HealthFitness is dedicated to operating the Yukon Kuskokwim Fitness Center to the highest possible standards. To that effect this operations plan will be under regular review and will be updated as best practices for maintaining the facility and meeting the specific needs of the community of Bethel are identified and put into practice.

Sections:

Facility Management

1. **Operational Hours**
   a. **Regular Hours**
   b. **Holidays**
   c. **Operational Exceptions**
2. **Usage Policies**
   a. **Access**
   b. **Age Restrictions**
   c. **Availability**
3. **Fees**
4. **Programs**
5. **Concessions & Pro Shop**
6. **Advertising and Marketing**

Risk Management

1. **Rules & Regulations**
2. **Emergency Procedures**

Personnel Management

1. **Personnel Needs**
2. **Employment Procedures**

Attachments

A. **FY18 Rates Proposal**
B. **Natatorium Emergency Action Plans**

Approved 08/22/2017

Days and Hours of Operation

Normal Operations will be as listed below. With council approval, days/hours may be subject to change if utilization rates show a need for change.

Regular Operational Hours:

- Facility doors will open at the times specified below.
- Sales and admittance will end 30 minutes prior to the end of operational hours to allow desk staff to close, count register tills and to clean and sanitize concessions equipment.
- The Natatorium Area will close 30 minutes before building closure to allow swimmers to utilize locker rooms within building operational hours.
- All patrons are expected to vacate the building by the end of operational hours.

Operational Hours: Through September 1, 2017
Monday: CLOSED
Tuesday – Friday: 6:00 am – 9:00pm
Saturday: 9:00 am – 9:00pm
Sunday: 10:00 am – 9:00pm

Operational Hours: Beginning September 2, 2017
Monday – Friday: 5:30am – 9:00pm
Saturday - Sunday: 10:00 am – 9:00pm

Holiday Hours FY18
July 4th: 2pm-9pm
Labor Day: 9/4/17; 2pm-9pm
Thanksgiving Day: 11/23/17 Closed
Christmas Day: 12/25/17 Closed
New Year's Eve: 12/31/17 Open 9am-4pm
New Year's Day: 1/1/18 Open 2pm-9pm
Easter: 4/1/18 Open 2pm-9pm
Memorial Day: 5/28/18 2pm-9pm

Operational Exceptions:
As listed above the pool deck closes 30 minutes prior to building closure to allow swimmers to utilize locker rooms within building operational hours.
The Natatorium will be closed without notice in the event of any of the following:

- Any condition which disables the pool filtration system, including but not limited to power outages or mechanical failures.
- Any condition which results in unsafe water chemistry, including but not limited to:
  - Bodily fluid contamination
  - Unsafe chlorine levels
  - Unsafe pH levels
  - Poor clarity causing obstruction of view of pool drains

- Any incident or accident which requires the lifeguard to clear the pools in order to provide care to a patron.

Additionally, capacity control measures may be implemented in the occurrence of any of the below situations:

- If aquatic patron numbers exceed the maximum allowable capacity of 111;
- If staffing levels are not able to match user limits.

Facility Use - Access

All patrons entering the facility will be required to check in at the member services desk. In order to be admitted to the facility patrons will need one of the following:

- An active membership
- A day pass (includes bundle passes)
- Be registered for a class or activity
- Be on the guest list for a party or rental group
- Be the attending guardian of a youth falling into one of the above categories.

Facility Use – Age Restrictions

Children under age 11 years MUST be attended by a parent/guardian over age 18 at all times.

- Programs: Excluding Sports Camps/Clubs, if a child under age 11 years is in a program with an instructor, parent must remain in the facility, but may leave the activity area. Parent must let instructor know where to find them in the event of an emergency.

Children age 11-15 years old may use the pool without a parent/guardian as long as the child has passed the swim test and parent/guardian has signed a parent release.
Patrons age 16 years or older may use all public areas of the facility.

