



Richmond Community
Services Department

AQUATICS SECTION

Richmond Plunge
1 E. Richmond Avenue
Richmond, CA 94801

Richmond Swim Center
4300 Cutting Boulevard
Richmond, CA 94804
*(at South 45th Street, on Kennedy
High School campus)*

Covid-19 Pandemic Response

City of Richmond Operational Guidelines & Procedures for Pool Patrons

INTRODUCTION

The operational guidelines and procedures outlined in the following document are designed to help ensure the safety of staff and patrons who use the City of Richmond Aquatics Programs and Facilities. These policies have been developed to follow physical distancing, disinfection, and hygiene practices specified by the Contra Costa County Health Department, California Health Department, and the Federal Centers for Disease Control and Prevention (CDC).

These operational guidelines and procedures may need to be modified and updated as health orders, directives and safety practices continue to evolve, or as actual practice indicates is necessary.

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PHYSICAL DISTANCING

All Aquatics Programming at City of Richmond Pools will adhere to physical distancing guidelines including:

- Staff and patrons maintain 6 feet distance from each other at all times.
- All patrons and staff must wear a cloth mask before entering the facility, until they enter the water. The mask shall be removed at the edge of the pool and put back on when getting out of the pool.
- Each patron uses a designated lane, to be used exclusively by that patron, during the initial opening phase.
- Within their designated lane, each patron must swim in the middle of their lane.
- After an initial opening phase, there is a plan to implement “Household Swim” which allows for members of the same household to register and reserve a specific time and section of the pool for recreational swimming. There will be a limit of 5 people total per reserved section (no more than 3 children, while observing our Child Supervision policy of no more than 2 children ages 8 & under per adult.)
- Patrons may not yell or talk across lanes unless there is an emergency. If they need to get the attention of a Lifeguard or Physical Distancing Monitor (PDM) for non-emergency needs, they should wave a hand to get their attention.
- Because of the California Building Code, we are legally obligated to keep the locker rooms open. However, per the County health order, showers and changing areas in the locker rooms will not be available, and bathroom stalls and sinks will be in use for emergency purposes only. All patrons are to come in their suit ready to swim and shower at home after you leave the facility. Please pre-shower at home.
- As County safety measures are lifted, showers and changing areas will be allowed on a limited basis, so patrons will be advised to continue planning to change and shower at home, instead of at our facilities.

CLEANING AND DISINFECTING

Along with regularly scheduled custodial service before opening each morning, each shared and frequently touched area will receive additional cleaning and sanitation by aquatic staff.

- Patrons are expected to exit the facility within 5 minutes of getting out of the pool, so that staff have time to clean and disinfect before the next group of patrons come in for their reserved time.
- After patrons leave the facility, staff will conduct cleaning and disinfecting of touched areas, including:
 - Restroom/Locker Room areas
 - Toilets, stalls, handles, toilet paper dispensers
 - Sink bowls, handles and mirrors
 - Soap and Paper towel dispenser handles
 - Any other surfaces that seem dirty

- Natatorium
 - Ladder & Stair rails
 - Drinking fountain handles, bowl, faucet and hand rails
 - Wall hooks
 - Entrance doorways
 - Lift chairs, remotes and armrests/footrests
 - On-deck shower handles (at Richmond Swim Center)
 - Front entrance and exit doorways/counters
 - Lifeguard Station/Chairs and areas
- Locker room doors that allow access to the pool deck will be propped open before patrons enter to limit high-touch surface
 - Hand Sanitizer will be available at the front window for use upon arrival and departure
 - After each swim session, any items left behind will be disposed of. THERE WILL BE NO LOST AND FOUND.
 - All disinfectants used by staff are EPA approved.

STAFF SAFETY EXPECTATIONS

All staff will participate in a health screening each day before beginning their shift. Any staff who have Covid-related symptoms within the past 24 hours, or exposure to someone who has tested positive to Covid, will not be permitted to remain at work.

All staff are required to wear cloth face coverings while working (unless making an in-water rescue).

