



2021 Season Packet

Welcome to the 2021 Season! As the pandemic continues, uncertainty remains as to hours of operation, as well as opening and closing dates; however, unless otherwise directed by the State of Delaware, the Crestview Board plans to open this season, following any guidelines provided by the CDC. The dates and hours of operations are subject to change due to the current pandemic.

The Board has worked hard this off-season, repaving the parking lot that was damaged by torrential rain; increased security by replacing doors as well as placing a chain on the parking lot; increased safety by removing dead trees and shrubs. Membership software was purchased so that you can manage your own account, pay dues, register for the swim team, purchase guest passes, etc. Finally, the Board has also tightened up the entrance procedures of Crestview Pool. Every member will be required to “check-in” with a guard upon entrance to the pool. If a guard is not available, members will be expected to wait until they can be checked in. There will be no admittance this season without checking in or paying guest fees upon entry. The Board will be strictly following guidelines as stated in the by-laws that have recently been updated. The lifeguards will not be accepting any cash at the door.

As Bonded members, it is your responsibility to maintain your membership dues as outlined in the by-laws or risk forfeiting your Bond. 100% of the pool's funds are attained by membership dues; therefore, it is necessary to maintain your dues. While members only pay once a season, these dues are necessary to maintain the fiscal health of the organization all year long.

Dues will be increasing this season, after at least five seasons without an increase. The current dues are comparable to other pools in North Wilmington.

Please read through this packet carefully, as many changes have been made this year in order to ensure the future to the pool.

Please feel free to reach out to any board member if you have any questions, concerns, comments and/or recommendations not only now, but throughout the entire season.

Thank you,
The Crestview Board of Directors

2021 Board Members:

President:	Christina Kilpatrick	(crestview.pool.association@gmail.com)
Vice President:	Christopher Castelli	
Treasurer:	Jennifer Horney	(crestvutreasurer@gmail.com)
Secretary:	Adam Blakeley	
Maintenance:	Vacant	
Membership:	Michelle Fillioe	(crestviewpoolmembership@gmail.com)
Social:	Anthony Petruccelli	

Membership Dues

- As stated in the by-laws, any associate member must be living in the same household in order to join under one bond. Strict Membership guidelines as outlined in the by-laws will be in effect.
- If full payment has not been received, members listed under the bond will not be allowed entry to the pool, nor will they be able to use the pool facilities until all fees have been satisfied.
- One caregiver per bond will be allowed. A caregiver is defined as an adult who cares for an infant or a child (12 years of age or younger) or a person who cares for someone who is elderly or disabled.
- A caregiver is expected to attend the pool when the bondholder is unable to attend.
- A Trial Membership is available for a single season only. Any season thereafter, a bond purchase option must be initiated. Only one trial membership per family is permitted.
- A prorated membership will be offered to Trial Members only beginning mid July. Bonded members will not be offered proration, as per the by-laws membership dues are required to be paid in full.
- A credit card transaction fee has been instituted. Paying by check does not require any additional fees.
- A monthly installment plan is available if you choose to pay via credit card. Those paying via check are not eligible for the installment plan due to the format in eSoft Planner.
- Once the online registration fee is complete, if you choose to pay by check, checks may be mailed to: Crestview Rec Association, PO Box 7657, Wilmington, DE 19803
- The deadline for all dues payment(s) and membership forms to be received is April 15, 2021. A **\$50** late fee will be applied for payments made after this date. A fee of \$30.00 will be charged for returned checks.
- For membership inquiries, please email crestviewpoolmembership@gmail.com.
- Below is the Dues Table that applies to both Bondholders and Trial Memberships:

All members are required to pay \$100 Maintenance fee plus:	
Number of Members	2021 Membership Dues
1	\$350
2	\$450
3	\$525
4	\$585
5	\$635
6	\$685
7	\$735
8	\$785
Caregiver	\$100
Children under two years of age by May 1 are free.	

