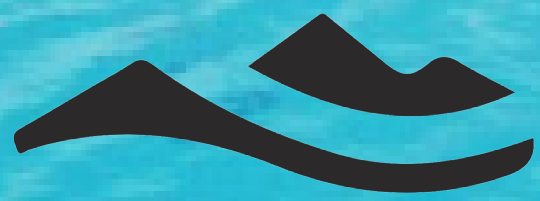


RAPID CITY PARKS AND RECREATION

AQUATICS POLICY MANUAL

FEBRUARY, 2021



PARKS & REC
RAPID CITY



Rapid City Aquatics Policy Manual

Rapid City Aquatics is a Division of Rapid City Parks and Recreation

Rapid City Aquatics Management

Barb Iwan
Aquatic Specialist
(605) 394-5223
barbara.iwan@rcgov.org

Emily Carstensen
Recreation Specialist
(605) 394-5223
emily.carstensen@rcgov.org

Cliff Zechiel
Recreation Facility Maintenance Supervisor
(605) 394-5223
cliffon.zechiel@rcgov.org

Karen Johnson
Administrative Secretary
(605) 394-5223
karen.johnson@rcgov.org

Doug Lowe
Recreation Division Manager
(605) 394-4168
doug.lowe@rcgov.org

Rapid City Aquatics Facilities

Roosevelt Swim Center (year-round)
Roosevelt 50 Meter Pool (seasonal)
125 Waterloo Street
(605) 394-5223

Jimmy Hilton Pool (seasonal)
920 Sheridan Lake Road
(605) 394-1894

Parkview Pool (seasonal)
4221 Parkview Drive
(605) 394-1892

Horace Mann Pool (seasonal)
818 Anamosa Street
(605) 394-1891

Pool Hours of Operation

Roosevelt Swim Center Hours

Monday-Friday: 5:30 am - 8:45 pm

Saturday: 9:00 am - 8:00 pm

Sunday: 1:00 pm - 8:00 pm

* Pool area closes 15 minutes prior to building closing

Parkview, Horace Mann and Jimmy Hilton Pool Hours

Monday-Sunday: 12:00 pm - 6:00 pm

* Hours are subject to change due to inclement weather

General Policies

No refunds, per City ordinance. All sales are final. Check with front desk employee before completing sale.

Pool Rules: Follow pool rules as posted and enforced by aquatic staff.

Personal Training/Private Lessons:

No person that is not a Rapid City Aquatics employee may provide private swim instruction or personal training at any Rapid City Aquatic facility. This directly conflicts with programming provided and available through Rapid City Aquatics.

Outside Food:

No outside food is allowed at any facility; concession stands are available at all facilities. You are allowed to leave the facility, eat food you brought from your vehicle and re-enter facility with no extra fee.

Inclement Weather:

Thunder/Lightning: The outdoor pools will be cleared at the first sign of lightning/thunder and remain closed until 30 minutes after the last sight of lightning or sound of thunder.

Tornado: All facilities will clear the pool area in the case of a tornado warning in the vicinity. Patrons will be asked to take cover in the locker rooms or most central rooms of the facility until an "all clear" is received by management.

Snow/Blizzard: If the Mayor determines City offices will be closed for the day the Swim Center will not open. Delayed opening and early closure is dependent on management's decision.

*Patrons can always contact the Roosevelt Swim Center for an update on possible closings.

Entrance:

All patrons (swimming and non-swimming) will be asked to pay a day fee or check in using their pass at the front desk. Patrons 2 years and under are free.

Outside Equipment Usage:

Using equipment at Rapid City Aquatic facilities that does not belong to Rapid City Aquatics is prohibited, unless approved by management.

Breath Holding/Hypoxic Training:

No prolonged breath holding: underwater breath holding past the black mid-way mark in 25-yard lap pool under water in one breath.

Dry Land/Pool Deck Workouts:

Dry land workouts on the pool deck (push ups, jumping jacks, planks) are prohibited. Light stretching with feet or backside on pool deck at all times is allowed.

Selling Products or Services:

Guests may not solicit for personal gain, sell products or services, or approach other guests for the purpose of obtaining signatures for petitions within the building.

Disorderly Behavior:

Excessive noise, running in the building or otherwise causing a disruption to the peace and order is not allowed.

Vandalizing or Defacing Materials or Property:

Vandalizing equipment, furniture, walls or any other aspect is not allowed. Treat property and equipment with respect.

