

Carlisle

Family Aquatic Center

Policy and Procedure Manual

SUMMER 2024

**TABLE OF CONTENTS**

**SECTION I** — **POLICIES and PROCEDURES**

Admission Fees p. 3 Bathhouse Rules p. 6

 Pool Hours p. 3 Concession Stand Rules p. 6

 Weekly Schedule p. 3-4 Pool Area Rules p. 7

 Birthday Parties p. 4 Diving Board Rules p. 8

 Private Parties p. 4 Drop Slide Rules p. 8

 Day Care Swim p. 5 Water Slide Rules p. 9

 Lap Swim p. 6

 Family Swim p. 6 Discipline Procedures p. 9

 Swimming Lessons p. 6 Inclement Weather p. 10

 General Rules p. 6

**Carlisle Family Aquatic Center**

**Admission Fees**

Family Season Pass

 Resident $128.40 (includes tax)

 Non-Resident $154.08 (includes tax)

 Individual Season Pass

 Resident $ 53.50 (includes tax)

 Non-Resident $ 64.20 (includes tax)

 Daily Admission \*\* $ 5.00 (includes tax)

 Under Age 2 Free

\*Family is defined as a maximum of five people living in the same household; additional members may be added for $10.70 each for residents and $12: Family may include up to two adults and youth who just graduated from high school and younger, foster children, foreign exchange students and legally guardianed youth (infants under 2 are free). NO babysitters.

\*\*Daily admission price entitles patron to be stamped and reenter the same open swim. This applies to anyone entering the gates of the Carlisle Family Aquatic Center during normal pool hours.

**Pool Hours**

The normal pool hours for public swim will be 1:00 pm to 5:30 pm on weekdays, and 1:00 pm to 6:30 pm on weekends. Open night swims will be 6:30 pm to 8:30 pm on Tuesdays-Thursdays. The facility may be rented from 7:00 p.m. to 9:00 p.m. Friday, Saturday, and Sunday evenings for private parties. Group swimming lessons are offered at 9:00 am, 10:00 am, and 5:30 pm.

Hours may be changed or modified by the Parks & Recreation Superintendent for as needed. Examples of reasons for modifying hours include but are not limited to weather, staffing, facility maintenance (scheduled or unscheduled), staff training, or other incidental events.

In the case that operational hours need modified, the City will attempt to provide as much notice as is possible. This will be done through the Parks & Recreation department’s regular communication channels including social media and the City’s mass notification system. In addition to an electronic notice, a localized notice will be placed at the entrance of the facility

 **Carlisle Family Aquatic Center 2024**

**Weekly Schedule**

**Monday**

9:00 a.m. - 9:45 a.m. Group Swimming Lessons (age 5 and older)

10:00 a.m. - 10:45 a.m. Group Swimming Lessons (age 5 and older)

12:00 p.m. - 1:00 p.m. Lap Swim/Family Swim

1:00 p.m. - 5:30 p.m. Open Swim

5:30 p.m. - 6:15 p.m. Group Swimming Lessons (age 5 and older)

**Tuesday**

9:00 a.m. - 9:45 a.m. Group Swimming Lessons (age 5 and older)

10:00 a.m. - 10:45 a.m. Group Swimming Lessons (age 5 and older)

11:00 a.m. - 12:00 p.m. Wildcat ABC Swim

12:00 p.m. - 1:00 p.m. Lap Swim/Family Swim

1:00 p.m. - 5:30 p.m. Open Swim

5:30 p.m. - 6:15 p.m. Group Swimming Lessons (age 5 and older)

6:30 p.m. - 8:30 p.m. Open Night Swim

**Wednesday**

9:00 a.m. - 9:45 a.m. Group Swimming Lessons (age 5 and older)

10:00 a.m. - 10:45 a.m. Group Swimming Lessons (age 5 and older)

12:00 p.m. - 1:00 p.m. Lap Swim/Family Swim

1:00 p.m. - 5:30 p.m. Open Swim

5:30 p.m. - 6:15 p.m. Group Swimming Lessons (age 5 and older)

6:30 p.m. - 8:30 p.m. Open Night Swim

**Thursday**

9:00 a.m. - 9:45 a.m. Group Swimming Lessons (age 5 and older)

10:00 a.m. - 10:45 a.m. Group Swimming Lessons (age 5 and older)

