

POLICIES AND PROCEDURES IN RESPONSE TO THE COVID-19 PANDEMIC

EL CERRITO SWIM CENTER – UPDATED 8/12/20

El Cerrito Recreation Department

AQUATICS & FACILITIES DIVISION | 7007 MOESER LANE, EL CERRITO, CA 94530

INTRODUCTION

The following policies and procedures are designed to help ensure, to the extent possible, the safety of everyone involved in programming provided by the El Cerrito Recreation Department (ECRD). These policies have been developed to follow physical distancing, disinfection, and hygiene practices specified by the Contra Costa County Health Department, California Health Department, and the Federal Centers for Disease Control and Prevention (CDC). These policies may be modified and updated as guidelines continue to evolve.

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PHYSICAL DISTANCING OUTLINE

All El Cerrito Swim Center Programming will adhere to physical distancing guidelines including:

- ✓ Staff and customers maintain 6 feet distance from each other at all times.
- ✓ Each customer will have a designated lane, to be used exclusively by that customer. Members of the same household may swim in the same lane, as long as everyone reserved online.
- ✓ Within their designated lane, each customer and member of their household must swim in the middle of their lane.
- ✓ Because of the California Building Code, we are legally obligated to keep the locker rooms open. However, per the County health order, showers and changing areas in the locker rooms will not be available, and bathroom stalls and sinks will be in use for emergency purposes only. It is HIGHLY suggested that you come in your suit ready to swim and shower at home after you leave the facility.

CLEANING EXPECTATIONS

Along with regularly scheduled custodial service, each shared area will receive additional cleaning and sanitation by aquatic staff as follows:

- ✓ Locker Rooms (doors to men's and women's locker rooms will be propped open every morning to limit high-touch surfaces):
 - After all customers have exited, staff will have 15 minutes to go into the locker rooms to clean and disinfect (family room is closed, and will not be cleaned):
 - Clean any surfaces that seem dirty
 - Disinfect locker room including:
 - Bathroom toilets and stalls
 - Sinks and mirrors
 - Walls
 - Floors
 - Disinfect the handles of the outside showers.
 - Disinfect all doors within Swim Center:
 - Front entrance and exit
 - Office entrance
 - Lifeguard/First Aid Room
 - Pump Room
- ✓ Hand Sanitizer will be available at the front gate and on the Lifeguard stand.
- ✓ EPA approved disinfectants will be used by all staff participating in cleaning and disinfecting.

SAFETY EXPECTATIONS

- ✓ All staff will administer a self-check screening, including temperature check, before beginning work.
- ✓ All staff are required to wear cloth face coverings while working (unless making an in-water rescue). Best Practices for Face Coverings (per the CDC):
 - Wash your hands before putting on your face mask
 - Put it over your nose and mouth and secure it under your chin
 - Try to fit it snugly against the sides of your face
 - Make sure you can breathe easily
 - Do not put the covering around your neck or up on your forehead
 - Do not touch the face covering, and if you do, wash your hands

- Take off your face covering carefully when you get home
- Untie the stretch ear loops or strings behind your head
- Handle only the loops or ties
- Fold outside corners together
- Place face covering in the washing machine. To learn more about how to wash face coverings, please visit the CDC website
- Be careful not to touch your eyes, nose, and mouth when removing and wash hands immediately after removing
- ✓ All customers are required to wear face coverings until they get in the water. Children age two years and under, and persons with a medical condition, mental health condition or disability are exempt from wearing a face covering.
- ✓ All staff are expected to clean and disinfect program areas, supplies, and equipment as outlined above.
- ✓ All staff and customers are expected to promote good hygiene including but not limited to:
 - Washing hands with soap and water for at least 20 seconds whenever visibly dirty and after every change in rotation
 - Hand sanitizer will be used if soap and water is not readily available for disinfecting, but cannot replace cleaning hands that are visibly dirty
 - Staff and customers should cover any sneeze or cough in their elbow, and to wash their hands immediately following any such incident
 - Staff and customers will maintain 6ft feet of personal space, even in the pool. The only exception is members of the same household and emergency situations such as in-water rescues.

