



Howard County

**BEST POOL  
FOR KIDS**

2019

## **COVID-19 Newsletter Opening Status**

Hello Forest Hill Members!

We were so excited to hear Governor Hogan's announcement about pools yesterday and are working as hard as we can to open as soon as possible. As you know, we still have not heard from Howard County, which may very well differ from the State's guidance. The County offices have still not resumed operations; this means they have not been completing inspections or issuing permits. We are working with the County to get all inspections scheduled, as well as getting all of our staff trained and certified, getting all required PPE, cleaning supplies and social distancing signage and markings in place. Right now, we are working towards a goal of being able to open in mid to late June, but there is a lot of work still to do.

As we enter this next phase, we are balancing what should be open and what will not be open based on cost and risk. We are looking for viable solutions that fall within the directives being rolled out weekly and are open to any options to help Forest Hill be the best pool in Howard County. If you want to lean in and help, please reach out. We welcome the input and HELP! We really appreciate the ideas and support we have received so far. All of us are being impacted and hoping that we can work together to make this the most positive outlook for our families this summer.

Right now, our primary focus is getting the club ready so that all of our members can have a safe and positive experience this summer. We currently have 1 of the 3 pools open. The main pool is being opened as we type this; unfortunately, this was delayed because of restrictions caused by the pandemic.

Over the next two weeks, the board and staff will be:

1. Opening the remaining two pools. Despite delays, we were proactive and got on the top of the list to be opened. The pools should be cleaned and ready by the end of next week;
2. Replacing two diving boards stands which were in desperate need of replacement so that they will be ready for the yearly cannonball challenge;
3. Repairing tennis court cracks on courts 1-5 (the weather did not permit for this earlier in the season) and cleaning off built up winter residue. These courts will not be available for play until the repair is completed;

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4. Installing awnings and cleaning the grounds. The picnic tables will be spread across the grounds;
5. Implementing safety protocols for employees (lifeguard certifications, social distancing signs, front gate protocols);
6. Enhancing Wi-Fi to ensure that we have the capability to support distance working and operational needs at the club;
7. Testing the online registration system to accommodate a rotating schedule for the pool if needed;
8. Identifying longer hours to accommodate lower capacity constraints and to make up for lost time at the club;
9. Proactively purchasing cleaning supplies to ensure we are ready to support a healthy club for all members;
10. Finally, the slide was installed over the winter and is ready for DAY 1!!

But what will summer at Forest Hill look like??

We know you are excited to come back to Forest Hill. We are too! However, things will be a little different and we want to make sure everyone understands what we think is going to be the approach to ensure you can educate your family and be prepared for the new normal. Please prepare your families for the following:

1. All members will have to come through the main gate and check in providing the first and last name of each member in their family who is entering the grounds. We realize this may cause delays, but it is critical that all members are checked in and we have an adequate headcount of members within the club. We also need accurate records of who is at the club for contact tracing requirements. All members must have pictures attached to their profile and we will be enforcing this. We have responsibility to only allow people into the club at this point who adhere to our terms and conditions.
2. Unfortunately, at this time, the Straehle Baby Pool and Splash Pad is required to remain closed based on the State's directives. As soon as this changes, we will be ready to open this pool for our youngest swimmers to enjoy.
3. The lawn grills will still be available for use so bring your charcoal and fire them up! The gas grill will not be available this summer.
4. Pool chairs will not be out this summer. It is going to be a Bring Your Own Chair Summer! This will help to drive social distancing and ensure that we limit the amount of costs needed to constantly clean these chairs.
5. Picnic tables will be open for use by individual households only and members are expected to bring their own table coverings.

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6. Being flexible with the use of the pools. As we extend hours, we are discussing how we use all three pools to provide options to all of the members at different times. The lap pool may not be a lap pool all day. We are taking the opportunity of the extra availability opened up by swim team to see how we can use this as a new opportunity to extend pool hours.
7. Showers will not be available for use. We will have an outdoor shower available for people to rinse off.
8. There will be signs...lots of signs. Please educate yourselves and your children so they are aware of restrictions at the club. We would hate for one person to ruin the fun for everyone. We want all members to feel safe and their concerns respected.
9. At this point, there will be no guests. We want to make sure we prioritize our members within the pools. However, if your family has purchased a nanny pass, or would like to register a nanny, this will still be an option. Babysitter passes will not be available for purchase at the front gate this year, so please plan to purchase these in advance.
10. We think all members can be at the pool based on Forest Hill owning 19 acres. The restrictions will come within the fences and within the pools. We are looking at the most effective way to manage our three pools.
11. All employees will be temperature checked each day to ensure a safe environment for all members.
12. We will not be providing refunds. This is not to say adjustments will not be made, but we want to run the season and evaluate at the end of summer how we can drive as much value to the club in the time we have. At this point, our focus now is getting the club open! We would like to table this conversation as we look to control costs and drive additional revenue streams to the club. Keep in mind, membership is down as people are not joining during the pandemic, and we are not receiving additional revenue from camps, guests, and activities. The club is financially healthy, but margins are razor thin.

The board will be meeting again next week to iron out more details about camps, lessons, hours and more, but for now, we wanted to share as much detail as possible given yesterday's announcement.

We are excited to see everyone. We are working on your behalf and really trying to do what is best for you and Forest Hill. We have received a lot of inquiries of what we are doing and what can each member expect. It is important that we are as transparent as possible with you to let you know where we are and what we are thinking. Tough decisions are being made, and we are doing our best to answer all questions from members. Our focus is to open, make it fun, and give each family a little bit of distraction this summer from these challenging times. Our goal is to continually give information on where we are in the process and what you can expect. We don't have all the answers. We understand this can be a point of frustration, but we are following the plans set out by the Governor and CDC. This plan is fluid as each week presents new challenges and opportunities. We will take every advantage to expand any services throughout the club. Each change will be thoughtful and communicated to the membership.

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Please keep in mind that the board is comprised of volunteer members that are looking for the same things you are, but have been tasked to oversee this unprecedented initiative to open a pool club within a pandemic. Please be patient as we continually update you on our current status. We appreciate all of the support and suggestions we have received in response to our previous communications!

Lastly, if anyone would like to join in on the decision making and planning, please let us know, the Board has openings every year and we would love to talk to you about the opportunity!