

2020 Summer Aquatics Palos Heights Parks and Recreation

During the unprecedented summer of 2020 the City of Palos Heights feels it is important to offer swimming opportunity to our community. Since Illinois has achieved Phase 4 in the RESTORE Illinois plan the Illinois Department of Public Health (IDPH) has released information to guide public pools to a safe opening. It is the intention of the City of Palos Heights and the Parks and Recreation Department to follow the provided guidance to offer a safe atmosphere for recreational opportunities.

20 FREQUENTLY ASKED QUESTIONS

1. **Will the Palos Pool be open this summer?** The Palos Pool is scheduled to open July 13
2. **What are the cleaning and disinfecting procedures?** The locker rooms including sinks, faucets, toilets, door handles, and showers will be disinfected hourly throughout the day. Deck chairs and other high touch area will be disinfected before and after each session.
3. **Will I be able to buy a pool pass or the use the pass I already purchased?** Due to the limited number of people that will be allowed to use the pool we are not offering the pool pass option for the summer of 2020. If you have already purchased a pool pass for 2020 you should have already received a refund. If you won a free pool pass for 2020 they can now be used in 2021. Please contact the Recreation Department at (708) 361-1807 with any questions on pool passes.
4. **How will admission to the pool be handled this year?** Patrons will be required to preregister each individual family member admission. The daily rates will be \$7 Residents / \$12 Non-Residents. Open swim sessions are limited to 2 hours. You must have a Recreation online account to reserve a time slot. Registration will be available online only. Residents may only purchase admission for members in their recreation account household, they cannot register guests. City of Palos Heights residents will be given first priority, and will be have a longer booking window to register for a pool session. Residents will have a seven (7) day advanced opportunity to make pool reservations. Non-residents will be able to make reservations 24 hours before an open swim session, if space is available.
Any Resident or Non-Resident must have an account at the Recreation Department. Please call (708) 361-1807 for verify your account or to have your username and or email contact updated. If you do not have an account this must be completed in person at the Recreation Center, and residents must bring two proofs of City of Palos Heights residency documents. No registration will be taken at the pool. Accounts cannot be created at the pool. Families can only sign up for one open swim session per day, in order to accommodate more patrons access to the facility. Youths 13 and under will not be permitted without a responsible person over the age of 16. Children without proper supervision will not be allowed to enter and will be refunded.
5. **How will I know my registration is complete?** When you have completed your registration online an email will be sent to your email address on file. This email is your confirmation. If you do not receive an email within 5 minutes, please call the recreation center to confirm at (708) 361-1807. Please note, if you do not have the confirmation and are not on the printed rosters you may be turned away from the pool depending on capacity.