SICK POLICY

- ✓ Sick staff and customers are required to stay home and will not be allowed in the facility.
- ✓ "Sick" may be defined as presenting, but not limited to, any of the following symptoms:
 - Cough
 - shortness of breath
 - fever (temp 99.1°F or higher)
 - sore throat
 - chills
 - vomiting
 - and/or diarrhea
- ✓ Should a staff or customer develop any of the symptoms above, please immediately notify the Supervisor. Any person who becomes sick while attending a program will be sent home immediately.
- ✓ Staff will be vigilant in monitoring symptoms in themselves and customers and will notify a supervisor if they or a customer is showing symptoms of being sick (symptoms listed above).
- ✓ If a customer becomes sick, a staff will supervise them until they leave the facility. The staff will use a face covering, face shield, disposable non-latex gloves and a disposable gown for this period. Any person that is sick may not return to the facility until they have met each of the criteria below:
 - Their respiratory symptoms are improving
 - They have had no fever for 72 hours without the use of fever-reducing medicines
 - At least 7 days have passed since illness onset
 - A doctor's note has cleared them to return to the program or work

- ✓ In the event of a confirmed case of COVID-19 within a City of El Cerrito Recreation program:
 - All programming will be cancelled for the remainder of the week or a minimum of 2 working days
 - ECRD will contact local health authorities to assist in coordinating the appropriate community response
 - ECRD will communicate with all customers, staff, and any other potentially affected groups, via email, outlining the situation and next steps. These communications will maintain confidentiality for all persons involved in accordance with all regulations, where applicable. All communications relating to an outbreak will be approved and monitored by the Recreation Director and City Management
 - All program areas will be thoroughly cleaned and disinfected before any resumption of programs

DAILY OPERATIONS

- ✓ Visitors (persons not registered for a lane or program or staff not scheduled to work) may not enter the facility without permission from ECRD Management. This includes spectators.
- ✓ Staff are expected to minimize contact outside of work. If possible, staff should not work in another position that exposes them to the public and must maintain physical distancing requirements.
- ✓ All customers must pre-register online for their lane or program at least 24 hours in advance (Masters can reserve until 4pm the day before). No in-person or drop-in registrations will take place at the Swim Center.
- ✓ Customers must always wear a face covering when not in the water.

ENTERING FACILITY

- ✓ Outside the entrance, along the north-east wall, markers will be placed every 6 feet. Each marker will have a number corresponding to the reserved lane assignment.
- ✓ Customers should not arrive before their scheduled time or wait in their car if they have arrived early. Masters, Fitness Swimmers and Gators can line up 5 minutes before their scheduled reservation time, customers can line up outside the facility before being allowed to enter. Family Lanes can line up 10 minutes before their scheduled reservation time.
- ✓ Line up next to your lane assignment only. The brick area in front of Lane 1 Ladder and Lane 1 Stairs are for ADA accommodations only.
- ✓ Once it is time to allow customers into the facility, staff will prop the entrance door open.
- ✓ Before being allowed to enter the facility, staff will check customers names off rosters to ensure everyone entering is pre-registered, does a health screening, and given a few reminders. To do this, staff will:
 - Walk through each lane marker, asking customers the Health Screening questions
 - Wear their face coverings and remain 6 feet away from customers
 - Mark health screening (described below)
 - Remind customer(s) where their lane is located
- ✓ Each scheduled time is specific so that it does not overlap. Staff will stand at the entrance to conduct touchless entry for 10 minutes after designated start time. After that, customers will not be allowed into the facility.
- ✓ Staff are responsible for signing-in all customers and admitting them to the facility each day.

