

# AQUATICS

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**JOE EDGER**  
Aquatics Director

**You spoke...** I just wanted to compliment your pool maintenance staff-I can't remember the last time it was murky or smelly. Keep it up, great JOB! We appreciate all your hard work!  
*(1 similar comment)*

**We listened!** Thank you for noticing. Our maintenance and aquatics department work hard to keep the pools well maintained.



**You spoke...** The pool seems very hectic right now. I only use the pool, and am consistently getting moved due to water aerobics, diving/CC swim practice. *(1 similar comment)*

**We listened!** The Gainey pool schedule is posted at the pool deck, and is also available with the rest of our schedules at the membership desk. This schedule indicates what is available for use throughout the day. During the posted water exercise class schedules there are 3 lanes for lap swim only. These classes must start on time so we ask that members be considerate of that and plan their workouts accordingly. The Swim and Dive teams have strict schedules that they must keep. Their schedule is also posted on the pool schedule so you can plan your workout around that as well. Thank you for your comments.

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**You spoke...** The pool is amazing, best place to be!

**We listened!** Thank you. We are glad you enjoy your time at the pool! Please let the staff know while you are out there☺!

**You spoke...** The pool schedule posted an "AWAY" swim meet but it was held here and I came to do my laps. Can we coordinate the publications to be current?

**We listened!** The Gainey pool schedule indicates that on 1/14/10 there was a home swim meet. The schedule that you are referring to is an old schedule that was changed. Please pick up a new one at the membership desk as, on occasion, there are changes in the schedule. When these changes occur new schedules are always created.

**You spoke...** I was walking laps in the lazy river and suddenly the current was shut off. One little boy had swimming lessons and that was it.

**We listened!** The current is typically turned off for our swim lessons, as it is difficult to teach a lesson when someone is trying to swim against a current. We encourage our instructors to teach, when they are able, in other locations so the current can remain on. This will be reiterated to our staff. Thank you for your concern.

**You spoke...** Why are some of the classes my daughter is signed up for are either condensed or cancelled? Maybe fewer choices might alleviate that.

**We listened!** We have done that in the past, but we have had many issues with classes not offered when people want them since their schedules change so often with the seasons. So, we decided to offer classes when we can and adjust by cancelling/condensing classes on a session by session basis.



**You spoke...** Music played at pool this morning was not soothing-classical would be ok...otherwise love the pool! *(2 similar comments)*

**We listened!** I am glad you love the pool and sorry to hear that the music played was not to your liking. If that happens again in the future, please ask the guard to turn it down or change the song. Different swimmers have different tastes, so please let them know yours!

**You spoke...** The waterslide seams hurt my back in a few spots.

**We listened!** The waterslide will be re-calked during our upcoming maintenance in August.



**You spoke...** There were too many kids per lifeguard. They were wall to wall- not safe.

**We listened!** Our lifeguards are trained to watch the pool and patrons by practicing and performing skills that are learned through trainings. There are always enough guards to watch the open portions of the pool and to keep the patrons safe.

**You spoke...** Gainey Pool feels cold today. The temperature seems to drop too low at times. (4 similar comments)

*Another member said this:* The Gainey Pool felt warm today. I like to do laps in colder water. (1 similar comment)

**We listened!** The temperatures of both pools are computer-regulated. The Gainey Pool is set between 80 and 82 degrees Fahrenheit, and the Visser Pool between 84 and 86 degrees Fahrenheit. On occasion, new water is added and will temporarily lower the temperature. If uncomfortable water temperature is a consistent problem, please make us aware. Another option would be to use the Visser Pool for lap swimming when lanes are available.

**You spoke...** The music played in the lap swim pool (Gainey Pool) area is too loud. I discussed my concern with a lifeguard, and she said she would turn it down, but really didn't do much.

**We listened!** When water exercise classes are in session, music accompaniment needs to be loud enough for the participants to clearly hear it. However, we will turn the music down during times when water exercise classes are not running. Everyone has different comfort levels when it comes to music volume, so if after it has been reduced, it is still too loud, please again notify the staff on duty.

**You spoke...** Gum ended up on the bottom of my shoe while swimming in the river. Please vacuum the pool more often.

**We listened!** I am sorry gum ended up on the bottom of your shoe. The pool is vacuumed every night. The vacuum is computerized and turns when it hits walls. Almost every area is hit with it, but on occasion it might take two attempts to remove extraneous material.

**You spoke...** It seemed inconvenient to take my kids to the pool. The lifeguards complained about my sandals and about my kids using the kick boards properly. And why can't noodles be used if a class is in session?

