

THSRC Membership Recommendations/Requirements

Summer 2020

Created May 25, 2020 – Last Updated May 29, 2020

Here is the moment we've all been waiting for.....how are we going to make it all happen at the pool this summer.

There is A LOT of information provided here and in order for everyone to have the most enjoyable season at the pool possible – despite all the restrictions – we highly encourage you (and everyone in your family) to read this entire communication.

For starters, we will follow and adhere to all Ohio Department of Health's requirements for pools and restaurants ([Link here](#)), as well as the CDC guidelines for pools ([Link here](#)).

Below are specific responses planned based on the requirements as they stand today. PLEASE NOTE these plans will be put into place as we start the season in order to maintain current compliance. Should there be updates or lifts in mandates, we will absolutely respond and update accordingly.

General Info:

Pool opens Monday, June 1, 2020

We are extending the pool's hours to accommodate for more visit options due to the new limitations in capacity around the deck and in the pool

Monday – Thursday sessions:

Noon-4pm – max 280 people in facility* (including 80 in pool)

4-5pm – all members must vacate premises for cleaning

5-9pm – max 280 people in facility* (including 80 in pool)

Friday – Sunday sessions:

10am-1pm – max 280 people in facility* (including 80 in pool)

1-2pm – all members must vacate premises for cleaning

2-5pm – max 280 people in facility* (including 80 in pool)

5-6pm - all members must vacate premises for cleaning

6-10pm – max 280 people in facility* (including 80 in pool)

*this number does NOT include tennis courts

We must adhere to a 6ft apart / no gathering in groups of different households around the club, on the deck or in the pool. If there are violations of this, we are at risk of additional Health Department inspections, fines and even being shut down.

RESERVATIONS:

We will be using Sign Up Genius for reservations. There will be 210 reservation available for each session listed above. This will allow for 70 spots to be open for walk-ups. Each family member will be limited to 3 reservations per week. So, for a family of 4 you will have 12 spots available for your use.

If you have a nanny pass, your nanny uses one of your spots for the week.

Reservations will be open on Thursdays at noon for the following week.

No one under the age of twelve (12) can be at the pool unattended.

If you are playing tennis and decide to swim after, you must check in at the desk and will only be allowed to enter if the number of people at the pool is under the 280-person capacity limit.

MAIN POOL:

Based on square footage and distancing mandates, the calculated large pool capacity shall be NO MORE THAN 80 people in the water at one time.

SwimSafe is responsible to decide when we've reached this capacity. Should we reach 80-person capacity, the lifeguards will blow the whistle for 10-minute adult swim (no more than 80 adults can be in the water).

While there will be lifeguards and managers at the pool at all time, it is the members responsibility to follow these rules and ensure you/your children are maintaining distance from friends/other members.

BABY POOL:

Based on square footage and distancing mandates, the calculated baby pool capacity shall be NO MORE THAN 4 people in the water at one time and 12 total inside the fence. All children must be accompanied by an adult. SwimSafe is responsible to decide when we've reached this capacity.

While there will be lifeguards and managers at the pool at all time, it is the members responsibility to follow these rules and ensure you/your children are maintaining distance from friends/other members.

SWIM/DIVE CLINICS (aka Torpedo Training):

Swim/dive clinics will be offered from 8am-11:30am Monday-Thursday starting June 8 – July 16. See the website for registration and details. The Seven Hills Swim/Dive League has agreed that there will be no league meets this season. However, we are hopeful we may be able to hold either an inner team meet or possibly one dual meet if restrictions are lifted.

SWIM LESSONS:

Swim lessons will not be offered for the first 2 weeks of the swim season. When we move forward with swim lessons, they will be 30-minute private lessons only. We will provide a list of SwimSafe staff members, bios, rate and schedule on the website.

GUESTS/PRIVATE PARTIES:

As we start the season, no guests or private parties will be allowed in order to adhere to capacity mandates and to allow more opportunity for attendance to our paid Membership. We will reconsider this mandate if restrictions are lifted.

MEMBERSHIP RESPONSIBILITIES:

All Members are required to CHECK-IN at each visit regardless of whether you have a reservation or are just walking up.

All Members MUST ADHERE to the 6 ft social distance rules both IN THE POOL AND OUT OF THE POOL. We ask that you respect and follow this rule out of courtesy to your fellow Members. If there are violations of this, we are at risk of additional Health Department inspections, fines and even being shut down.

While there will be lifeguards and managers at the pool at all time, it is the members responsibility to follow these rules and ensure you/your children are maintaining distance from friends/other members.

Your use of the pool, grounds, club amenities constitutes your agreement to the Covid-19 waiver that can be found [here](#).

FURNITURE MAY NOT BE MOVED IN ANY WAY!! We have gone through great lengths to ensure the max capacity allowed on the premise while also following distancing mandates. A majority of this compliance is based on furniture arrangement. Please no moving of tables or chairs or loungers. If you have any questions or a specific request, please ask the Manager on duty.

Masks are NOT required to be worn by Members, but are of course welcome.

If a Member is sick and/or shows any signs of illness, we ask you to refrain from visiting the Club following the CDC's guidelines. Signs will be posted for reference.

FACILITY + STAFF SAFETY UPDATES

Masks will be worn by ALL Staff.

Temperature Checks will be administered to Staff prior to shift start.

There will be distance and foot traffic markers around the Snack Shack, diving board and entrances. We ask families to help monitor your children's obedience of these markers.

The Snack Shack will open 30 minutes after each session starts and will close 15 minutes before each session ends. The Snack Shack staff will be required to wear a mask and gloves. Food handling will be according to ODH's regulations. We will have limited staff working at one time in order to adhere to the social distance guidelines. The Shack Shack menu will be limited. Please plan accordingly. Cash will still be accepted.

