

# New Member Info & FAQ

## How does check-in work?

Our pool has only one entrance through the big yellow bathhouse next to the parking lot. The entrance is referred to as the “front desk” and the “breezeway.” At the front desk a staff member is behind a counter, and all members must stop at the desk to have the staff member check in each member of the household by MEMBER (ACCOUNT) number. The staff member then notes in the system the name of each person in the member-household present. This number appears in your account online and is the same number for each member of your household.

It is imperative each member is correctly noted on each account, and we prefer each member upload a photo so the desk staff can readily identify who from the member-household is attending. Per CDC guidelines, all members aged 5 and older are encouraged to wear a mask when not in the water, and masks must be worn indoors, including in the bathhouse, and when interacting with Adelphi Pool staff members.

The screenshot shows the Adelphi Pool website interface. At the top, there is a dark blue navigation bar with contact information (301-434-1994, 9442 Riggs Road, Hyattsville MD 20783) and links for Home, Contact, Log Out, and social media icons. Below this is a light blue header with the Adelphi logo and a menu: Summer 2021, About, Membership, Swim Team & Lessons, Forms, News, Book a Party, and Calendar. A red banner at the top of the account page states: "Your account is not paid for the current season. To make a payment click here." Below the banner is a blue navigation bar with tabs: ACCOUNT DETAILS, PAYMENTS, UNPAID CHARGES, and RESERVATIONS. The main content area is divided into two columns. The left column, titled "ACCOUNT #1" with an "EDIT" button, contains a table of account information: Share Number (1), Account Type (Monthly Family), Billing Contact (Ham Burger), User Name (test), Year Registered (1970), and Guest Credits (0). A blue button labeled "CLICK TO CHANGE PASSWORD" is positioned above the "Year Registered" field. The right column, titled "MEMBERS", contains a table listing household members: Ham Burger (Adult), Cloudy Blue (Adult), Snow White (Child), and Horton Hoo (Child). Each member entry includes a red "S" icon, a "view" link, and a "delete" link. A yellow arrow points to the "ACCOUNT #1" header.

ACCOUNT #1		MEMBERS	
Share Number	1	Ham Burger	Adult
Account Type	Monthly Family	Cloudy Blue	Adult
Billing Contact	Ham Burger	Snow White	Child
User Name	test	Horton Hoo	Child
Year Registered	1970		
Guest Credits	0		

## What should I bring with me to the pool?

CDC guidelines suggest guests to come to the pool “swim ready” to reduce the need to use of indoor space, including changing rooms and bathrooms. Bring your towels, sunscreen, hats, goggles, life jackets, snacks and drinks (NO GLASS!). We have furniture but you may always bring your own. Please note adults must be within arm’s reach of their child if the child is wearing a lifejacket, swimmies or other swimming assistance device. Rafts are not permitted.

### **Can I bring snacks and drinks?**

You may bring any snacks, food, or drink, including alcohol, that you would like. However, glass is not permitted at the pool, so be sure you never bring a glass container of any kind. Consider beer in cans, wine in a box, prepped food in plastic, etc. We have grills with propane available for members to use anytime. We ask that you clean the grill when you use it.

Please note: Food and drinks may only be consumed in grassy areas. **Food and drinks are prohibited on the pool deck (the concrete areas around the pools). There is no eating or drinking in the pool under any circumstances.**

### **Why is glass such a big deal?**

Glass is easily broken and at a pool we are all in bare feet which could lead to injury. Even more importantly, if glass gets into the pool, we have to close to clean it, inconveniencing members and incurring expense. Glass can also damage the pool.

### **Does the pool have a snack bar? What do you sell? What is a snack card?**

Yes! We sell high-quality ice cream, canned soft drinks, water, chips and assorted other items.

We are a cash-free snack bar. Snacks and beverages may be purchased with a credit card or Adelphi Pool Snack Card. The “snack card,” works like a gift card. We keep the cards at the front desk with your name and member number on them. Many children go to the desk to buy ice cream using the card by simply telling the desk staff their member number (see how important that number is?!)

### **What is adult swim?**

Adult Swim occurs during the last 15 minutes of each hour. The lifeguards blow the whistle fifteen minutes before the hour. Children must leave the pool for those fifteen minutes, which allows them to use the bathroom and take a break. Please help the guards by telling your children what these whistles mean and instructing them to exit the pool.

### **Can I have my infant in the pool during adult swim?**

Children aged 2 years and under may accompany an adult during adult swim.

### **Can my kids go to the wading/baby pool during adult swim?**

The wading/baby pool is not for children to wait out adult swim. All children in the baby pool must be accompanied by an adult as it is not staffed by a lifeguard. No rough play is allowed in the baby pool.

### **What is a “patch” test?**

You may notice the sign on the diving board indicating swimmers must pass the patch test before using it. Lifeguards administer the patch test to any child wanting to use the diving boards or slide to assess if the child can swim well enough to use it safely. The test consists of

1. Swim to the middle of the well
2. Tread water for 30 seconds
3. Float on back for 30 seconds
4. Swim back to the wall

We do rely on adults knowing whether or not they can swim well enough to go off the diving board. Please go to the guard table to request a test.