Removing Materials, Equipment or Property from the Building:

Taking materials or equipment, without authorization, is prohibited.

Photos:

Taking pictures or videos with cameras or camera phones in any locker room area is prohibited.

Indecent Exposure, Inappropriate Comments:

Indecent exposure and inappropriate comments are prohibited. All pools are family-friendly facilities and this behavior will not be tolerated.

Swimwear:

Rapid City Aquatics facilities are family friendly. Appropriate attire is required at all times. No jeans, cutoffs, dark colored shirts, shirts with profanity, swim wear with buckles/zippers/rivets, undergarments worn as swim wear, thongs, or see-through clothing allowed.

Changing Policy:

All patrons must use the appropriate locker room to change clothing; this includes changing of diapers.

Harassment of Staff or other Guests:

Harassment of staff or guests, including verbal, physical, use of profanity, sexual harassment or harassment on account of race, religion, ethnic background, gender or sexual orientation is not allowed.

Possessing or Consuming Alcohol or Illegal Drugs:

Possessing, consuming, or being under the influence of alcohol or illegal drugs is prohibited at all Rapid City Aquatics facilities.

Audio Devices:

Personal audio devices are permitted in the aquatics areas; boom boxes and loud devices are prohibited. Rapid City Aquatics is not responsible for water damage to personal audio or other electrical devices.

Smoking/Vaping:

Smoking cigarettes/cigars/vaping/use of e-cigarettes is prohibited in all aquatic facilities. Patrons may use these products at least 50 feet **outside** of each aquatic facility.

Group Swim Lessons

- No refunds are allowed unless class is canceled by Rapid City Aquatics.
- There is a fee of \$2 for bracelet replacement.
- Parents are asked to stay seated and participate as spectators for group lessons (not including Parent and Me lessons) so instructor can properly run class.
- Rapid City Aquatics reserves the right to combine or cancel classes if there is insufficient enrollment. In the event of a canceled class, a refund will be issued.
- You are allowed to stay after swim lessons for open swim but will have to go to the front desk and pay to re-enter the pool area with a wristband. Open swim is not included in the fee for swim lessons.

Caregivers/Therapists

The Swim Center will permit individuals who are caregivers to enter the Swim Center without payment when they are serving in a care giving capacity. A caregiver is a person who is caring for the safety of the individual and is assisting the individual to use the Swim Center and its activities (in and out of the pool, changing in the locker room, etc). Those who use the pool as a therapist will be required to purchase a daily pass or membership pass to continue therapy with a client. Therapists should get prior approval from management when they plan to come in and work with clients.

Lost and Found

Lost and found items are kept for 2-3 days. After that time, items are either donated or thrown away (dependent on quality of item).

Workout Equipment (second floor of Roosevelt Swim Center)

- Wear appropriate shoes at all times (gym shoes, non-marking shoes)
- Must be 15 years of age or older to use equipment
- Use headphones when listening to music

Land and Water Fitness Classes

- Must be 15 years or older to participate
- Participants in land classes must wear appropriate shoes at all times (gym shoes non-marking shoes)

Racquetball Court Policies

- Non-marking athletic shoes only
- Eye protection required
- Must reserve court before play
- Players ages 10-14 years may use courts with a parent or guardian at least 15 years of age on the court with them. All participants must pay and check in at the front desk.
- Players 15 years of age and older may book/use courts without a parent or guardian and must pay and check in at the front desk.
- Courts may be booked two weeks in advance and up to two hours of time in your name.

Pool Deck Usage

- May not bring in own equipment to use unless approved by facility management
- No push ups, jumping jacks, yoga
- No running, horseplay
- No drinks other than water allowed on pool deck
- Keep edges of pool and hot tub clear in case of emergency

Supervision Ratios

- 18 years of age and older: 8 children to 1 adult
- 15 to 17 years: 4 children to 1 teen

Family Swim Policy

- Youth must be accompanied by someone at least 18 years of age in the pool area

Wally Ball Policies

- Payment due at time of reservation
- Advanced notice of two weeks is required for reservation
- Non-marking athletic shoes only

Multi-Purpose Room Policies

- Use of multi-purpose room is limited to class participation or rental agreement. Individual use without a rental agreement is not allowed.
- Payment due at time of reservation
- Advanced notice of two weeks is required for reservation

