



Registration Process

1. How do I register for my swim session?

- Registration for swim sessions are done online at richmond.ca/register or through the Registration Call Centre at 604-276-4300.

2. How far in advance can I register for my swim session?

- Swim sessions may be booked one week in advance, prior to the week in which the session occurs.

3. Can I register right before the swim session starts?

- Registration will be available right up to the start of swim session.

4. How many swim sessions can I book at a time?

- Multiple sessions can be booked, but no more than a week in advance.

5. How long is each swim session?

- Each swim session is 75 minutes at Minoru Centre for Active Living. Swim session are not available at Watermania at this time.

6. Why do I have to register for a swim session, I have never had to do this before?

- Swim sessions are registered to support group size management for Covid-19 safety.

7. Do I have to register in advance or are drop-ins being accepted?

- Advance registration is strongly recommended for fitness classes, aquafit, fitness centre registered visits and swim sessions, drop-in space not guaranteed.

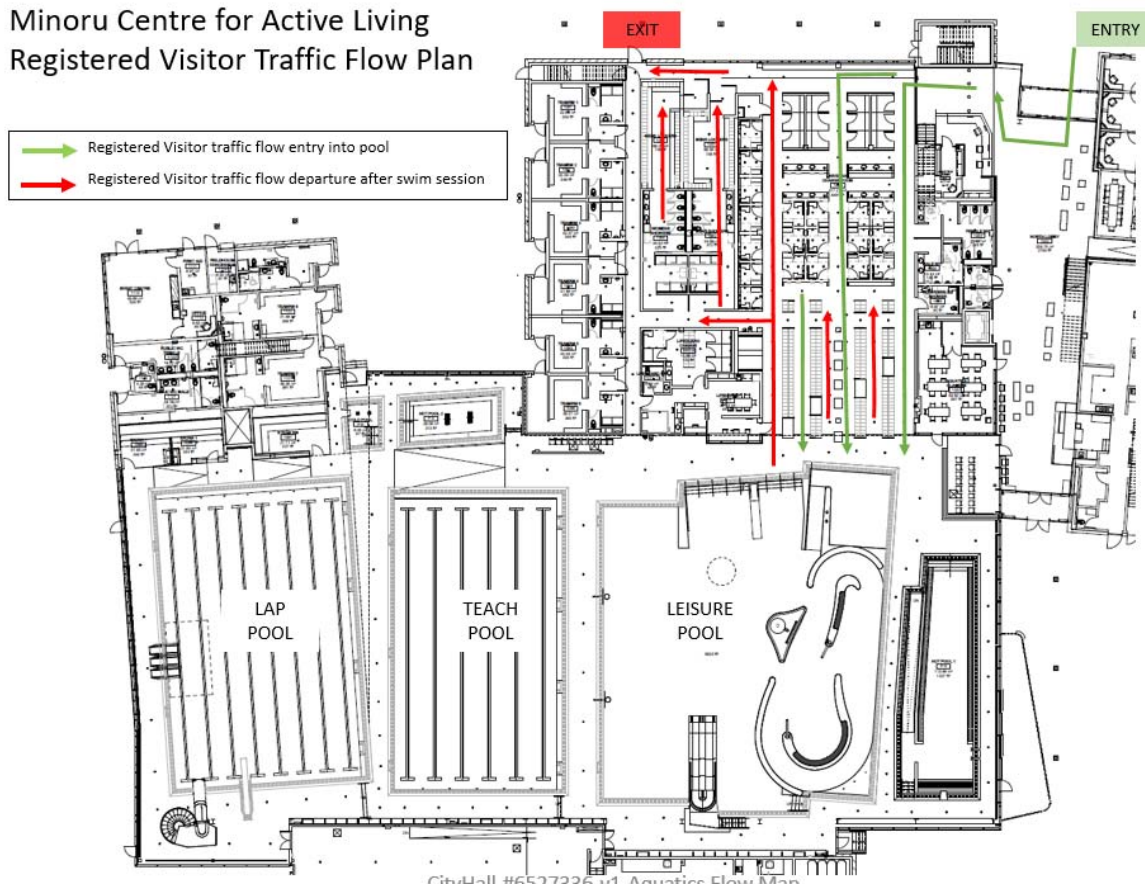
8. How do I know what space to book?

- Minoru Centre for Active Living – Aquatic Centre is open to a maximum of 101 people in the natatorium/swimming pool. Designated spaces are not assigned and users are responsible for physical distancing when on the pool deck.
 - Play features will be available during scheduled times.
 - Sauna and steam room will remain closed.



Flow of Traffic for Minoru Centre for Active Living

Minoru Centre for Active Living
Registered Visitor Traffic Flow Plan



See drawing above.

1. Line up at the main entrance of the building for entry where everyone must read the self screening poster prior to entry.
2. As patrons enter, they must use hand sanitizer provided. There will be multiple stations available to keep the line moving forward.
3. There will be stanchions and floor graphics to separate the entrance and exits. Follow the arrows to the front desk, where the Cashier Receptionist will check names.
4. Continue past the front desk to the change rooms. Patrons can change and leave their belongings in a locked locker. (Alternating lockers, showers, sinks and toilets will be closed to maintain physical distancing and to help reduce cleaning).
5. Everyone must have a cleansing shower prior to entering the pool.
6. Once on the pool deck, patrons are requested to maintain physical distancing. There will not be further signage.