11:00 a.m. - 12:00 p.m. Wildcat ABC Swim

12:00 p.m. - 1:00 p.m. Lap Swim/ Family Swim

1:00 p.m. - 5:30 p.m. Open Swim

5:30 p.m. - 6:15 p.m. Group Swimming Lessons (age 5 and older)

6:30 p.m. - 8:30 p.m. Open Night Swim

**Friday**

9:00 a.m. – 9:45 a.m. Group Swimming Lesson **Make-Up**

10:00 a.m. - 10:45 a.m. Group Swimming Lesson **Make-Up**

12:00 p.m. - 1:00 p.m. Lap Swim/Family Swim

1:00 p.m. - 5:30 p.m. Open Swim

5:30 p.m. - 6:15 p.m. Group Swimming Lessons **Make-Up**

 7:00 p.m. - 9:00 p.m. Rented for Private Parties

**Saturday**

 12:30 p.m. - 6:30 p.m. Public swim

 7:00 p.m. - 9:00 p.m. Rented for Private Parties

**Sunday**

12:30 p.m. - 6:30 p.m. Public swim

 7:00 p.m. - 9:00 p.m. Rented for Private Parties

**Birthday Parties**

During pool hours, birthday parties may be scheduled through the Concessions. A table in the food court area will be reserved. Patrons are permitted to bring in their own birthday cakes; however, all other food and drink must be purchased from the concession stand.

**Private Parties**

The pool may be rented from 7:00 p.m. to 9:00 p.m. Friday, Saturday, and Sunday evenings for private parties; rental agreements are available at City Hall. The two-hour rental fee varies depending on the size of group and what section of the pool is rented. For groups 75 or less, the fee is $275.00 for the entire pool. For groups 75-125, the fee is: $340.00 for the entire pool. For groups 125-250, $400.00 for the entire pool. Please give us an accurate number of guests as it is needed to be properly staffed for your event.

Patrons are permitted to bring in their own cakes and drinks (no glass containers or alcohol) for

special occasions, such as a birthday, anniversary, or graduation. All other food and drink must

be purchased from the concession stand. Concession stand will be open by request and

required charge paid. Concession stand charge is: $20.00.

Pool parties may be reserved starting Feb 1st. Reservations are made online through the City website under the Parks & Rec tab. The requested date will be reserved upon online payment. For cash or check payments, stop into City Hall to make payment. An over the phone request will hold the date for you for 14 days. To secure your reservation stop by City Hall during regular business hours (8:00 a.m. to 5:00 p.m., Monday through Friday) to make payment and fill out the rental agreement. Failure to meet the 14-day window will result in re-opening of the requested date.

Pool parties can be booked for the opening day until the end of July. August dates will be used as make-up dates until the end of the season.

The payment will be returned only for the following reasons: (a) when the Parks & Rec Superintendent cancels the party due to unforeseen conditions such as lightning, problems with the facility, etc.; or (b) when the lessee cancels the party seven business days prior to the date of the party. Cancellations must be made by calling City Hall at 989-3224 by 5:00 p.m. Monday through Friday seven business days in advance.

The lease agreement must be signed by an adult. Sales tax is included in the hourly price shown in the lease agreement.

**Day Care Swim**

Two mornings a week (Tuesday and Thursday) the pool will be open to day care providers in the greater Carlisle area from 11:00 a.m. to 12:00 Noon. Only the shallow end and possibly the flume slide area will be open, however, since additional lifeguard staffing is required to open the deep end (which would include the diving board and water slide). No adults or children will be permitted in the deep end.

Day care providers need to present a list of their children along with their family/individual season pass number. They do not need to show their actual pass.

**Lap Swim**

Lap Swim will take place on weekdays from 12:00pm- 12:50pm. The cost of entry is $3 or free with a season pass. Lap swim will consist of only those that are looking to swim laps back and forth from one end of the pool to the other. None of the slides and other features will be available for use. Failure to follow these rules will result in removal from facilities. Re-Entry will be required for non-season passes to stay for open swim.

**Family swim**

Family swim (formerly known as Mommy & Me) will now take place at 12:00pm-12:50pm. This time is designed for families with small children as the zero depth/shallow end will be the only area opened for recreational use during this time. All kids must have an adult present with them. Entry fee is $5 and re-entry for open swim will not be required. Using this time for its unintended use will result in removal from the facility.

**Swimming Lessons Group**

1. Four sessions of eight-day classes will be offered at the Carlisle Family Aquatic Center during the month of June and July from 9:00 a.m. – 9:45 a.m., 10:00 a.m. – 10:45 a.m. & 5:30 p.m. – 6:15 p.m.