**We listened!** The state requires that no shoes that have been worn outside are allowed on the pool deck for health code reasons. The lap swim supplies are for adults that are swimming laps only. Children that are under 10 must either pass the swim test prior to swimming or have a parent within arms reach of them at all times while they are swimming. The noodles that are provided for open swim use are kept in the blue barrel by the glass wall between the 2 pools. There are some that are designated for arthritis class use only.

**You spoke...** For those doing exercise therapy in the pool, groups that dawdle along disrupt my efforts. If one wishes to be there with a friend, it would nice if they could be more considerate.

**We listened!** The family pool is for everyone! Families, young and old, and those participating in therapy and swim lessons are all welcome. The best way to let people know they are disrupting you in the water is to let the individuals know or ask a lifeguard.

**You spoke...** The water temperature was great this week! *(7 similar comments)*

**We listened!** Thank you! The water temperature is set to be consistent, but fluctuates occasionally due to new water being added.

**You spoke...** Could the whole family pool be open? That would include the river part that goes around in a circle. *(1 similar comment)*

**We listened!** Different sections of the pool are open at different times based on pool usage. We take patrons into consideration when making these decisions. Please, feel free, to take a pool schedule with you so you can best decide what time different areas are open.

**You spoke...** I was very disappointed when half of the lap pool was closed for two kid divers at peak time 5pm Friday.

**We listened!** During that time period, the Gainey pool is scheduled to have 3 lanes available for lap swimming. We typically have more than that open, but we schedule 3 just in case we have a situation arise where we need to close the other pool or the slide is unavailable for members. We opened the diving board because we had a lot more than 2 members wanting to ride the slide. Since the slide was closed, we decided to make the diving board available to them instead. As an alternative to only swimming 2 people per lane, consider circle swimming. With circle swimming you can get 4 or more people in 1 lane!

**You spoke...** I was disappointed that the Gainey lap pool had two lanes closed off first thing in the morning. I spoke with the lifeguards and they said due to pool "walkers" that they had to keep these lanes closed off. I realize that in a week, when the Visser family pool is done being cleaned that this problem should not occur. But it truly seems that every time the family pool has a problem, the lap pool swimmers have to accommodate for it.

**We listened!** We try to be accommodating to all of our members. This includes both lap swimmers and those that would like to do water exercise on their own. Anytime either the Visser or Gainey pools are closed we allot space in the other pools for the patrons displaced by the pool closing. Thank you for your concern and I appreciate your thoughts.

**You spoke...** The lap pool has been closed twice due to "no chlorine." What does that mean?

**We listened!** Chemicals are pumped into the pool by a computer pump system. Recently this pump system had a few issues. They have been corrected and we should not have this issue arise as often. Sorry for the inconvenience.

**You spoke...** One of the lifeguards didn't seem to have good manners. *(1 similar comment)*

**We listened!** Thank you for your comment. All our guards work on their customer service skills. However, it is difficult to express when it is loud in the pool and the guards have to be louder than the patrons, features, and still keep the pool safe.

**You spoke...** How about a diving class for adults-thanks!

**We listened!** We are always looking for classes to add. Thank you for the suggestion, we will research the class for a qualified instructor and research a time that would be during our non-peak lap swim times.

**You spoke...** Is it possible for you to have water aerobics in the warm pool for members with arthritis? *(1 similar comment)*

**We listened!** The warm pool is for therapy and recreational swim. Water exercise participants will overheat doing water exercise in the warm water pool.

**You spoke...** Some of the lane lines in the Gainey Pool are broken with rough edges. When sharing a lane, you can sometimes get pushed into them. Can you please replace these?

**We listened!** Thank you for the feedback, we are working to solve this problem and have put in a request.

**You spoke...** There should be a set time for lap swimming in the Visser pool.

**We listened!** Because of the wide range in ages of people using the Visser pool, we try to make it available to everybody. If you need to swim laps, there is always the Gainey pool available. Also, if there is open space in the Visser lap area you can always ask a guard to put in a lane line if they have a free minute.

**You spoke...** Does the Catholic Central Swim Team shower before they enter the pool?

**We listened!** The Catholic Central swim team goes to the pool deck for a team meeting prior to showering and getting into the pool. They are sent to shower after they are done with their team meeting.

**You spoke...** The pool became contaminated after a school group used it. This was not the only time I could not use pool for this reason.

**We listened!** Incidents happen regardless of which groups utilize the pool. Trust that we thoroughly and properly take care of any issues that arise. Thank you for your concern.

**You spoke...** The arthritis class rack that carries all the green noodles is in need of oil, and the casters are really hard to turn.

**We listened!** Thank you. We will take care of it!

