



**FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY**

## YMCA Program FAQs

- 1. I'm having trouble accessing my account to register for programs, what do I do?** If you don't know already, we recently updated our operating software that runs our account management and program registrations. You can learn more about it and how to access your account by visiting our web page regarding the software upgrade: [www.nmymca.org/personify](http://www.nmymca.org/personify). There are details there on how to gain access to your account if you are still having trouble after running through the setup instructions.
- 2. What types of programs are being offered in this first session?** Program offerings will be expanded to include all program areas. Due to current State of New Hampshire Guidelines and YMCA's space limitations, programs will still have capacity limitations to help with social distancing and other health guidelines. However, we will also be offering more options throughout the day to increase availability. For example, we'll be offering programs during the middle of the day to assist with families attending classes on school district remote learning days.
- 3. When can I begin to register for classes?** YMCA Members 8/24, Community Members 8/31
- 4. Why can I only register for programs online?** At this time, we are encouraging all members start to use our new online registration and membership system. We cannot take in house registrations due to NH guidelines.
- 5. I'm not a member; can I register for programs in this upcoming session?** Yes, we look forward to expanding our offerings to the Greater Nashua community again with this session of programs.
- 6. Will we get a credit on our account for the program that wasn't finished in March?** Due to the COVID-19 pandemic, we were forced to pause all programs at the YMCA in March of 2020. Any payments previously made for Session D programs are now set up as prorated credits for the unused portion of Session D programs on your account and can be applied to a future program at the YMCA of Greater Nashua. This includes all arts and humanities, sports, dance, swim lessons, fitness classes, and music classes.
- 7. Can I apply the credit from the program that was paused in March to programs in this session?** Yes, if you believe you have a credit on your account, please [call us at one of the YMCA branches](#) to check on the amount of the credit and to register for programs.
- 8. What happens to my account credit if I don't use it for this session of program?** Your credit is yours and will remain on your account until the next time you register for a program. The YMCA will apply the credit automatically toward any program balance you have before drafting the remainder of your program fees on to your debit or credit card you use when registering.

### YMCA OF GREATER NASHUA

**Merrimack YMCA**  
6 Henry Clay Drive  
Merrimack, NH 03054  
P: 603 881 7778

**Nashua YMCA**  
24 Stadium Drive  
Nashua, NH 03062  
P: 603 882 2011

**Westwood Park YMCA**  
90 Northwest Boulevard  
Nashua, NH 03063  
P: 603 402 2258

**Camp Sargent**  
141 Camp Sargent Road  
Merrimack, NH 03054  
P: 603 880 4845

[www.nmymca.org](http://www.nmymca.org)



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9. **What do I need to do before I arrive at the Y for my program?** When you arrive at the Y please be prepared with a face covering and any personal items you need such as yoga mat, towel and water bottle. Upon arrival, a team member will conduct a contactless temperature check and ask you five health questions related to Covid-19. Also, please note: An updated Waiver of Liability, Photo Release & Membership Agreement must be completed ONE TIME before your first visit ONLY!
- For your convenience, please use the links below to complete BEFORE you arrive. This will expedite your entry to the Y!
  - [Adult Waiver \(required for ALL adult members\) Photo Release \(required for ALL members\)](#)
  - [Updated Membership Agreement \(required for ALL members\)](#)
  - [Minor Waiver \(required for all minors 0-17 years, one waiver per family\) \\*SIGNED BY Parent/Guardian](#)
10. **Will program participants need to wear a mask?** Program participants will NOT have to wear a mask while they are in the program. Staff will wear a mask during times that they cannot maintain a safe and social distance of at least 6 feet during any activity.
11. **Do I need to have my temperature taken when entering the Y building?** Yes. All members and staff will have their temperature taken, complete a brief questionnaire and sanitize their hands upon arrival to the Y. We have a short video on our website about new procedures. You can access it here: [www.nmymca.org/reopening](http://www.nmymca.org/reopening).
12. **How do you plan to promote social distancing in the programs?** Class capacities are limited to smaller groups and each program will have different measures in place to guarantee social distancing. For program specifics, please contact the director of the program by clicking on their names below to send them an email.
- Arts, Music and Enrichment Programs: [Tiffany Joslin](#)
  - Dance Programs: [Tiffany Joslin](#)
  - Healthy Living Programs: [Kim Adie](#) (LiveStrong, Prescribe the Y, EnhanceFitness, etc.)
  - Sports and Recreation Programs: [Tracy Beauregard](#)
  - Swimming and Swim Lessons: [Kevin Morton](#)
  - Storm Swim Team: [Dave Bott](#)
  - Youth Wellness and Fitness: [Tyler Penn](#)
  - Wellness and Fitness (Merrimack YMCA): [Kim Hickman](#)
  - Wellness and Fitness (Nashua YMCA): [Melissa Collins](#)
  - Wellness and Fitness (Westwood Park YMCA): [Melissa Collins](#)

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13. **What is the plan for keeping the program spaces as disinfected and sanitized as possible?** After each class instructors will be cleaning the area used, as well as any equipment.
14. **How will programs be different under the new guidelines?** Limited class sizes, social distancing and cleaning of area and equipment afterward.
15. **What will happen if a program participant or staff member has a fever upon entering the building?** Anybody with a fever will be sent home immediately. Please note that a “fever” is considered to be 100.4 per state guidelines. In this event, multiple thermometers will be used for confirmation. Please understand that while we recognize this may be an interruption to your day, we are enforcing both local and state guidelines to help reduce the spread of COVID-19.
16. **Can my child still attend the program if a member of our household has tested positive for COVID-19?** Anyone who has had contact with someone confirmed or probable to have COVID-19, must complete isolation or quarantine procedures in coordination with the State of New Hampshire and local health departments prior to returning to the program. All suspected or confirmed cases should be communicated to the Program Director of the class.
17. **What is the plan if a program participant or staff member feels ill during the program?** Per state guidelines, “any person that develops symptoms of COVID-19 while at the day camp should be masked if they are over 2 years of age, removed from contact with others, and be immediately sent home.
18. **What is the refund policy if my child, a family member or I become sick and the program participant can’t attend the program for a couple weeks due to quarantining need?** Please reach out to the appropriate Program Director who will be able to issue a credit.

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