



# Resident's Pool Handbook

POOL HOURS:

## **OTTER POOL HOURS -**

**DURING Otter swim team season (through late July) -**

### **Open swim -**

Monday - Wednesday	12PM - 9PM
Thursday & Friday	12PM - 10PM
Saturday	9AM - 10PM
Sunday	9AM - 9PM

### **Adult Swim -**

Monday - Friday	5AM - 6AM
** (MUST exit at promptly 6AM for cleaning)	
Saturday	7AM - 9AM
Sunday	8AM - 9AM

**AFTER Otter swim team season (beginning late July) -**

**Open Swim -**

Sunday - Wednesday 9AM - 9PM

Thursday - Saturday 9AM - 10PM

**Adult swim -**

7 Days a week - 5AM - 6AM

**\*\***(MUST exit promptly at 6am for cleaning)

Monday - Saturday 7AM - 9AM

Sunday 8AM - 9AM

**OASIS POOL HOURS -**

Sunday - Wednesday 9AM - 9PM

Thursday - Saturday 9AM - 10PM

**\*\***There are NO adult swim hours at Oasis**\*\***

- OASIS -
  - o Sun. - Wed. 9am-9pm
  - o Thurs. - Sat. 9am-10pm
  
- OTTER - *\*OTTERS pool will accommodate swim team practice from 7:30am-12pm Monday – Friday and home swim meets on Thursdays 4pm. The swim team usually practices until late July. A schedule will be posted at the OTTERS pool and on TO website. All non-resident swim team members & their families will need to leave the pool at 12 pm, unless staying as a guest*
  - o (During Otter Swim team season)
    - Adult Swim (TBD)
    - Open Swim -
      - Sun. - 9am - 9pm
      - Mon. - Thurs. 12pm - 9am
      - Fri. - Sat. 10am - 10pm
  - o (Post Otter Swim Team season)
    - Sun. - Wed. 9am - 9pm
    - Thurs. - Sat. 10am - 10pm

**POOL ATTENDANTS :**

**All pool attendants are staff of the Thousand Oaks Homes Association and have authority to enforce each and every rule stated in this handbook. Please treat them with professional courtesy and respect as they represent and oversee the Thousand Oaks pools for which you are a resident. They are hired to do their job as trained. This includes, but not limited to -**

- **Checking coolers for glass**
- **Asking swimmers of any age (child, teenager, or adult) to leave the premises for any rules that deem expulsion necessary**
- **Right to check ID for alcohol consumption by guests who appear underage**

#### **AGE LIMITS:**

- Residents/Guests 12 & over are allowed to use the pool without parental supervision
  - Anyone under the age of 12 must be accompanied by a resident 16 & over
  - Parents/Guardians are expected to supervise, be responsible and liable for the actions of their children under 12.
  - It is the parent's responsibility for their child to follow the rules and behave appropriately if they are going to come to the pool unsupervised at the age of 12 & older.

#### **POOL RULES:**

- Residents/Guests/Pool attendants must obey all posted {& below} rules of the pool at all times
  - 1<sup>st</sup> offense: verbal warning

- 2<sup>nd</sup> offense: the offender will not be allowed in water for 15 minutes
- 3<sup>rd</sup> offense: the offender will be asked to leave the pool for the remainder of the day and communication with the other pool will be made to enforce this consequence.
- Any of these offenses that result in more than 2 dismissals per season will result in revocation of household's key-card and expulsion of offender for 1 week. Further offenses will be at the discretion of the HOA.
- Pool attendants/pool board committee/ HOA do have discretion to ask resident to leave pool area if disrespectful, destructing property or harming other residents at any time.
- If a resident's behavior results in their key card access being revoked it will be revoked for the entire household assigned to that card unless arrangements are made with the HOA
- There are NO LIFEGUARDS on duty at either Thousand Oaks pool...  
SWIM AT YOUR OWN RISK
- NO CLIMBING ON ROCKS, FLOWER BED WALLS, OR  
WATERFALL OF OASIS POOL
- ANY PERSON CAUGHT GOING OVER THE SPILLWAY  
OVERFLOW BETWEEN THE UPPER AND LOWER POOL OF  
OASIS POOL WILL BE ASKED TO LEAVE IMMEDIATELY AND  
WITHOUT WARNING FOR THE REMAINDER OF THE DAY.
  - Second offense will result in revocation of household's key card and expulsion of the offender for 1 week.
  - Further offenses will be at the discretion of the HOA

- No gum, food or drinks IN the pool
- No VAPING, SMOKING, TOBACCO of any kind inside pool gates
- NO glass containers inside pool gates
- Infants must wear swim diapers – no disposable diapers
- Rafts, floats & {soft} balls are permitted at the pool attendant's discretion
- No pets permitted on pool deck
- No abusive or foul language {includes music lyrics} or inappropriate gestures
- No drunk and disorderly conduct
- No destruction of pool property
- NO DIVING, FLIPS INTO THE POOL
- No running
- No “horse-play” on pool deck or in pool:
  - Defined as dunking, chasing, shoving, pushing, excessive use of squirt guns, games such as King of the Hill, chicken fights or any other game that is detrimental to the safety of the participants or others in the area.
  - Pool furniture should not be thrown or used in the pool.