All staff are expected to promote good hygiene including but not limited to:

- Washing hands with soap and water for at least 20 seconds whenever visibly dirty and after every change in rotation
- Hand sanitizer will be used if soap and water is not readily available for disinfecting, but cannot replace cleaning hands that are visibly dirty
- Covering any sneeze or cough in their elbow, and washing their hands immediately following any such incident
- Staff and patrons will maintain 6ft feet of personal space, even in the pool. The only exception is members of the same household and emergency situations such as in-water rescues.

SICK POLICY – STAFF AND PATRONS

Sick staff and patrons are required to stay home and will not be allowed in the facility.

Staff will be vigilant in monitoring symptoms in themselves and patrons; and will notify a supervisor if they or a patron is showing any of the following symptoms of being sick:

- Cough
- Shortness of breath or difficulty breathing
- Fever
- Chills
- Repeated shaking with chills
- Muscle pain
- Headache
- Sore Throat
- New loss of taste or smell

Any staff who cannot work due to illness or symptoms may use paid sick leave.

Any patron who becomes sick while attending a program or in the facility will be sent home immediately. The sick patron will be supervised by the staff Physical Distancing Monitor (PDM) until they leave the facility. Any person who is sick may not return to the facility until they have met each of the criteria below:

- Their respiratory symptoms are improving
- They have had no fever for 72 hours without the use of fever-reducing medicines
- At least 10 days have passed since illness onset- OR - They have had at least 2 negative Covid tests at least 24 hours apart.

In the event of a confirmed case of COVID-19 within a City of Richmond Aquatic program/facility:

- All programming will be cancelled for the remainder of the week or a minimum of 2 working days
- City of Richmond Aquatic Coordinator (or other City staff) will contact local health authorities to assist in coordinating the appropriate community response in accordance with applicable orders and guidelines
- City of Richmond Aquatic Coordinator (or other City staff) will communicate with all patrons, staff, and any other potentially affected groups, via email, outlining the situation and next steps. These communications will remain confidential for all persons involved in accordance with all regulations, where applicable. All communications relating to an outbreak will be approved and monitored by the Community Services Manager or City Management
- All program areas will be thoroughly cleaned and disinfected before any resumption of programs

DAILY OPERATIONS

Visitors (persons not registered for a lane or program) may not enter the facility without permission from City of Richmond Aquatics Staff or Management.

All patrons must pre-register online for their lane or program at least 24 hours in advance. No in-person or drop-in registrations will take place at the pools. For those who do not have computer access, reservations may be made over the phone by calling the Registration office at (510)620-6793. Payment can be made over the phone after completing the waiver (by email or in person).

All patrons are required to wear face coverings all times when not in the water. Children are encouraged to wear face coverings if 12 years or under, and are required to wear one if 13 years and above. Patrons are encouraged to use a ziplock bag with a small cloth or towel to store their face mask at the edge of the pool to keep it dry and avoid contamination.

ENTERING THE FACILITY

- Outside the entrance of the pools, markers will be placed every 6 feet for patrons to line up before screening and entry.
 - At the Plunge
 - There will be a line, forming straight out toward E.
 - There will be a designated disabled waiting area to the left of the front doors, at the top of the ramp.
 - At the Richmond Swim Center
 - There will be one line, forming to the right of the front doors.
 - There will be a designated disabled waiting area to the left of the front doors.
- Patrons should not line up more than five minutes before their scheduled time.
- Before being allowed to enter the facility, the staff Physical Distancing Monitor (PDM) will come outside to explain the procedure, remind patrons of new restrictions, conduct health screening questions, and conduct a touchless entry, checking in patrons from a roster to ensure everyone entering pre-registered. To do this, the PDM will:
 - Begin by checking in any disabled patrons, then move down the line from front to back.
 - Mark health screening (described below)
 - Remind patrons where their lane is located and where they can leave their belongings
- Once it is time to allow patrons to enter the facility, staff will prop the entrance doors open. Staff will then close the doors once everyone is inside.
- 10 minutes after the swim time has begun, patrons will not be allowed entrance, nor will they receive a refund.
- All patrons are encouraged to use hand sanitizer when entering and exiting the facility. It will be located in the lobby of each facility.
 - At the Plunge, all patrons will walk through the women's locker room side (the staff pass-through section) directly to the pool deck without passing through the locker room.
 - At the Richmond Swim Center, patrons will walk straight through to the pool via the appropriate gender locker room hallways without entering the actual locker room areas.
- Each scheduled session is specific so that it does not overlap.
- As soon as all patrons are checked in and allowed entry, the PDM will remain on deck to monitor distancing and assist with any questions.
- Two other Lifeguards will conduct rotations during that time. Any questions or issues should be directed to the PDM or the Lifeguard who is not on surveillance duty.
- No one, other than registered patrons, may enter the facility (for pool, locker room, restroom use, or viewing). The ONLY exception is for caregivers of elderly/disabled patrons. In such cases, the caregiver must sign a waiver and provide their name and contact information next to the registered patron, in case they need to be notified of possible Covid exposure.