6. **Will there be lap swimming or water walking?** The Palos Pool will offer two adult swimming sessions of 45 minutes. Fees for Palos Heights Residents are \$4 and Non-Residents \$8. Each session will be limited to eighteen (18) people for lap swimming, and participants must be 16 or older. Registration will be all online and in advance, no daily drop in will be accepted.
7. **Will the wading pool be open?** There will be one daily session of the wading pool from 8:45a-10:15a Mon-Saturday. These sessions are limited to 16 people, and all children and their guardians must be registered. Fees for Palos Heights Residents are \$4 and Non-Residents \$8. There are no fee exemptions based on ages, please limit registration to children 6 and under and 1 adult.
8. **Is the pool offering swim lessons this summer?** Due to social distances and the need for swim lessons to be hands on we are not offering swim lessons. We hope to offer indoor swim lessons at Shepard High School during the fall and winter months.
9. **Will the pool be offering Birthday Parties and Deck Rentals this summer?** Due to the limited number of patrons allowed this summer the pool is unable to offer any birthday parties or deck rentals in 2020.
10. **Will all pool amenities be available this summer?** During open swim sessions the water slides and wading pool will not be open.
11. **Does everyone have to pay?** Due to the limited number of spaces available everyone who wishes to enter the pool regardless of age or desire to swim must pay the admission. There are no age exemptions this year.
12. **When will the 2020 pool season end?** Due to the extended length of the Illinois Stay at Home order, limits on group sizing and physical distancing the pool was unable to hire and train new lifeguards. Due to the limited availability of trained staff the pool season will end on August 16.
13. **Will I be required to have my temperature checked and wear a cloth covering?** Yes. IDPH has recommended temperature screening be required for all staff and PATRONS. Temperatures of 100.4 degrees and higher will not be allowed in the pool. IDPH also is mandating all guests must wear a cloth face covering while not in the action of swimming.
14. **What happens if I don't show up for my registered pool reservation?** If the facility opens as scheduled there will be no refunds regardless of the reason for not attending. Reservations can be cancelled by calling the Recreation Center at least 3 hours prior to you reservation, 708-361-1807. Reservations are non-transferable.
15. **What if there is inclement weather on the day I signed up or you close early?** While weather can be unpredictable in the summer if the pool is unable to open for your session for any reason you will receive a parks and recreation credit on your account. If the pool needs to close within the first 60 minutes of the session, you will also receive a credit on your account. Should the pool close during the last 60 minutes of the session credits will not be issued. Decisions on opening and closing the pool will be at the sole discretion of Recreation Department staff.
16. **Will deck chairs be available?** We have set up social distanced zones for each individual household. Chairs will not be permitted to move. Please understand you must stay physically distant from anyone you do not live with, including in the water. Registered groups must remain in their zones while not in the water.
17. **Will lifejackets be available?** Yes, life jackets for non-swimmers will be available. Please return them directly to a member of the aquatics staff so they can be promptly sanitized.
18. **How will I enter the pool on the day of my reservation?** All patrons will enter the pool through the concession stand gate. The ground will be marked so groups can stay physically distant from one another, please respect each other. Staff will have printed up-to-date rosters of those registered. Please listen to staff and be ready as the staff directs your group forward to enter the pool. Each person must be checked in and have their temperature screened. Again, anyone with a temperature of 100.4 degrees or higher or who have COVID-19 like

symptoms will not be allowed to enter. Staff will move as efficiently as patron will allow, your patience is appreciated as we do our best to ensure you have a safe and enjoyable time.

19. **How will I exit the facility?** At the end of each open swim session patrons will exit through the concession stand gate. All patrons must promptly leave the pool at the end of the open swim session. This will greatly help staff begin the cleaning and disinfection process in order to ensure the next group can enter on-time. If you must use the locker room before the end of your session you must do so before your time is up. Staff will make an announcement with 15 and 10 minutes remaining in a session and begin clearing the water. At the 5 minutes marker remaining in the session, locker rooms will close so staff can begin to clean those areas. ***Please note there will be no re-entry once you leave the pool. Please ask staff to assist you if you have left an item behind or need other assistance.***
20. **Will the concession stand be open this summer?** Due to capacity restrictions, as well as, food and beverage restrictions the concession stand will only operate on a limited basis. The concession stand will only serve prepackaged goods and drinks. Once check-in for the reservation time slot is complete, an announcement will be made when the concession stand is open. The stand will close 15 minutes before the end of each session. In order to maintain a clean atmosphere outside food and drink are still prohibited in 2020.

The City of Palos Heights reserves the right to change or alter these plans at any time due to rapid changes being caused by the COVID-19 Pandemic. Updates will be made based upon operational challenges, or new and changing guidance from local, state, and federal health officials.

2020 Pool Schedule

Monday-Saturday		Sunday	
5:45 – 8:45 a.m.	Swim Team	1:30 – 3:30 p.m.	Open Swim 1
8:30 – 10:15 a.m.	Wading Pool		
9:00 – 9:45 a.m.	Adult Swim 1		
10:00 – 10:45 a.m.	Adult Swim 2	4:00 – 6:00 p.m.	Open Swim 2
11:00 a.m. – 1:00 p.m.	Open Swim 1		
1:30 – 3:30 p.m.	Open Swim 2		
4:00 – 6:00 p.m.	Open Swim 3		