Natatorium Specific Age Restrictions

- Age: 5 years or less: Parent/Guardian must accompany their child in the water and remain within an arm's length distance or closer to their child.
- Ages 6 to 11 years: Parent/Guardian must remain in the pool area to supervise their child.
- Ages 11 to 15 years are allowed in the pool area without adult supervision if they have passed the swim test and parent/guardian has signed a parent release.

Studio is for use by patrons over the age of 16 unless patron is participating in a Facility program under the supervision of facility staff or instructor.

Spa and Cardio/Weight Room may be used only by patrons aged 16 years or older.

Facility Use - Availability

Cardio/Weight Room: Open to patrons during all hours of operation.
Available for use by patrons age 16 years or older who have a fitness membership or who purchase a fitness area pass.
Patrons are expected to adhere to all facility rules and regulations and to comply with all directions and requests from Facility Staff. Staff are also required to follow appropriate gym etiquette, to share equipment and rotate use of equipment of which there are only single options. In the event of overcrowding during peak hours, user time limits will be implemented.

Studio:
During hours that programs, events or rentals are scheduled, the Studio will be closed to patrons not enrolled or registered for those programs, events or rentals.
During hours that programs, events or rentals are not scheduled, the Studio will be available for use by patrons who have a fitness membership or who purchase a fitness area pass.

Use of the Studio will be prioritized as follows.

1. First priority of studio use goes to Facility programming.
2. Second priority of studio use goes to Facility scheduled Events.
3. Third Priority of Studio use goes to rentals schedule with Facility Management.
4. The Studio will be open for use by patrons who have a fitness membership or who purchase a fitness area pass during any operational hours that do not have programs, events or rentals scheduled.

Natatorium: On all operational days the Natatorium area closes 30 minutes before building closure to allow swimmers to utilize locker rooms within building operational hours.

The Pool is available for use by patrons holding a pool membership or who purchase a pool area pass. During most operational hours space will be made available for a variety of activities including, but not limited to lap swimming, recreation and instruction. Lifeguards will direct patrons to available spaces based on their participation needs. All patrons will be expected to share space appropriately. Pool capacity is limited to no more than 108 patrons at any time.

The Spa is available for use by patrons age 16 years or older holding a pool membership or who purchase a pool area pass. Patrons are expected to follow all posted rules for utilizing the spa. Spa capacity is limited to no more than 17 patrons at a time.

The Slide will be operated at the discretion of management and lifeguards based on patron numbers and lifeguard availability.

The Starting blocks are available for use only by participants being directly supervised by Facility approved coaches or instructors.

Facility Usage Fees

Admission categories as listed below will be utilized to determine facility usage fees.

- Adults: age 18 through 59 years
- Military: with a valid ID card (can only be purchased on site)
- Senior: age 60 years and above (with proof of age)
- Youth: age 3 through 17
- Kids: age 2 & under

Fees Approach: The facility will offer a variety of fee options for utilizing either the Fitness areas or the Natatorium areas as well as options for utilizing both the Fitness and Natatorium areas. Options include but are not limited to:

- Individual, Family or Corporate memberships
- Day passes and bundled day passes
- Group rentals

Pricing of memberships and admissions fees will be set by council approval and will be reviewed annually. See Attachment A for FY18 pricing proposal.
The Facility Director will have the option of establishing discounted member or admission rates for corporate accounts, rentals and special events.

Facility Rental: All efforts will be made by facility staff to assure that rentals have minimal impact on regular facility operations. Rental requests for exclusive use of the facility will be considered only if the request is for times outside of operational hours or with approval from the City Manager.

The following rental options will be standard options available. Additional rental options may be developed at the discretion of the Facility Director as needed.

- Studio
- Conference Room
- Party Packages
- Locker Rental
- Pool Lane rental

Programs

The Program Manager will be responsible for developing program offerings at the facility. Offerings will be based on availability of qualified staff and on patron interest.