Birthday Party Room Rental Policies

- Fee for party includes admission to swim for 8 people, party favor bags, pop, ice cream, all paper products
- Extra guests who would like to swim and receive a party favor bag will be charged
- No confetti, silly string, glitter or pinatas allowed
- Payment is due at time of reservation

Private Pool Rental Policies

- Payment is due at time of reservation
- No refunds allowed due to inclement weather
- If inclement weather occurs, party will be scheduled for a different day
- Advanced notice of two weeks is required for reservation
- Renters are allowed to bring in food, drinks (non-alcoholic)
- Renters are not allowed to bring in inflatables of any kind
- Renters are to follow posted pool rules at facility, along with any additional rules enforced by aquatics staff

User Group Policies

Groups are defined as a non-family party consisting of at least 10 persons, including supervisors, and leaders.

Group Admission

- Organizations may send no more than 50 people (including staff) at any one time onto pool grounds for open swim.
- All groups will check in upon arrival with the Pool Manager/Head Lifeguard on duty.
- One group supervisor must be designated to act as the liaison to the aquatic staff. The group supervisor must be at least 18 years of age or older. Additional supervision by staff must be at least 15 years of age or older.
- Direct supervision of the children by adults must be maintained at all times while the group is in the facility. Adults must have visual contact with children in their group at all times, this includes staff members being dressed and in the water with their children. Children under 7 years of age must have someone 15 years or older within arm's reach of them at all times.
 - o **Supervision is defined as: being able to see, hear, and discipline the children that the adult is directly responsible for watching, including being active in the water.**

The Aquatic Staff on duty are in charge of the facility at all times, and the adults in attendance with their group are expected to support the Aquatic Staff in the enforcement of facility rules. Lifeguards are on duty to enforce rules and to assist in emergencies; parents and adult supervisors are primarily responsible for the safety of their children/group.

Childcare Supervision: At no time will children be left in the care of Aquatic Staff. If this occurs, Law Enforcement will be called.

Facility Entrance

Each pool has a maximum capacity; we reserve the right to limit entrance if we are close to or at capacity. Entrance is a first come, first serve basis.

Staff Interactions

If you or a staff member have concerns that need to be addressed, ask for the Pool Manager or Head Lifeguard on duty. If you feel you need to address an issue directly with an Aquatic Specialist, please ask for their respective name and number. Our Pool Managers and Head Lifeguards have been given the position based on prior experience as a Lifeguard/Head Lifeguard. They have been instructed that if they feel a situation is unsafe, they have the authority to address the unsafe behavior or issue and enforce rules.

Pass Holder Policies

Day Passes

- A purchase of a day pass will allow you entry to Roosevelt Swim Center, Horace Mann Pool, Parkview Pool, and Jimmy Hilton (Sioux Park) Pool.
- By providing a copy of your receipt from your purchased day pass to the front desk employee, you may enter each pool throughout the day without an extra fee. If you cannot provide proof of purchase with a receipt, you will have to pay the day fee again.

Punch Passes

- Passes may be used to scan in to Roosevelt Swim Center, Horace Mann Pool, Parkview Pool, and Jimmy Hilton (Sioux Park) Pool.
- With the purchase of a membership, you will receive a key fob to scan each time you visit. You are allowed three check-ins by front desk employee if fob is forgotten. After three check-ins by front desk employee, you will need to purchase a new fob at a cost of \$3.00.
- The member on the punch pass may scan themselves and any one else they would like to enter with them, as long as they are present and using the pass.
- If a senior punch passholder is scanning anyone in with their pass that is not of senior age (60 yrs. and older), the passholder must pay an extra \$1.00 per punch used for entrance.

Quarterly and Yearly Passes

- Passholders can use the quarterly or yearly pass at Roosevelt Swim Center, Horace Mann Pool, Parkview Pool, and Jimmy Hilton (Sioux Park) Pool.
- With the purchase of a membership, you will receive a key fob to scan each time you visit. You are allowed three check-ins by front desk employee if fob is forgotten. After three check-ins by front desk employee, you will need to purchase a new fob at a cost of \$3.00.
- The passholder is the only person allowed entry; you may not scan other people in with your pass.
- Quarterly and Yearly passes will not be extended. Exceptions will be made for passholder medical issues.

