

Dear Neighbors:

Once again, we have been hit with hard news regarding our pool facility. This weekend, we received the following information via e-mail from our pool management company:

"Dear Valued SCMG Partners,

When we started planning for this season, we focused on numerous challenges present last summer – hiring staff amid a pandemic, ensuring patron safety with reduced coverages, and maintaining a friendly environment while remaining distant. As we tackled each challenge that came our way last season, we looked forward to the promise of COVID cases dropping, employees wanting to return to a sense of normalcy, and completely reopening everyone's facilities. However, as the year unfolded, we noticed a concerning labor shortage within all industries.

More specifically, a national lifeguard shortage impacting our own.

We focused the first half of the 2021 season on dealing with the labor shortages and minimizing the impact to the greatest extent possible.

With discounted training courses and higher wages, we are in a position to provide our customers with a service above our competitors. Thus, we are immensely proud of our ability to avoid any disruptions in service to date. While dealing with recruiting challenges as online learning was the norm and many job fairs continue to get cancelled. As we all got to experience a sense of normalcy for the first time in over a year we noticed our staff's availability truncated as families and friends have been able to conclude with celebrations and vacations again.

Unfortunately, as the season is coming to a close, our employees are returning to college and begin high school sports as anticipated. On top of this, we have recently received numerous COVID exposures within our organization. This has taken a major hit on our staffing abilities as we have had to continuously send guards home to quarantine.

After checking in with our remaining staff and their availability, we will only be able to provide one attendant (not a lifeguard) starting Monday August 16th. This attendant will be present to check people in, keep the pool clean and chemically balanced, and enforce rules of the customer for safety and convenience of customers members. As many aquatic facilities across the nation are turning to "swim at your own risk", we believe this is our best option in keeping your pool open for the rest of summer. Additionally as Chesterfield schools go back early this year, starting Monday August 23rd your facility will revert to "School Hours". Meaning that all facilities will be closed Monday through Friday until 4 pm, allowing the staff to get home from school, ready for work, and over to your facility. All contractual hours outside of this time frame will be credited back at the end of the season. We work around the clock to move the pieces so each facility we partner with can open safely. If we have the ability to send additional staff to your facility to be able to properly lifeguard the pool that day we will make that a top priority.

We must also note that with both challenges present, that we do not have any backup staff on standby. Therefore, any callouts or positive COVID tests may result in the need for our team to close your pool facility during these aforementioned "School Hours" unexpectedly. We cannot and will not sacrifice safety for the sake of opening a pool facility. We sincerely hope this will NOT come to fruition, but we want to be as transparent with the situation as possible, considering we understand this will be a day-to-day operation.

We understand the frustration that this will cause with your membership and wanted to get this information over to you as soon as possible.

However, SCMG ensures each of our clients that we took every precaution possible to prevent such staffing difficulties from impacting your facility.

In addition, due to the current situation, we will not be able to offer any lifeguarding staff for any events not currently booked. We are saving all of our resources to ensure that we can operate your facility as efficiently as possible.

In closing, we want to thank each one of you for your continued support and partnership during these trying times".

Obviously, this was an unexpected turn of events and we feel that safety is of the utmost importance. We cannot have a pool of this size, with a 10 foot well and diving board open as a "swim at your own risk" facility. We feel confident that all of you would agree that in the best interests and safety of everyone, we would not want to open our pool in this fashion. In addition to our many opinions on the subject, insurance is also a contributing factor in making the decision to close as we are not insured as a swim at your own risk facility and should a catastrophic event happen, we would not be covered. Therefore, effective immediately, the pool is now closed for the 2021 season. Please help us pass this sad news along to friends, neighbors and outside members.