CHECK-IN HEALTH SCREENING

Each time a patron arrives to use the pool for their designated time, they will need to answer the following Health Screening questions:

1. Have you had any of the following symptoms in the last 24 hours?

This does not include a typical level of on-going symptoms as a result of a pre-existing chronic condition.

- Cough
- Shortness of breath or difficulty breathing
- Fever (reported at 100.4°F or higher)
- Chills
- Repeated shaking with chills
- Muscle pain
- Headache
- Sore Throat
- New loss of taste or smell

2. Has anyone in your household, or anyone you know you've been exposed to, been confirmed or suspected to have COVID-19?

- If the answer to any of these questions is YES, or the temperature reading that is reported is 100.4°F or higher, the patron should immediately go home (no refunds or credits will be given).
- If the answer to these questions is NO and the latest temperature is 100.3°F or less, the patron may be admitted to the facility that day.
- No health information will be recorded, but the staff checking in patrons will initial that each patron allowed into the facility has answered the health screening questions.
- If a patron shows any signs of illness, the staff will immediately ask them to leave and conduct the protocols outlined in the Sick Policy above.

WHILE IN THE WATER

- All belongings must be placed on designated hooks and areas that are marked with painters tape and lane numbers. There will be one additional designated hook and location for any disabled patron who needs their belongings to be near the Lift chairs. Nothing can be placed inside lockers or green mesh bags, on benches, hooks or other non-designated location. Patrons must place their belongings on their designated hook or inside the marked area.
- Patrons may remove their cloth mask just before entering the water, and must put it back on after getting out. Patrons are encouraged to use a ziplock bag with a small cloth or towel to store their face mask at the edge of the pool to keep it dry and avoid contamination.
- Patrons must swim or exercise in the middle of their lane (or closer to the wall, if at one of the side lanes).
- No equipment (kick boards, pull buoys, weight belts, etc.) will be accessible to patrons. They must bring their own equipment to use at the pool.
- Patrons may not yell or talk across lanes unless there is an emergency. If they need to get the attention of a Lifeguard or PDM for non-emergency needs, they should wave a hand to get their attention.

EXITING THE FACILITY

- All patrons MUST be exited from the facility “on the 45” (7:45, 8:45, 9:45, etc.). Patrons do not have to stay the entire 45 minutes. They may exit the facility as soon as they are finished swimming through the same door where they entered.
- A 10-minute warning and a 5-minute warning will be given by the Physical Distancing Monitor (PDM). At the 5-minute warning (40 minutes after the hour) patrons should be doing their last lap and exiting the pool.
- We are required by law to keep the locker rooms open in order for patrons to use our restrooms, however this causes extra time for staff to clean before the next scheduled arrival of swimmers, so all patrons are expected to arrive and leave without entering the locker rooms, if possible. If a patron cannot wait to return home to use the restroom, they must utilize their swim time to use the restroom; and still exit the facility on the 45.
- Patrons may not use the locker rooms for changing. Everyone should arrive and leave wearing their swimsuits.
- Changing on deck is not allowed.
- Patrons are encouraged to bring multiple towels, or a towel and robe for their trip home.
- The County order specifically states that “all gatherings shall be prohibited outside the pool, such as on pool decks” therefore as soon as patrons are done swimming, they must dry off, gather their belongings and exit the facility.