General Pool Rules (Posted at all facilities)

1. Lifeguards are here for your safety, listen to them and follow the rules.
2. Swimmers must shower before entering the pool.
3. Children ages 9 and under must be accompanied by someone 15 years of age or older at the facility. Children ages 6 and under are required to be within arms reach and supervised by someone 15 years of age or older in the water.
4. All personal Flotation Devices (PFD or Lifejacket) must be Coast Guard Approved and used with adult supervision. No one wearing PFD/Lifejacket will be allowed to go down the waterslide or off the diving board.
5. Swimmers must be 48 inches tall to go down the waterslide and be unassisted in the splash down.
6. Headfirst entries are only allowed in water that is at least (6) feet deep. Starting blocks may only be used under supervision of a certified swim coach or swim instructor employed by Rapid City Aquatics.
7. Air mattresses and other floatables are not allowed as lifeguards cannot see under or through them.
8. Appropriate swimwear is required: a t-shirt may be allowed as a cover-up but must be of light color, not dark, nor contain offensive wording or graphics.
9. Coolers are not allowed at Roosevelt complex, Parkview, Jimmy Hilton and Horace Mann Pools. No outside food or drink allowed. No glass containers or alcohol permitted at any aquatic facility.
10. Video and still cameras not allowed in locker rooms or common changing areas.
11. All personal belongings should be locked and secured in a locker. The city is not responsible for lost, stolen or damaged items. No items are to be checked with staff.
12. Refunds will not be offered for weather related closures or for fecal incidents.
13. Swimming at this facility is a privilege. Any swimmer not following these safety rules may be asked to leave.
14. Not every safety rule can be in print. Individual rules are posted at each Rapid City Aquatic Facility as pool features vary. These safety rules and others dictated by common sense will be enforced by the staff.

Warnings and Ejection from the Pools

Aquatic Staff uses a “three strikes and you are out” warning system when enforcing pool rules. However, different situations call for different types of discipline, for example, fighting is an automatic ejection.

1st Warning – verbal warning

2nd Warning – the person/persons sit out of the pool

3rd Warning – ejection from the pool for a determined amount of time

Ejection can be days, weeks, or for the year.

Parks and Recreation Behavior Policy

The purpose of this policy is to inform Rapid City Parks and Recreation patrons of the standard of conduct and behavior expected and enforced in programming and facility premises. Recreation users are expected to conduct themselves in a manner that is safe and conducive to fair play and allows for sharing of the facility with other users of all ages and interests.

Certain types of behavior can be potentially harmful or dangerous and will not be accepted. Behaviors that may result in the loss of recreation facility/programming services and/or criminal prosecution include:

- Improperly using any equipment or materials of Parks & Recreation
- Verbal, physical or sexual harassment
- Disturbing the peace, as defined in Rapid City Municipal Code 9.08.040
- Vandalism

The Rapid City Parks & Recreation Department reserves the right to suspend the program/facility privileges of any patron suspected of engaging in any of the above-enumerated activities, or other disruptive or unsafe conduct, for the length of suspension the Parks & Recreation Department deems appropriate, including the permanent loss of access. Any fees or costs for the use of the facility or participation in any program will not be refunded.

The following are recommended guidelines for suspension periods; the seriousness of the conduct may warrant immediate and/or lengthier loss of Parks & Recreation privileges, as determined by the Parks & Recreation Director or designee. The Parks & Recreation Director or designee must approve any loss of programming/facility privileges for one month or more.

- 1st offense – Verbal warning that further violation will involve loss of parks programming/facility privileges; suspension from the program/facility for the remainder of the day if warranted by severity or repetition of behavior after the warning
- 2nd offense – Loss of privileges for one month
- 3rd offense – Loss of privileges for six months
- 4th offense – Loss of program/facility privileges forever

Any person suspended under this policy may appeal the suspension. In order to be addressed in an appropriate timeframe, suspensions of one month or less shall be appealed to the Parks & Recreation Director; suspensions of six months or more shall be appealed to the Parks & Recreation Advisory Board. In the case of a minor, the parent or legal guardian may file the appeal on their behalf. The person requesting the appeal must complete the appeal form and present it to a Parks & Recreation staff member. The Director or Parks & Recreation Advisory Board may withdraw or amend the suspension only if the person appealing the suspension shows good cause for doing so. All decisions of the Director or Board are final. The Rapid City Parks & Recreation Department staff will endeavor to maintain order in and around its facilities and property. The Staff will intervene in an appropriate manner when necessary to maintain or restore order and are encouraged to solicit the assistance of law enforcement personnel when needed.

**Updates and changes to policies can be made at any time, as needed,
by Aquatics and Recreation management.**