

Seattle Parks & Recreation

Frequent Asked Questions on COVID Swim Sessions

4/7/2021

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1. Are Seattle Parks pool open?

Medgar Evers Pool (MEP) and Rainier Beach Pool (RBP) are open seven days a week, for reservation-only lap and fitness swimming. There are five one-hour sessions each day. Currently swimmers must be 13 years old or older.

- MEP, weekend sessions start at 9:00, 10:30, 12:00, 1:30 and 3:00. Weekday sessions start at 11:30, 1:00, 2:30, 4:00 and 5:30.
- RBP is scheduled to reopen in late April. Weekend sessions start at 8:30am, 10:00am, 11:30am, 1:00pm, and 2:30pm. Weekday sessions on Monday, Tuesday, Thursday, and Friday start at 11:30am, 1:00pm, 2:30pm, 4:00pm and 5:30pm. Wednesday sessions start at 2:30pm, 4:00pm and 5:30pm.

2. When will open swims, lessons and group activities restart?

Increasing capacity, restarting open swims, swim lessons and other group activities are all dependent upon the course of the pandemic, and guidance on public health.

3. What safety procedures are in place?

- We limit the number of people who may enter the building at any given time.
- Reservations are required.
- Locker room facilities are limited.
- A mask is required at all times except when in the water.
- Social distance yourself by at least 6 ft in the locker rooms, and on the pool deck.
- To minimize locker room use, we recommend that you to arrive in your suit and leave in your suit.
- There is increased cleaning and sanitization.

4. What should I expect when I come to the pool? What will be different?

- You may swim laps or do independent fitness exercises.
- No public play or leisure time available.
- Maximum of 2 people per 25 yard lane. Shallow end 13 yard lanes at MEP are 1 person per lane.
- No more than 12 swimmers per lap pool (and 6 swimmers per MEP shallow pool).
- Only one 60-minute lane reservation per customer per day.

5. How do I register for a lap swim / water fitness session?

We encourage everyone who has access to the Internet to register online at www.seattle.gov/parks. Those who can't access the online portal can register over the phone with the Business Service Center (BSC), 206-684-5177, during business hours, or by calling the Medgar Evers Pool, 206-684-4766, or Rainier Beach Pool at 206-386-1925, but the hours and staffing are more limited.

- Payment is required at the time of registration.
- There is no drop-in registration or in-person registration on site.
- 10-punch swim passes may be used and may be purchased online (details below).
- Monthly passes are not available at this time.

6. Are there any discounts available?

You can reduce the cost of each session by about 10% by purchasing a **10-punch swim pass**. There are Adult (\$54), Senior (\$37) and Youth (\$37) versions. These can be purchased online or over the phone from the BSC, 206-684-5177.

Online, initially, only the adult pricing is shown. If you qualify for a different price, the correct version will be select, based on you date of birth, after you add it to your cart (step 4) and before checkout.

A swim will be deducted from your balance on the day of your swim session. When the balance is zero you will need to purchase a new 10-punch pass.

We encourage all participants to use the 10-punch swim pass.

7. How do I purchase a 10-punch swim pass online?

- Go to www.seattle.gov/parks
- Click on the box “Sign Up for Classes, Activities & More.”
- **Sign-In** or **Create an Account** (top of the page to the right). If you are not sure about your account call the pool or the BSC.
- On the right end of the choices in the green bar near the top of the page, click on **Passes**.
- Click on **Discount Recreation Swim Care – 10 Punch**. A “Standard (Adult) Price” is shown. The 10-punch will cost ten times this standard price. If the pass is being purchased for a youth or a senior, the price will automatically adjust in the shopping cart.
- Click on “Add to Cart”.
- Click on “Continue”.
- Click on “Continue”.
- Click on “Check out”.

8. How do I check the balance on a swim pass?

- Sign into your Seattle Parks account and go to “My Account”.
- Scroll down to “Other Service” and open the drop-down menu.
- Click on “Passes”. The number in parenthesis is the available balance on that pass.

9. How do I add additional sessions to my pre-paid swim card?

The pre-paid pass system has been modified so that the “ten punches” are discrete packets -- no longer a revolving account that can be renewed. Customers can only have one “packet” at a time. You can register for more sessions than you have remaining punches (for example with one punch you can register for five sessions) but you would need to buy a new set of punches, after the session that exhausted the existing packet, to participate in the remaining sessions that you have reserved.

10. Where can I find instructions for registering online for a lap swim / water fitness session?

There is a tutorial for registering online at [SPR Pool Lane Reservation Tutorial](https://www.youtube.com/watch?v=Sr4f9sPoFgI)
<https://www.youtube.com/watch?v=Sr4f9sPoFgI>.

