



Frequently Asked Questions (FAQs) Regarding EPRD Re-Opening Updated 7-1-20

Here are a list of FAQs specifically tied to EPRD's Re-Opening and we have tried to group by activity. If you don't find the answer to your question, please contact us. We will continue to add to the list as needed.

Facilities:

When are you going to open? We are working on a staged approach and opened June 15 for cardio/fitness equipment and June 17 for our pools. We have re-opened in a limited capacity with restrictions. We created a Re-Opening Playbook to help guide everyone as to our anticipated dates for our facilities and programs.

Why are your hours different? We need time to allow for deeper cleaning during the middle of the day and in the evening, so our hours will be modified. We are also working with a more scaled down staff. As of June 22, hours of operation are 6-1 PM and 3-7 PM, M-F for BPRC and 6-1 PM, M-F for WRC. We have tentatively planned to add Saturday hours (7AM-2PM) for BPRC starting July 11. Our hours of operation will likely change several times over the course of the next few months, so please check the website for the most up to date hours.

Why are you requiring reservations? We are no longer requiring reservations as of Monday, June 22 for most EPRD activities. Registration is still required for some online Zoom fitness classes.

How do I make a reservation? You need to use ActiveNet, EPRD's customer portal. You will need to have an account in order to make a reservation. Instructions and videos have been created for those that need to create an account or have forgotten their username/password.

I/my family purchased a pass to use the facilities. What is happening with my pass? EPRD suspended all payments for monthly pass holders for April, May, and June. Annual and monthly passes along with punch cards were turned back on effective July 1, 2020. For those with annual passes or punch cards, the expiration date has been extended 107 days due to the time we were closed. Communication regarding passes and punches were sent via email. If you did not receive these emails, your email address may be incorrect in our customer portal (ActiveNet) or you may need to select the box in your customer information allowing EPRD to send you future communications regarding important news and updates.

Are masks required for patrons? Yes, masks are required to enter/exit building and in all common areas of the facilities.

Parks/Shelters:

Are the parks now open? Yes, the parks are open for your use as long as you are practicing social distancing.

Are the playgrounds open? Yes, the playgrounds are open, but current health codes limit them to 25 people at a time. You should bring sanitizing wipes as the playgrounds are not being cleaned on a frequent basis.

Are the shelters available? Yes, the shelters are available to rent with reservations. Please contact Krista Emrich at kemrich@eprd.co or call 720.880.1016.

Are the fields available? Yes, the EPRD fields are available to rent with reservations. Current health codes limit them to 50 people at a time. Please contact Krista Emrich at kemrich@eprd.co or call 720.880.1016.

Aquatics:

Why can't I use the showers or lockers? Currently, for the health and safety of our patrons, we have the showers and lockers closed. Restrooms are available. EPRD did install deck showers at both pools, so those are available to swimmers. Please come with swimsuit on to maximize the time in the pool. You will have a designated area near the swim lane to put your supplies such as towel, goggles, etc.

When will swim lessons begin? We are able to do group lessons and private lessons. If interested, please contact Jenny Bolduc at jboulduc@eprd.co or 720.880.1117. Regular swim lessons begin July 6.

Is the hot tub or sauna open? No, per current health orders, hot tubs and saunas are not open.

Fitness:

When will fitness classes start at BPRC & WRC? Several fitness classes will now be available in person or online via Zoom. We will be doing two outdoor classes at BPRC. Insurance-Based classes will remain online via Zoom at this time. If you want to take classes via Zoom, you do have to pre-register so we can send you the appropriate login information. In-person classes can drop-in and pay at the front desk. Specific information is available on: <https://www.evergreenrecreation.com/260/Fitness-Wellness>. We hope to have indoor and cycling classes beginning in July.

Will you continue to do Zoom online classes after the health crisis is over? This is something we will explore to see if we can provide these classes via online after our indoor classes are up and running.

When will cycling classes start? Due to capacity limitations, we have decided not to offer cycling classes as it is not cost effective. When the room capacity limits are increased, we will bring cycling classes back.

Child Care:

Why are some camps cancelled and others are not? There are a variety of reasons affecting this decision. Some cancellations are due to health order capacity limitations, some have to do with the activity such as sports which requires high-touch, and some cancellations are due to lack of interest. We have tried to keep as many camps going as possible to benefit our EPRD families.

Sports:

When will youth sports begin? We are starting in July with some low-touch sports such as soccer, t-ball, and tennis. Please check the Activity Guide for dates/times.

When will adult sports begin? We are starting in July with some sports such as softball, tennis, and outdoor pickleball. Please check the Activity Guide for dates/times.

When will the WRC gymnasium be available? We are tentatively planning to open the gymnasium to reservations in August.