**Frequently Asked Questions – Reopening Juneau’s Aquatic Facilities**

**Opening/Schedules:**

**Q: When will Juneau’s Pools open?**

A: Dimond Park Aquatic Center & Augustus Brown Swimming Pool will open on a **reservation only basis** on October 26th under modified operations.

**Q: Where and when can I reserve pool time?**

A: Reservations will open on October 23rd at 8:30am via [https://etrak-sw1.com/etrak/cp?org=78](https://etrak-sw1.com/etrak/cp?org=78).

**Q: Is there a limit to reserving pool space?**

A: Yes. We are limiting reservations to three swim sessions per week for each patron.

**Q: Is there a patron limit to each LAP LANE reservation?**

A: Yes. We are limiting reservations to one individual per reservation for lap swimming.

**Q: Is there a patron limit to each GENERAL REC reservation?**

A: Yes. We are limiting reservations to three individuals per reservation for general recreation.

**Q: Is there a patron limit to each BACK CORNER reservation?**

A: Yes. We are limiting reservations to one individual per reservation for back corner recreation.

**Q: What happens if the reservation slot is full?**

A: Operations are accepting reservations on first come- first serve basis. The quickest and most efficient way to reserve space is to register online.

**Facilities:**

**Q: What is the facility capacity in this phase?**

A: Each facility is limited to 20 patrons at one time.

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

A: Locker rooms will remain open during this phase of reservations, including showers.
Programming – Certification Courses, Swim Lessons & Aquatic Programing

Q: Will programs like certification courses, swim lessons be offered?
A: The safety of our staff and patronage are priority number one. Staffing levels and facilitating swim lessons are being evaluated. When Juneau Pools are permitted to offer swim lessons, an announcement will be released at a later date.

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 facility will be closed prior and after each swim session for 30 minutes to clean and disinfect all surfaces and areas
- Splash guards will be installed between each lane for lap swimming
- Sneeze guards will be installed at check-in counter
- Modifying resuscitation & rescue protocols 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 restrooms), but will not be required in natatorium/pool. Face coverings will be provided upon request and should not be worn by children under the age of two.

Admission:

Q: Will my information be collected for contract tracing?
A: Yes, our reservation system will have your name, phone number, and email address. This information will be used for contact tracing only. Patrons will be required to sign in at the front desk.

Q: Will I have to pay an additional fee to reserve pool space?
A: No. Reservations can be completed online at https://etrak-sw1.com/etrak/cp?org=78 and will not require a fee when registering. Upon arrival, staff will 1. Confirm patron has reserved space, and 2. Confirm patron has a valid membership or sell patron a membership or day pass.

Q: Why are we limited to 1.5 hour reservation blocks in the facility?
A: 1.5 hour blocks have been set to encourage safe access to the community while still providing pool users adequate time to recreate.