Aquatic venue operators, including owners and managers of public pools, hot tubs, and water playgrounds, can customize the letter below to help communicate with the public about steps you are taking to protect your patrons.

Click the text highlighted in [YELLOW] to tailor your messaging. The header and footer can also be customized by double-clicking in and changing shape colors. Right click on the logo and select ‘change picture’ to replace the placeholder with your logo.

—DELETE this box when ready to proceed —





**LOGO**

Right Click > Change Picture

Dear Patrons,

First and foremost, we hope that you and your loved ones are safe and healthy. We have received questions from the community about if and how COVID-19 will change the way we operate our venue. After careful consideration, I am excited to let you know that we plan to reopen while following CDC guidance to protect our swimmers, staff, and our community.

The health and safety of our swimmers, staff, and other patrons remains our highest priority. Below you will find a summary of actions we are taking to help ensure we are lowering COVID-19 risk as much as possible while also allowing our swimmers and patrons to enjoy the water. We are:

* Promoting healthy hygiene practices, such as [insert examples: encouraging all staff, patrons, and swimmers to stay home if they are unwell, wash their hands frequently, cover coughs and sneezes, wearing cloth face coverings when not in the water]
  + Cloth face coverings [should not be placed](https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/cloth-face-cover-faq.html) on children younger than 2 years of age, anyone who has trouble breathing, or is unconscious, incapacitated, or otherwise unable to remove the cover without assistance.
* Increasing cleaning, disinfection, and ventilation within our facilities by: [insert examples: cleaning and disinfecting frequently touched surfaces, such as handrails, slides, structures for play and climbing, lounge chairs, pool noodles, and door handles. We are also adding handwashing stations, having adequate soap, hand sanitizer, paper towels and no-touch trash cans. We are opening windows and doors in indoor spaces, making sure that we have safe and correct use and storage of disinfectants]
* Encouraging social distancing when possible by [insert examples: changing deck layouts to ensure patrons can remain 6 feet apart in standing and seating areas, providing lane lines in water and visual cues like tape on floors and sidewalks, staggering use of communal spaces such as breakrooms or locker rooms, limiting large group events on premises, staggering drop offs]
* Ensuring adequate supplies are available to limit the sharing of equipment, such as [insert examples: pool noodles, kick boards, chairs and tables, towels, goggles, snorkels, or discouraging using or sharing when items are difficult to clean, sanitize, or disinfect]

In the event someone gets sick, we have plans in place to isolate and transport the person to their home or healthcare facility, and we will work with local health officials. If you have a specific question about this plan or COVID-19, please ask [designated person/staff member] for more information. We look forward to seeing you. Now, let’s dive in and have fun!

Thank you, and stay healthy,

[Administrator name]