

Lorain County Metro Parks' Rec Centers Reopening

Frequently Asked Questions (Splash Zone & Mercy Health Amherst HealthPlex)

WHEN WILL THE FACILITIES RE-OPEN?

- These facilities will be open for office hours June 15-20, 8 am-4:30 pm. Visitors may use this time to address membership issues, schedule lane use, or make additional inquiries. Facility amenities may not be used during that time.
- The facilities will officially open on June 22 with some use restrictions due to state-mandated guidelines. Both facilities will resume regular business hours apart from Sundays on which the centers will close to allow staff to perform deep cleaning.

WHAT SAFETY PROTOCOLS WILL BE PUT IN PLACE WITH THE RE-OPENING?

- All staff will wear face masks during customer interactions and in public spaces.
- Daily temperature checks and health screenings are required for all staff.
- Plexiglass partitions will serve as a safety barrier between customers and front desk staff.
- Cardio equipment will be relocated throughout the facility, to ensure proper 6-foot distancing.
- Circuit machines will be spaced no less than 6 feet apart.
- All customers are asked to wipe down the equipment before and after use. Disposable paper towels will be provided in the fitness areas to wipe down machines.
- Scheduled disinfection and sanitation will be performed at 11 a.m. and 3 p.m., at which time the equipment will not be available for use.
- Miscellaneous fitness and swim equipment that is the property of LCMP will be removed from all areas. Customers may bring in their own equipment, but need to remove those pieces when they depart the facility each day as it is required that all personal equipment be disposed of daily.
- Hand sanitizer will be available throughout the facility.
- Shower facilities will not be available upon opening. Please come ready to work out and plan on showering at home.
- Drinking fountains will not be available for use. Bottle fillers will continue to be available. Customers are asked to bring their own water bottles and take them home.
- Lorain County Metro Parks has hired additional custodial staff to meet the increased disinfection and sanitation requirements.

ARE CUSTOMERS REQUIRED TO WEAR A FACE MASK?

- Customers are not required to wear a face mask; however, we do strongly recommend that customers bring a mask and wear it when entering and exiting the facilities as well as traveling through common areas. For safety reasons, we do not recommend wearing a face mask when exercising.

HOW WILL YOU ENFORCE SOCIAL DISTANCING?

- Signage throughout the facility will encourage patrons to "Do your part – Stay 6 feet apart".
- Additional floor decals will help customers visualize the 6-foot distancing rule. If groups are congregating, staff will ask people to separate.

WILL GROUP EXERCISE CLASSES BE AVAILABLE?

- The facility will initially be open for solo fitness only, no team activities, or group exercise.
- It is our hope that we will be able to allow group exercise at a later date with reduced class sizes to adhere to social distancing guidelines. Outdoor group fitness classes are also being considered.

IS THE OUTDOOR POOL AT SPLASH ZONE OPEN?

- The outdoor pool is closed for the 2020 season.

CAN I USE THE INDOOR POOL?

- Our indoor pool facilities will be available for adult swim purposes only, and preregistration is required.
- Customers can register for 1-hour time blocks, one week in advance. Only one swimmer will be permitted per lane.
- Customers may only reserve one time block per day to allow greater access for all customers.
- Registration will be available online or by calling into the facility.
- Individuals can only make reservations for themselves, not for friends.

ARE THE SPLASH PADS OPEN AND AVAILABLE FOR USE?

- The outdoor splash pad at Amherst HealthPlex is closed for the 2020 season. The indoor splash pad and froggy tot pool at Splash Zone is closed until further notice.

CAN I USE THE THERAPY POOL AT AMHERST HEALTHPLEX?

- The therapy pool will be available for use by reservation only. Due to social distancing constraints, only 5 individuals will be allowed in the pool at any time. The hot tub is closed until further notice.
- The therapy pool can be reserved from 6 to 8 a.m. and 5-7:45 p.m. in 1-hour time blocks.

CAN I WALK AT THE FACILITY?

- Walking tracks will be open. Customers are asked to do their part and stay 6 feet apart during their walk.

WILL THE SPLASH ZONE FIELD HOUSE COURTS BE OPEN AND AVAILABLE FOR USE FOR BASKETBALL, VOLLEYBALL, PICKLEBALL, ETC.?

- While the field house will be open for lane walking, court play is not available.

DO I HAVE TO HAVE A MEMBERSHIP?

- No, we are still allowing people to purchase a daily pass for \$7. Individuals who purchase day passes will be required to sign in with phone number and email for contact tracing purposes.

WILL I HAVE ACCESS TO LOCKER ROOMS?

- Locker rooms will be available for restroom and changing purposes only. Limited lockers will be available to ensure social distancing. Please come to the facility dressed to exercise.

ARE SWIM LESSONS AVAILABLE?

- Group swim lessons will not be held; however, private swim lessons are expected to be available soon.

IS PERSONAL TRAINING AVAILABLE?

- One-on-one personal training will not be available immediately upon opening, but it is hoped to be soon.

I'M NOT READY TO RETURN TO THE FACILITY, CAN I HAVE A REFUND?

- Lorain County Metro Parks will issue a refund to anyone interested in discontinuing their membership as a result of COVID-19 with no penalties.

I HAVE CONTINUED TO HAVE MY MONTHLY DEBIT COME OUT, BUT I'M NOT READY TO RETURN ON JUNE 22, WHEN WILL YOU RESTART MY MEMBERSHIP?

- Memberships will be restarted on the first date you return to the facility in 2020. All time paid for will be honored. Memberships that haven't been reactivated by Dec. 31, 2020 will be refunded.

PROTOCOL WE ASK OF OUR VISITORS

- If you are ill or experiencing any symptoms, PLEASE STAY HOME.
- Please be mindful and respect social distancing by staying at least 6 feet apart from others outside your household.
- Please avoid congregating anywhere within the facility.
- Wash your hands, especially after touching frequently used item or surfaces.
- Sneeze or cough into a tissue or the inside of your elbow.
- Wear a face-mask in public places where it's difficult to distance yourself from others.
- Please wipe down any and all equipment before and after use.
- We can only remain open and in operation based upon your assistance and cooperation.