Registration for program offerings will be open to all and pricing will include a discounted rate for facility members with active memberships. Some classes may have age restrictions or eligibility requirements. Class registration will be offered in a variety of formats including but not limited to:

- Classes on a set session schedule that require registration in advance for the session.
- Classes on a set session schedule that allow both registration for the entire session or drop in registration.
- Classes occurring on a rolling basis that allow registration for a specific number of classes or drop in registration.
- One time classes or clinics that will be available for advanced registration or drop in registration.

Concessions and Pro-Shop

The Concessions area and Pro shop will be operated by the desk staff on duty. Procurement and pricing of items for sale will be the responsibility of the Facility Director. Selection of items for sale will be based on patron interest and regular review of sales. Pricing will be set based on market value of items purchased. Every effort will be made to assure essential items are reasonably priced.

Advertising and Marketing

The Facility Director and Program Manager will share responsibility for the ongoing advertising and marketing of the facility. Quarterly Marketing Plans will be submitted to the City Manager prior to the beginning of each quarter.

Website: The website domain ykfitness.org was purchased by Bethel Community Services Foundation (BCSF) for the duration of one year effective August 2016-August 2017. BCSF contracted with Katie Basil for initial design of a webpage. Responsibility for ongoing maintenance and updating of the website are the responsibility of the Facility Director and Program Manager. Ownership of and fiscal responsibility for the page has been assumed by the facility as part of the FY18 budget.

Social media: The City of Bethel holds the rights to the Yukon Kuskokwim Fitness Center Facebook page. Responsibility for managing and updating the page fall to the Facility Director and Program Manager.

Radio: It is the responsibility of the Program Manager to communicate with KYUK and KYKD to broadcast up to date facility information.

Facility Newsletter: Effective July 2017 the Program Manager will send a monthly newsletter to facility members with facility updates and information.

The Facility Director and Program Manager will work with the city Marketing Committee to identify and maximize additional advertising opportunities.

Rules and Regulations

The following rules and regulations have been established to assure the safe operation of the facility and to provide enjoyable recreational opportunities for all. Staff and patrons are expected to observe facility rules and regulations, both posted and unposted. Staff or patrons violating rules and regulations or failing to follow directions or requests from facility staff or management are subject to the revocation of privileges.

General Rules and Expectations

Alcohol, tobacco, and drugs are not permitted on Fitness Center property. This includes the parking area and all walkways leading to the facility entrances/exits.

- All tobacco products, including chew, should be put away before entering the facility grounds.
- Patrons wishing to use tobacco products are required to exit facility grounds.
- Patrons found with alcohol or drugs in the facility or showing signs of being under the influence of drugs or alcohol will be required to leave the property and may be subject to suspension of privileges.
- Patrons found actively ingesting or otherwise using alcohol or drugs while on Fitness Center Property will be required to leave the property and will be subject to revocation of privileges.

- Glass containers are not allowed in the facility.
- Pets are not permitted in the facility. Service animals are permitted but are not allowed in the water of the pool or spa and are not allowed on fitness equipment. Owner must make service registration paperwork available to Fitness Center Management.
- Age Restrictions:
  - Patrons Age 16 years and older may utilize all areas of the facility.
  - Patrons Age 11-15 years of age
    - May attend programs without adult supervision after legal guardian signs program waiver.
    - May use the pool without adult supervision if they are able to pass the facility swim test. Parent or Guardian over the age of 18 must accompany the swimmer to take the swim test.
  - **Patrons under the age of 11 years must be accompanied by an adult at all times unless otherwise stated.**
- Patrons are expected to remain in the public areas of the facility. Patrons are not allowed in staff rooms, filter/boiler rooms, chemical storage areas or offices unless accompanied by Fitness Center Staff.
- Food or refreshments may be consumed in the below designated public areas only.
  - Food may be consumed in the concessions area only.
  - Water in a covered container is allowed in all areas of the facility.
  - Beverages other than water may be consumed only in the concessions area or in the viewing area of the Natatorium.
- Patrons with communicable disease(s) should not use the facility.
- Violence of any kind is not allowed on Fitness Center Property. Any staff or patron expressing physical or verbal violence will be required to leave the property and will be subject to revocation of privileges.

