

Greetings Hidenwood families to our 2020 season!

Please read the following carefully, as it contains information on how we are conducting business while Virginia is in Phase 2. Keep in mind this plan will be a living document until we are released from all mandates. Please show patience and provide feedback where possible. Be on the lookout for changes as this rolls out and we adjust. We have put a lot of thought into this and as such, it is very detailed due to the limited size of our pool and the large membership we have.

**Please note: Persons who attend Hidenwood Recreation Association do so at their own risk, & cannot hold Hidenwood Recreation Association liable for contracting COVID-19. This message will be posted at the pool entrance.**

The Governor's order allows us to open for lap swimming, diving, exercise, and instruction only. Lap swimming must be limited to three persons per lane with ten feet of physical distance per swimmer. Seating may be provided on pool decks with at least 10 feet of spacing between persons who are not members of the same household.

To comply with mandates, the following will be implemented. We ask for your compliance to ensure that we may remain open:

At this point it should go without saying, if you or anyone attending the pool on your membership are currently experiencing fever (100.4° or higher) or a sense of having a fever, a new cough that cannot be attributed to another health condition, new shortness of breath that cannot be attributed to another health condition, new chills that cannot be attributed to another health condition, a new sore throat that cannot be attributed to another health condition, or new muscle aches that cannot be attributed to another health condition or specific activity (such as physical exercise) you will not be permitted into the pool facility.

There will be a posting at the front to remind you of symptoms, which will also state that no one with a fever or symptoms of COVID-19, or known exposure to a COVID-19 case in the prior 14 days, is permitted in the establishment. There will also be an acknowledgement on the sign up form asking patrons to verify they are symptom free.

Please know that the lifeguards are not responsible for enforcing the mandates. Their focus is to remain on the pool water safety. Please be an adult and try to address the matter in an adult like way. If someone is not responsive, please email the board at [Hidenwoodpool@Hidenwoodpool.com](mailto:Hidenwoodpool@Hidenwoodpool.com). In all cases, please remain calm and try to remain respectful of others.

I'm going to try and keep this part as simple as I can. Please see the end of this document for a Q&A listing for more detail.

**Pool membership rates will stay the same for this summer. We will not operate on a pay-as-you go system.**

**Pool attendance will be by sign-up reservation only. (Online using Signup Genius)**

- The pool will be divided into 5 areas (4 lanes and the diving well).
- Our reservation 'week' will run Monday-Sunday. Each day will be divided into 2 hour slots.
- You will have the ability to sign up for 1 of 4 "Lane slots" or 1 of 7 "Sunbather slots".
- If signed up for a lane slot, you will have full use of that lane during your 2 hour slot as well as the use of a lounge chair section for sunbathing.
- You may lap swim, exercise, and instruct your little ones etc. We will not be telling you how to exercise as exercise comes in many forms. Know that guidance from the VA Dept of Health states that exercise contains constant movement and "water walking" is considered exercise. The important aspect is that 10ft of distance be maintained by members not living in the same household.
- The diving well will be designated for the "Sunbather" slots. Sunbathers may use the diving well to cool off in and swim laps/exercise.
- If you have followed thus far, you will see that there are 11 possible slots every 2 hours to sign up in (4 lanes, 7 sunbathers). Therefore, the pool will have 11 sets of 4 chairs set up at least 10 feet apart for use. Remember, we must stay below the 50 person capacity mandate. (Most of our families are 4-5 persons.)

In an effort to make sign ups and use as fair as possible, we are starting with the following guidance for slot signups.

-Monday-Friday signups will be limited to (2) 2 hours slots. Member signup for a weekend slot is limited to 1 slot on either Saturday or Sunday (for a total of 3 slots per week). On the 'day of', any open remaining slots may be taken after 11am by first come, first serve; i.e. you are signed up for Saturday from 2-4: if at 11am on Saturday there is still a slot open from 4-6, you may sign up for this additional slot.

-You will only be allowed to sign your family up for slots. You may not sign up slots for another member. If this happens, it will be deleted.

-Calendar slots will be posted for the upcoming week every Sunday beginning at 7pm. A link to each weeks' signup will be posted on Facebook, on our website and will be sent out via email ahead of the sign up time start.

Please be considerate of other members when signing up week to week. i.e. not continually jumping on the Saturday afternoon lane slot. Please make an effort to release any slot you find you cannot use.

Guests: At this time, we will not be allowing guests. The reasoning for this limitation is "Seating may be provided on pool decks with at least 10 feet of spacing between persons **who are not members of the same household**". By nature, a guest would be someone NOT living in the same household as a member and therefore would go against the mandate. We will evaluate this policy at a later date.

The Snack Shack will remain closed at this time.

The Baby Pool will remain closed at this time.

The Grills and refrigerators are available for use and you may bring your own food, coolers, etc.

Members are responsible for wiping down their chairs when they arrive and when they leave. A cleaner will be provided by the pool. It is recommended that members bring a towel to lay on the chair.

The board is waiving the \$50 inactive stock membership fee for 2020. If you feel better about staying home this season, please do so and stay safe. We hope to see you next year. Please let us know if this is your intention.

Finally, there is NO guarantee that dues can/will be returned/prorated etc. if conditions change (the state backtracks and we are shut down) or don't change (we don't leave Phase 2). By renewing your membership, you are investing in and showing support for the future of Hidenwood.