DAILY HEALTH SCREENING

- ✓ Each day, each customer will undergo a health screening, with the staff logging the answers to the following questions:
 - What was your temperature reading today?
 - Have you had a fever (100 degrees or more) in the last 24 hours?
 - Have you had a cough or shortness of breath in the last 24 hours?
 - Have you been in contact with anyone that has tested positive for COVID-19 within the last 2 weeks?
- ✓ If the answer to any of these questions is YES or the temperature reading that is reported was 100 degrees or more, than the customer should immediately go home.
- ✓ If the answer to these questions is NO and the latest temperature is under 100 degrees, the customer can be admitted to the program for the day.
- ✓ If a customer shows any signs of illness, staff will immediately ask them to leave and conduct the protocols outlined in the Sick Policy above.

WHILE SWIMMING

- ✓ Markers (painters' tape) will be placed along the pump room wall and in front of each lane for customers bags and belongings. Nothing can be placed inside lockers or on tables/chairs or other furniture/equipment on the deck. Customers must place their belongings inside the marker.
- ✓ Customers must swim in the middle of their lane.
- ✓ Try to enter and exit from your lane using the wall. If you must use the stairs/ladder or pool lift:
 - Use the stairs/ladder closest to your lane
 - Move through lanes as close to the wall as possible
 - Ask the swimmers in each lane to move 6 feet away from the wall
 - Go under lane lines, not over
- ✓ No equipment (kick boards, pull buoys, weight belts, etc.) will be accessible to customers. They must bring their own equipment to use at the pool.

EXITING FACILITY

- ✓ Customers do not have to stay the entire 45 minutes. They may exit the facility as soon as they are finished swimming through the exit where they entered.
- ✓ A 10-minute warning and a 5-minute warning will be given by the staff. At the 5-minute warning (40 minutes after the hour) Fitness Swimmers that need to use the bathroom and families using Family Lanes must exit the pool at this time. Or customers will have 5 minutes left to do their last lap and begin exiting the facility. They must be out of the facility at 45 minutes after the hour.

BEHAVIOR POLICY

The mission of the City of El Cerrito is to provide exemplary and innovative services, public places, and ensuring public safety. To achieve this goal, we ask that participants follow instructions and rules as stated by City staff, use appropriate language, never verbally or physically harm another person, and be respectful of others and their belongings as well as facilities and equipment.

For youth participants, staff will keep an open line of communication with parents/guardians. Should any misbehavior, behavioral changes or positive incidents occur with a child in our care, staff are directed to have a discussion with the parent/guardian.

In the case of behavior problems or non-compliance with health and safety policies:

1. Staff will take steps to resolve the behavior directly with the customer. This may include actions such as repeating rules and expectations, and verbal warnings. For youth participant, they may be directed to an alternative activity or given time away to calm down and self-reflect. Staff will record any incidents of behavior issues in a log that is kept at the site.
2. If the behavior problems continue, staff will speak with the customer and/or parent/guardian, informing them of the behavior issues and ask for their assistance in resolving the matter. Staff will continue to share with customer and/or parents/guardians what is being done to correct the behavior. Staff may also request a formal meeting with the customer and/or parent/guardian if the behavior continues.
3. Continuation of behavior may result in the suspension or dismissal of the customer from the program. Refunds will not be issued if a customer is temporarily suspended or dismissed from the program.

Consequences for misbehavior may reflect the severity of the customer's actions. Disciplinary steps may not be sequential and one severe act, as determined by the El Cerrito Recreation Department, may lead to immediate dismissal from the program.

FACILITY

- ✓ Each lane will be marked with a number so customers can find the lane they registered for.
- ✓ Family changing room will be closed. Men's and women's locker room will be open with shower and changing area caution taped off and closed for use.
- ✓ Doors to locker rooms will be propped open.
- ✓ Water fountains and water bottle filling station will be caution taped off and not available for use.
- ✓ Signs will be placed around the facility reminding staff and customers of physical distancing, hand washing, new lap swim etiquette, facility policies, and other procedures.
- ✓ All tables, chairs, picnic tables and equipment will be put away. Customers may not use these items.

