



FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

## YMCA of Metropolitan Chattanooga Reopening FAQ

### **Who can return to the YMCA now that you are open?**

Any healthy adult or senior member may return to the YMCA. We ask that if children come to the YMCA, a guardian must closely supervise them. You will be encouraged to wear PPE while in the facility. You can also expect to sign a new waiver, and be screened, including a temperature check, each time you come to the YMCA.

### **Who cannot return to the YMCA?**

Anyone who has been in contact with someone that recently returned from somewhere outside of the US or has been sick should avoid the YMCA for 14 days. Anyone who has a temperature of 100.4 or higher will not be allowed to enter. If you have had a temperature, you may not return unless you have a normal temperature for consecutive days.

### **Will everything be the same as when you closed?**

No, to ensure we can appropriately manage social distancing and cleaning, you can expect parts of the facility to be closed and limited access to equipment. Many programs will also be suspended to ensure social distancing and no gatherings of more than 10 people. Your YMCA branch will have a complete list of what is and is not available.

### **Why are some services not available?**

Some services like laundry, food and coffee have been suspended to keep members and staff healthy. Suspending these services avoids high contact areas and contact with garments or towels that could contain germs.

### **When can I expect things to get back to normal at the YMCA?**

Like most businesses, things may never be exactly as they were before Covid-19. We are, however, striving to return services and facilities to a new normal safe state. This will likely happen in phases over several months as we monitor staff and member health. More programs that serve individuals will open next, followed by small group classes, then perhaps amenities like coffee and laundry.

### **How will I be protected from Covid-19 at the YMCA?**

Where there are no guarantees, the YMCA has put in place measures to keep staff and members safe.

- All members and staff will be screened before being allowed to enter the facilities.
- All staff will wear PPE and members are encouraged to do so as well.
- Hand sanitization stations are located throughout the building.
- Equipment is limited and signage is on the equipment and floors to distinguish 6 foot social distancing.
- Sneeze guards are in place and minimum hand to hand transactions are encouraged.

- We will enhance cleaning of equipment and spaces with higher frequency, please be patient if your workout has a short delay for cleaning.

**How will I be billed for the month of May?**

We appreciate you staying with us during this time. We will draft all members on May 15 with 33% off the membership dues. If your draft is normally scheduled on the 1st of each month, for the month of May only you will be drafted on the 15th. If you have questions about the draft, scholarships, or the May discount, please email [fdesk@ymcachattanooga.org](mailto:fdesk@ymcachattanooga.org).

**If I am not happy with the changes can I get a refund?**

The YMCA has always offered no contract memberships. We ask that you stick with us as we slowly return to offer programs and services closer to what you were accustomed to. If you would like to put your membership on hold until that happens, we are happy to do that. You also may cancel if you prefer.