



**Public Facilities, Recreation & Special Events Department
Pandemic: Frequently Asked Questions**

Q. What is happening to my membership I have with the Foothills Recreation and Aquatics Center and/or the Glendale Adult Center?

A. Once we know when our facilities will reopen, all current memberships will be extended by the number of days of the closure. Basically, members will have a later renewal date that is retroactive to the closure date. For reference, the Glendale Adult Center temporarily closed due to the pandemic on March 16, 2020, and the Foothills Recreation & Aquatics Center closed on March 21, 2020. Once the reopen date has been determined, all members will be notified of their membership extension details.

Q. When will our parks and recreation facilities and programs be opened again?

A. Most Glendale park amenities will reopen on Saturday May 16, 2020, in accordance with Governor Doug Ducey's 'Stay Healthy, Return Smarter, Return Stronger' executive order.

The park amenities that have been closed and will reopen on May 16 include **dog parks, playgrounds and sport courts**. Skate courts will not be open at this time.

Park ramadas will be available for use on a first-come, first-serve basis only. Reservations will not be accepted for any park ramadas at this time. Social distancing guidelines should be observed at all park ramadas and throughout park areas.

Important note: some park restrooms will open on Friday, May 22. Some park restrooms may not reopen due to facility conditions.

Park playgrounds have been power washed during the closure. Park ramadas are power washed on an ongoing basis as part of routine maintenance.

Park users are encouraged to continue following all CDC guidelines, including maintaining a distance of at least 6 feet of space between individuals; washing hands and/or using hand sanitizer; and wearing masks or face covering if able. In addition, those who are sick or who may have been exposed to COVID-19 are asked to avoid public spaces.

In addition, the Glendale Heroes Regional Park splash pad will open for the season on Saturday, May 23.

Splash pad users, and all those visiting Glendale parks, are encouraged to continue following all CDC guidelines, including maintaining a distance of at least 6 feet of space between individuals; and washing hands and/or using hand sanitizer. In addition, those who are sick or who may have been exposed to COVID-19 are asked to avoid public spaces.

Q. How do I know if my reservation will be cancelled for a room or park ramada?

A. Our customer service team has been working on an ongoing two-week block of time, evaluating as we go. Based on established guidelines, staff are projecting out cancelations no more than 14 days out from any reservation. If you would like to cancel your reservation prior to that, no problem! Contact us to place a credit on your household account (or discuss other options) to re-book once our facilities are open. Call the Parks and Recreation office at 623-930-2820, option 1.

Q. Will swimming lessons be offered this year?

A. With many things still to be determined, including the operations of our two city aquatics centers, we do not know at this time if swimming lessons will be offered this summer. As information becomes available, we will update our website and make every effort to get updated information to all our customers and residents in as timely a manner as possible.

Q. Will summer camp be available this year?

A. With many things still to be determined, including the operations of our recreation centers, we do not know at this time if camp will be offered this summer. As information becomes available, we will update our website and make every effort to get updated information to all our customers and residents in as timely a manner as possible.