PROGRAM INFORMATION

The Swim Center will be opening on Monday July 6, 2020. Four different programs are currently being offered, each with different pricing structures: Family Lanes, Masters Swim Team, Fitness Swim (including Lap Swim, Water Walking, and Independent Exercise), and Gators Swim Club.

FAMILY LANE

- ✓ Please visit <http://www.el-cerrito.org/1507/Family-Lane> for Family Lane dates and times.
- ✓ Family Lane is a time for a family of up to 5 household members to swim.
- ✓ A minimum of 2 household members must pay to reserve the lane.
- ✓ Pricing for the Family Lane:
 - First household member: \$8 Resident / \$10 Non-Resident
 - Each additional household member: \$6 resident / \$10 Non-Resident

- Children under the age of 1 years old are free
- ✓ Family Lanes are in lane 1 of the Emery G. Weed Lap Pool, which is split in half:
 - Lane 1 Stairs goes from 3 feet to 4.5 feet deep
 - Lane 1 Ladder is 4 feet to 4.5 feet deep
 - There is no shallow area of this pool for children to stand
- ✓ A ratio of 2 children for everyone 1 adult is required.
- ✓ No Lifejackets are available to borrow, but your own Coast Guard approved Lifejacket can be used in the pool. No other toys or floatation devices allowed.

MASTERS SWIM TEAM

- ✓ Please visit <http://www.el-cerrito.org/1503/Masters-Swim-Team> for Masters dates and times.
- ✓ Masters can reserve their lane online. Pricing for Masters:
 - \$15 / reservation for residents
 - \$16 / reservation for non-residents
- ✓ A Masters coach will be leading the workout at each time slot.
- ✓ A minimum of 7 swimmers must be registered for each time slot.
- ✓ One person per lane, swimming in the middle of the lane. A maximum of 2 members of the same household may use one lane, but both must remain in the middle of the lane to be physically distanced from those in other lanes.

FITNESS SWIM

- ✓ Please visit <http://www.el-cerrito.org/280/Fitness-Swim> for Fitness Swim dates and times.
- ✓ Fitness swimmers can reserve their lane online. Pricing for Fitness Swim:
 - \$10 Resident
 - \$12 Non-Resident
- ✓ Reservations can be made month by month (August 17-31, Sept 1-30, October 1-31, etc.). Reservation dates can be found online
- ✓ A minimum of 7 swimmers must be registered for each time slot.
- ✓ One person per lane, swimming in the middle of the lane. A maximum of 2 members of the same household may use one lane, but both must remain in the middle of the lane to be physically distanced from those in other lanes.

GATORS SWIM CLUB - **NEW**

- ✓ Gators is reserved differently than other programs. Gators is an Activity, not a reservation, and can be made by clicking "Aquatics Programs" in WebTrac instead of Swim Center Reservations.
- ✓ You must be a previous Gator swimmer in order to register. There will be no try-outs taking place at this time.
- ✓ Please visit <http://www.el-cerrito.org/1504/Gators-Swim-Club> for Gators dates and times.
- ✓ A Gators coach will be leading the workout for each group.
- ✓ No locker room facilities will be available for Gators swimmers. Please come and leave in your swimsuit.
- ✓ A maximum of 18 swimmers will be registered for each group:
 - Two swimmers per lane, starting on opposite sides of the pool
 - Swimmers must stay on their side of the lane the entire time, including while on the wall and swimming
 - While passing the swimmer in your lane, breath to the opposite side or remain underwater while passing

- ✓ A minimum of 14 swimmers must be registered for each group in order for practice to take place.