Cardio and Weight Room may be used only by patrons age 16 years old or older.

- YK Fitness Center Management believes in safety first and encourages patrons to contact their health care physician prior to beginning a fitness or weight training regimen.
- Patrons utilizing the cardio and weight area are required to follow all posted rules and policies as well as any requests by facility staff or management.
- Patrons should place personal items in locked lockers and should not create hazards by bringing bags or other items into the Cardio/Weight Room.
- Patrons are asked to disinfect equipment after each use.
- Patrons are required to follow all safety guidelines posted on equipment and to use the equipment only as it is intended.
- We appreciate patrons informing our desk staff if they see any issues with equipment, cleanliness or patron behavior.

Cardiovascular Equipment Guidelines

During peak hours, patrons are requested to limit time on cardio equipment to 30 minutes to allow other patrons the opportunity to use the equipment.

- For patron safety hand weights or dumbbells should not be used while on cardio equipment.
- Wear the safety lanyard when using the treadmills.
- Turn off TVs when done using cardio equipment.
- Please report any equipment issues to the front desk.

Weight Equipment Guidelines

During peak hours, patrons are required to share equipment by allowing other patrons to work in between sets and/or by limiting time with any piece of equipment to 10 minutes.

- Patrons are expected to use controlled lifting techniques of weight appropriate to their strength.
- Patrons should be able to maintain healthy form and return weights to start positions without dropping or slamming them. This applies to all weights and all patrons.
- Plates and bars should returned to their racks after use and should not be left on the floor or leaning against racks or mirrors.
- Patrons should not place feet or rest bars or weights on upholstered benches.
- Patrons should not wear jeans or any clothing that might damage or mar the upholstered benches.
- Chalk and/or chalk-like substances are not permitted.

Studio: When not in use by programs or rental groups the Studio is open for use by patrons over the age of 16 years.

- Fitness equipment should be used only for its intended purpose.
- Fitness equipment should not be removed from the Studio.
- Patrons must use caution near mirrors.
- Patrons should clean equipment with disinfectant spray after use.
- Audio and video equipment is for use by Fitness Center staff or instructors ONLY.