11. What are the procedures for registering for a session on a desktop computer?

- Go to www.seattle.gov/parks
- Click on the box “Sign Up for Classes, Activities & More.”
- **Sign-In** or **Create an Account** (top of the page to the right). If you are not sure about your account call the pool or the BSC.

- In the green bar near the top of the page, hover the cursor over **Activities** and click on **Aquatics**.
- Select the type of reservation you want and click on **Enroll Now** in that box. If Enroll Now is not showing all the sessions for that activity are booked.
- In the box to the upper right click on **Enroll Now**.
- In “Who are you enrolling? **Select the participants** name for the dropdown menu.
- Using the dropdown menus, **select the date and time** of the session(s) you want. You can select up to one session per day.
- Click **Add to cart**.
- **Read the COVID waiver** and agreement and then **click the checkbox**.
- Click on **Check Out**.

12. What are the procedures for registering for a session on a cell phone?

- Go to www.seattle.gov/parks
- Scroll down to the box “**Sign Up for Classes, Activities & More**” and tap it.
- **Sign in** or **Create an Account** (top of the page to the right). If you are not sure about your account call the pool or the BSC.
- Tap on **Activities** or the **swimmer icon**.
- Tap on **Activities** bubble.
- Check mark **Aquatics** and tap on **Apply**.
- Select the type of reservation you want and tap on **Enroll Now** in that box. If Enroll Now is not showing, all the sessions for that activity are booked.
- Tap on **Enroll Now**, again.
- In “Who are you enrolling? **Select the participants** name from the dropdown menu.
- Using the dropdown menus, **select the date and time** of the session(s) you want. You can select up to one session per day.
- Click **Add to cart**.
- **Read the COVID waiver** and agreement and then **click the checkbox**.
- Click on **Check Out**.

13. What does it mean if nothing is showing at the session that I want?

The system only shows sessions that have availability. Sessions that are not showing are full. We get cancellations and we try to process these as quickly as we can. Midday is a good time to check back to see if an opening has become available in the session that you are interested in.

14. How do I register a family member for a swim session?

The family member will need an account. If they have an account that is already linked to you, you will see their name in the dropdown list where you “**Select Participant**” on the Enroll Program Form page. Select items for the person and add them to the cart. You can accumulate items for multiple people in the cart at one time. When have all the desired items in the cart, check out.

If the person has an account, but it is not linked to you, please call the BSC, 206-684-5177, or pool, and we will quickly link the accounts. Please do not create a duplicate account. An individual can be linked to multiple families. Once they are linked, follow the directions in first paragraph of this section.

If the person does not have an account you can “**Add New Family Member**” from the “**Select Participant**” dropdown, or from the “**My Account**” page click on “**Manage Family Member**” link in the lower right corner. Once the account for the family member has been created follow the directions in first paragraph of this section.

15. How do I cancel or transfer a session?

Cancellation less than 24 hours are non-refundable (with a few exceptions). **Even if it is less than 24 hours, it is still helpful if you let us know about your cancellation.**

The online registration **system is not set-up for online cancellations, transfers, or modification.** You need to call the pool, Medgar Evers at 206-684-4766, Rainier Beach Pool at 206-386-1925, to cancel or transfer a swim session. Please recognize that transfers may not be possible because the program is popular, and many sessions/days are fully booked, so no slots are available.

Both cancellations and transfers are easiest if you are using a prepaid swim punch card, as opposed to paying drop-in fees with a credit card.

If you paid with a credit card and are calling more than 24-hours before your session, it is easier to transfer you to a future session, if one is available, as opposed to issuing a refund. We cannot create credit on your account. If a refund is issued to your credit card it can take several weeks to post.

We are monitoring the pattern of cancellations and this policy is subject to change. If everyone does their part to cancel in a timely manner, and notify us, it will allow others to get opportunities to swim.

Because we do get cancellations, if you find yourself looking for another opportunity to swim in the next day or two, midday is a good time to check the registration website to see if a swim has become available.

16. When are new sessions posted?

New sessions are posted each **Thursday, at about 11 am**, for the following Monday through Sunday.

17. What if I am swimming on Thursday, have one swim left on my card, and want to register for more swims on Thursday?

We will process any Thursday swim punches, either **before 10:45am** or **after 12 noon**. If you check your balance at 10:45 and there is at least one swim on your card, you will be

able to register for swims for the week, until at least noon. If you check your balance on Thursday, and the balance is zero, you will need to purchase a new 10-punch to sign-up at the discount price.

