

Anaheim Family YMCA

Front Office Visitor Protocols

Until further notice, the following protocols will be implemented at the Anaheim Family YMCA Administration Building on 240 S. Euclid St. as a response to the guidance provided by the California Department of Public Health in reference to the coronavirus pandemic. During this time the Main office doors will remain locked and will only be accessible to staff and visitors with appointments.

- **Appointment only:** At this time, visitors are welcome by appointments only. Those that arrive without an appointment will be provided the appropriate phone number/website to make an appointment.
 - If an appointment is available at the time of walk-in, staff may schedule appointment if visitor is able to comply with all protocols. All appointments must be added in the Bookings App.
- **Microsoft Bookings App:** Appointments will be made through the Microsoft Booking App. When an appointment is booked, the visitor will receive a confirmation email that includes date, time and location of the appointment, plus a reminder to wear a face mask and a temperature check/health questionnaire is required. The designated staff member will also receive an email notification that an appointment has been scheduled.
- **How to book an Appointment:** Visitors will need to book an appointment on the Y website: **anaheimymca.org** or calling the Main Office 714-635-9622. Available appointments are Monday to Friday. Earliest appointment spot is at 9:30am, latest is at 3:00pm. Appointment spots are 30 minutes each. Appointments can exceed 30 minutes if needed.
- **Staff assistance:** The Member Services Specialist will greet the visitors and determine who they have an appointment with. The appropriate staff member will be called to assist their visitor and escort them in for service. In the event the Member Services Specialist is out for the day, a staff from the data department will assist the visitor.
- **Masks, symptom questions, and temperature:**
 - Staff assisting the visitor will ensure that the visitor is wearing a mask, answers symptom-related questions, and has their temperature checked before proceeding with providing service.
 - Staff will escort the visitor to the front counter to be checked-in, escort them to where business needs to be conducted, and then Y staff member is escort them out of the building when business is complete.
 - Social distancing will be maintained at all times and as such, business should not be conducted in the front office/lobby if it will take more than 5 minutes and would prevent providing timely service to other visitors.
 - The use of an office, conference room, or other space is recommended, and the door should be left open if possible.
- **One adult at a time:** Visitors will be limited to being assisted one adult at a time in the front lobby. To support the needs of families, children will be allowed to join.
- **Not sharing items:** Please provide each visitor with a new pen or writing utensil and ask them to take it with them when they are done using it. Any computer used by a visitor must be wiped down after each visit.
- **The right to refuse entry:** Because we are following the guidance of the California Department of Public Health, visitors refusing to comply with the protocols will be denied service until they comply.