Natatorium

- Patrons are expected to follow all rules and regulations. **Lifeguards and Facility Staff have the authority to enforce all facility rules, including those not posted.** Patrons who repeatedly violate facility rules or refuse to follow reasonable requests from staff may have their facility use privileges revoked.
- Patrons are not allowed in the Natatorium unless the pool is officially open and a lifeguard is on duty. Entering the pool area when it is not open for public use is prohibited and may result in revocation of privileges.
- All patrons utilizing the pool or spa must be attired in **clean swimming apparel**. Reasonable accommodations will be made for modesty and religious concerns, but all swimming apparel must be made of approved materials. Specifically, **swimwear must be of a colorfast and lightweight material suitable for swimwear, such as Lycra, Spandex or nylon**. All swimwear must be clean of dirt, sweat and any chemicals that might interfere with the water chemistry of the pool or spa. Cottons and other linens that impact the pool filtration system will not be allowed.
- Any patron who is not fully toilet trained and/or who is incontinent, must wear a clean diaper designed for swimming covered by separate rubber/vinyl cover, all of which must fit snugly around the legs and waist. If the diaper becomes soiled, this person must exit the pool immediately and may not return until being completely cleaned and putting on a clean diaper with clean rubber/vinyl pants.
- All patrons must take a cleansing soap shower before entering the water of the pool or spa.
- Any person having a communicable disease, open wound, inflammation or discharge will not be permitted in the pool or spa.
- Any patron experiencing even a mild case of diarrhea may not use the pool or spa. Persons with diarrhea should wait two weeks after symptoms end before returning to the pool.
- Patrons should always walk when in the pool area.
- Prolonged underwater swimming for time and/or distance is not allowed. Competitive or repetitive breath holding can be deadly and is not permitted. Hyperventilation is not permitted.
- Waste is not allowed in the pool. If your swim shorts have pockets, please empty them before entering to pool.
- Food, Drink, Gum, or Tobacco products are not allowed on the pool deck. Water in plastic containers is allowed.
- Pushing, back dives, flips, or spins off the side of the pool are not allowed.
- Patrons may not sit or hang on lane lines unless experiencing difficulty swimming.
- Starting blocks are for use only when under the supervision of Center approved coach or instructor.
- Patrons shall not climb, sit or walk on dividing wall between shallow area and slide area.
- Diving is allowed only in the 7' end of the pool.
- Lifeguards will designate lanes for swimming and lanes for recreation. Recreational swimmers are asked to stay out of lap lanes. Lap swimmer are expected to share lap lanes with other swimmers by circle swimming.
- In order to use the slide patrons must:
    - Be at least four-foot-tall or be able to pass the swim test
    - Go down slide feet first.
- Patrons may not sit or stand on the outside of the slide
- Patrons should not dunk, hang or pull on the basketball hoop.

YK Fitness Center Pool Rules (cont.)

Natatorium Behavior

No person within the Natatorium shall behave in such a manner as to jeopardize the safety and health of himself/herself and others. Such behavior, including but not limited to the below, may result in revocation of privileges and/or expulsion from the premises.

- Failure to follow the directions of Lifeguards or Facility Staff.
- Use of abusive or profane language.
- Use of or being under the influence of alcohol, tobacco or any other drug
- Loitering
- Running, boisterous or rough play, pushing, acrobatics, dunking, wrestling, offensive or disruptive splashing or yelling, diving or jumping without care and caution, snapping of towels, improper conduct causing undue disturbances on or about the pool area.
- Spitting, spouting water, blowing nose, urinating or defecating in the pool.

Emergency Procedures

In the event of an emergency patrons are expected to remain calm and to follow the below basic guidelines as well as directions of Fitness Center Staff.

Fire: In the event of a fire all patrons should exit the facility by the nearest exit. For safety, patrons should not go to locker rooms or other rooms in the interior of the facility, but should exit quickly and calmly at the nearest exit.

Power Outage: In the event of a power outage, patrons should remain in place until the generator starts up and provides backup lighting. Under normal circumstances the fitness center will remain operational and patrons are encouraged to return to their activities once lighting has been restored. If any issues occur with lighting, HVAC or filtration systems for the pool/spa patrons will be asked to leave the affected areas until systems can be restored.

Natatorium Incident: In the event of an incident in the Natatorium area, patrons may be asked to exit the pool and/or Natatorium area. Patrons will be expected to follow all requests by Lifeguards, Managers or Staff immediately.

Personnel Needs

Personnel needs fall into 2 categories, operational and programming.

Operational Positions: include those positions required to manage and maintain the facility overall and to provide patron safety and customer service during operational hours. Operational personnel are scheduled based on facility utilization.

Facility Director: Full Time, 40 hours per week
The Facility Director (FD) is responsible for the overall operations and maintenance of the facility and oversees all staff. The FD serves as the primary liaison between HealthFitness and the City of Bethel.

Programs Manager: Full Time. 40 hours per week
The Program Manager (PM) is responsible for the development, planning and implementation of facility programs and events. The PM assists and supports the Facility Director in operations and maintenance of the facility and serves as primary supervisor over part time programming staff and secondary supervisor over operational staff. The PM is responsible for hiring, training and maintaining employee records for all programming staff. The PM is responsible for facility and program marketing.

