the Y be closed?

No, all areas and amenities are available to you starting May 29. We are working to reopen our steam and saunas as soon as possible, and capacity will be limited to one user at a time.

What happens if I forget my mask/face covering?

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

Will locker rooms be open?

Yes, lockers, showers, bathrooms and sinks will be available to all participants.

Can I bring guests?

Yes, guest passes are available.

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

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

Health & Wellness FAQs

Are group exercise classes being offered?

Yes! Both indoor and outdoor classes are being offered and require advance registration.

Will I have to wear a mask/face covering?

All participants are encouraged to wear a mask/face cover during indoor classes. Employees will be required to wear a mask/face cover indoors except while teaching swim lessons or group exercise.

Masks / Face coverings will no longer be required for outdoor classes starting, Saturday, May 29.

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

Members are being asked to wipe down equipment before and after use. Team members will clean and sanitize throughout the day with designated deep clean times ensuring all pieces of equipment have been cleaned.

Do you offer Personal Training?

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

Swimming FAQs

Are the pools open?

Yes, our pools are open and reservations are no longer needed after Friday, May 28.

Will I have to wear a mask/face covering?

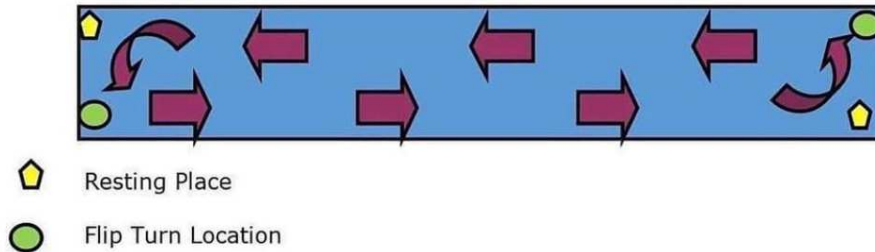
All participants are encouraged to wear a mask or face covering indoors when they are not swimming in the pool.

Swimming FAQs (cont.)

What is Circle Swimming and why is it being used?

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

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



Are swim lessons available?

Yes, registration opens for Summer, Fall 1 & 2 on June 4.

We offer group and private swim lessons for all ages.

May I watch my child's swim lesson?

Yes, the spectator must be in the designated viewing area, and we encourage wearing a mask and adhering to 6ft of physical distancing when indoors.

Are water ex classes being offered?

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

Will you offer lap lanes?

Yes, lap swim is being offered as part of our pool. As of Saturday, May 28 no reservations are required.

Has the pool been cleaned?

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

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

Will I have access to the locker room for changing?

Yes, lockers, showers, bathrooms and sinks will be available to all participants.

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

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

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

Child Watch FAQs

Is the Y offering Child Watch?

Yes, our Child Watch program are currently open at Burbank, Waltham and North Suburban. Others will open in waves as demand grows, and we will update this FAQ and notify members as they do.

Child Watch is included with family membership, and children must be ages 3 and over to participate. [Click here](#) to view programs and to pre-register.

Child Watch FAQs (cont.)

How are you ensuring the safety of my child?

All children who enter our facilities/program spaces will be screened daily.

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

All team members and children will wear a mask indoors.

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

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

Is pre-registration required?

No, as of Saturday, May 29 no reservations are required for Child Watch.

How will drop-off and pick-up work?

A daily safety screening will be reviewed upon entry to the Child Watch space. After this screening, children will be checked in and dropped off by their parent/guardian at the entrance of the Child Watch space. Family membership will be confirmed, and all parents/guardians will follow check in/check out procedures while practicing physical distancing. Parents/Guardians must remain on the YMCA premises to utilize Child Watch.

Will I be allowed into the program space to visit?

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

Are snacks and drinks allowed?

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

How are bathroom breaks and diaper changes handled?

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

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

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

Will children need to wear a mask?