CANCELLATIONS

- ✓ Lane reservations can be cancelled online up to 48-hours in advance. No in person or phone cancellations will be accepted.
- ✓ All lane cancellations will be charged a 50% processing fee. The remaining 50% will be available as a credit on your household account.
- ✓ A minimum number of lane reservations must be met at each time slot for all programs. If the minimum number is not met at least 24 hours in advance, that time slot will be cancelled. For cancelled time slots:
 - Customers will be contacted via email about their cancelled time slot
 - Customers can be transferred at no charge to another time slot, even if it is after the 24-hour reservation window
 - Customers also have the option of a credit to their account, to use for any Recreation program
- ✓ The schedule is subject to change and time slots for certain programs may be adjusted at any time.

ONLINE LANE RESERVATION

Swimmers must reserve online in order to swim. There will be no drop-ins or in person reservations. Reservations begin at 12am midnight through August 2nd. Beginning Monday August 3rd, reservations begin at 8am.

LOGGING INTO WEBTRAC

- ✓ Customers can log into the online reservation system, WebTrac, by going to this website: www.el-cerrito.org/onlinereg
- ✓ Detailed instructions on creating a household and logging into WebTrac, including a helpful step-by-step video, can be found at: <http://www.el-cerrito.org/onlineinstructions>

RESERVING A LANE FOR FITNESS/MASTERS

Masters and Fitness Swimmers must reserve a lane in order to swim. No drop-ins or in person reservations will be taken at the Swim Center.

- ✓ Once logged into WebTrac, click on "Swim Center Reservations" (except for Gators Swim Club. See next section for Gators activity)
- ✓ It will automatically default to Fitness and Masters Swim Reservations
- ✓ You can search for either Fitness Swim or Masters:
 - At the top of the page, select the date you are looking to reserve (system defaults to today's date)
 - Leave all other portions of the top page in the default setting!
 - Click "Search" on the left-hand side of the screen
- ✓ Once you click search, lanes will be listed under "Search Results" along with available time slots (45-minute increments). Scroll to find the lane and time slot you would like to reserve
 - Please be aware under Fitness Swim Reservations the lanes will appear in the wrong order. Lane 1 Ladder will be first, then Lane 1 Stairs, then Lane 10, Lane 2, etc.

- Lane 1 is not available for Masters swimming, therefore Masters Swim Reservations will be in the correct order, Lane 2, Lane 3, etc.
- ✓ Click on the **green +** sign to add that lane to your cart
 - A **red X** means that lane and time slot is not available
- ✓ A **green bar** will pop-up at the bottom of the screen. Click “Add To Cart”
- ✓ If there is more than one person in your household, it will go to a new screen.
 - Choose which member of your household you are purchasing the lane for (must be ages 14+), then click “Continue”
 - ONLY CHOOSE ONE MEMBER OF YOUR HOUSEHOLD at this time. Once you select that member, you will be taken to a screen asking about additional household members swimming
- ✓ Up to 2 members of the same household are allowed to swim in a lane together but must pay the reservation fee.
 - If you do not have an additional household member swimming, continue to the next step
 - If there is an additional household member swimming, click the “An additional household member will be joining my lane”
- ✓ Read the waiver, and click the box “I agree with the above*” then click “Continue”
- ✓ Select “Proceed to Checkout” to complete the transaction or “Continue Shopping” to add more activities or lanes to your household
- ✓ Complete the transaction with appropriate Credit or Debit Card Number (Visa, MasterCard, or American Express Only), then click “Continue”
- ✓ Print or save your receipt to show the day of your reservation

RESERVING A LANE FOR FAMILIES

Families must reserve a lane in order to swim. No drop-ins or in person reservations will be taken at the Swim Center.

