



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 up until two hours prior 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 50 minutes at Steveston Outdoor Pool.
- Each swim session is 75 minutes at South Arm Outdoor Pool.

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

- Swim sessions are registered (no drop-in) 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 required for all swim sessions. Drop-ins are not being accepted.

8. How do I know what space to book?

- Guests need to book a swim space appropriate for their activity at Steveston Outdoor Pool. See below for a more detailed plan.
- South Arm Outdoor Pool, park and wading pool are open to a maximum of 60 people. Designated spaces are not assigned and users are responsible for physical distancing.
 - Paid admissions only in the pool, park or wading pool.
 - The depth of the main pool varies.
 - Slides are open.
 - The wading pool has no lifeguard on duty.



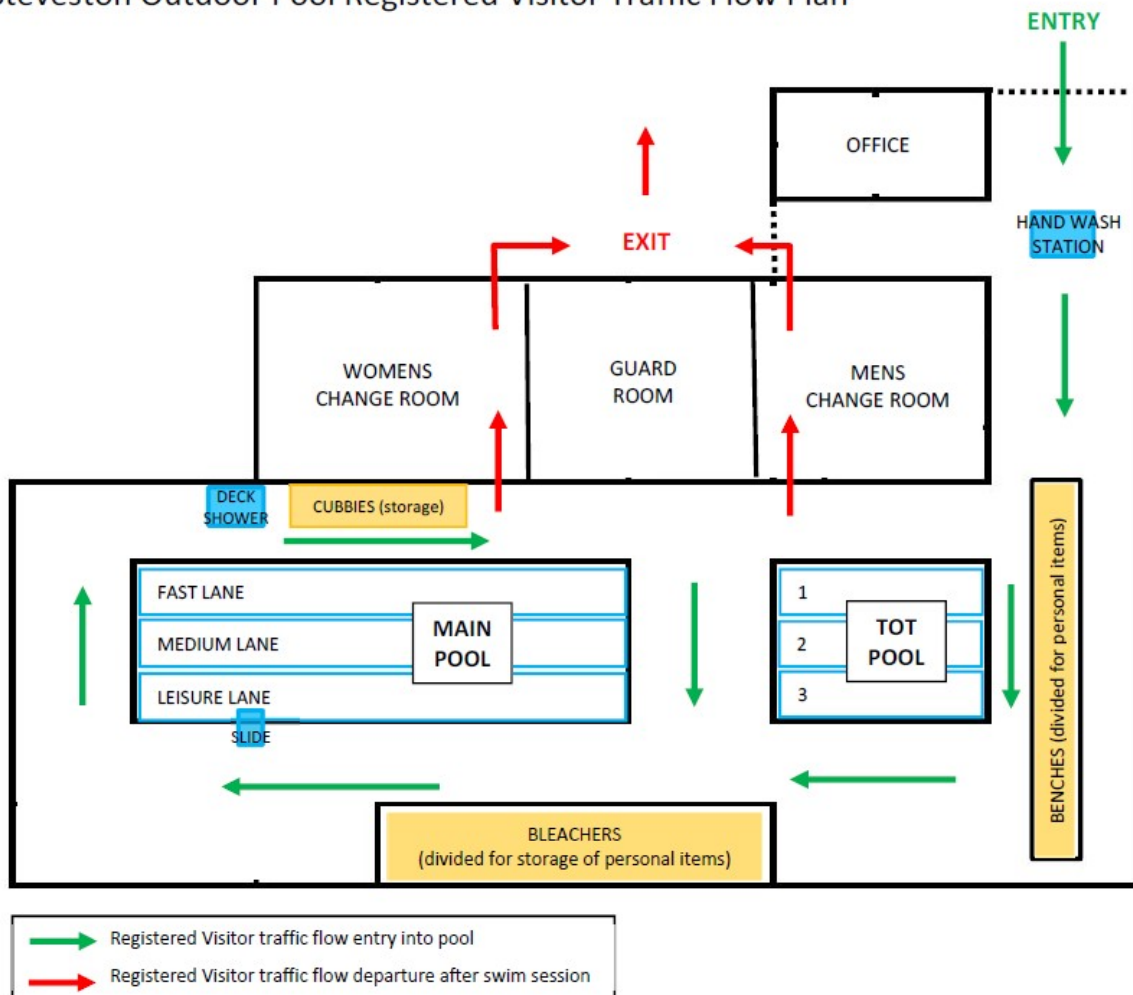
	Fast Lane (Main Pool)	Medium Lane (Main Pool)	Slow Lane (Main Pool)	Leisure Lane (Main Pool)	Family Zones (Tot Pool)
Monday	6:00am-8:00pm	6:00am-8:00pm	6:00-9:00am 12:00-1:00pm	9:00-12:00pm 1:30-5:30pm 6:00-8:00pm	6:00am-8:00pm
Tuesday	9:00am-8:00pm	9:00am-8:00pm	12:00-1:00pm	9:00-12:00pm 1:30-5:30pm 6:00-8:00pm	6:00am-8:00pm
Wednesday	6:00am-8:00pm	6:00am-8:00pm	6:00-9:00am 12:00-1:00pm	9:00-12:00pm 1:30-5:30pm 6:00-8:00pm	6:00am-8:00pm
Thursday	9:00am-8:00pm	9:00am-8:00pm	12:00-1:00pm	9:00-12:00pm 1:30-5:30pm 6:00-8:00pm	6:00am-8:00pm
Friday	6:00am-8:00pm	6:00am-8:00pm	6:00-9:00am 12:00-1:00pm	9:00-12:00pm 1:30-5:30pm 6:00-8:00pm	6:00am-8:00pm
Saturday	9:00am-8:00pm	9:00am-8:00pm	12:00-1:00pm	9:00-12:00pm 1:30-5:30pm 6:00-8:00pm	9:00am-8:00pm
Sunday	12:00-5:00pm	12:00-5:00pm	12:00-1:00pm	1:00-5:00pm	12:00-5:00pm
Notes	Length Swim only in this lane. MAX 4 swimmers per 50 min session.	Length Swim only in this lane MAX 4 swimmers per 50 min session	Length Swim only during times indicated No Water jogging during Slow Lane times MAX 4 swimmers per 50 min session	Families may book this lane during times indicated however must pay individual rate (no family rate available) Water jogging permitted during this time MAX 4 swimmers per 50 min session Inform everyone when booking that this lane is a multi-use lane and that there could be slow walkers or families/children in the lane for pleasure swim	This is the tot pool that has been divided into 3 sections for families and small groups. Pool is 2-2 ½ feet deep Family Rate applies to this pool only. MAX 6 swimmers in each zone per 50 min session.



