



FOR YOUTH DEVELOPMENT®
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We are thankful to have the opportunity to, once again, serve our members. If you are thinking of coming to the YMCA, please take the proper precautions and realize there are measures and protocols in place for the time being while visiting.

Registration for group classes are open and available [online](#), and on the phone or at the Y starting Monday. The classes can be found on our website by [clicking here](#).

Q: When will the Mason City Family YMCA re-open?

A: We will open Monday, May 11. Mason City Family YMCA members received an email communication outlining what they can expect in terms of the Y's operation during this first phase of re-opening. That information is posted on the YMCA's website and can be found by [clicking here](#). This information and protocols may change, and the Y intends to update it on social media and our website in a timely matter.

Q: What are restrictions on re-opening? Hours, ages, and expectations?

A: Mason City Family YMCA will be open M-F, 6:00 a.m. - 7:00 p.m. and Sat, 8:00 a.m. - 5:00 p.m. Only members 16 and older will be allowed in the facility alone. Youth under 16 must be with a guardian their entire time at the YMCA. No Day Passes, guest passes, or Nationwide Memberships will be accepted at this time. New membership may be started. While coming into the YMCA, all members, staff, and vendors will be checking in at the Front Desk, being asked a series of questions and will have their temperature checked at the door.

Q: Why didn't the Y re-open right away?

A: As we prepare to re-open our doors, please be assured your safety - and the safety of all our members, staff and community residents - is our number one priority. We're following guidelines from health experts and local officials to ensure that our facilities meet the highest standards for hygiene and safety, and we have modified our policies and programs to facilitate safe social distancing practices. As much as we're looking forward to opening our doors and welcoming members back to the Y, a May 1 opening date did not allow for enough time to make sure we have all the supplies, equipment, personnel, procedures and signage in place to ensure a safe and positive experience for members. Our team is working diligently to have all items in place for a reopening on May 11.

Q: What specific things do/did you have to do in order to reopen?

A: We have developed a comprehensive plan for reopening that includes:

- Thoroughly cleaning and sanitizing the entire facility
- Developing enhanced sanitation protocols, training staff on those protocols
- Sourcing cleaning and sanitation supplies and personal protective equipment
- Implementing personal safety measures for staff and members
- Reconfiguring physical spaces and adjusting equipment to meet capacity and social distancing restrictions
- Developing training programs and instructing staff on new procedures
- Producing and placing signage throughout the facility to guide members

Q: Will all the Y's programs and services be available when you open?

A: During the first phase of our reopening, it will be necessary to restrict programs and services due to capacity limitations, social distancing requirements and safety considerations. We will continue to expand our offerings as soon as it is safe and feasible to do so.

Q: What amenities will be available?

A: The fitness floor, track, racquetball courts and one basketball court will be available, in addition to the Family Changing Corridor with four individual locker rooms. There will be a few Group Exercise classes to sign up for with limited capacity for each class (9 participants + 1 instructor).

Q: Will the pool be open?

A: All pools in the state must remain closed under current emergency orders. We have developed protocols for safe operation of our pools once they are allowed to open. We're excited to have a newly painted pool, and am sad it is not able to be used immediately.

Q: When can we expect to see other services return?

A: In consultation with health experts and other YMCAs throughout the state, the Y has adopted a phased-in approach to reopening that allows us to be flexible and quickly adapt to ever-changing circumstances. We are starting out carefully and deliberately; as safe operations are established and restrictions are lifted, we will be able to move into the next phase of reopening and offer additional programs and services.

Q: Will there be any changes to membership rates?

A: The Y is a nonprofit organization that relies on membership dues to help us operate our facilities and fulfill our mission of strengthening community. In April, the Y did not charge most members and extended pre-paid memberships to reflect the fact that our facilities were closed. As our facilities reopen, we are returning to regular membership rates.

Q: Are Mason City Family YMCA staff members returning to work?

A: Because we are reopening on a limited basis, we will not need as many staff to operate the facility during the initial reopening phase as we did prior to March 15. Staff members are being contacted by their supervisors regarding the reopening and the Y's staffing needs.

Q: I put my membership on hold. How do I get it off hold so I can use the Y?

A: Contact sryal@masoncityymca.org with any questions regarding your membership or program participation. Or stop by the Front Desk. You will be expected to pay a prorated rate for your membership when starting to use the YMCA.

Heath Hupke
Mason City Family YMCA, CEO