2. Pre-registration and payment are required.

3. There will be no refunds for cancelled lessons.

*4.* Make up dates will be attempted on Friday, but not guaranteed.

5 Guards will be paid their regular hourly rate plus an additional $1.00 per hour while assisting with lessons.

1. The cost is $50.00 per student.

**General Rules for Entire Pool/Bathhouse Areas**

1. No smoking or use of any tobacco products is allowed.

2. No one is allowed to enter under the influence of alcohol or drugs.

3. No glass containers are allowed.

1. No foul language or verbal abuse is allowed.
2. No animals are allowed.

*5.* Patrons are not allowed in the concession stand, storage room or mechanical building.

6. The City of Carlisle and/or the Park and Recreation Board are not responsible for lost or stolen articles.

**Bathhouse Rules**

1. All patrons are required to take a soap shower before leaving the locker rooms. Lifeguards will make visual checks before patrons enter the pool and may ask patrons to take another shower.

2. No loitering or “horseplay” is permitted in the bathhouse.

3. All cell phone use is prohibited inside the bathhouse (due to privacy issues concerning picture phones). Make your phone calls outside the bathhouse locker/shower rooms.

**Concession Stand Rules**

1. All food, chewing gum and/or drink must stay in the concession stand eating area only; only bottled water may be taken poolside by the lounge chairs.

2. All food and drink must be purchased from the concession stand; special occasion cakes (such as birthday, anniversary, or graduation) are the only exception and are to be served in a designated area.

3. No private coolers are permitted (If dietary restrictions require a cooler, please talk to Pool Supervisor or Head Guard).

4. A picnic shelter is provided outside the fence for those who bring their own lunch or snacks.

**Pool Area Rules**

1. Children age 10 and under must be supervised by a parent, guardian, adult, or a Red Cross certified babysitter. (Ex: 14-year-old John cannot take younger brother Mikey age 9 to the pool without proper emergency training.) Failure to do so may result in forfeiture of pool pass.

2. Any adult may bring a child into the pool area while dressed in street clothing, as long as they have paid admission to enter the facility and stay on the deck area.

3. Swim diapers are required for any child who is not potty trained; patrons are required to use the bathhouse facilities to change diapers.

4. All patrons are required to wear acceptable swimwear; no thong swimsuits allowed. Street clothing is not permitted in the water except for a t-shirt (preferably plain white) over their swimsuit to protect from sunburn. NO CUTOFFS ALLOWED; all shorts must be hemmed.

*5.* Persons with open sores are not allowed to swim.

6. There will be absolutely no running, pushing, shoving or horseplay in or around the pool.

7.Injuries should be immediately reported to a lifeguard, Aquatic Center Supervisor, or Head Lifeguard. Sever injuries require Parks & Rec Sup. be notified.

1. Swimmers will always stay off the lifeguard chairs and will not be allowed to converse with the lifeguards on duty unless it is an emergency.
2. Swimmers will always stay off the ropes and will not be allowed to play on the ladders, slide stairs or with rescue equipment.

10. Swimmers should face ladders when entering or leaving the water. The ladders must not be used for diving or sitting or as parallel bars.

11. No diving in the shallow end of the pool or in any area marked “NO DIVING”.

12. Swimmers under the age of 18 will not be allowed to use the deep end without completing the required swimming test. This test requires swimmers swim across the pool and back in the deep end next to the lifeline under the supervision of a lifeguard.

13. Standing or sitting on other swimmers’ shoulders is not permitted.

1. Toys designed for use in water such as diving rings/sticks, torpedoes, and soft sponge balls will be allowed in the shallow end of the pool. The use of water toys, flotation devices and diving rings may be restricted at the discretion of the lifeguard depending upon safety and how crowded the pool is at the time. No hard balls, Frisbees, water guns, air mattresses, inner tubes, kick boards or sharp objects will be allowed at any time anywhere in the pool. Water wings and zip-up swimsuits are permitted in the shallow end only. Goggles, and nose plugs are permitted. **MASK GOGGLES MAY BE RESTRICTED IF MADE OF TEMPERED GLASS.** These goggles have tendency to shatter leaving shards in the pool. It is required that the pool be emptied and vacuumed when glass is in the pool. Please purchase mask goggles made of plastic or shatter proof lenses.