#### GUEST POLICY:

- NON-resident guests are permitted at a **cost of \$1 per person**

- **Non-resident guest policy will be strictly enforced - if a pool visitor claims Thousand Oaks residency they must have their pool key available. Anyone without a pool key will not be permitted unless with a resident and will be considered non-resident and charged the \$1 guest fee**
- **DO NOT OPEN GATE TO ALLOW GROUPS OF NON-RESIDENT GUESTS INTO POOL AREA - ALL PERSONS ENTERING MUST HAVE THOUSAND OAKS POOL KEY OR PAY A NON-RESIDENT GUEST FEE AND MUST BE ACCOMPANIED BY A RESIDENT**
- Please have the exact amount ready as the attendants may not be able to make change. \$20 punch cards are available at the OASIS concession stand and can be used at either pool for guest fees.
- Attendants will ask for the money at the time the resident comes in the gate, if the attendant is performing pool duties and is not at the gate, please pay the attendant at the concession stand at the OASIS pool. At the OTTERS pool pay the attendant that is on duty upon completion of their duties.
- Resident must remain at the pool with their guest.
- When the resident leaves the pool the guest must leave with them. No guest is allowed to remain at the pool after the resident they checked in with has left.
- ID may be requested at any time
- Non-Resident swim team members are considered guests but are allowed to use the OTTERS pool during all scheduled swim team events {practices, meets & parties.} Upon the completion of swim

team practice at 12pm, if they wish to remain at the pool, they need to be accompanied by a resident and pay the guest fee.

- “Guest” is defined as anyone that is not an immediate relative (grand parent, parent, children, grandchildren)
  - Nieces, nephews, cousins, siblings and distant relatives are not included as immediate relatives and will be considered guests and \$1 should be paid.

#### INCLEMENT WEATHER:

- No one will be allowed to enter the pool while it is raining so hard that the bottom of the pool isn't visible.
- In the event of a thunderstorm, the pool will be closed until 30 minutes after the last visible lightning strike or episode of thunder.

#### INFECTION CONTROL:

We will strive to maintain proper pH, alkaline and chlorine levels. Pool attendants will check levels every 2 hours. Properly maintained pools will help control infections like staph(ylococcus), MRSA, giardia, crypto(sporidiosis), etc...

- We reserve the right to close the pools in the event of an infectious disease outbreak.
- Please do not enter pools if you are experiencing or recovering from diarrhea or if you have had any signs or symptoms of stomach disease in the past seven days.



- Persons showing any evidence of communicable skin disease including open sores, blisters or cuts, sore or inflamed eyes, nasal or ear discharge should not enter pools.
- In the event of a fecal or vomit mess inside the pool,
  - Everyone will be asked to evacuate the pool
  - Pool attendant will call pool company & document incident
  - Pool attendant will determine if matter is vomit, hard feces or loose feces
  - Pool attendant will take a 5-gallon bucket to remove matter from pool & flush down the toilet.
    - If vomit or hard fecal matter, once pool chemicals are completed to deal with infection control, swimmers may re-enter the pool 30 minutes later.
    - If loose matter, once pool chemicals are completed to deal with infection control, swimmers may re-enter the pool a minimum of 12 hours after the incident.

#### LOST AND FOUND:

- A lost & found bin will be kept at each pool. After several days any remaining items that absorb water/moisture and become moldy or covered with mildew will be thrown out.
- SWIMMING LESSONS:
  - Residents are allowed to hold swimming lessons at either pool as long as it doesn't interfere with swim team practice, adult swim or other resident's enjoyment of the pool. We cannot section off an area of the pool for lessons.

- o Pool attendants are not allowed to provide those participating in swim lessons access to Otter's Swim Team equipment {starting blocks, lane ropes, kick boards, etc...} Please bring your own equipment.
- o Either the person taking the lesson or the person teaching the lesson must be a resident of Thousand Oaks.
- o If one or more of the participants {teacher or student} are not a Thousand Oaks resident, they must pay the \$1 guest fee per session.

#### MUSIC POLICY:

- All music played at the pool must not state any inappropriate lyrics {swear words or suggestive phrases like kill, shoot, sex, etc...} and must be kept at a reasonable volume that is acceptable to all persons using the pool. This applies to both music the pool attendants are providing and patron's personal music.

#### POOL PARTIES:

- Pool parties are available for \$50 - please email [hoa@thousandoaksmo.com](mailto:hoa@thousandoaksmo.com) for pool party rules and how to book. (\*\*Please note we are unable to accommodate parties on Memorial Day weekend, Father's Day, 4th of July (including the entire weekend if it falls around the weekend), and Labor Day weekend).

#### KEY-CARDS:

- We have a key-card system for entry into the pools. This is for the security and safety of our residents and as a measure to ensure

those outside of our neighborhood are not coming unless as a guest of a resident.

- Our updated key card system has every key card registered by name and address and is logged in a online system with a time stamp
- Any Thousand Oaks resident who is delinquent in their homes association dues payment will not be allowed to access the pool until all dues are paid in full.
- Every keycard has been assigned to each resident and can be blocked from use for reasons such as delinquent dues, pool misconduct, etc...
- If you have lost your key-card, please email [hoa@thousandoaksmo.com](mailto:hoa@thousandoaksmo.com) . A \$30 fee will be required for replacement of lost card and your original card will be deactivated.
- Upon moving away from Thousand Oaks, emails [hoa@thousandoaksmo.com](mailto:hoa@thousandoaksmo.com) with instructions on how to turn in your key.
- After swim team practice ends at 12pm, everyone will be asked to sign in.
- If you choose to label your card, please use tape or a label-maker rather than a Sharpie.
- ID may be required at any time upon entry of the pools.

All rules & regulations in this handbook are subject to the discretion of the HOA and the Pool Committee and can be modified at any time.