Inactive Membership

For bonded members who wish to skip a year due to extenuating circumstances, please complete the membership option “Inactive” in eSoft planner. If you choose not to join you will still be required to fulfill the maintenance fee, as well as membership dues for one person. Bond requirements will still be in effect if on a payment plan.

Bond Purchases

After an initial trial season, Members are required to purchase a bond. If selecting a three year purchase option, payment must be made every year until satisfied or any claim to the bond is forfeited. Two options are available this season due to the setup of eSoft Planner. Members may choose from one of the following options:

Option	Year 1	Year 2	Year 3	Total
1 Year	\$500			\$500
3 Year	\$200	\$200	\$150	\$550

Bond Redemptions

The Bondholder has the right to sell the bond. The amount of any unpaid dues or fees will be assessed against the bond and is payable upon sale. For bond inquiries, please email crestviewpoolmembership@gmail.com.

Option 1: We offer a limited number of “SWIM OFF” redemptions, in which a season’s dues are subtracted from the current value of the bond. At season’s end, the Bond has been fully redeemed. Bondholders must request this option via email to the Membership chair by April 15, 2021, AND receive notification of acceptance.

Option 2: Crestview Board maintains a "Bond for Sale List." If a bondholder wants to submit the bond for sale they will be added to a list that operates in a first-in first-out manner; however CV Board can make no guarantee as to the sale date. To initiate this process, the member must email the Membership chair stating as such. It is the responsibility of the Bondholder to notify the Board in the event of name and/or address changes. The deadline for notification of this option is April 15, 2021, or unpaid seasonal dues will be assessed against the face value of the bond which will result in forfeiting the bond.

Guest Fee

A fee of \$10 for adults and \$5 per child under 12 years of age will be charged per guest per visit. A guest must enter the facility with a current member. Any guest entering the pool grounds is subject to a guest fee regardless if the guest is swimming in the pool. Guests will be required to fill out a waiver and complete a COVID screening survey. Once the member leaves the grounds, the guests are also expected to leave at the same time. Booklets of 10 guest passes are available for \$70 and can be purchased online via eSoftPlanner. **All guest fees must be paid through eSoft planner. The guards will not be accepting cash at the entrance of the pool.** Guest passess will expire at the end of the season.

Projected 2021 Key Dates*:

Membership Dues deadline Thursday April 15
Pre-Season Clean-up Days To Be Determined
Opening Weekend May 22 – 23: 10am – 8:30pm
Pool Open May 29 - 31: 10am – 8:30pm
 June 5 - 6 10am – 8:30pm

Open Full Time June 14
Last Day (Labor Day) September 6
Post-Season Clean-Up Days To Be Determined

Projected Full-time Hours of Operation*:

Monday through Friday: 12:00pm - 8:30pm
Saturday and Sunday: 10:00am – 8:30pm

* The Crestview Board and Management Company reserve the right to change dates and hours of operation to reflect any change in local schools calendar as well as lifeguard availability. The week prior to Labor Day hours are dependent on lifeguard availability and subject to change.

Volunteer Opportunities

Crestview Pool is a not-for-profit organization that relies heavily on volunteers to keep dues low, and to run the activities that we enjoy. Please contact a Board member if you are interested in volunteering. We are looking for additional Board members and to initiate several committee's, including Social and Fundraising as well as Maintenance. Members will be offered five guest passes per bondholder for 3 hours of volunteering. Volunteering time is not only available during a "clean-up" day but also throughout the season; please inquire by sending an email to crestview.pool.association@gmail.com if interested.

Pavilion Rental

All Pavillion rental inquiries can be made via your Crestview Account in eSoft Planner on the pavilion rental calendar. The cost is \$200 for 3 hours which includes 15 non-member guests, 1 grill and 4 picnic tables. Any additional guests will be subject to guests fees. All guests must be checked in at the front desk. Party guests will be provided with and wear a bracelet. There will not be available space to use the refrigerators or freezer, so please plan accordingly. Pavilion rental times are 12pm-3pm or 4pm-7pm. The renting party is responsible for cleaning the area used.

