



JEROME VILLAGE

Jerome Village Community Center Q&A

Are member ID badges and 2020 stickers required to use the pool? *Yes, management was relaxed in checking ID badges during the first full week of opening in order to ensure all members had adequate time to pick-up ID badges and have ID badges created if needed. Beginning Monday, June 8 ID badges will be strictly enforced. Reminder, all members ages 6 and up are required to have an ID badge.*

Is there a way to mail resident's ID badge stickers? *Residents can pick up ID badge stickers, as well as have ID badges created, at the Jerome Village Community Center during weekday management hours of 9 AM – 5 PM.*

With the capacity limitations for each session, will the pool be first come, first serve? *Yes, the pool will be treated on a first come, first serve basis.*

How quickly do you anticipate the maximum capacity of the pool to be reached? *The two daily pool sessions are intended to help balance demand and enable proper cleaning and social distancing. We will continue to monitor usage through the coming weeks, and should capacity become an issue, management may consider adjusting the sessions, adding time limitations, or incorporating other policy adjustments as needed.*

How will residents know if maximum capacity on the pool deck has been reached? *Once maximum capacity has been reached a sign will be placed in the parking lot stating such, and a notice will be shared on jeromevillage.com as quickly as possible. Please bookmark this landing page to check for pool capacity updates.*

<https://www.jeromevillage.com/pool/>

Do you anticipate lines forming outside of the pool gate? *Appropriate social distancing will be enforced at the gate and we will ask residents to wait in their cars in the event a line begins to form. Pool monitors will be present to manage accordingly.*

Can residents reserve spaces for household family members who are not yet present? *No, reserving chairs and tables is not permitted. All household members must be present. Please be courteous to your neighbors and patrons.*

Is there a time limit to how long residents can stay at the pool? *There are currently no time limit restrictions except for the 1-hour mandatory closure for cleaning. All patrons at the pool will be required to vacate the pool deck during the 1-hour cleaning session between 2:30 PM – 3:30 PM.*

If a resident leaves the pool before a session ends, can waiting parties enter? *Residents can come and go anytime during a session. Staff will only be monitoring and limiting maximum capacity. In the event the pool reaches maximum capacity, residents may choose to wait in their vehicles until other residents leave the pool.*

Can residents attend both daily pool sessions? *Yes, currently there are no restrictions around sessions and residents are welcome to attend both. Should capacity become an issue, management may consider maximum stay timelines or incremental sessions, and will put additional policies in place, if needed, as the operation of the pool plays out.*

Are residents required to leave the pool deck entirely during the 1-hour cleaning period? *Yes, all residents will be required to leave during the 1-hour cleaning period. Pool monitors will be on site to help direct.*

Are face coverings required at the pool? *The use of face coverings is recommended when not in the pool.*

Can pool furniture be moved? *No, furniture and circular zones have been created to ensure proper social distancing is practiced at all times. The 4-person tables and chairs on the pool deck are also to be used by members of the same household only.*

Will families with small children be able to go to the restroom together? *One family may use the family restroom at a time. Both the men's and women's restroom have a maximum of 3 people permitted at one time.*

How often are the restrooms, pool deck, concession stand cleaned? *Restrooms are cleaned and disinfected every two-hours and at the close of business daily. High touch areas around the pool deck are disinfected every 2 hours. In addition, the pool deck and concession stand are closed for a mandatory 1-hour cleaning session between 2:30 PM – 3:30 PM daily and are also cleaned and disinfected at the close of business every day. Lifeguards test and balance the pool chemicals throughout the day as needed.*

What steps are in place to keep the concession stand and kitchen sanitized? *The concession stand has a handwashing and sanitizing station set-up for staff, and sanitizes pens, credit card machines, credit card holders and the concession stand counter regularly. A contactless payment option will also be put in place in the coming weeks. Socially distanced stickers are in place for a line formation and menus can be viewed by a digital menu QR code. Sanitized menus are also available upon request. The kitchen is also cleaned and disinfected between the AM and PM pool sessions and at the close of business daily.*

Are guest passes being sold at the pool? *No, due to the reduced maximum capacity requirements, daily guest passes will not be sold this year.*

Updated 6.9.20

Are Nanny passes being sold at the pool? *Yes, we will continue to offer a seasonal household 'Nanny' pass for \$100 and can be purchased at the concession stand or in the Community Center office during weekday management hours of 9 AM – 5 PM.*