

## Attachment 'A'

### *Canada Games Pool Unplanned Closure Frequently Asked Questions (FAQs)*

## Canada Games Pool Service Interruption Update FAQs

### **Why is the pool staying closed?**

During recent work to resolve flooding issues in the mechanical room at the facility, it was discovered that water was leaking at a significant rate from the main pool tank. Cracks within the concrete structure of the pool tank have also been observed.

### **What is the cause of the leak and what is the City doing to resolve the issue?**

The City is working with a team of professionals to investigate the source of the leak and recommend options to address this situation.

### **When will the facility reopen?**

While a recommended approach to resolving the water loss issue and observed pool tank cracks is still forthcoming, it is estimated that under a best case scenario, any feasible repairs are likely to take several months to implement.

Efforts to address the previously identified flooding of the mechanical areas at Canada Games Pool is progressing and temporary solutions to reduce the chance of future incidents have been installed. Staff are looking into options that may allow for the fitness center to reopen at an earlier date.

### **What programs and services are cancelled?**

All registered program users and rental groups will be contacted directly and advised on their program status as soon as possible. Set 2 of fall 2021 registered swimming lessons on Tuesdays and Thursdays, has been cancelled entirely.

### **When will more information be provided?**

Further updates on the facility will be provided on our website as information becomes available.

### **What options are available to the public while the facility is closed?**

Fitness centre users are encouraged to continue using alternate fitness facilities at Queensborough Community Centre or the New West Youth Centre (11 - 18 years) and consider one of our many other fitness programs such as indoor cycling or group fitness classes. Please visit the [fitness section of our website](#) for a full list of our available fitness offerings.

### **What will happen to facility staff?**

It is the intention of the City to assist in mitigating Canada Games Pool staff impacts as much as possible. This includes looking into the possibility of re-opening the facility fitness centre in order to retain staff needed to support this operation. In addition, permanent staff who are not required for their core duties will be assigned to other responsibilities within the Parks and Recreation or other city departments. The City will also assist with connecting auxiliary staff to employment opportunities within the City.