



Dimond Park Aquatic Center
3045 Dimond Park Loop
907.586.2782

Augustus Brown Pool
1916 Glacier Avenue
907.586.5325

Updated 02/19/2021

Please note, these changes go into effect on Monday March 1st, 2020

Frequently Asked Questions – Reopening Juneau’s Aquatic Facilities

Opening/Schedules:

Q: Will pool space be by reservation only?

A: No. Reservations are no longer accepted in the current phase. Phase IV allows drop-in rec to continue.

Q: Do I have to share a lane with another patron when lap swimming?

A: Yes. Lap lanes will no longer be restricted to single households.

Q: What happens if I don't feel comfortable sharing a lane?

A: Operations dedicating one lap lane at either facility for single households.

Q: Will the spray features be operating?

A: The spray features will be operational during semi-open swims, after they pass inspection.

Facilities:

Q: What is the facility capacity in this phase?

A: AGB is limited to 50 patrons at one time & DPAC is limited to 80 patrons.

Q: What happens if the facility hits capacity?

A: Both aquatic facilities are operating on a first-come-first-serve basis, and have a waiting list available for patrons to sign up once recreation space becomes available.

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

A: Locker rooms will remain open during this phase, including showers.

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.

Q: Are the slides open in this phase?

A: The slides will be a part of the second installment of amenities offered in this phase, once they pass inspection.

Q: Are facility rentals available?

A: No, not at this time.

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. 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:

- *Splash guards are installed between each lane for lap swimming*
- *Sneeze guards are 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 (fitness deck, lobby, front desk & locker rooms), but will not be required in the pool. Face coverings will be provided upon request and should not be worn by children under the age of two.*

Admission:

Q: Can I watch my child during their swim lesson?

A: Yes, guardians are permitted to watch their child during their swim lesson as long as they:

- *Pay an entry fee*
- *Sit in the natatorium and wear a mask if not in the water.*

Q: Will my information be collected for contact tracing?

A: Yes. Patrons will be required to sign in at the front desk. This information will be used for contact tracing only.

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

Kollin Monahan

907-586-0472

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.