



**FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY**

Pool Closing Policies

We understand the inconvenience and trouble it causes our members to have the pool closed down. However, the pool does close for various reasons throughout the year.

Reasons for pool closure include:

- Weather closures
- Sanitation closures
- Maintenance closures

There are various state and national regulations that dictate the amount of time a pool may need to be closed.

Weather Closures

The pool may at times need to be closed due to weather. Yes, even indoor pools must close when it is thundering and/or lightning. The State of North Carolina and DHHS dictate that the pool must be closed for a minimum 30 minutes from hearing thunder or seeing lightning.

This 30-minute clock resets with each occurrence.

If swim lessons are cancelled due to a Weather closure, we will do the best we can to make up that day. No refunds will be given if a make-up is not able to be scheduled.

We will post updates on Weather closures in a timely manner and keep them updated. Pool closures and updates will be posted on the mobile app, our website home page, and our Facebook page.

Sanitation Closures

Accidents happen! The Y staff does our best to deal with them as quickly and timely as we can. Any long closures will be posted on our website, the mobile app, and our Facebook page.

DHHS require that the pool be closed for a minimum 30 minutes after cleaning out a formed stool. This procedure and rule is also applied for vomit. Chlorine of 2.5 ppm or higher kills any germs and bacteria within 20 minutes.

They require a minimum 48 hour closure for any diarrhea type incident. For this type of incident, chemicals must be adjusted to raise the chlorine in the pool. Often times more than 48 hours is needed, due to lowering the chlorine level back down to legal levels.

WILKES FAMILY YMCA

1801 YMCA Boulevard, Wilkesboro NC 28697

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Our Mission: "Helping people reach their God-given potential in spirit, mind and body."



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Maintenance Closures

Yes, the pool requires maintenance just like any other part of the building. However, a full pool closure due to maintenance is very rare. Almost all fixes required in the pool area can be done during hours of operation.

If the pool or spa areas need to be closed due to maintenance, signs will be hung up in the pool area and posted outside of the Y, as well as information posts on our website, mobile app, and Facebook page.

Thank you for your patience and understanding with these closures!

**For more information, or for questions, please contact Sara at the Y at 336.838.3991
or s.hora@ymcanwnc.org**

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