Operations Manager: Full Time, 40 hours per week
The Operations Manager (OM) assists and supports the Facility Director in operations and maintenance of the facility. The OM serves as primary supervisor over part time operational staff, and is responsible for hiring, training, scheduling and supervising part time operational staff. The OM is responsible for all customer service operations including all front desk operations and with assisting FD with pro shop and concessions inventory and sales. OM is responsible for assuring cleanliness of the facility.

Maintenance Technician: Full Time, 40 hours per week
Responsible for daily maintenance and facility operations. Works directly with Facility Director to keep facility in good working order.

Certified Pool Operators (CPO): Responsible for maintaining chemical balance and filtration systems for the pool and spa. At least 2 operational staff should be Certified Pool Operators. At least one of these roles should be filled by a full time manager, the other may be filled by a part time staff member.

Lifeguards: Part Time, no more than 29 hours per week
Primary responsibility is patron surveillance and assuring the safety of all patrons in the Natatorium. Secondary duties include arranging the pool for programs and events, testing pool chemicals, and maintaining cleanliness of the Natatorium. Lifeguards must maintain up to date Lifeguarding, CPR/AED and First Aid Certificates.

Customer Service Representatives (CSR): Part Time, no more than 29 hours per week
Primary responsibilities include customer service, sales and concessions. Secondary Responsibilities include administrative, cleaning and other tasks as assigned by Management. Must be ServeSafe certified within 30 days of employment.

Facility Attendant: Part Time, no more than 29 hours per week
Responsible for cleanliness of facility.

Maintenance Personnel: Part Time, no more than 29 hours per week
Responsible for assisting Maintenance Technician and Facility Director with maintenance and facility operations.

Programming Positions: include those positions needed to provide programming options and are scheduled based on availability and programming need/interest from patrons.

Instructors: Part Time, no more than 29 hours per week
Includes any staff hired to instruct programs offered by YKFC. Responsible for maintaining any required certifications for assigned programs, utilizing best practices for the assigned program including assuring safety and providing appropriate modifications to allow maximum safe participation.

Youth Programming Attendants: Part Time, no more than 29 hours per week
Includes staff responsible for programs developed to provide youth activities at the facility.

Additional positions may be added to meet specific programming needs as programs are developed and diversified.

Employment Procedures

All employees working at the Facility are hired as employees of Health Fitness. Health Fitness employees are not City of Bethel employees. Health Fitness is responsible for administering all employee:

- Wages;
- Income Tax withholding;
- Social Security Withholding;
- Medicare withholding;
- State unemployment insurance;
- Workman's Compensation Insurance;
- Any additional State of Alaska or Federal requirements applicable to the employee.

Employee candidates apply through the Health Fitness employment website. All applications are reviewed by the Health Fitness Human Resources Department. Applications meeting minimum qualifications as set out in the job description will be sent to the appropriate manager at the YK Fitness Center. The manager responsible for hiring for the position will conduct interviews and reference checks and make hiring determinations. All hiring decisions will be based on the ability shown by the applicant to fulfill the job duties and contribute to the team they will work on. Race, national origin, color, age, creed, religion, sex, sexual orientation, gender identity, political affiliation, marital status, ancestry, disability or status as a disabled veteran are not factors considered in hiring decisions.

Once a determination is made to hire, the applicant will receive an offer letter stating wage rate, start date, requirement to provide proof of eligibility to work in the United States and requirements for background check. The signed offer letter is sent to the Health Fitness Human Resources Department who initiates the background check process. Applicants must successfully complete and pass the background check and provide proof of right to work before beginning work.

Once cleared for work new employees will meet with their immediate supervisor for orientation and training including but not limited to:

- Review of Personnel Policy Manual (includes payroll orientation)
- Review of Position Policy Manual
- Orientation and training in the position specifics
- Establishment of scheduled hours

Additional Employment details are available in the Personnel Policy Manual and Employee Position Manuals.