- ✓ Once logged into WebTrac, click on “Swim Center Reservations” (except for Gators Swim Club. See next section for Gators activity)
- ✓ It will automatically default to Family Lane Reservation, Fitness, and Masters Swim Reservations
- ✓ You can search for Family Lanes:
 - At the top of the page, select the date you are looking to reserve (system defaults to today’s date)
 - Under “Category” select “Family Lane”
 - Leave all other portions of the top page in the default setting!
 - Click “Search” on the left-hand side of the screen
- ✓ Once you click search, lanes will be listed under “Search Results” along with available time slots (45-minute increments). Scroll to find the lane and time slot you would like to reserve.
- ✓ Click on the **green +** sign to add that lane to your cart
 - A **red X** means that lane and time slot is not available
- ✓ A **green bar** will pop-up at the bottom of the screen. Click “Add To Cart”
- ✓ The next screen will ask “Facility Headcount”. Please type in the number of family members, including yourself and any child under 1 year old. There is a minimum of 2 and maximum of 5 family members in the headcount
- ✓ In the next screen, select your name ONLY, then click “Continue”
 - ONLY CHOOSE YOUR NAME at this time. Once you select yourself, you will be taken to a screen asking about additional household members swimming

- ✓ Under “Questions” type the first and last name of every household member swimming, except yourself. Include any child under the age of 1 year old
- ✓ Under “Fees” select as many additional household members as you have swimming with you.
 - Do not include yourself or any children under the age of 1 year old
 - You must have at least 1 additional household member selected
- ✓ Read the waiver, and click the box “I agree with the above” then click “Continue”
- ✓ Select “Proceed to Checkout” to complete the transaction or “Continue Shopping” to add more lanes or activities to your household
- ✓ Complete the transaction with appropriate Credit or Debit Card Number (Visa, MasterCard, or American Express Only), then click “Continue”
- ✓ Print or save your receipt to show the day of your reservation

REGISTERING FOR GATORS

Swimmers must have been previously registered with Gators in order to participate. There will be no try-outs taking place currently.

- ✓ Once logged into WebTrac, click on the box labeled “Aquatics Programs”
- ✓ Gators will be the only program available under “Type – Aquatics Programs”
- ✓ Scroll to find the correct days, sessions and group
 - Days: M/W or T/Th
 - Sessions: 7/6-7/16 or 7/20-7/30 depending on day
 - Group: Pre-Team – 2-2:45pm, Stroke Development – 3pm-3:45pm, Juniors – 4pm-4:45pm, Seniors – 4pm-4:45pm
- ✓ Click the green + button to add to cart
- ✓ A red X means that group and session is full
- ✓ A yellow + means you can be added to the waitlist for the group and session that is full
- ✓ A green bar will pop-up at the bottom of the screen. Click “Add To Cart”
- ✓ Choose which member of your household you are registering (please make sure to register who will be participating in Gators), then click “Continue”
- ✓ Read the waiver, and click the box “I agree with the above*” then click “Continue”
- ✓ Select “Proceed to Checkout” to complete the transaction or “Continue Shopping” to add more activities or lanes to your household
- ✓ Complete the transaction with appropriate Credit or Debit Card Number (Visa, MasterCard, or American Express Only), then click “Continue”
- ✓ You may also continue shopping and reserve lanes, completing the activity and lane reservations in one transaction. Follow “Reserving a Lane” above for more information

CANCELLING YOUR RESERVATIONS

Cancellations can be made up to 48-hours in advance for a 50% credit to your household account. To cancel your lane reservation, follow these steps:

- ✓ Log into WebTrac
- ✓ Click "My Account" on the top right of the screen
- ✓ Click "Process a Cancellation" under "History and Balances"
- ✓ All purchases available for cancelling will be listed. Filter transactions through “Module” and selecting “Facility Reservations” then click “Search”
- ✓ Find the date and time you want to cancel and click the check mark to the left
- ✓ Select the most appropriate reason for cancelling in the “Cancellation Code” (does not have to be exact) and type more information if needed in the “Cancellation Reason” box

- ✓ Click "Continue"
- ✓ The cancellation will be added to your shopping cart. Click "Proceed to Checkout" to complete the cancellation
- ✓ In the middle of the screen, the red "Using This Refund Method:*" select "Apply To Household."
- ✓ Make sure Billing Information is correct, the click "Continue" at the bottom of the screen

