



# RE-OPENING OUR POOLS AT THE GRANITE YMCA

## Frequently Asked Questions

### Member Experience Reserving Lap Lanes Prior to Arriving at the Y:

- Reservations must be made in order to use the pools at the Y. Please see our [calendar](#) for current reservation availabilities. Your reservation will allow you to use the pool for a limited amount of time, which includes time for health screenings as well as any pre-/post swim time needed:

YMCA Allard Center of Goffstown	YMCA of Downtown Manchester	YMCA of Greater Londonderry	YMCA of the Seacoast	YMCA of Strafford County
30 & 60 minute time blocks	75 minute time blocks	Outdoor pool is now closed.	30 & 60 minute time blocks	Outdoor pool is now closed.

- Please see our reservations system [step-by-step guide](#) or [video tutorial](#) for instructions on how to make a reservation as well as the new policies regarding reservations.

### Member Experience Once at the Y:

- Members will follow check in procedures set by association and then proceed to the designated locker room, then to the pool.
- Members should come prepared to swim and spend minimal time in the locker rooms. All members must shower before entering the pool. Lockers are now available for personal belongings.
- Members are encouraged to bring their own equipment, but kickboards are available for lap swim. Pull buoy and other equipment use will vary by branch. Equipment will be sanitized between use.
- Members will maintain social distancing. Lap swimmers will proceed to their reserved lane, and open swim participants will follow outlined traffic flow as indicated by the lifeguard/pool attendant.
- At the conclusion of the member's swim, they should take all their belongings back into the designated locker room spending minimal time.
- While on the pool deck and in the water, please remember to respect the personal space of others by maintaining proper social distancing of at least 6 feet.

*\*Some procedures will vary by branch. See branch documents for specific details.*



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### **Can I shower after my swim?**

You may take a brief shower after you swim, but we ask that you limit the time you are in the shower to allow for our staff to clean the shower before the next wave of reservations come in. Special needs showers can be provided upon request at the YMCA of Downtown Manchester.

### **Can I blow dry my hair?**

No, hair dryers will be removed from the locker room and you may not use your own.

### **Will the suit dryer be available after my swim?**

No, the suit spinner will not be available for use at this time.

### **Will there be equipment for me to use?**

We will have kickboards available for you to use for lap swim. Pull buoys may be available at some branches. You can pick up equipment from the clean bin and return them into the used bin after your swim. For open swim, we will not be providing any noodles or other pool toys, but you may bring your own as long as they are allowed by our pool rules. We encourage you to bring your own Puddle Jumper or Coast Guard Approved lifejackets for non-swimmers (red bands) but will have a limited supply available to borrow if needed. All borrowed equipment will be disinfected after use.

### **How early can I arrive for my swim?**

At the YMCA Allard Center of Goffstown and the YMCA of the Seacoast, please plan to arrive 10 minutes prior to your reservation time to allow time to get through the screening process. You should arrive ready to swim to minimize the time needed in the locker room. At the YMCA of Downtown Manchester, the extended reservation period is intended to include your screening and any pre/post swim time that you require.



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### **If I don't have goggles can I check in the lost and found for a pair?**

Out of an abundance of caution, we will not be keeping a lost and found bin with spare goggles. If you forget to bring yours you can purchase a new pair at the front desk.

### **How many people will share a lane during lap swim?**

In Goffstown and Manchester, we are limiting lane sharing to family members only. If you are not planning to swim with a family member, no one else will be assigned to your lane. If you are sharing a lane with a family member, only one member needs to make a reservation, but please be sure to call your branch so they know to expect an extra person. Both participants must have active memberships and sign our new Waiver of Release and Liability.

Due to high demand in Portsmouth, we are assigning two swimmers to select lap lanes.

Swimmers sharing a lane must begin on opposite sides of the pool and must not stop on same side. The lifeguard on duty will help ensure that only swimmers with compatible speeds will share a lane. If you are planning to share a lane with someone specific, both parties need to make their own separate reservations.

### **How are you cleaning equipment?**

Equipment will be cleaned after every use using an approved disinfectant per CDC guidelines.

### **What if I need to cancel my reservation?**

You will have the ability to cancel your reservation up until 30 minutes before the start time. We ask that you are diligent with this to ensure as many people as possible have access to the Y.



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### **Will you be offering swim lessons?**

Starting July 20, registration will open for swim lessons in Manchester, Goffstown and Portsmouth. They will perhaps look a bit different than what you are used to, such as requiring parents in the water for lower levels of all age groups. We are also offer private lessons, semi-private lessons and virtual options. To learn more, please visit [our website](#) or reach out to your Aquatics Director for further information.

### **Is water exercise available?**

Yes! Some of your favorite water exercise classes are now available by reservation in Goffstown, Manchester and Portsmouth! Please see our [calendar](#) for current availabilities.

### **Is open swim available?**

Yes! Open swim is available in the teaching pool in Goffstown, the indoor pool in Portsmouth, and the indoor pool in Manchester. Youth of all ages are welcome! Please see our [calendar](#) for current reservation availabilities. At the Goffstown and Manchester branches, reservations for open swim may be made for 45 minute blocks and each family member wishing to use the pools for open swim must have individual reservations. All family members looking to open swim must have and active membership. At the Seacoast branch reservations are for 2 hour blocks and only 1 member of the family is required to make a reservation for up to 5 family members. Please note that all non-swimmers are required to have a parent/guardian in the water with them and should refer to our [open swim policy](#) and [youth guidelines](#).

### **Do I have to wear a face mask on deck?**

You are not required to wear a mask on the pool deck, but you are welcome to if you are more comfortable, as long as you remove it prior to entering the water. All members and program participants ages 3 and older are required to wear masks during the health screening, check-in and while moving through the building.