



PLANNING OUR RE-OPENING AT THE GRANITE YMCA

Frequently Asked Questions

Facility Hours & Operations

When will the Y buildings open to members?

All of our branches are now open to members! Please visit our [website](#), check your email and social media for updates on your branch's hours and available services.

What do you mean the Y will be opening in "phases"?

To ensure the safety of our members and staff, we are opening our facilities in multiple phases. As we enter new phases, we will offer additional programming and services. During Phase 2, we will offer additional services while also supporting proper social distancing (continue reading to learn more).

We will provide updates on new offerings for members weekly. Our decisions related to further opening of Y programs and services depend on changes in the state and local city ordinance, changes in data related to COVID-19 cases, CDC guidelines and recommendations from local health officials.

What will the building hours be?

Limited facility hours will be available during Phase 2 of our re-opening. Hours will be evaluated and adjusted as we move through phases of re-opening. Please visit www.graniteymca.org for our current hours of operation.

When will building hours and programming return to normal?

The short answer is we are unsure. The current arrangement is temporary and will change as conditions allow. We will update any building hour changes regularly on our website and will notify members of these changes through email, social media, and The Granite YMCA mobile app.

What services are available during Phase 2?

During Phase 2, we are offering limited group exercise classes and wellness center use by reservation only. Select pools are open for lap swim, water walking open swim, water exercise classes and/or swim lessons by reservation only. Tennis courts at the Allard Center will also have limited use. Each member must make their own reservation (e.g. a two adult couple needs separate reservations).



Frequently Asked Questions

Facility Usage & Occupancy Limits

Do I need to be a member of The Granite YMCA to use the facility?

Yes, you must be a current member of one of the 5 branches of The Granite YMCA to use our facilities at this time. The YMCA's Nationwide Membership plan has been temporarily suspended for the safety of our members. This means that non-members will not have access to our facilities. This will only be for a limited time until we are able to offer more services and social distancing guidelines are relaxed.

Is there a limit to how many people may be in the Y building?

Yes, each Y building will have signs posted with maximum occupancy limits. Each program space will have its own posted maximum occupancy signs as well.

Will there be a time limit on Y building use?

Because the Y building occupancy will be limited, member use will be limited to the time block or class that the member has reserved. Members must make reservations for a time block or class through our online system before entering the Y.

Is my child able to come to the Y?

Youth ages 9 and over will be able to return to the Y to use our facility by reservation only. Children 11 and under may participate in family open swim with a parent/guardian. Independent swimmers ages 10 & under may swim laps with permission from the aquatics director. Youth must follow the same guidelines and precautions as adult members, including signing the Waiver of Release and Liability, making a separate reservation, wearing a masks in communal areas and more. There are additional guidelines we are asking youth to follow when back at the Y. Please read our [youth guidelines](#) for details. Kid Zone is only available in Manchester at this time.

New Check-In & Reservation Process

Will there be any screening to get into the Y building?

Yes, everyone will be asked to participate in a health check consisting of 2 questions and a temperature check. Please visit our [website](#) to learn more about this health check process. We are also asking member to wear their mask until they are ready to begin their workout. Members and staff should refrain from coming to the Y if they are ill or have been in contact with any individuals who are unwell, are being monitored for COVID-19 symptoms, and/or have underlying health concerns that may make them more vulnerable to illness.



Frequently Asked Questions

Will the check-in process be any different once I'm in the building?

Yes, you will self-scan your membership card at the check-in desk. A member services staff will meet you, guide you and answer any questions you may have. Members will also be asked to check-out when leaving the facility.

How do I make a reservation for the wellness center, pools and more?

Our new reservation system can be accessed at ymcagranite.sgasoftware.com. If you need help making a reservation, please refer to our [step-by-step guide](#) and [video tutorial](#).

How far in advance can I make a reservation?

Members may make up to 2 reservations per day. Reservations can be made up to 24 hours in advance.

For the Safety of Our Members & Staff

What else will be done to help maintain safety?

Remember that we are all still responsible to practice safety measures to prevent the spread of COVID-19. Reminders of the serious nature of this virus will be posted along with cleaning schedules. Y staff will also be encouraging everyone to practice social distancing. Hand sanitizers will also be placed at all entrances, exits and elsewhere throughout the building. Members will be asked to wear a mask during check-in and in all common areas and to wash their hands before and after their workout, swim, class or tennis match.

What about people who are higher risk for illness?

Everyone is encouraged to become familiar with the CDC definition of those who are at higher risk for illness by going to the [CDC website](http://www.cdc.gov). While there is not a one-size-fits-all, Y members are asked to consider CDC guidelines before assuming any level of risk in the YMCA and elsewhere.

What happens if a confirmed case of COVID-19 arises in connection with the Y building?

In the event of a confirmed case of COVID-19, the building will close for the required amount of days as advised by the Department of Health. The building will be thoroughly cleaned and disinfected prior to opening. Opening in either case will take place only upon approval of the Department of Health.



Frequently Asked Questions

Is the Y Offering Day Camp, Overnight Camp or Other Forms of Child Care?

Will child care or kid zone be available?

Our child care programs will continue to operate under Emergency Child Care guidelines until such time that it is deemed to return to normal. We have made sure that our child care programs are only accessible to authorized Y staff and the children in child care. Kid Zone is currently available in a limited capacity in Manchester. We are planning our re-opening of Kid Zone at all of our branches. Stay tuned for more details!

Will Any Other Services Be Available?

Will there be group exercise classes?

During Phase 2, a variety of group exercise classes are available, including water exercise at select branches. We will continue to offer virtual programs for members who are not yet ready to return.

Will the Wellness Centers open for cardio and strength training?

Wellness Centers are open for limited cardio and strength training by reservation only. Please check our [website](#) for hours and more details. You may also view our Wellness Center [calendar](#) to see available Wellness Center time blocks.

Will the pools be open?

Many of our pools are open for lap swimming, water walking, open swim and water exercise classes. All pool activities require reservations. We are also offering private and semi-private swim lessons. Please visit our [website](#) for additional details regarding our pools.

Will the tennis courts be open at the Allard Center?

Tennis will be available to singles or family doubles by reservation only through our tennis reservations system. Players are required to bring their own equipment. We are also offering limited [tennis lessons and programs](#) for youth and adults. Please contact Dave Brown at dbrown@graniteymca.org for more information or to register.



Frequently Asked Questions

Will the gymnasiums be open?

Gymnasiums will not be open for basketball, pickleball or other sports. Some gyms may be used to create additional space for group exercise classes along with cardio and strength training.

Will personal training be available?

Yes, limited personal training will be available. Please schedule your sessions directly with your trainer.

Will there be any access to showers and locker rooms?

Locker room and shower access varies by branch. Please review the chart below or visit our [website](#) to see what is available at your local branch.

YMCA of Downtown Manchester	YMCA Allard Center of Goffstown	YMCA of Greater Londonderry	YMCA of Strafford County	YMCA of the Seacoast
Locker rooms and showers are open to all members.	Locker rooms and showers are open to all members.	Outdoor shower will be available for swimmers.	Locker rooms are open to all members.	Locker rooms and showers will remain open to swimmers only.

Will I be able to use steam rooms and hot tubs?

There will be no access to steam rooms, sauna rooms or hot tubs during this temporary period. There will also be no towel service.

Will mats, towels or water fountains be available?

We are asking our members to bring your own yoga mats, towels and water bottles if you should need them. Water fountains will only be available to fill up water bottles, not to drink from directly.

Will the coffee station be available?

Coffee stations will not be available to Y members at this time.