FACILITY

GENERAL SAFETY UPDATES

- Each lane is numbered and patrons may only swim in their registered/assigned lane. A lane “map” is available as you walk on deck.
- Locker rooms will be open with shower and changing areas caution taped off and closed for use. Toilets and sinks may be used, if needed. Showers and changing areas are not configured to allow for required distancing measures.
- In the future, when restrictions are lifted, a limited number of showers may be available, along with limited space in the changing area. However, due to this limited space, patrons will be encouraged to continue coming and leaving without using showers and changing.
- Doors to locker rooms will be propped open. At the Plunge, the doors leading through the staff-area walkthrough will be propped open to eliminate the traffic through the locker rooms.
- Water fountains may be used with the following conditions:
 - A bottle of spray disinfectant and paper towels (or disinfectant wipes) and trash can located next to the water fountain
 - After each use, use the disinfectant wipe to wipe down the area (faucet, bowl, handle).
 - The water fountain will also be disinfected between sessions
 - Patrons must follow physical distancing and other safety procedures.
- Patrons may not use chairs, benches or pool equipment (noodles, hand weights, belts, kickboards, pull buoys). The bleachers and on-deck benches at RSC will be used as designated space for patrons’ belongings.
- No items may be checked in with staff, placed in lockers or left anywhere other than the designated areas. No items may be left blocking staff access to rescue equipment or zones.

MAINTAINING HEALTHY AIR FLOW

It is critical to maintain a healthy air flow within the natatoriums where patrons are frequently breathing heavily while exercising. Each facility presents its own unique challenges for comfort of patrons and staff, and healthy air quality. Unfortunately, there will be times that the windows need to remain open, even though it may sacrifice the comfort of the swimmers.

- At the Richmond Plunge
 - Upon arrival, staff will open all upper (second level) windows, and a MINIMUM of 4 lower (deck level) windows for ventilation. Under most circumstances, ALL lower windows will be opened
 - These windows will remain open during operations.
 - If it's very cold, after patrons enter the facility, all upper windows must remain open, and some lower windows may be closed.
- At the Richmond Swim Center
 - Upon arrival, staff will open a MINIMUM of 4 natatorium exterior doors for initial ventilation.
 - If the roof panels are operational, the roof will also be partially opened
 - If it's very cold, after patrons enter the facility, all but 2 doors may be closed. If the roof panel is operational, at least one door and the roof panel may remain open, while the remaining doors are closed.

MAINTAINING HEALTHY POOL CHEMISTRY

Chemical readings will be taken, as usual, before opening the pool each day/shift. Normal chlorine levels are considered to be safe, but we aim to maintain levels between 2 to 4 ppm, upper limit up to 10 ppm and pH should be 7.2 to 7.6. If the levels are not within the safe levels, the pool will not be able to open, and any patrons who miss their reserved lane usage will be offered a credit.

ONLINE RESERVATIONS

HOW TO MAKE A RESERVATION (ACTIVE NET)

- Patrons can log into the online reservation system, Active Net, by going to this website: <https://apm.activecommunities.com/richmond>
- For those who have never logged in through Active Net, first create an account. There is a link to start at the upper right corner of the screen. If you already have an account, sign in
- Once logged into Active Net, click on the "Activity" button and select "Aquatics"
- You can select your program by location "Plunge Lap Swim/Water Exercise" or "Swim Center Lap Swim/Water Exercise"
 - Click "Enroll Now" then select your time and lane grouping
 - Lanes are grouped by similar features and limitations
- Once you select your time and lane group, add to the cart and pay.
- All patrons who register for a lane/time must be sure to have read, and are ready to comply with, all new pool rules and procedures.
- No refunds, transfers or credits will be issued due to someone being uninformed or not prepared to comply with pool procedures.

IF YOU DO NOT HAVE INTERNET ACCESS

For those who do not have internet access or are having trouble reserving a lane online, the options for reserving a lane are outlined as follows.

- Call the Registration office Mon-Fri between 8:30am-4:00pm (510)620-6793 to reserve and pay for a lane over the phone with a credit card.
- For the first reservation, patrons will need to schedule an appointment with the Registration office to complete the registration form and sign a waiver; or they may email the completed form and signed waiver to the Registration office.
- For subsequent reservations, patrons will be able to make the reservation by phone without an in-person visit.