9. Can children play in the leisure lane?

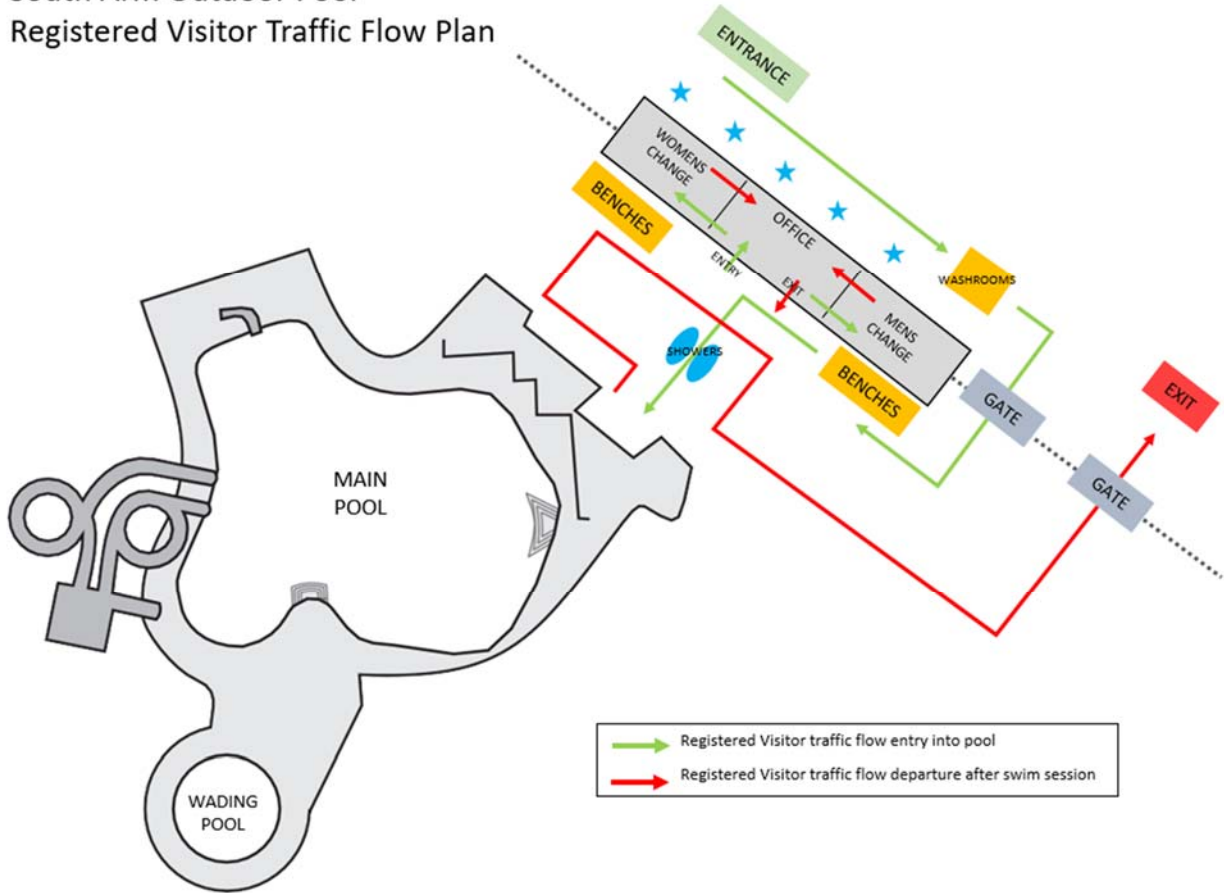
- Yes children can play in the leisure lane (only applicable at Steveston Outdoor Pool).