16. Towels are to be always kept out of the water.

17. Petting or necking is not permitted. Grabbing, groping, interlocking, or hanging on among swimmers must be restricted; patrons are required to “keep their distance” from each other. Young children with an adult (such as an older family member) are an exception.

18. There will be a ten-minute rest period that begins at ten minutes before every hour. All swimmers under age 18 must get out of the pool; they are encouraged to rest during this time and stay away from the sides of the pool. (Only exception will be the last hour of the day.)

19. Adults (age 18 and over) may swim laps and utilize the diving board and water slides during the rest periods.

20. Cameras and specialized equipment may only be used with the approval of the Aquatic Center Supervisor or Parks & Rec Superintendent.

21. Each patron is responsible for articles brought into the pool area and for their removal; no chairs may be brought in.

22. In case of an emergency, all swimmers will evacuate the pool and the pool area immediately to aid the lifeguards in their rescue procedures.

23. Failure to follow rules can result in serious injury and may result in a patron being required to leave the pool, pool area and surrounding premises. Multiple issues will result in forfeiture of pool pass.

**Diving Board Rules**

1. Follow lifeguard’s instructions.
2. Patrons under age 18 diving in the deep end must be able to pass the required swimming test; the water is 11’2” deep.
3. The diving well is only for swimmers using the diving board or on the drop slide.
4. There is only one swimmer allowed on the board at a time.

5. All swimmers must wait for the area below the board to be clear before diving.

6. There is only to be one bounce taken on the diving board.

7. Only feet may touch the diving board. No handstands, cartwheels, hanging or sitting on the board.

8. There will be no cut-away dives, back flips, or gainers allowed.

9.No chain diving or tag is allowed.

10.Divers must leave the water immediately after completing their jump or dive.

11.Swimmers must use the ladder when leaving the water.

1. No horseplay is allowed in or around the diving area.
2. During rest periods, swimmers under age 18 will not be permitted to use the diving boards – no exceptions.
3. Failure to follow rules can result in serious injury and may result in a patron being required to leave the pool, pool area and surrounding premises. Multiple issues will result in forfeiture of pool pass.

**Drop Slide Rules**

1. Follow lifeguard’s instructions.
2. Strong swimming ability required; patrons under age 18 sliding down the drop slide in the deep end must be able to pass the required swimming test; the water depth is 11 feet 2 inches.
3. The diving well is only for swimmers on the drop slide or using the diving board.
4. Riders must lie on their backs at all times. No sitting up while riding the slide is permitted.
5. Maximum rider weight 300 pounds.
6. Do not pull or propel yourself into the ride.
7. No combs or foreign objects are allowed in pockets and no jewelry can be worn while riding the slide. No cut-off jeans, only swimsuits allowed. The attendant on duty will have the right to deny usage of the slide to anyone wearing apparel that will scratch the flume
8. No head-first sliding. Riders must enter the slide in a sitting position and wait for instructions from the guard stationed at the slide.
9. All riders must ride feet first while lying on their back with arms crossed across their chest.
10. Only one rider at a time. Absolutely no trains or chains of riders are permitted.
11. No tubes, mats or life jackets are permitted on the drop slide.
12. The line should form on the deck with one rider on each landing and one rider in the starter tub. Wait until landing area is clear before entering.
13. Riders must be in good health. Pregnant women or individuals with heart or back conditions should not use this slide.
14. Do not use this slide while under the influence of alcohol or drugs.
15. Follow the instructions of the slide attendant.
16. No running, standing, kneeling, rotating, or stopping in the flume. Arms and hands must remain inside the flume.
17. No diving from the slide.
18. Leave the plunge pool promptly after entering.
19. Non-swimmers are not permitted (parents are not allowed to slide down with their children at any time – no exceptions).
20. During rest periods, swimmers under age 18 will not be permitted to use the diving boards – no exceptions.
21. Failure to follow rules can result in serious injury. Failure to abide by these rules may result in a swimmer being required to leave the pool, pool area and surrounding premises. Multiple issues will result in forfeiture of pool pass.