SWIM PASSES

Since swim passes do not expire, we recommend saving your pass for when we resume our drop-in swims because we do not have a way to register for reservations online using a swim pass. If you cannot or prefer not to wait to use your swim pass, special arrangements can be made by calling the Registration office Mon-Fri between 8:30am-4:00pm (510)620-6793.

INFORMATION ABOUT RESERVING LANES

The last session before closing is designated for disabled and elderly patrons who require additional time to exit the pool and facility. The locker room showers and changing areas will still not be available during these sessions, but patrons will have about 15 minutes to exit, compared to the normal 5 minutes. Please refrain from registering for these sessions unless you require this additional time. 48 hours prior to a swim time, if a lane is still available, we welcome anyone to register for this last session.

- Each reservation is made on the hour (example: 8:00am, 9:00am, etc.)
- Each swimmer will have approximately 45 minutes in the facility, including entry into the facility, swimming, and exiting the facility.
- This timing may need to be modified if we see trends of patrons taking longer than 5 minutes to exit, or staff need more time for cleaning/disinfecting. If this is needed, the amount of time per swim will be shortened, or fewer swim sessions per day will be allowed
- All patrons must pre-register online for their lane at least 24 hours in advance Registration schedule and costs are as follows:
 - **1st-15th of the month** - Registration opens at 8:30am on the 25th of the month (or the previous Friday if the 25th falls on a weekend)
 - **16th -end of month**- Registration opens at 8:30am on the 10th of the month (or the previous Friday if the 10th falls on a weekend)
 - \$7/swim for City of Richmond residents
 - \$8.75/swim for residents of any other city

- Passes do not expire, so we recommend saving them for when we allow drop-in swims in the future.
- For those who wish to use their pass, they will need to follow the procedure above for those who do not have internet access. They will need to relinquish their existing pass, in person by appointment, for a credit.
- It may become necessary to make adjustments to the schedule if the number of swimmers per time slot are not at or near our capacity. While it is unlikely that we would cancel reservations for the time slot with low numbers, that may become necessary. In such a case, staff will make efforts to notify those who have reservations, and cancelled reservations will get first choice of other time slots and can be transferred at no fee.
- Once a reservation is made, no refunds, credits or transfers will be allowed.
- If a patron cannot use their reserved lane, it may be “gifted” to a friend or family member. Simply leave a voicemail message at the pool where the reservation is scheduled with the name of the reservation holder and the person who will be taking their place. The person who is taking their reservation will be required to complete a waiver upon arrival and provide their contact information.

PLUNGE LANE SPECIFICATIONS

- Each DEEP lane is 25 yards long, and ranges in depth from 4’6” on one end to 7’ at the other end.
 - **Lanes #1 & #9** are narrow with 2 ladders each. These lanes are not appropriate for lap swimming, but may be used for water walking or vertical head-up exercise. Patrons using these lanes must “hug” the wall instead of using the center of the lane, and be aware of the ladders as possible obstacles. **Lane #9** is directly accessible from the deep lift chair.
 - **Lanes #2-8** may be used for any allowed activity (lap swimming, water walking, exercise).
- Each SHALLOW lane is 20 yards long, and the depth varies, as outlined below.
 - **Lane #10** (4’ deep) is closest to the bulkhead and is narrower than the others. This lane is not appropriate for lap swimming, but may be used for water walking or other exercise. Patrons must “hug” the edge, closest to the bulkhead, instead of remaining in the center of the lane.
 - **Lane #11** (3’6” to 4’ deep)
 - **Lane #12** (3’6” deep) is directly accessible from the shallow lift chair
 - **Lane #13** (3’6” deep) has a ladder at both ends
 - **Lane #14** (3’-3’6” deep)
 - **Lane #15** (3’ deep)
- After our initial opening, we plan to add a “HOUSEHOLD SWIM” in designated sections of the shallow end, as indicated below
 - **Sections A & B:** (2-3’ deep) at designated times this area may be reserved for a set fee by an individual household unit or a parent/child for recreational swimming. There will be a limit of 5 people total per reserved section (no more than 3 children, while observing our Child Supervision policy of no more than 2 children ages 8 & under per adult.). These sections may be reserved for a period of 30 minutes only.