Snack Bar

The snack bar will be open this season and accepting cash this season. Members may purchase a Snack Shack Card worth \$10.00.

Swim Team

The Crestview Rays are looking forward to another fun and competitive season, depending on COVID restrictions, either in the North Brandywine Swim League, or for an internal team. The Board and Coaches feel is important to provide the children with a structured activity while maintaining Corona Courtesies.

Children may be ages 4-18; however, the child must be able to independently swim an entire pool lap. This is extremely important as coaches may not be able to get in the pool with the youngsters depending on the level of COVID restrictions.

You may register for the swim team at the same time you register for your pool membership. The cost per swimmer is \$50.00.

If your child is choosing to participate in the swim team this season, please email crestviewmembership@gmail.com with your child(ren)'s birthdate(s) if they are not in the system.

Pool Closures: Crestview will host 3 to 4 evening swim meets over the summer, and a banquet. On those posted days, the pool will close at 4:00pm. All Crestview members can use the visiting team's pool during a swim meet at Crestview at no cost. The meets will be documented in the eSoft planner calendar.

For more information regarding the swim team, send an email to crestviewswim@gmail.com. Also check out the Swim Team link on the pool's website.

eSoft Planner

This is the membership software that has been purchased to maintain membership records, payments, Bond information, etc. The eSoft planner link is attached, but it can also be accessed from our website. Each Bonded member will receive an email from the company explaining how to change your password, as the account has already been created for you. If you did not register your account within the 7 day grace period, please request an account reset through the link below or in your original email.

You are required to upload pictures of each family member. These pictures will be cross referenced at the front desk upon entrance into the facility; therefore, they are mandatory. If you need to add a member to your account please email CV membership with the members name, relationship to bondholder, and birthdate. Please review the by-laws for guidelines on members under the same account. Please email crestviewmembership@gmail.com if any information/family member is missing from your account.

Member login:

<https://www.esoftplanner.com/v3/planner/login.php?access=0dG81LSVxNmo65a1yW96u56IpQ==>

Member eSoft account reset:

<https://www.esoftplanner.com/v3/planner/forgotpassword.php?access=0dG81LSVxNmo65a1yW96u56IpQ==>

Potential COVID Guidelines

The CV Board is anticipating some ongoing restrictions due to COVID-19 for the 2021 Season. These are the procedures that the Board has put in place in the event that there are restrictions; however, the board reserves the right to make changes in the event that Federal, State, or local COVID-19 Emergency Orders change.

- If you choose not to join due to the Pandemic, you will still be required to fulfill the maintenance fee, as well as membership dues for one person. Bond requirements will still be in effect if on a payment plan.
- Members must check-in and check-out with the guards this year. This is required to determine accurate attendance in order to ensure we are meeting the bather load requirements outlined by the State's COVID-19 Emergency Orders.
- Members and guests are encouraged to bring their own chairs.
- Members and guests **MUST** wipe down CV pool chairs and tables after use with the supplies provided at the Crestview sanitation stations.
- Chairs are spaced at 6 feet apart. Please refrain from moving furniture.
- Face masks are recommended when not swimming and when unable to maintain 6 feet social distancing.
- Face masks are required when entering the restroom/dressing room area and when speaking to the guards at the guard shack and snack shack.
- Face coverings are not required and should not be used for children under 2 years of age.
- Face coverings are not required in the pool, while entering or exiting the pool, or when seated with your family.
- Guests under 12 must be accompanied by a responsible adult.
- Please maintain a social distance of 6 feet when interacting and socializing with members outside of your own family.
- The Management Company will continue to wipe down high touch surfaces every 30 minutes-2 hours and will maintain a log book of each cleaning.
- Lifeguards will wear masks while in the guard shack, and while walking around the pool deck.
- Lifeguard will wear masks and gloves when serving food from the Snack Shack.