Peter A. Williams, City Manager

Stacey Reardon, Facility Director

Attachment A:
FY18 Membership Rates Recommendations – 7/18/17

As discussed during FY18 budget meetings, we recommend the following changes to the facility rates to coincide with the change of facility hours from 6 days per week to 7 days per week. If adopted these rate changes would take effect with the start of the new 7 day per week schedule on September 2nd, 2017.

In reviewing these recommendations please keep in mind that the move to 7 day per week operations is an increase in availability of:

- 16.5 more hours per week, or 10% more hours per week
- 51 more days per year, or 14.5% more days per year

Additionally, rates have not been changed since the facility opened. Industry average rate changes tend to be 3% per year. Therefore, going into year 4, rates should have changed by at least 9%.

Individual Monthly and Annual Fitness **OR** Pool packages

These packages include those where the individual chooses between using only fitness areas or only pool areas. These packages are the most utilized packages and the recommended change is 10% across all packages.

Monthly	FY17 Price	FY18 Price	Change
Adult - Fitness or Pool	$60	$66	$6
Youth - Fitness or Pool	$30	$33	$3
Senior - Fitness or Pool	$25	$28	$3
Military - Fitness or Pool	$40	$44	$4

Annual	FY17 Price	FY18 Price	Change	Per Month
Adult - Fitness or Pool	$600	$660	$60	$55
Senior - Fitness or Pool	$250	$275	$25	$23
Youth - Fitness or Pool	$300	$330	$30	$28
Military - Fitness or Pool	$400	$440	$40	$37

Monthly and Annual Fitness **AND** Pool for Individuals

These packages represent 36% of regular package purchases but 59% of purchases when discounts are available. If we assume there is a desire for these packages, but that the higher rate is a challenge, then it seems best that the increase on these packages be a small as reasonably possible to encourage more purchases of the AND packages and ideally more use of the facility. Consequently, we recommend a rate increase of 7%, which results in a change similar in dollar amount to the changes to the Fitness OR Pool packages.

Monthly	FY17 Rate	FY18 Rate	Change
Adult - Pool&Fitness	$85	$90	$5
Youth - Pool&Fitness	$50	$55	$5
Senior - Pool&Fitness	$45	$50	$5
Military Pool&Fitness	$50	$55	$5

Attachment A:
FY18 Membership Rates Recommendations – 7/18/17

Annual	FY17 Rate	FY18 Rate	Change	Per Month
Adult - Fitness&Pool	$850	$905	$55	$55
Senior - Fitness&Pool	$450	$480	$29	$40
Youth - Pool&Fitness	$500	$530	$33	$44
Military - Fitness&Pool	$600	$640	$39	$53

Family Memberships

Family memberships make up the smallest number of membership purchases. Based on conversations we have had with community members, we believe this is primarily because the current structuring of Family Memberships to include 6 people is cost prohibitive to smaller families. To provide a more cost effective membership option for all families, we recommend changing the structure of the family membership to start with 3 individuals included in the base price, then include the option to add up to 5 additional family members at a discounted rate.

This restructured rate would be based on the current per person rate plus a 10% increase.

Family Annual	FY17 (6 people)	FY18 (3 people)
Fitness or Pool	$2,250	$1,240
Pool & Fitness	$2,950	$1,625

Family Monthly	FY17 (6 people)	FY18 (3 people)
Fitness or Pool	$225	$125
Pool & Fitness	$295	$165

The add on rate for family members will be calculated as a 10% discount off the regular rate for that individual. Add on type will be required to match the family membership type (monthly v. annual/OR v. AND).

