



Resident's Pool Handbook

POOL HOURS:

- Pools are open from Memorial Day weekend to Labor Day. Hours are subject to change.
- OASIS pool - daily 9am-9pm
 - Concession stand hours at the OASIS pool reflect pool hours, until school starts. At that point the concession stand is open when attendants are on duty.

Thousand Oaks proudly supports our local swim team Thousand Oaks Otters. The hours at OTTERS pool vary throughout the pool season. Thousand Oaks Otters season begins at the end of May and lasts until late July. Swim team will practice from 7:30am-12pm Monday – Friday. This also includes 3 evening swim meets and 1 mock meet where OTTERS will be closed beginning at 4pm.

Please go to www.thousandoaksmo.com for swim meet dates.

- OTTERS pool –
 - During swim team season daily – 12pm -9pm
 - After swim team season daily – 10am – 9pm
- OTTERS Adult-lap swim
 - During swim team season – Saturdays & Sundays 8am -10am
 - After swim team season daily – 8am – 10am

AGE LIMITS:

- Residents/Guests ages 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(ren) 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

- 1st offense: verbal warning
- 2nd offense: the offender will not be allowed in water for 15 minutes
- 3rd 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 TOHOA.
- Pool attendants/pool board committee/ TOHOA 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 TOHOA
- There are NO LIFEGUARDS on duty at either of the Thousand Oaks pools... SWIM AT YOUR OWN RISK
- ANY PERSON CAUGHT GOING OVER THE WATERFALL OR CLIMBING THE LARGE WATERFALL AT THE 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 TOHOA.
- No gum, food or drinks IN the pool
- No smoking or tobacco of any kind inside pool gates – this includes, but not limited to vaping.
- No glass containers inside pool gates
- Infants must wear swim diapers – no disposable diapers. Available for sale at the pools.
- 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 or flips off the side of 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:

- Guests are \$1 per person
 - 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
 - Parents, Grandparents, Children, and Child-Care Provider of residents are exempt
 - 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 incident 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. On Monday nights, anything moldy will be put in the trash and anything clean will be donated.

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.
- 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.
- Either the person taking the lesson or the person teaching the lesson must be a resident of Thousand Oaks.
 - 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 ATTENDANT POLICIES:

- Attendants should not have headphone on or play games on phones/hand-held devices while working their shift.
- Only uniformed pool attendants and authorized residents are allowed inside the concession stand.
- Attendants may use the pool during their shift to "cool off," however they must enter & exit quickly.
- Cell phone usage
 - Attendants may have cell phone with them during their shift but the ringer should be on mute or vibrate.
 - Any use of phone should not interfere with job duties assigned.
 - Attendants may need to take calls from supervisor, pool company or pool committee and call lengths will vary.

POOL PARTIES:

- Parties will cost \$50 for a 2-hour party for 20 swimmers. Additional swimmers will cost \$1 per nonresident person. The fee will include:
 - The pool attendant can assist with getting a cart for your party needs
 - no guest fees for non-resident guests

- reserved tables
- To book a party, please fill out a Pool Party Event Form – available for pick-up at the OASIS or OTTERS pool. Parties can be held at either the OASIS or OTTERS pool, however must be pre-arranged with and approved by the Pool Committee.
- If there is already a party during the time you would like to reserve, you may be offered an alternate pool or a different date or time. We are unable to accommodate parties on Memorial Day weekend, Father’s Day, July 4th, or Labor Day.
- Guests are not allowed to remain at the pool unless the hosting resident is still present

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.
- 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 contact Chris Mauzey @ 816-719-6575. A \$30 fee will be required for replacement of lost card and your original card will be deactivated.
- Upon moving away from Thousand Oaks, please leave your keycard at either pool or contact Chris Mauzey 816-719-6575. It will be deactivated upon your departure and will be reactivated at a later date and assigned to another family.
- 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 to the pools.

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