FREQUENTLY ASKED QUESTIONS (FAQ’s):

1. **What is the anticipated date of the reopening of the JCC facilities, including our fitness & wellness center, health club and locker rooms, and in-person exercise classes?**
   - The JCC reopened our Margolies fitness and wellness center on **Friday June 26th**, when Lackawanna County moved to the green phase.
   - We reopened our locker rooms on August 5th, once we put appropriate safety measures and guidelines in place. Our family changing room opened on June 10th.
     - It is strongly encouraged that members arrive at the JCC dressed and ready to workout and then return home to shower and change. However, the family change room and locker rooms are an option if you absolutely need to shower. We have a list of separate protocols for these areas.
   - In-person exercise classes resumed on July 13th. We are also continue to offer virtual class options for members only.
   - Our racquetball courts re-opened on August 24th with special protocols. Our basketball court opened on September 27th on a limited basis with special protocols and requirements. It is currently open just a few hours a week.
   - Our pool opened on June 10th for swimming and classes.

2. **Will you have adjusted hours of operation?**
   - Our current operating hours are the following (we will be expanding our hours gradually):
     - Monday-Thursday: 5:30 am-8:00 pm | Friday: 5:30 am - 6:00 pm |
     - Saturday 7:00 pm – 9:00 pm (begins November 7th | Sunday: 8:00 am-2:00 pm

3. **Will I need to make an appointment to use the JCC facilities?**
   - In order to be in compliance and adhere to social distancing guidelines there are a limited number of people who will be allowed in the JCC facilities at one time. We encourage you to make a reservation in advance to use the fitness center, pool, health clubs, exercise classes and racquetball courts.
     - Fitness center sessions are 50 minutes and reservations are required.
A limit of 10 members are allowed in the fitness center at the same time.

- Pool sessions are 45 minutes and reservations are required.
- In-person exercise classes also require a reservation to attend. Classes are free for members and $10 per class for non-members. Our senior exercise classes are $5 for non-members.

- Reservations can be made online (scrantonjcc.org) or by calling the front desk (570-346-6595).
- Members are welcome to drop in without a reservation, and may be given an opportunity to use facility areas if spots are available. Though we encourage reservations so that you are not inconvenienced.

4. What is the process to enter and exit the building?

**ENTERING THE BUILDING**

- Everyone will enter the building through the main entrance. Members should enter the code, and non-members should ring the bell to gain access.
- We kindly ask you to sanitize your hands at the station which is located to the left of the internal doors (which will remain open).
- We will be taking mandatory temperature checks. Anyone that registers a temperature of 100.4º or higher may not stay at the JCC. A doctor’s note will be required to re enter our facility.
- All members must scan their membership tag or check in at the front desk.
- All clients are asked to respect and maintain social distancing guidelines by staying at least six feet apart and abide by all social distancing markers and signs.
  - Loitering is not permitted in the entrance or lobby.
  - Sneeze guards have been installed at the front desk for safety.

**EXITING THE BUILDING**

- To exit the building, all clients using areas on the lower level will exit out the fire exit door just past the fitness center leading to the parking lot on the lower level.
- Once clients are on the lower level they must exit from the lower level and are not permitted to return back upstairs. However, the elevator may be used by clients who have difficulty climbing stairs.
- All clients participating in activities on the upper level will exit through the Koppelman Auditorium fire exit.
• The purpose of these procedures is to avoid close contact when coming and going from the building. Signs and floor markers will direct you to the correct exits.

5. **Will the elevator be available for use?**
   • Yes, the elevator will be available for those who may wish to use it. Unless you are from the same family, the elevator should only be used by one person at a time. A hand sanitizing station has been placed inside the elevator for your use.

6. **What is your policy on wearing masks?**
   • As mandated by the governor of PA, masks or face shields are required to be worn while indoors and using JCC facilities.
   • Protective shields and masks are available for purchase at the JCC front desk.

7. **Will the JCC be cleaned and disinfected throughout the day and evening?**
   • JCC Maintenance staff will be routinely disinfecting high touch areas throughout the day.
   • Fitness attendants will be disinfecting the fitness equipment regularly while on duty.
   • All members must also take responsibility to disinfect their equipment/machines/high touch areas before and after use.

8. **Will hand sanitizers and hand washing stations be available?**
   • Yes. We have installed many additional hand sanitizing stations around the building.
   • Hand washing or sanitizing is required before and after working out.

9. **Will I be able to refill my water bottle?**
   • Water stations and disposable cups are provided.
   • To minimize risk of contamination between cleaning, before refilling your water bottle from the water cooler, we ask that you clean the bottle surface with a disinfecting wipe, wiping down the bottle handle, shoulder, neck and cap.
   • The CDC recommends that after you refill your water bottle, use hand sanitizer.

10. **Will drinks and snacks be available for purchase from the vending machines?**
    • The vending machine on the main level is available to purchase drinks and snacks. Disinfectant and a sanitizing station is located nearby. It is requested you disinfect the touch areas before using, and sanitize your hands afterwards.
11. Will I need to update my account and sign forms related to COVID-19?
   ● Every member is required to sign a COVID-19 Acknowledgment of Risk form before using our facilities.
   ● It is especially important during this unprecedented time that our members and guests are aware of the risks that may be associated with COVID-19. The signed form serves as an acknowledgment.
   ● The JCC has been and will continue to comply with all PA Department of Health and CDC guidelines with the goal of preventing/eliminating the transmission of COVID-19 in our facility.

12. Are you accepting new JCC members??
   ● Absolutely! Prospective members with questions or would like to schedule a tour should make an appointment with our Membership Coordinator at 570-346-6595 ext. 101.

13. What is the policy on guest passes during this time?
   ● Our policy has not changed. Twice a year, each member in good standing may invite a guest to utilize our facilities.
   ● Guests are required to follow and abide by member protocols.
   ● Fees for guest passes: 18 years and older: $15 | 17 years and younger: $8

14. Will my membership be credited for the time when the JCC was closed?
   ● Every member who has been in good standing since the COVID-19 closure will receive a three month extension on their current membership period for the timeframe that we were closed (March 16th-June 26th).
   ● At the renewal/anniversary date members will receive the three month extension as a credit. No cash refunds will be issued.
   ● We require 30 days notice to terminate a membership.

15. What if there is a suspected COVID-19 case at the JCC?
   ● If it is reported that there was a suspected case of COVID-19 in our building, our plan is to report to the Department of Health (DOH), communicate with membership, and close the facilities for further deep disinfecting and cleaning of the building.
   ● The DOH will guide us on how much we can communicate, and whether they recommend closure of parts or all of our building and for how long.
   ● We will keep clients informed of all decisions.