



## **Frequently Asked Questions: Phase III**

*Updated August 31<sup>st</sup>, 2020*

### Opening/Schedules:

**Q: When will Juneau's Pools move to the next phase?**

*A: Dimond Park Aquatic Center & Augustus Brown Swimming Pool will continue to operate in Phase III of the reopening plan until further notice.*

**Q: Will pool space be by reservation only?**

*A: Reservations are no longer be accepted in the current phase. Phase III allows drop-in rec to resume.*

**Q: When will Augustus Brown Swimming Pool reopen?**

*A: Augustus Brown Swimming Pool will reopen on September 8<sup>th</sup>, 2020 with a modified schedule.*

**Q: Why is Augustus Brown opening with a modified schedule?**

*A: Augustus Brown Swimming Pool will reopen during the times when the high school teams begin practicing at Dimond Park Aquatic Center, to offer more recreational space for community users.*

**Q: Will there be open swims this summer?**

*A: Not at this time. We will continue to monitor social distancing guidelines and make modifications as necessary.*

### Facilities:

**Q: Will I/my family be able to use locker rooms to change and shower?**

*A: Phase III allows access to locker and family changing rooms. Showers will be accessible at both facilities on September 8<sup>th</sup>.*

**Q: How many swimmers are allowed per lane?**

*A: Phase III limits one household per lane; maximum of four individuals per household (unless patrons consent to sharing space).*

**Q: Will the sauna or hot tub be open in this phase?**

*A: Not at this time. The sauna and hot tub will remain closed in lieu of social distancing guidelines.*

## Programming – Certification Courses, Swim Lessons & Aquatic Programming

### **Q: Will programs like certification courses, swim lessons be offered?**

*A: The safety of our staff and patronage are priority number one. When Juneau Pools are permitted to offer swim lessons, fitness classes and other programming, an announcement will be made.*

## Safety:

### **Q: What is Aquatics Division doing to provide a safe environment for staff and patrons?**

*A: The Division of Aquatics is adhering to recommendations from the Center for Disease Control (CDC), CBJ Municipal Assembly, and American Red Cross Training Services, and have established robust sanitation procedures. See below for examples:*

- *The fitness deck, locker and family changing rooms will be wiped down at the top of every hour*
- *The entire facility will be closed to the public to be thoroughly cleaned and disinfected prior to open, during the mid-day closure, and at close to provide a safe and sanitized facility.*
- *Splash guards have been installed between each lane for lap swimming at DPAC*
- *Sneeze guards have been installed at check-in counter*
- *Resuscitation & rescue protocols have been modified to protect staff and patrons regarding COVID-19*

### **Q: Do I/my household have to wear a mask?**

*A: Per **CBJ Emergency Ordinance No. 2020-05** members of the public will be required to wear face coverings in facility common spaces (lobby, front desk, and locker rooms/restrooms), but will not be required in natatorium/pool. Face coverings will be provided upon request. All face covering exemption inquiries should be directed to [Koillin.Monahan@juneau.org](mailto:Koillin.Monahan@juneau.org)*

## Admission:

### **Q: What will happen to my pool pass regarding the COVID-19 closures?**

*A: Staff will be crediting duration of closures back on to all memberships that are/were active from March 16<sup>th</sup>, 2020 – June 15<sup>th</sup>, 2020.*

### **Q: Will my information be collected for contact tracing?**

*A: Yes, we will have a sign in sheet every day for patrons to sign in. This information will be used for contact tracing only.*

### **Q: Will I be required to have my temperature checked at the facility and/or provide proof of identification?**

*A: Temperatures or proof of identification of patrons will not be required upon arrival.*

All inquiries and comments should be directed to the Juneau Pools Aquatics Manager:

**Kollin Monahan**

907-586-0839

[Kollin.Monahan@juneau.org](mailto:Kollin.Monahan@juneau.org)

*Management will continue to take guidance from local & state entities, as well as the Center for Disease Control and Prevention. As this is a fluid process, all operations and hours are subject to change.*

