

Wrights Pond and Tufts Pool

Frequently Asked Questions

1. **Is the pass sales and schedule, planned to be permanent changes?** No. The changes made this year is to address the strict rules and guidelines released by the state, swimming pools and beaches must follow during COVID-19 pandemic. There are many restrictions, requiring the department to redevelop operating procedures in a short amount of time.
2. **Do I get a refund if there is inclement weather during the time I purchased a pass?** If the pond or pool closes due to inclement weather, we will credit everyone who purchased a pass during that time period. Credits can be applied for a future visit or for any recreation program.
3. **What do I do if I reserved a time block but realized I can not longer visit the pool or pond?** Please notify the Recreation Department (medfordrecreation@medford-ma.gov) within 24 hours of your visit. We will credit your account.
4. **Why can we not purchase a vehicle sticker or membership as in previous years?** The Recreation Department explored ways to continue offering pass sales as in previous years. While working with multiple Recreation Departments around Massachusetts, we concluded this would not be feasible for our facilities. There are several reasons why we considered this to not be a good solution for the pond and pool.
 - A. Under phase II Guidelines, facilities should not sell passes on site. This creates unnecessary close contact between staff and patrons, along with multiple cash handling between staff members. Facilities are encouraged by the State to have non-contact transactions only. Selling stickers or activating keytags as in previous years would not be possible on site, at the Recreation Center or at City Hall. Mailing the stickers were also considered but this procedure was done two years ago where passes were lost in the mail or took two to three weeks to arrive to the homes. With such a short season, we did not want residents waiting weeks to access the pond.
 - B. We are concerned residents would purchase an upfront membership fee and discover with the limited occupancy; they could not gain access to the facility if space filled up quickly. With close to 2,000 vehicle and walk in passes sold each year, members who only go to the pond or pool during high demand times such as weekends, would become frustrated they purchased a membership and could not gain access.
 - C. We felt a process such as this allows residents with access to the internet to have a much greater advantage then those who need to call to reserve their spot. Someone who gained access to the reservation before others would be able to reserve a time block for each day, making it an unfair process.
 - D. Purchasing each time, you make a reservation we hope will limit patrons reserving times that they do not attend.
5. **Can you create a cap on the maximum amount of money a family would spend?** We have received some great ideas that Recreation would like to adopt but we are restricted to what our Rec Management Software can perform.

Wrights Pond and Tufts Pool

Frequently Asked Questions

6. **Why is the Pond more expensive this year?** With the restricted occupancy required to allow for social distancing, both the pond and pool is expected to run a larger deficit than in previous years. Last year, we sold \$57,000 in vehicle passes alone to Wrights Pond. Our original \$5.00 per person fee was projected to bring in a maximum of \$25,000 if all time slots were filled daily. Many Recreation Departments around the area chose not to endure the loss in cost recovery and will not be open this season. The City of Medford is trying to keep our facilities open this year while recovering a portion of the operational cost.
7. **Why is there a reduction in hours this year?** As with other city departments, Recreation needed to make budgetary cuts to address the revenue shortfalls the City and State are facing. Reducing operational hours will allow the department to continue operating all facilities and offer programs that can meet COVID guidelines.
8. **Why do you have a lifeguard shortage?** The Recreation Department begins to plan for the summer beginning January. This includes recruiting lifeguards and offering lifeguard classes at a reduced rate during school vacation weeks. Due to the COVID pandemic, we were not allowed to run lifeguard classes. While there are many lifeguards who are out of a job due to their facility being closed, we can only hire returning lifeguards. With social distancing and mask orders in place, The Red Cross does not advise facilities to practice in water skills. Returning lifeguards are renewing their CPR and First Aid skills, but all water skills is practiced with a water mannequin. For a lifeguard who has never practiced our Emergency Action Plans or group response, we feel strongly it is not safe to have them working as a lifeguard at our facility. The Recreation Department typically needs 35 lifeguards to comfortably staff the Pond and Pool. This year we have 24 lifeguards returning.
9. **Why are the facilities closed one hour for cleaning?** Under Phase II guidelines, high touched surface areas must be disinfected often. During this time, half the staff will take their one-hour lunch break, while the others stay to disinfect. This includes all picnic tables, umbrellas, knobs, bathrooms, break rooms, playground equipment and rescue equipment. We also want to consider the health of our staff by giving them a break from wearing a mask as it is required to be worn while open to the public.
10. **How can we make the pass sales equitable for all families?** As with previous years, the Recreation Department and Medford Family Network are working together to provide financial assistance for the pond and pool. With the changes to daily passes, residents who qualify will receive credits on their account to apply for pass sales.