## **Q & A**

### **1. I have not paid my membership this year yet, may I still attend? I promise to pay.**

In years past, we have let this slide a week or two. Being that we are already into June and we are dealing with so many other aspects of sign-ups and so forth, it will be required that memberships are paid IN FULL before using the pool. This can be done online or at the front desk upon entering at your first visit. If you are leaving payment at the front desk, please be sure a copy of your registration form is enclosed in a sealed envelope (with your name on it) with your payment.

### **2. What happens if I sign up and don't show?**

Please only sign up for what you will use. If you discover you cannot use a slot you have signed up for, please cancel your slot as soon as possible. **If you have repeated occurrences of signing up and not attending, you may be limited on future signups.**

### **3. Is there a way to have more than one 2 hour slot on the weekend?**

Yes. You may initially sign up for a slot either Saturday or Sunday. On Saturday after 11am, if there are open slots remaining on Saturday, they may be filled on a first come, first serve basis on the sign up program. Likewise, after Sunday at 11am, anything left open on Sunday may be taken.

### **4. If I have scheduled my 3 slots for the week (2 Mon-Fri and 1 Sat/Sun), could I somehow obtain an additional slot?**

Yes. All open slots left on any particular day are free for signup after 11am on that day.

**5. Can I sign up for my 2 weekday slots (Monday-Friday) on the same day?**

Yes. If you choose to use your 2 weekday slots on the same day, you may do so. i.e. you sign up for 2 slots on Tuesday: 12-2pm AND 2-4pm. Know that you will not be permitted to sign up for another slot during the week.

**6. Can I sign up for 3 weekday slots if I choose to not sign up for a slot on Saturday or Sunday?**

Yes, you may sign up for 3 slots during the week if this is how you choose to use your allotted 3 slots per week.

**7. The program does not block me from signing up for a same day slot before 11 am or from taking a slot on both Saturday AND Sunday. Is this an issue? Can I do what I want?**

We are depending on members to be honest and follow the plan that has been laid out. We are not investing in a state of the art scheduling and tracking system, however, an email is sent to the moderator each time a sign up is made. This should be short lived. Please be respectful of fellow members and follow the system.

**8. I'm not going to use my slot. Can I just let my friend who is a member have it?**

No and Yes. The slot should be released as soon as you know you will not be using it. If your friend has not already signed up for their allotted slots or it is after 11am on the day of, then the friend can then sign up for your opened slot. If they have already used their 3 slots and it is not the day of, then they should not sign up to take your slot.

**9. I have an issue with how some things are being handled or believe that someone is not following the rules. What should I do?**

If it is a safety concern, please notify a lifeguard immediately. For any other issues, please email the board at [Hiddenwoodpool@Hiddenwoodpool.com](mailto:Hiddenwoodpool@Hiddenwoodpool.com).

**10. The lifeguard heard thunder and I had to leave. Can I have another slot?**

If you lose more than half of your time due to storm clearing, you may sign up for another open slot if any are available. Make-up slots will not roll forward to the next week. Our "week" runs Monday-Sunday. i.e if the pool clears on Sunday due to storms, you will not get a 4<sup>th</sup> slot the next week.

**11. Are there make-up slots if I don't show up or for some unforeseen reason can't attend my slot.**

No. The only exception for a make-up slot is due to storm clearing. See above.

**12. I only used 1 slot this week. Does this mean I can schedule 5 next week?**

No. There are no “roll-over” slots. See questions 2 and 3 about additional slots.

**13. I don't think someone is doing their part to social distance. Should I tell the lifeguard?**

No. The lifeguards are not responsible for enforcing this. Their focus is to remain on the pool water safety. Please be an adult and try to address the matter in an adult like way. If someone is not responsive, please email the board at [Hiddenwoodpool@Hiddenwoodpool.com](mailto:Hiddenwoodpool@Hiddenwoodpool.com). In all cases, please remain calm and try to remain respectful of others.

**14. Is there assigned seating for the sign-up slots?**

No, not at this time. We are hopeful that members can work this out themselves. Please don't move chair groupings, as they are set up for proper social distancing. If this becomes an issue, we can adjust in the future.

**15. If I'm signed up for a lane, can I let someone else who is at the pool (a sunbather) use the lane?**

Yes. The only criteria is that we maintain the 3 person per lane mandate and 10 ft of separation.

**16. Our lanes are not 10 feet apart, what do we do?**

The mandate is not clear on this part. It seems to imply you will have 10 foot spacing from those in the lane with you. We ask that you remain smart with the spacing of people in lanes next to you to ensure all are comfortable.

**17. I'm signed up for a lane. Can I use the diving area?**

Those signed up for “sunbathing” have first rights to the diving area for their laps and exercise. If room allows and 3 people are not exceeded, then you may use the diving well. The normal diving rules apply, i.e. you can't go off the diving board if people are swimming in the diving well.

**18. Chairs are set up in groups of 4 but we are a family of 5, can I get another chair?**

Yes. You may get another chair, however please return it to the chair stack when you leave.

**19. Can I go on the deck and sit or eat during my time?**

Yes, there will be 2 picnic tables available on the deck for use.

**20. Are party rentals available at this time?**

Not at this time. We will evaluate this after we get running.

**21. Will I be able to use the kickboards during my exercise?**

Yes, you will be able to use the kickboards for exercise. They **MUST** be cleaned after use or in between patron usage and must be returned to the storage unit.