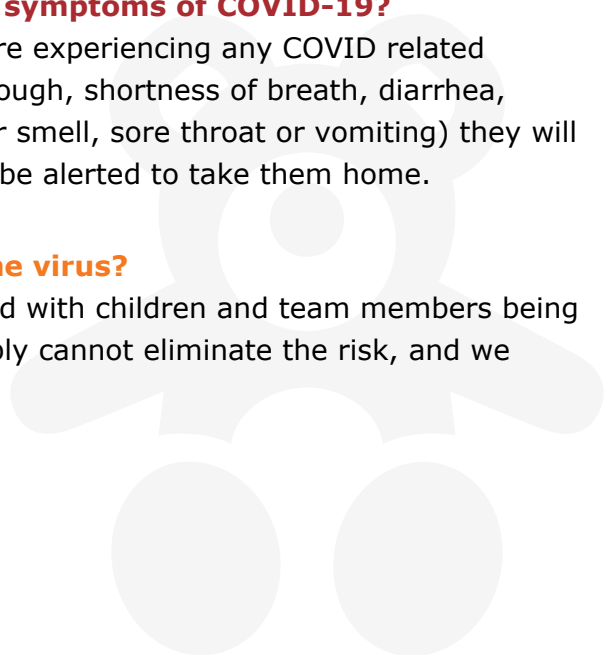
Yes, children will be required to wear masks the entire time they are at the YMCA. The Child Watch staff will provide reminders and cues to help the children build this new habit.

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

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

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

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



Gymnasium FAQs

All our gyms are open for recreational and family time.

Do I need to make a reservation?

No, as of Saturday, May 29 no reservations are required.

Are open gym and family times being offered?

Yes! Both are being offered.

Will I have to wear a mask/face covering?

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

Will there be shared equipment for use in the gym?

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

Youth Sports FAQs

Are you offering Youth Sports Programs?

Yes, we are offering Summer A,B,C sessions. Registration begins June 4.

Can I register for the Fall sessions?

Yes, Fall 1 and Fall 2 program session registration begins on June 4 as well.

How do I sign my child up for a program?

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

Where will classes be held?

Youth Sports classes will be held both indoors and outdoors depending on the class.

Is there a maximum capacity for each class?

Classes capacity will be based on the class activities and ages of children.

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

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

Does my child need to wear a mask/face covering during the class?

No masks are required for outdoor activities.

Children and coaches/staff will wear masks indoors at all times.

What equipment should my child bring to class?

- Mask, water bottle and all clothing needed.
- Youth may bring their own ball appropriate for the sport.
- Sharing of equipment will be limited.
- The Y will have clean and sanitized equipment available for those who need it.

May I watch my child's youth sports?

Yes, spectators must be in the designated viewing areas and are encouraged to wear masks and adhere to 6ft of physical distance while indoors. Spectators do not need to wear masks outside.

Will locker rooms and restrooms be available?

Yes, lockers, bathrooms and sinks will be available to all participants.

What happens if there is inclement weather?

Outdoor classes will be canceled during times of inclement weather.

Early Education FAQs

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

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

How are you ensuring the safety of my child?

All children who enter our facilities/program spaces will be screened daily.

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

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

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

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

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

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

Will my child get physical activity during the day?

Outdoor play and gross motor time will be incorporated into the daily schedule. Our goal is for children to have a minimum of 60 minutes of physical activity per day. Effective, Tuesday June 1, children wearing masks outdoors is optional.

Is my original Early Education Program registration still valid?

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

How will drop-off and pick-up work?

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

Will children need to wear a face covering?

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

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

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

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

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

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

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

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

Community Learning Centers FAQs

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

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

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

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

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

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

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

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

Is financial assistance available?

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

Will children need to wear a face covering?

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

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

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

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

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YMCA of Greater Boston App

PASSWORD RESET

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

HELP

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

LOG IN ISSUE

Email digitalsupport@egym.com, or visit EGym online at <https://egym.com/us/support>.