

Frequently Asked Questions

RE-OPENING AQUATIC SERVICES

1. Can I just drop in for a swim session?

Yes; however, all participants in a session must be registered at this time. We recommend registering in advance to guarantee a spot; however, if there is space remaining at the start of a swim session, participants are able to come to the facility and register in person.

2. Can I come multiple times a day?

Yes, patrons are welcome to register for more than one session daily, provided they sign up within the timeframe for each program that they wish to attend.

3. Can I arrive before my session starts?

You may show up 15 minutes before your session starts; however, access to the pool will not be allowed until the scheduled start time. This will allow the staff time to complete the necessary cleaning before the next group enters.

4. Am I able to use the change rooms before entering the pool?

No, patrons should come dressed ready to swim (e.g. bathing suit already on with clothing over top). Family change rooms are available only for a cleansing shower prior to entering the pool area.

5. Where do my valuables (e.g. keys, wallet, phone, clothing) go?

We recommend that patrons leave valuables at home to ensure their safety. There are small wallet lockers available in the lobbies and on the pool decks for things such as car keys and wallets. The wallet lockers are 25 cents to open, but the coin is returned to you. There is no locker storage for clothing; however, cubbies on the pool deck are available. Please note that the cubbies do not lock, so no valuables should be left in these.

6. How soon after my session ends do I need to leave the facility?

All users have 10 minutes to exit the facility after their scheduled session ends. This will allow the staff time to complete the necessary cleaning before the next group enters.

7. Where do I change after I leave the pool?

Patrons will have access to the Men's and Women's change rooms at the end of their swim. We ask that patrons limit their time in the change rooms to 10 minutes. If they do not wish to use the change rooms, patrons are able to dry themselves off on the pool deck, prior to leaving the facility. Please ensure that you are as dry as possible and maintain social distancing while exiting the facility.

8. What if I have a disability, will I still be able to access the pool?

All of the pool's accessibility features will be available. If you need access to something, or assistance, please see a staff member, they will be happy to help you.

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9. Is there somewhere for me to change my child's diaper?

Yes, all of our change rooms and washrooms have change tables that are available for use.

10. Are the washrooms open for use?

Yes, washrooms are available for all patrons who are registered in the current session.

11. Is there a place to watch my child swim if I am not registered for the session?

Yes, our viewing deck is open; however, there are a limited number of spaces available for spectators at this time.

12. Will the Waterslide be open?

The Waterslide will be open at various times during Public Swim sessions. The lifeguards on duty will determine the timelines for opening the Waterslide each session.

13. Are there waves?

Yes, waves will be offered at various times during public swim sessions. Please note that the diving boards will not be open when the waves are on.

14. Is the Hot Tub open?

Yes, the Hot Tub is open for regular use.

15. Are the Sauna and Steam Room open?

Yes, the Sauna at both facilities and the Steam Room at MRC are open. Please note that there are a maximum of 4 patrons allowed in the Sauna or Steam Room at one time, with a time limit of 15 minutes.

16. Are there any pool toys available for use?

Pool toys are available during public swim sessions at the discretion of the lifeguards.

17. Are there life jackets available for use?

Yes, life jackets are available for use.

18. Can I bring my own pool toys or equipment?

Yes, patrons may bring their own equipment, provided it is clean. Lifeguards will have the discretion to restrict the use of outside equipment if it presents any safety concerns.

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19. Is there a Family Swim time?

All public swim sessions are open for family registration, provided space is available. There are also Parent & Tot swims currently available in the mornings at MRC.

20. Is there a Toonie Swim time?

We do not have a daily Toonie Swim at this time; however, we offer \$2 Public Swims on all Statutory Holidays.

21. Do you sell swim diapers, goggles, or swim caps still?

Yes; however, please note that all transactions at the front desk will be debit/credit only. Cash is not accepted at this time.

22. Are there swimming lessons available?

Yes, we are currently offering swimming lessons on multiple days in both the mornings and evenings.

23. How are swimming lessons different from before the pandemic?

All swimmers participating in Parent & Tot, Swim Preschool, or Swim Kids 1 through Swim Kids 5 programs must have a parent and/or caregiver in the water to assist them at all times. Certain activities and skills have been adjusted or removed in order to prevent physical contact. All classes are 30 minutes regardless of level.]

24. How will instructors be able to teach swimmers without making physical contact?

Instructors will not be utilizing physical manipulation when providing feedback; however, they will provide plenty of verbal feedback and demonstrations to participants. They will also utilize lesson equipment when possible to assist with this. For any level that requires parent participation, the instructor will be instructing the parent/caregiver on how to teach and help their child progress and improve.

25. Is Aqua Fit currently running? Is it in shallow or deep water?

We are currently offering both Shallow and Deep Water Aqua Fit. Sessions are labeled both online and on printed schedules with the area of the pool they will take place in.

26. Is equipment available for Aqua Fit sessions? Can I bring my own equipment?

Yes, equipment will be provided for Aqua Fit classes. You may bring your own equipment if you would prefer, provided it is clean. Lifeguards will have the discretion to restrict the use of outside equipment if it presents any safety concerns.

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27. Who will be the instructor for the Aquafit class?

Instructors will be scheduled from our regular list of Aquafit instructors pending their availability. You will see some familiar faces!

28. Are pool rentals available?

Yes; however, due to the reduced facility hours and public programs, there is limited pool rental availability. Please visit the following internet address for more information or to submit a rental request: <https://www.abbotsford.ca/parks-recreation-culture/bookings-rentals>

29. What are the safety measures in place for the pool?

Directional markings, single entry/exit points, protective barriers, reduced capacity, enhanced cleaning of high frequency touch points, hand sanitizer stations, and hand washing stations in all washrooms/change rooms. Masks are also recommended in our facilities for anyone over 12 years of age who are not fully vaccinated.

30. What if there is a pool fouling while I am there?

Regular pool maintenance protocols are in place in order to ensure that any pool fouling is handled safely and appropriately. Chlorine levels in the pool are monitored throughout the day to ensure the pool is safe for patrons.

31. Why aren't you open earlier/later or for longer hours?

Recreation is currently going through a phased reopening of the recreation amenities in the City that follows the provincial Restart Plan. This allows for a slow, gradual reopening that supports physical distancing and smaller gatherings. We will continually monitor the patron attendance numbers, the ability to support safe participation in the facilities, and any changes from the Provincial Health Officer and will look to adjust our hours when possible. Ensuring the safety of patrons and staff is our top priority. We will continue to follow the guidelines established by the Provincial Health Officer and will increase/decrease our program options as conditions continue to evolve.