RICHMOND SWIM CENTER LANE SPECIFICATIONS

- Each DEEP lane is 25 yards long, and ranges in depth from 4’ on one end to 7’ at the other end. Lanes are numbered #1-6 left to right as you walk onto the pool deck.

- **Lanes #1-6** are appropriate for any allowed activity (lap swimming, water walking, exercise), however **Lane #6** is not appropriate for backstroke swimming due to an edge that could be unsafe.
- **Lanes #1 & #6** are accessible by ladder.
- Each SHALLOW lane is 25 yards long, and ranges in depth from 3'6" on one end to 4' at the other end.
 - **Lanes #7 and #8** are appropriate for any allowed activity (lap swimming, water walking, exercise), however neither are appropriate for backstroke swimming due to an edge that could be unsafe.
 - **Lane #7** is directly accessible from the lift chair.
 - **Lane B** (3-3'6" deep) is technically not a lane, but a square area in the shallow end where one may do water exercises. Lap swimming is not allowed.
- After our initial opening, we plan to add a "HOUSEHOLD SWIM" in designated sections of the shallow end, as indicated below
 - **Sections A, B & C:** (1-3½' deep) at designated times this area may be reserved for a set fee by an individual household unit or a parent/child for recreational swimming. There will be a limit of 5 people total per reserved section (no more than 3 children, while observing our Child Supervision policy of no more than 2 children ages 8 & under per adult.) These sections may be reserved for a period of 30 minutes only.

INITIAL REOPENING PROGRAMS

In our initial reopening phase, the only options are Lap Swimming, Water Walking (deep or shallow), or water exercise (deep or shallow). Each will have the same cost.

PROGRAMMING FOR FUTURE PHASES

If we see that the initial reopening plan is going smoothly, and staff become more comfortable with this new system, we will add a "HOUSEHOLD SPLASH & SWIM" in designated lanes, at the Plunge (Sections A & B) and at the Richmond Swim Center (Sections A, B & C). This will be for individual household units to reserve these areas for 30 minute segments. Since families and groups with children tend to take longer to exit the facility, they will need to exit the water on the 35 (and exit the facility on the 45 along with other patrons).

As restrictions are eased, we will implement other programs, such as Water Fitness, Aqua Zumba, Little Splashers, Tot Splash, and rental groups such as swim teams, masters, Barbara's Fitness (all at a limited capacity). We may allow additional areas or times to open for "Household Swim" or small capacity Recreational Swim. We will not resume swim lessons or regular recreation swim until at least spring 2021.

Any ongoing rental groups; such as Barbara's Aqua Fitness Class, Richmond Swims Sailfish or Masters, Future Aquatic Swim Team or California Canoe and Kayak, will be required to submit their own operational or programming plans for approval before resuming their programs.

COVID-19 SCREENING TOOL

PLEASE PLAN TO TAKE YOUR OWN TEMPERATURE BEFORE ARRIVING AT THE CITY OF RICHMOND AQUATICS FACILITIES, THEN RESPOND TO THE FOLLOWING QUESTIONS EACH TIME YOU COME, BEFORE ENTERING THE FACILITIES.

1) Have you had any of the following symptoms in the last 24 hours?

This does not include a typical level of on-going symptoms as a result of a pre-existing chronic condition.

- Cough
- Shortness of breath or difficulty breathing
- Fever
- Chills
- Repeated shaking with chills
- Muscle pain
- Headache
- Sore Throat
- New loss of taste or smell

2) In the last two weeks, have you been exposed to anyone in close proximity that you know or suspect to have COVID-19?

If you answer “YES” to either of the above questions, you may not enter the facility. Please return home, monitor your symptoms and contact your healthcare provider.

Any person who is sick may not return to the facility until they have met each of the criteria below:

- Their respiratory symptoms are improving
- They have had no fever for 72 hours without the use of fever-reducing medicines
- At least 10 days have passed since illness onset- OR - They have had at least 2 negative Covid tests at least 24 hours apart.

If you answer “NO” to both of the above questions, you may proceed into the facility when directed by staff.