Restroom capacity for both men and women shall be no more than 4 people at a time. This follows compliance with CDC guidelines.

Restrooms will be sanitized AT LEAST every two hours.

There will be NO water stations on the tennis courts -- please plan accordingly.

ADDITIONAL INFORMATION:

Playground, ping pong table, gaga pit, swings will be closed to start the season until we are given notice that we can open.

Basketball may be played by INDIVIDUALS (or families) only. You must bring your own basketball.

The Club will not be giving out any balls or any shared play items to adhere to guidelines.

The grass fields will be open for play! However, we cannot allow any contact sports at this time.

Lost and Found will no longer be open for public. If you lose an item, please let one of our Staff know the description of the item and he/she can help.

Thank you all so much for reading through this document and understanding these measures have been put in place to keep us all safe and compliant.

If you have questions, suggestions or comments, please feel free to email turpinswimclub@gmail.com.

Turpin Hills Swim and Tennis 2020 FAQ

Will there be a refund of a portion of our dues because there are restrictions regarding pool usage?

The cost to operate the pool is materially the same with or without capacity restrictions. We will incur additional costs for cleaning supplies and signage. We will experience a decrease in revenue due to lost guest fees and limited concession stand sales. Therefore, there will be no refunds.

How will the reservations work?

The feedback from the survey overwhelmingly supported a Hybrid system. For each session, 75% (210 spots) of available spaces will be by reservation system, 25% (70 spots) of available spaces will be for members who walk up and wish to entire. We will be using an online system to take the reservations. Each member of the club is allowed reserved spots per week. The walk-in spots are unlimited.

Does this mean I can only come to 3 sessions per week?

No, you are limited to 3 reservations per family member per week. You may come to the pool during any other session and enter the pool as a “walk-in” if there is space available.

Does everyone in my family have to come at the same time?

No - each member is allowed 3 sessions per week. If your children want to come at different times, that is allowed. Use the same email address for all the reservations, but enter each child separately.

What if I need to cancel?

The sign ups will close the morning that the session begins. If you need to cancel, please do so before 10:00 am the day the session begins.

What if someone is late for their reservation?

You can arrive at any time during your reservation. Because you cannot choose your own reservation time, we will not penalize or cancel reservations for those who are late. A family may only be able to come for a portion of the reservation due to work schedule, nap schedules, etc. If a family only uses the first half of the session, more spots for walk-ins will become available.

Can I come without a reservation?

Each session will have 70 spots that are available for walk-in members on a first come, first serve basis. As members leave the session, more spots for walk-ins will become available.

What if someone forgets their reservation?

You will receive email reminders for each session you sign up for. Please do your best to cancel a reservation if you are unable to attend to free up your spot. We understand that occasionally a circumstance will arise when you are unable to use your reservation. We will be running reports each week - if we see a pattern of missed reservations, we will reach out to review the process.

Can you provide a real-time number of how many spots are currently available for walk-ins?

Our priorities the first few weeks will be on making sure all aspects of the pool opening are running smoothly and the safety of our members. One aspect of that is making sure that the reservation/check in system is working. Please be patient while we work through all of these changes. Once our staff begins to feel comfortable with the operations of the pool, they may be able to update the Facebook page.

Can I call and put my name on a "first-come, first-serve" list?

No - you must come to the pool.

What if it rains during my chosen reservation time?

We are unable to predict the weather. Unfortunately, if it is storming during your reservation, we are unable to reschedule due to the limited capacity per day allowed at the pool.

Why can I only schedule one week at a time?

This is a brand new process, and we want to be able to change quickly based on feedback and changes to mandates. Only scheduling one week of reservations at a time allows us to do that.

Why are nannies allowed but not guests?

Nannies are acting as a parent. When a parent signs up a nanny to take their children to the pool, they will use one of the parent's designated spots for the week.

Will there be a lap lane available?

We are able to open the pool for lap swimming only from 11:00 am to 11:50 am Monday-Thursday. You must exit the pool and leave the premises at 11:50. Because we used the square footage of the entire pool to calculate our Social Distancing capacity, we cannot have a dedicated lap lane available at other times.

What if members or members' children are not adhering to the social distancing policy stating that you must stay 6 feet away from any non-family member?

Swim Safe is not in charge of enforcing the Social distancing policy. However, Swim Safe has the right to step in if it becomes an issue. Parents must make sure that children are following the posted rules. Adults must adhere to the policy. We fully expect unannounced visits from the Board of Health. If we are not following the policy, we could be closed down.

TENNIS FAQ

Does a person taking a tennis lesson, dropping off or picking up a child from a lesson, with no intent to use the pool, need to make a pool reservation?

NO, however you will still need to stop at the front desk, check in and explain that you are there for tennis only. You must exit when done

Does a person taking a tennis lesson or picking up a child, **with the intent to use the pool**, need to make a pool reservation?

YES, this will help us keep an accurate count of persons at the pool to keep within the new limits.

Do I need to make a reservation if I just want to play tennis?

No, you do not need to make a reservation. Stop at the front desk, check in and let the front desk know you are just playing tennis. When you are finished, you must leave the facility. If all the courts are full, you can wait on the tennis pavilion.

Where will I enter and exit from to play on the courts during pool hours?

As in the past, through the front gate

Will any courts be closed?

No - all courts will remain open. Please follow the guidelines that are posted around the courts.

Will water coolers be on site to fill up my water?

No, they will not be available.

Can I bring guests to play tennis?

No guests are permitted during pool hours. If you have a tennis key and are playing when the facility is closed, you may bring a guest. However, please remember that guests must be accompanied by a member.