Monthly	Family Add On
Adult - Fitness or Pool	$60
Youth - Fitness or Pool	$30
Senior - Fitness or Pool	$25
Military - Fitness or Pool	$40

Annual	Family Add On
Adult - Fitness or Pool	$600
Senior - Fitness or Pool	$250
Youth - Fitness or Pool	$300
Military - Fitness or Pool	$400

Daily Rate: It is the recommendation that daily rates remain the same. The current per person cost is reasonable, and anyone who wishes to use the facility more than 2 times per week benefits from purchasing a membership.

Bundle Passes: the bundle packages of 10 passes are currently priced at a rate that is 10% off of the cost of 10 individual day passes, with the exception of the Adult Pool & Fitness pass which is priced at a 21% discount. It is our recommendation that the bundle pass rate remain at the 10% discount, with the rate for the Adult Pool & Fitness pass being adjusted to align with the 10% discount. This change would move the Adult Fitness and Pool bundle from $87 to $99.

Emergency Action Procedure – 1 Lifeguard on Duty

All Staff MUST have WORKING RADIOS turned ON and tuned to Frequency 3.

- Lifeguard on Pool Deck (Guard 1)
- Lifeguard Certified Manager in the building (Guard 2)
- Front Desk employee

Lifeguard 1

- Recognize Emergency
- Activate EAP:
  - **Two Long Whistle Blasts**
  - **Radio Manager and Desk.**
- Perform appropriate rescue
- Provide Appropriate Care
- Complete Incident Report
- Debrief if needed
- Reset Equipment

Lifeguard Certified Manager

- Report to the location given by the Lifeguard
- Assist the Lifeguard with rescue or care as needed.
  - Clear pool of all patrons.
  - Brings AED if needed
  - Calls EMS or communicate with Desk staff to call EMS
  - Brings Backboard, and/or first aid supplies.
- Assist in completion of incident report
- Interview witnesses if appropriate
- Debrief if needed
- Assist in resetting equipment and any necessary cleanup.

Front Desk

- Assist Lifeguard in alerting manager to emergency.
- Provide Support as needed:
  - Bring AED
  - Call EMS
  - Direct EMS to incident
- Provide Patron Control

All involved staff should help to ensure that an incident report is completed and witness statements are collected.

The Manager on Duty should receive the final report which should ultimately go to the Facility Director.

Emergency Action Procedure – 2 Lifeguards on Duty

All Staff MUST have WORKING RADIOS turned ON and tuned to Frequency 3.

- Lifeguard on Pool Deck (Guard 1)
- Additional Lifeguard on Pool Deck (Guard 2)
- Manager on Duty
- Front Desk employee

Lifeguard 1

- Recognize Emergency
- Activate EAP:
  - **Two Long Whistle Blasts**
  - **Radio Manager and Desk.**
- Perform appropriate rescue.
- Provide Appropriate Care.
- Complete Incident Report.
- Debrief if needed.
- Reset Equipment.

Lifeguard 2

- Provide Backup Zone Coverage or Clear the Pool.
- Assist Lifeguard 1 with rescue or care as needed.
  - Bring AED if needed
  - Call EMS or communicate with Desk staff to call EMS
  - Bring Backboard, and/or first aid supplies.
- Assist in completion of incident report.
- Interview witnesses if applicable.
- Assist in resetting equipment and any necessary cleanup.

Manager

- Report to the location of the incident
- Provide Assistance as needed:
  - Clear pool of all patrons.
  - Bring AED
  - Call EMS or communicate with Desk staff to call EMS
  - Bring Backboard, and/or first aid supplies.
- Assist in completion of incident report
- Interview witnesses if applicable
- Debrief if needed
- Assist in resetting equipment and any necessary cleanup.

Front Desk

- Assist lifeguard in alerting manager to emergency.
- Provide Support as needed:
  - Bring AED
  - Call EMS
  - Direct EMS to incident
- Provide Patron Control
- Assist with Incident Report Completion

All involved staff should help to ensure that an incident report is completed and witness statements are collected.

The Manager on Duty should receive the final report which should ultimately go to the Facility Director.

Approved 08/22/2017