- Please remember to observe proper “Corona Courtesies” and to STAY HOME if you are experiencing any of the following COVID-19 symptoms:
 - Shortness of breath, fever, muscle pain, sore throat, loss of taste/smell, etc.
 - Wash hands often
 - Cover your coughs and sneezes

Crestview Pool Rules

The Crestview Pool Lifeguards’ responsibility is to enforce these rules and they have the authority to suspend pool privileges. For the health, safety, and protection of all members and guests, the following rules must be followed. It is encouraged that you review these rules with your family/pool members.

Crestview General Pool Rules

- Parents/guardians are responsible for the supervision of their children at all times.
- Running, pushing, jumping, using profane or offensive language or other forms of disruptive and disorderly behavior are prohibited.
- Proper swim attire required.
- No glassware or glass containers on the pool deck.
- Plastic and metal containers are permitted on the pool deck.
- No food or drinks are allowed in the pools, or while sitting on the edge of the pool.
- No diving in the shallow areas of the pool (areas are marked),
- No abusing any Crestview Pool property or equipment.
- Discard all trash in proper receptacles.
- Swimmers will be asked to vacate the main and baby pool if thunder or lightning is present.
- No infants or toddlers are allowed in the pool while still in regular/everyday diapers.
- Children (still in diapers or potty training) must wear swim covers or swim diapers (ie: Pampers Splashers or Huggies Little Swimmers).
- Guest passes are valid only during the season they are purchased.
- Members are responsible for their guest’s actions.
- No Personal Flotation Devices (noodles/kickboards/small inner tubes are allowed without Lifeguard’s approval).
- No child, age 12 or under, is to be left unsupervised without a parent or guardian.
- No dunking / roughhousing / horseplay or throwing objects that could result in injury.
- No smoking inside the fenced area of the pool property. Smoking must occur at least 20 feet away from any pool entrance or building structure.
- No Alcohol is permitted on the premises.
- No Drugs or controlled substances are permitted on the premises.
- No person will be permitted in the pool having: skin lesions, sores, or inflamed eyes, mouth, nose, or ear discharge, carrying communicable disease or having any type of bandage, adhesive tape, etc., on their body.
- No Pets allowed.

Diving Board Rules:

- Only one person at a time is allowed on the diving board.
- No more than two bounces.
- No swimming under the diving board.
- No cartwheels, handstands or hanging off the diving board.
- Divers must swim directly to the nearest ladder and leave the diving area.

- No swimming or playing in the diving area when the diving board is in use.
- Wait until the previous diver has cleared the landing area before you dive.
- The lifeguards may restrict certain dives based on safety concerns.

Water Slide Rules:

- A rider must be able to swim a full lap in order to use the slide.
- Only one (1) rider at a time.
- Slide feet first in the sitting position or on the back only.
- Make sure the plunge area is clear before going down the slide.
- No swimming under the water slide.
- Leave the plunge area immediately.
- Do not attempt to stop on the slide.

Baby Pool Rules:

- The Baby Pool is restricted to children 6 years old or younger.
- Children in the Baby Pool are solely the responsibility of their parents/guardians and are not under the supervision of the pool staff.
- No diving into the baby pool.
- No glassware or glass containers are permitted in the baby pool enclosure.
- Children (still in diapers or potty training) must wear swim covers or swim diapers (ie: Pampers Splashers or Huggies Little Swimmers).
- Gate to the Baby Pool is to remain closed at all times.
- Please clean up your toys when done.

Emergency Procedures

In the event of a pool emergency, the guard on duty will sound a whistle and all swimmers must clear the pool immediately so as to not interfere with the guards. Adults qualified in first aid / life saving may render assistance if needed at their own risk. The pool will remain clear until guards give the OK to return.