



EKAC Re-Opening FAQs

Frequently Asked Questions

What services and programs will be available upon the re-opening of the Evelyn Kirrane Aquatics Center (EKAC)?

- **Initially, we will be open only for Lap Swim in the Lap Pool and Open Swim in the Lesson Pool and Dive Well, by reservation only. We will eventually add in modified programs that allow for safe social distancing, timeframe TBD.**

What is your reservation policy?

- **You must utilize ‘SmartRec’ online platform for all reservations. No walk in or email reservations. You will be able to reserve no earlier than one week in advance. Limit is two timeslots 45 minutes, per week, per swimmer. First come, first serve on reservations. Payment will be handled in person upon arrival for your swim.**

What is your cancellation policy?

- **You must cancel within at least 24 hours, or no refund or re-assignment. If you fail to cancel within at least 24 hours, you will still be responsible for payment. In addition, that swim will count toward your two times per week cap.**

Who, if anyone, will be screened for COVID-19 prior to entering the EKAC?

- **At present, all staff must self-assess at home and log in / self-certify upon arrival to work. We kindly ask all patrons, for your own safety as well as for all others in the building, that you please take your own “health inventory” as well, and do *not* come into the facility if you feel ill or exhibit any signs or symptoms of COVID-19.**

What are the check-in procedures upon arriving at the EKAC?

- **Everyone - including staff, guests and contractors - must check in and sign in at the Front Desk. We have stanchions set up in the lobby to help direct guests onto the deck via the Pool Gallery Door. There are signs posted as well.**

What is your policy on face coverings while in the building?

- **We require everyone over the age of two to wear a face covering unless they are in the water. If a patron cannot wear a face covering, then a face shield will suffice.**

Will guests be able to shower and change before and after swimming?

- **You will be able to shower on deck, but you need to come to the facility in your bathing suit and leave in your bathing suit. Both the men's and women's locker rooms are currently closed. The accessible bathrooms are open for toilet and sink use only.**

Will guests have access to Personal Protective Equipment (PPE)?

- **We have hand sanitizer stations throughout the facility, especially in common areas and those with higher use. Guests need to have their own face coverings; we have no extras available. No mask – no entry.**

Is the entire EKAC open, or, are any areas closed off?

- **For safety of our guests, the following building spaces are currently CLOSED:**
 - **The Viewing Gallery**
 - **The men's locker room**
 - **The women's locker room**
 - **The shower in the Family Changing Room**
 - **The Diving Board**
 - **The Water Bubbler in Lobby, except for "touchless" water fill**
 - **Both Water Bubblers on Deck**
 - **The Staff Room**

Will the "regular" equipment still be available for guest use?

- **No, not at this time. We want to ensure a safe environment for all of our guests. You may bring in a US Coast Guard approved PFD for a non-swimmer / weak swimmer.**

You may also bring in your own kickboard, pull-buoy, fins or water belt, but you may not share any equipment with anyone outside of your own household.

Are you limiting the number of patrons in the building?

- Yes, by definition of the reservations of the three water spaces, the cap on our numbers is greatly limited to keep within the social distancing guidelines. We are also adhering to the limits immediately leading into the building, in the vestibule and in the lobby.

Have the EKAC increased its cleaning protocols? Has it addressed the demands of additional cleaning supplies?

- We have increased sanitizer stations throughout for our staff and guests. We have built in multiple dedicated cleaning / sanitizing time-blocks throughout the day in between swim sessions to appropriately address the areas used by our patrons and staff. We have a dedicated senior building custodian with specialized equipment who deep cleans and sanitizes the entire facility each night.

Now that the locker rooms are closed, what should I do with my personal items while I am swimming?

- You may use the bench dedicated for your lap line. We strongly suggest that you limit the amount of personal items that you take with you and that you leave valuable items at home.

What is your protocol for dealing with a staff member or guest who appears to be sick or exhibit symptoms of COVID?

- We will bring that person to a designated isolation space and assess their condition. We will follow appropriate discharge protocols, including notifying local Board of Health and ensure that they are able to secure transportation to be checked by medical professionals for COVID -19.
- **Local Board of Health would decide if we need to close facility down for a period of time.**
- If the person tests positive, then we will follow up with a full building closure for a minimum of 24 hours. We will thoroughly clean and disinfect the pool facilities, initiate contact tracing and notify the local Board of Health.

Are you testing your pool water more often during the pandemic?

- **We have increased the frequency of our water chemistry tests to ensure that our levels are well within range and that our turnover rates exceed the recommended standards. We document and record all maintenance, corrections, and closures if needed.**

Are your lifeguards specially trained to deal with COVID situations?

- **Our guard staff receive updated Red Cross training consistent with the new COVID compliant standards. They also receive information about best practices in social distancing and general sanitation during in-service training.**