Steveston Outdoor Pool Registered Visitor Traffic Flow Plan





South Arm Outdoor Pool
Registered Visitor Traffic Flow Plan





10. What are the swim rates for the outdoor pools?

Steveston Outdoor Pool

Infant (under 2 years)	FREE
Child (2-12 years)	\$3.35
Youth (13-18 years)	\$4.40
Adult (19-54 years)	\$5.45
Senior (55 years and over)	\$4.40
*Family/Group Rate	\$8.80

*Family/Group rate is only applicable to the Leisure/Tot Pool, not the main pool swim session bookings.

South Arm Outdoor Pool

One fee for all ages (under 2 years free)	\$3.75
Aquafit	\$5.25

11. Is the registration transferable?

- No, but 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?

- Memberships and visit cards are not being accepted at this time. All Aquatic Passes and Memberships will be extended to cover the amount of time facilities are closed. When the facilities re-open, the additional time will be added to your pass or membership. 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 the outdoor pools?

Steveston Outdoor Pool Schedule

Monday, Wednesday, Friday	6:00–9:00 a.m.	Length Swim (Leisure Pool available for families)
	9:00–12:00 p.m.	Public Swim
	12:00–1:00 p.m.	Length Swim (Leisure Pool available for families)
	1:30–5:30 p.m.	Public Swim
	6:00–8:00 p.m.	Public Swim
Tuesday, Thursday, Saturday	9:00–12:00 p.m.	Public Swim
	12:00–1:00 p.m.	Length Swim (Leisure Pool available for families)
	1:30–5:30 p.m.	Public Swim
	6:00–8:00 p.m.	Public Swim
Sunday	12:00–1:00 p.m.	Length Swim (Leisure Pool available for families)
	1:00–5:00 p.m.	Public Swim

South Arm Outdoor Pool Schedule

Mon – Sun	11:45 a.m.–7:00 p.m.	Public Swim
Mon/Wed/Fri	12:00–12:45 p.m.	AquaFit Shallow
Tues	12:00–12:45 p.m.	AquaFit Deep
	6:00–6:45 p.m.	AquaFit Deep
Thurs	12:00–12:45 p.m.	AquaFit Deep
	6:00–6:45 p.m.	AquaFit Shallow
Sat	12:00–12:45 p.m.	AquaFit Deep

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 5 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 to ensure everyone maintains physical distancing and to remind everyone of Covid-19 Safety.

17. Can I change at the pool?

- Change rooms will not be available before your swim, all guests must come dressed in their bathing attire.



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/bleachers at Steveston and South Arm Outdoor Pool?

- Due to the limitations with the amount of people allowed in the facility and to ensure physical distancing is maintained, only paid registrations will be allowed in the pool areas as well as the grass/picnic area within South Arm Pool.
- Parents/guardians will not be able to view from the bleacher area or pool deck and will need to pick up at the exit at the end of the swim session.
- There is a viewing area along the east fence outside of the pool at Steveston Outdoor Pool.

22. Is the slide open?

- The slide at Steveston Outdoor Pool can be used if the leisure lane is booked and it is appropriate based on the users in the lane. We can't guarantee that the slide will be open though.
- The slides at South Arm Outdoor Pool will be closed.

23. Can I use the park at South Arm Outdoor Pool?

- Guests can use the park during their allocated 75 minute swim session. Paid admissions only.
- Designated spaces are not assigned and users are responsible for physical distancing.



24. Are washrooms available?

- Yes washrooms are available.

After Your Swim Session

25. 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.

26. Can I shower after my swim session?

- Showers will not available after your swim, but limited change rooms will be available to change out of swim attire.

Health and Safety Measures

27. 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.

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

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