9. What are the swim rates for Minoru Centre for Active Living?

Infant (under 2 years)	FREE
Child (2-12 years)	\$4.50
Youth (13-18 years)	\$5.90
Adult (19-54 years)	\$7.25
Senior (55 years and over)	\$5.90
Parent and Tot (under 2 years)	\$7.25

10. What are the swim rates and fitness rates different at Minoru centre?

- Since patrons can not use the fitness centre when they are swimming, we are offering fitness to be in line with the Community Centre Fitness Centres.

11. Is the registration refundable?

- Yes and also refunds will be accepted right up to the time of the swim session booking. Refunds are processed by calling the Registration Call Centre at 604-276-4300 Monday through Friday 8:30 – 5:00.

12. Are memberships and visit cards being accepted?

- Passes and memberships will remain on hold at this time. When full services resume at the facilities, your pass or membership will be extended for the time you were not able to use it. This includes monthly and annual passes for fitness centres, Richmond aquatic facilities and other facility-specific passes.

13. I have a Recreation Access Card (RAC) or am a Richmond Fee Subsidy (RFS) users, how do I register?

- RAC and Richmond RFS users, please call the Registration Call Centre to book swim session.

14. What is the schedule at Minoru Centre for Active Living for the 75 minute sessions?

- Please see the swim and fitness schedule posted on the Minoru centre for Active Living and City of Richmond website. <https://www.richmond.ca/parksrec/pools/minoru.htm?PageMode=HTML>

During Your Swim Session

15. How far in advance should I arrive at the pool for my swim session?

- Guests should arrive no more than 10 minutes before your scheduled time.

16. Will there be signage and directional arrows to guide me through the facility?

- Yes there will be signage and directional arrows throughout the facility (not on the pool deck) to ensure everyone maintains physical distancing and to remind everyone of Covid-19 Safety.



17. Can I change at the pool?

- Change rooms and showers will be available for aquatic swims sessions. After the 75 minutes swim session is over, you will have 15 minutes to shower and change. No change rooms will be available for use of the fitness centre sessions at Minoru Centre for Active Living.

18. What do I have to do to ensure COVID-19 safety?

- Do not attend the pool if you:
 - Are feeling ill and/or have any of the following symptoms: fever, chills, new or worsening cough, shortness of breath, new muscle aches or headache, or sore throat
 - Have travelled outside of Canada within the last 14 days
 - Have been in close contact with a person who has a confirmed or presumptive case of COVID-19
- Upon entering the facility guest will need to wash and/or disinfect hands and take a shower on the pool deck before going in the water.
- Help prevent the spread of COVID-19 by:
 - Coughing or sneezing into your elbow, or covering your mouth and nose with a tissue
 - Refraining from spitting

19. How old does my child need to be to swim by themselves?

- Children under seven (7) years of age must be accompanied into the water and stay within arm's reach of a responsible person of at least sixteen (16) years of age.

20. Will there be pool equipment to use, i.e. lifejackets and kickboards?

- Pool equipment will not be supplied. Guests can bring their own pool equipment, i.e. kick boards and pool noodles.

21. Can I watch my child swim from the pool deck?

- A limited number of parents/guardians will be able to view from the viewing area (10 in total).

22. Are the slide open?

- The double slide will be open for all swims in the leisure pool. The drop slide will be open when there is leisure swim in the lap pool.

23. Are washrooms available?

- Yes washrooms are available for users of the facility. Public washrooms for park visitors are located in the north section of the park.



After Your Swim Session

24. Can I stay after my swim session end?

- Guests will need to leave right after their swim session ends to allow staff to get prepared for the next session. There will be a maximum of 15 minutes allotted for change time, so plan accordingly.

25. Can I shower after my swim session?

- Yes showers will be available after your swim, but there will be a maximum of 15 minutes allotted for change time, so plan accordingly.

Health and Safety Measures

26. Who created the new pool guidelines?

- Swim safety Covid-19 guidelines have been designed in accordance with provincial and local health authorities, with the ability to adjust as requirements change.

27. Have the Instructor Lifeguards been trained in new first –aid procedures?

- Instructor Lifeguards have been trained in COVID-19 health and safety procedures.

28. What are all the safety measures for the facility?

- Please see the Minoru Centre for Active Living and City of Richmond Website.

Other Frequently Asked Questions:

29. Can I use the fitness centre and aquatic centre during my pre-registered swim time or fitness centre time?

- At this time your pre-registered session is only for fitness or aquatics due to limited spots available for each session. If you would like to do both, patrons will need to register individually for each activity.

30. Will be able to get change for the locker at the facility?

- We encourage all patrons to bring 25 cent for the refundable lockers to secure their personal effects. Cell phone/wallet lockers will also be available.