



Dimond Park Aquatic Center  
3045 Dimond Park Loop  
907.586.2782

Augustus Brown Pool  
1916 Glacier Avenue  
907.586.0473

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

### Opening/Schedules:

#### **Q: When will Juneau’s Pools open?**

A: Dimond Park Aquatic Center will open on a **reservation only basis** on June 15<sup>th</sup> under modified operations. Augustus Brown Swimming Pool will remain closed until further notice to complete significant roof repairs.

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

A: Reservations will open on June 8<sup>th</sup> at 8:00am via <https://etrak-sw1.com/etrak/cp?org=78>.

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

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

#### **Q: Will there be allocated pool time for at-risk populations?**

A: We are recommending at risk populations to reserve time M-F from 10:00am-11:30am and 2:30pm-4:00pm.

#### **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: Per public health guidance, facilities will be restricting access to locker rooms and showers. Patrons are to arrive and leave facility in swim gear.

#### **Q: If locker rooms will be closed, will restrooms be available?**

A: Lobby restrooms will be available for single use only; staff asks patronage not to use toiletry area for changing purposes.

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

A: One household per lane/area; maximum of four individuals per household.

## 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:*

- *The facility will be closed prior and after each swim session for 45 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: 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 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.*

### Admission Cont'd:

**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.*

**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.*