### **What happens if there is thunder or lightning?**

If the guards observe lightning, they will blow the whistle, and everyone must exit the pool and the pool deck and seek shelter. Due to CDC social distancing guidelines, sheltering in the bathhouse is not permitted; members will need to shelter in their cars. If there is no further lightning or thunder for 30 minutes, the guards will blow the whistle to indicate it's safe to get back in the water.

If the guards hear thunder, they will blow the whistle, and everyone must exit the pool for 30 minutes; however, members may remain on the deck and the grounds.

### **How do I know if the pool is experiencing bad weather?**

We try to have the front desk staff update our twitter feed but that is imperfect. You can also call.

### **How do we post that we will be closed for weather?**

The pool front desk staff may post a closing for thunder to our Twitter feed and this shows up on our [adelphipool.org](http://adelphipool.org) homepage. Please be patient as this requires the front desk staff to be able to do it when they may be busy selling snacks to members. Members may also call the pool to ask. We do not have a perfect system. In the event that we will be closed for some hours or a day the pool membership will be emailed.

### **Can I drop my kids off while I run errands?**

No one under age 16 may be at the pool without an adult. Please see 2021 policies for more info.

### **Will there be any exceptions to the schedule?**

Due to swim meets, the pool will open late some Saturdays. Dates and estimated opening time will be announced via email. We typically close early July 4<sup>th</sup> for staff to attend the fireworks.

### **Will there be any changes to the schedule?**

The Board will periodically review operations and make adjustments as necessary. Any adjustments will be announced to members via email and updated on the website.

### **Will I be able to bring guests to the pool in 2021?**

There are no guests at this time. Any changes will be announced to members.

**Will there be diving boards?**

Yes

**Will the slide be open?**

Not at this time. We plan to open it later this summer. It is closed due to operational and logistical decisions we had to make in the off season.

**Can I have a party?**

Not at this time. If we revise our policy members will be notified how that process will work.

**Do we need reservations for foosball and table tennis?**

No. It is first come, first served.

**Is there WiFi? How do I log in?**

WiFi info is posted at the front desk/breezeway

**Can we bring umbrellas, tents, or shelters?**

We have many umbrellas at the pool for members to use. At this time there is no policy prohibiting it. This is subject to change if/when any member supplied umbrella or tent becomes an issue.

**Can we add members to our membership later in the season? How?**

Family and Single Parent Family members may add what is called a "houseguest" to their account for \$135. Log in to your account at [adelphipool.org](http://adelphipool.org) and click "payments" under the membership tab to purchase. You may purchase a houseguest at any time of the season.

**Are strollers allowed?** Yes, and we have a ramp from the parking lot to the front desk and a ramp from the front desk to the baby pool.

**Will the pool close for the rebuild?**

The intention is for all work at the pool to be completed in the off-season.

**What do I need to bring to the pool?**

Come "swim ready" with your towels, snacks, water bottle and credit/debit card to buy ice cream!

**Can we wear goggles to go off the diving board?**

No. See pool rules.

**Is there a place to refill water bottles?**

We have a water fountain with a filtered water-bottle filler in the breezeway.

**Can I bring other members' children to the pool?**

Adults may bring other member children to the pool. Please note at this time no one under age 16 may come without an adult. Any adult bringing children is taking responsibility for that member child.

**How do I sign up for the events email?**

At [adelphipool.org](http://adelphipool.org) homepage on the right-hand side simply type in your email to the events email sign up box.

**Are there lifejackets or swimmies to borrow?**

No, members must bring their own.

**How many lap lanes are there?**

We have three lap lanes available during normal operating hours.

**What is the average attendance on the weekend?**

We do not yet know what typical attendance is on the weekends during "normal" operations at our current record membership level.

**How many members are there?**

Currently 500 households are members.

**Do we need to book a time slot?**

No, the pool is open to all members during normal operating hours. No reservations or groups.

**Is there a rush to claim chairs/space?**

Not that we have ever seen. We purchased 10 new umbrellas and 12 new picnic tables this year to serve members. We would hope our community, in a busy time, would help each other and not take up chairs or spaces they do not need.

**Is the pool heated?**

No.

**Are toys, noodles and kick boards allowed?**

Yes, diving toys, noodles (in good condition!) and kick boards are allowed at any time.

**Is there much shade?**

There is quite a lot of shade under the blue pavilion, baby pool gazebo, trees on the south side of the property, trees on the north side by the foosball/table tennis, and trees on our west fence line and our more than 20 umbrellas. After about 4pm each day, the pool begins to be in shade due to the western tree line.

**How do I volunteer to help?**

We have various calls to join committees throughout the year such as audit committee, finance committee, facilities committee, and recreation committee, and we hope to convene a membership committee this summer.

In addition to committees, we have member work days in spring and fall to open the pool and close the pool. We also periodically have discrete tasks that we put a call to the membership to help out with.