18. How do I see my swim schedule and confirm what I have signed up for?

We understand that the receipts are more confusing than illustrative. You can see the dates and times you are scheduled* to swim by:

- Go to www.seattle.gov/parks
- Click on “Sign Up for Classes Activities & More”
- Sign in.
- Click on “My Account”
- Click on “View Family Member Schedule” (lower right)
- Select the date range.
- Highlight “**FlexReg**”
- Click on the double arrow (>>) to transfer “**FlexReg**” from “Available Schedule Details” to “Selected Schedule Details”
- Click on “View Schedule”.
- Scroll down.

*** To the best of our knowledge, you cannot access your schedule on a mobile device!**

19. Why is it important to keep the account information up to date?

Please keep your account information current with a valid number. This is what we use if there is an abrupt change in our operations (i.e. mechanical problem, weather emergency, etc.), or if we need to do contact tracing. While you are logged into your account, please click on “Edit” by your name, and check the accuracy of the Personal Information.

20. What does check-in look like?

- You are required to wear a mask at all times, except when in the water.
- Check in starts 5 minutes before your scheduled session.
- Customers will enter one at a time. Please wait outside giving yourself a 6-foot distance from the person in front of you.
- A health screening, which includes a temperature check, will be done as you enter and check in. **Please read the health self-assessment at the end of this document.**
- If you are feeling sick or experiencing any of the symptoms listed at the end of the FAQ that cannot be attributed to another condition, please do not come to the facility for your swim.
- If you have a temperature of 100.4 or greater, or do not pass the health screening, you will be required to exit the building and will be refunded the cost of your admission today.
- Please notify staff if you need to use the pool lift.
- Only registered swimmers are allowed in the building.

21. Why do I have to go through health screening if I have been vaccinated?

The current information is that people who have been vaccinated for or recovered from COVID-19 can still contract and transmit COVID-19. Because of the continued risk of transmission, it is important that we continue to screen everyone entering the building.

22. Are lockers available?

Because of the amount of labor involved in keeping lockers sanitized, they are taped off and not available for use. Please take your belonging to the pool deck and put them in the chair assigned to the lane you are swimming in.

23. Can we use the locker room?

We encourage everyone to arrive and leave in their swimming attire if that is practical. The locker rooms have several choke points, less ventilation, and less volume, so we need to limit occupancy and maintain social distancing to reduce the chance of transmission. Locker rooms are open, but we ask you to keep your stays brief, stay masked and practice social distancing. High touch surfaces are sanitized between each session.

24. What are the rules related to lane swimming or exercise?

- Please swim on your side of the split lane. No circle swimming. (This will change when capacity is increased.)
- Please maintain social distancing of at least 6 feet while resting.
- Kickboards, pull buoys, and fitness equipment will be available for use.
- Both deep end and shallow end stairs and lifts will be available upon request.

25. How often is the pool building and equipment sanitized?

- Sanitizing of high touch surfaces will be done between swims.
- Used pool equipment (kickboards, pull buoys, etc.) will be sanitized after each use.

26. More information:

To make this program a success, we appreciate your cooperation in following our Safe Opening Protocol. You may be familiar with most of them; health screening at the door, wear a mask except while you are in the water, maintain social distancing (except for the briefest of moments when passing in the water), and please don't loiter in the building at the end of the session, etc. If you have any questions, please ask a lifeguard.

Please read the health self-assessment at the end of this document.

Self-Assessment Before Entering – Health Screening Questions

- A. Have you had contact with anyone that you know has been diagnosed with COVID-19? Contact is defined as being 6 feet (2 meters) for more than 15 minutes with a person or having direct contact with infectious fluids from a person with confirmed COVID-19 (for example being coughed or sneezed on).
- B. Have you had a positive COVID-19 test for active virus in the past 10 days?
- C. Do you or have you these symptoms that you cannot attribute to another condition?
- Fever or Chills Yes No
 - Cough Yes No
 - Shortness of Breath or Difficulty in Breathing Yes No
 - Fatigue Yes No
 - Muscle or Body Aches Yes No
 - Headache Yes No
 - Recent onset of loss of taste or smell Yes No
 - Sore Throat Yes No
 - Congestion Yes No
 - Nausea or vomiting Yes No
 - Diarrhea Yes No
- D. Within the past 14 days, has a public health or medical professional told you to self-monitor, self-isolate, or self-quarantine because of concerns about COVID-19 infections?

If you answer YES to any of the screening questions, then:

The City host must ask the visitor to please immediately leave the City facility or worksite. The visitor must not return until 24 hours after the fever is gone and/or symptoms have improved, or as otherwise directed by their medical provider.