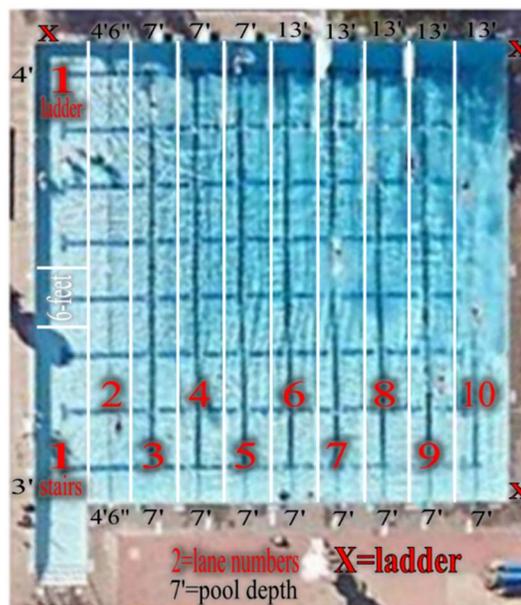
CHECKING YOUR RESERVATIONS

Once you have reserved a lane, you can see all your reservations (and all previous purchases with the Recreation Department) by following these steps:

- ✓ Log into WebTrac
- ✓ Click "My Account" on the top right of the screen
- ✓ Click "My History" under "History and Balances"
- ✓ Purchases are sorted with the most recent on the bottom, so you may have to scroll down to find your lane and time

RESERVATION DETAILS

- ✓ The lanes are numbered 1-10, with 1 being the shallow lane and 10 being the deep lane. Each lane has a description in WebTrac. Please see the picture below for the numbered lanes.



- Please be aware under Fitness Swim Reservations the lanes will appear in the wrong order. Lane 10 will be first, then Lane 1 Ladder, Lane 1 Stairs, Lane 2, etc.
- Lane 1 is not available for Masters swimming, therefore Masters Swim Reservations will be in the correct order, Lane 2, Lane 3, etc.
- ✓ Lane 1 Stairs is the shallow lane with the stairs and the ADA Chair Lift, which starts at a depth of 3' and goes to 4'6". This lane is less than half the length of a normal 25-yard lane, with a 6-foot section in the middle of the lane to keep physical distance from the other half of the lane. This lane is good for independent exercise and water walking.
- ✓ Lane 1 Ladder is the shallow lane with the ladder, which is depth of 4'6". This lane is less than half the length of a normal 25-yard lane, with a 6-foot section in the middle of the lane to keep

physical distance from the other half of the lane. This lane is good for independent exercise and water walking.

- ✓ Lane 2 is a shallower lane, with a depth of 4'6" the length of the lane and going deeper as it gets closer to Lane 3. This lane is good for water walking, lap swimming and independent exercise.
- ✓ Lane 3, 4 & 5 are deep lanes with a depth of 7'. These lanes are good for lap swimming and deep-water independent exercise.
- ✓ Lane 6, 7, 8 & 9 are deep lanes that start with a depth of 7' at one side of the pool and end with 13' at the other side. These lanes are good for lap swimming and deep-water independent exercise.
- ✓ Lane 10 is a deep lane that start with a depth of 7' at one side of the pool and end with 13' at the other side. There are ladders on either end of the lane. This lane is good for lap swimming and deep-water independent exercise.
- ✓ Each reservation is made on the hour (example: 8:00am, 9:00am, etc.)
- ✓ Each swimmer will have 45 minutes in the facility, including entry into the facility, swimming, and exiting the facility.
- ✓ If the minimum number of swimmers per time slot are not met (7 swimmers per time slot), all reservations for the time slot will be cancelled. Cancelled reservations will get first choice of other time slots and can be transferred at no fee.
- ✓ Once a reservation is made, no refunds or transfers will be allowed. This includes refunds due to undesirable weather.