

FREQUENTLY ASKED QUESTIONS

Fall 2020 Aquatic Programs

Parks, Recreation & Culture has created a list of Frequently Asked Questions to help guide you through new COVID-19 safety protocols for programs and appointments at the Frank Jameson Community Centre pool.

REGISTRATION

1. How do I register?

Due to COVID-19 safety protocols, we now require that registration be completed online or by phone. Unfortunately, we are no longer able to accept non-registered drop-in visits. Online: The 2020 Fall Aquatic Guide will be available online on Friday, October 16th. Click on the red course codes in the guide to be directed to the registration page at www.reccowichan.ca.

You will need to create a RecCowichan account if you do not already have one: this will take a few minutes. Please ensure that your email address is correct, as you will be receiving a registration confirmation with important notes and reminders.

Telephone: You can also register over the phone by calling 250.245.6424 during reception hours.

2. How far in advance can I register for a session?

You can register for a length swim session or family swim one week in advance. Fall Aquatic Fitness Classes are available for registration starting Monday, October 19th at 8:00am.

3. Can I book more than one session at a time?

There are only a limited number of sessions per day – please be respectful and limit your booking to one a day.

4. Will there be drop-in swims available?

At this time, all classes are registered and swim sessions can only be booked in advance. There will not be any non-registered drop-ins.

5. I have a pass on hold. Can I reactivate it to use for drop-in (registered) sessions?

Please contact us to find out how your pass can now be applied to our current COVID programming. All passes will remain on hold unless other arrangements are made.

6. What if I become ill after I book my session? Will I receive a refund?

Yes, you will receive a full refund if you're unable to attend due to an illness. Thank you for ensuring the safety and wellbeing of other patrons by not visiting our facilities if you are experiencing any cold or flu-like symptoms.

GENERAL SAFETY PROTOCOLS – AQUATIC PROGRAMS AND CLASSES**7. What new protocols are in place to ensure my safety?**

We have your safety (and ours) in mind at all times. Thank you for your continued patience as we have prepared for a safe return to our aquatic programs.

All of our registered programs will require that you:

- Agree to the Assumption of Risk Waiver when you register.
- Pre-screen for health at home and that you stay home if you are feeling unwell, even slightly and if anyone in your household is ill.
- Hand sanitize, each and every time we meet and say good-bye.
- Bring your own mask, water bottle and towel. We also suggest bringing minimal personal items.
- Refrain from visiting after class.

We are excited to have you back and appreciate your help in following new COVID-19 safety guidelines and procedures.

8. How often is the facility and equipment cleaned?

All frequently touched surfaces will be cleaned on a regular basis by staff. All equipment is sanitized between each use. The change rooms will also be sanitized after every session.

You are part of our success by maintaining physical distancing, proper hand sanitization and practicing respiratory etiquette such as sneezing into your elbow, using tissues with hand washing, and wearing a mask in common areas.

9. How many people can participate in a class?

Each class is designed with your safety in mind and numbers of participants will be dependent on physical space and equipment available. As part of the phased re-opening of the FJCC as well as our programs and classes, Ladysmith Parks, Recreation and Culture continues to follow the most up-to-date protocols from the Provincial Health Officer and Island Health.

PARTICIPATION

10. Do I need to wear a mask when I arrive?

Wearing a mask is necessary until you are at your designated location within the facility and as you exit. Areas we are requiring you to wear a mask are in hallways, the lobby, in the change rooms and anywhere where physical distancing is not possible. This is for your safety, the safety of other patrons and the safety of staff.

11. Will lockers and showers be available before and after my session?

Lockers are unavailable at this time. Patrons will have a tote issued for their personal items and a location for it on the pool deck. Showers will be available for a quick rinse before and after your session. We kindly ask that you shower, change, and exit the facility within 15 minutes following your session.

12. Will the Hot Tub and Sauna be open?

The Hot Tub and Sauna remain closed at this time due to their size and physical distancing requirements.

13. Can I use the Therapy Teach Pool during my swim?

If you are booked in for length swimming or registered in an aquatic fitness class, you will only have access to the main pool. The Therapy Teach Pool will be available during family swims.

14. How early should I arrive before my session starts?

We are asking you to arrive no earlier than 10 minutes before your scheduled class time. This allows time for pre-screening and preparation for entering the pool for your session.

15. What should I bring?

Please come **SWIM READY** for your class or booked session. We ask that you bring only what you need for your class or session and leave everything else, including valuables, at home.

16. What equipment will be available?

Limited equipment will be available for length swims and family swim. All equipment will be sanitized following use.

Aqua fitness classes will have specific equipment for each class. There will be no shared equipment. Each participant will have their own assigned equipment and all aqua fitness equipment will be sanitized following each class.