**Waterslide Rules**

1. Follow lifeguard’s and slide attendant’s instructions.
2. All riders must be 48” tall. No exceptions.
3. Riders must lie on their backs at all times. No sitting up while riding the slide is permitted.
4. Maximum rider weight 300 pounds.
5. Do not pull or propel yourself into the ride.
6. No combs or foreign objects are allowed in pockets and no jewelry can be worn while riding the slide. No cut-off jeans, only swimsuits allowed. (The attendant on duty will have the right to deny usage of the slide to anyone wearing apparel that will scratch the flume.)
7. Riders must enter the slide in a sitting position and wait for instructions from the guard stationed at the slide starter tub.
8. All riders must ride feet first while lying on their back with arms crossed across their chest.
9. Only one rider at a time. Absolutely no trains or chains of riders are permitted.
10. No tubes, mats or life jackets are permitted on the waterslide.
11. The line should form on the deck with one rider on each landing and one rider in the starter tub. Wait until landing area is clear before entering.
12. Riders must be in good health. Pregnant women or individuals with heart or back conditions should not use this ride.
13. Do not use this slide while under the influence of alcohol or drugs.
14. No running, standing, kneeling, rotating, or stopping in the flume. Arms and hands must remain inside the flume.
15. No diving from the slide.
16. Leave the plunge pool promptly after entering.
17. Non-swimmers are not permitted (parents are not allowed to slide down with the children at any time – no exceptions).
18. During rest periods and adult swims, swimmers under age 18 will not be allowed to use the slide – no exceptions).
19. Warning: water depth is 3 feet 6 inches.
20. Failure to follow rules can result in serious injury (and may result in a patron being required to leave the pool, pool area and surrounding premises). Multiple issues will result in forfeiture of pool pass.

**Discipline Procedures**

In case of a discipline problem, the following steps are to be taken, in this order (depending upon the seriousness), until the problem is solved:

1. WARNING

The patron is informed of the rule violation and asked to stop the activity. Explain the reason for the rule and if they continue this behavior, may be asked to leave the pool.

2. REMOVAL

The patron will be referred to the Pool Manager, or Parks & Rec Superintendent, who will escort the offender out of the pool and determine the length of removal (remainder of the day up to the remainder of the season) depending upon the seriousness of the offense. The cashier will be informed as to the name of the person being escorted out and the length of time. AN INCIDENT REPORT MUST BE COMPLETED. (Note: In the event the supervisor nor the Parks superintendent is present, a head lifeguard can remove patrons from the pool and will communicate with the superintendent.)

The supervisor or head guard will notify the Parks and Recreation Superintendent whenever a patron is escorted from the pool. If the patron becomes violent, verbally abusive or refuses to leave when requested, contact the police. THIS, TOO, MUST BE DOCUMENTED.

The Parks & Recreation Superintendent will review all incident reports when submitted. Parents will be notified of all removals. If there are two or more incident reports regarding behavior of a patron, the Parks & Recreation Superintendent may further investigate the behavior. If the Parks & Recreation Superintendent finds the circumstances justified, they may revoke the patrons season pass and/or ban access to the aquatic center for a determined amount of time. If a patron disagrees with the decisions of the Parks & Recreation Superintendent, the patron may request in writing that the decision be appealed to the Parks Board (or City Administrator when the Parks Board cannot reasonably meet). The decision of the Parks Board (or City administrator when the Parks Board cannot reasonably meet) will be final.

**Inclement Weather Policy**

It is the responsibility of the Parks & Rec Superintendent to determine whether to open or close the pool due to inclement weather. The public’s health and safety are the only considerations in making this determination.

1. The pool will be CLEARED IMMEDIATELY if lightning is visible or if severe weather warnings are in effect. All patrons who chose to remain will be requested to seek shelter in the bathhouse. At the discretion of the manager, if lightning does not appear again within one half-hour, the pool may be reopened.

2. If the TORNADO WARNING SIREN sounds, all patrons will be requested to remain at the pool and seek shelter in the bathhouse. All children unaccompanied by an adult and employees will be REQUIRED to do so.

3. The pool may be closed during rain if the lifeguards determine it is difficult for them to see the bottom of the pool or adequately perform their job.

4. The pool may be closed when the air temperature is not above 70 degrees and is not forecasted to increase, subject to the discretion of the Parks & Rec Superintendent.

5. The pool may be closed whenever the attendance is less than 15 swimmers, subject to the discretion of the manager.

6. When weather conditions improve, the pool may be reopened. The Parks & Rec Superintendent will determine when conditions warrant reopening. All staff members scheduled are on call and should be able to report within 1/2hour of being called back to the pool.

7. There will be no refunds of admission to swimmers due to early closure; however, rain checks will be given if the pool closes before 3:00 p.m.