

SAFEGUARDING OUR HEALTH



Frequently Asked Questions (FAQ) COVID 19 Reopening

Do I have to wear a mask?

While not required, the Y requests that members wear masks whenever possible, especially in common areas. All YMCA staff will be required to wear masks unless teaching a Group Exercise Class or on Lifeguard Duty.

Will you be checking temperatures before entering the Y?

Only staff are required to check their temperature before work. This will happen at home or at the Staff Check In.

Members are asked to monitor their temperature. Members with a temperature of 100.4 or higher will not be allowed to enter.

Are there capacity limits in place?

Yes. Following guidelines from the Governor, we will have reduced capacity at each facility. At times of full capacity, you will be asked to wait in your car until space is available. Reservations are accepted through online registration or app.

How will social/physical distancing be enforced?

Signs will be posted throughout the facility regarding social distancing. Stay at least six feet away from others when possible. Staff will be counting members in one area and will ask groups to separate if necessary. We also ask that you stay to the right in hallways and when passing others.

What is your cleaning protocol?

Members are asked to use the supplied disinfectant before and after they use the exercise equipment. Staff will be cleaning high touch surface areas every 2 hours or better. The YMCA will be providing/using EPA approved disinfectants to clean all areas.

How do I know it is safe to come back?

We are doing everything possible to keep our Y safe and clean, but only you can make the decision for what is right for you. We are cleaning high contact surfaces every 2 hours or better, asking members to wipe down equipment before and after each use, staff are required to wear face masks and we are asking members to wear face masks whenever possible, hand sanitizer stations are available throughout the Y.

What can I bring into the Y?

We ask that you only bring a mask, workout towel, exercise mat for group exercise classes and a filled bottle of water. We will not be able to store belongings at the Welcome Desk and our lockers will not be available at the outset of our re-opening. No lost and found available – please keep track of your belongings.

I put my membership on hold, how do I reactivate it?

Memberships that were placed on hold will resume beginning in June. Should you have questions about your Y membership, simply call us at 330-364-5511 and our member service staff will be happy to assist you.

I OPTed IN and continued paying my membership dues during the closure, is that a donation?

Thank you for your support of our work in the community while our branches were closed for fitness and recreation activities. If you would like to convert those dues into a donation we can make that option available. Please contact us at info@tuscymca.org and your Tax-deduction letters will be mailed in January of 2021.

I want to come back but I can no longer afford my membership rate, what can I do?

As a non-profit charitable organization, the YMCA offers financial assistance to individuals and families experiencing financial hardship. Applications for scholarship assistance are available at your local Y branch and on our website.

Will Child Watch be available?

No. Throughout the month of June, Child Watch services will not be available.

Will there be a time limit using equipment?

Updated: We have lifted the time limit in the Wellness Center. Reservations are not required but can be made using the App, Website, or phone up to 24 hours in advance.

Are the pools open?

Yes. To ensure all members are able to enjoy the facility, we will be limiting pool usage to 45 minutes. We ask that you enter at the top of the hour using the Glass Pool Door off the Filmore Side Parking Lot.

When will youth activities start again (swim lessons, sports, etc.)?

Youth activities will be evaluated throughout the month of June to determine when these activities are to start again. Youth Sports will most likely resume in August or September.

Can I resume with personal training that I had already purchased?

Yes. Personal training will resume in June. If you have purchased personal training sessions, your sessions are still on your account and will be available to use. Please contact your trainer.

Can I bring a guest with me?

No. At this time, only active members will be able to access the Y. Due to the Governor's guidelines we are operating on reduced capacity. Guests will be able to attend at a date that has yet to be determined.

When will group exercise land classes be available in the facility again?

Group Exercise classes will start in June, with reduced capacity and physical distance limitations. Classes will be offered following a reduced schedule and will be a maximum duration of 45 minutes to allow for cleaning between classes. We are still offering virtual workouts, which are included in your membership.

Will I receive a credit/refund for a class that was cancelled in March due to shut down?

Yes. If you do not see a credit on your account please contact us by email

Aquatics programs stacy@tuscymca.org

Gymnastics or Youth Sports zita@tuscymca.org