



Together Again PHASE 4

PHASE 4 FAQ

Why is the Downers Grove Park District not reopening all amenities allowed under Phase 4?

The Downers Grove Park District, like a majority of businesses and government organizations, has been significantly impacted by the financial burden caused by COVID-19. Since March 14, the District has been unable to run recreation programs and services, which generate 40% of the District's annual revenue. To remain fiscally responsible and maintain a balanced budget, we are carefully and thoughtfully prioritizing the use of all resources including staffing. We continue to evaluate which services and amenities we can safely provide the community following the state guidelines while utilizing reduced resources. Please know that we are eager to reopen as many amenities as quickly as possible and look forward to serving the community with quality recreation-based opportunities during Phase 4. We anticipate ongoing changes throughout this phase and will share updates on our website at <https://www.dgparks.org/news/together-again>.

Why is my neighborhood park not looking as tidy as usual?

As a result of the financial impact caused by COVID-19, our parks crew is currently operating with a significant reduction in staffing—about 30% of its usual summer workforce. Therefore, during Phase 4 you may notice a reduced standard of care in our parks. We are committed to maintaining the parks at a level that will provide safe and enjoyable recreation opportunities for the community.

During Phase 4, our priorities will focus on mowing open areas, weed control, addressing safety concerns, cleaning open restrooms and maintaining signage related to COVID-19 and state guidelines. Full-time staff from all District departments are assisting the parks crew by participating in park workdays to complete cleanup projects as needed. Priorities may evolve during Phase 4, but currently the District will not be focusing on field maintenance including ball field raking or striping and the installation of soccer nets or field striping due to staffing limitations.

Community volunteers for park projects are always welcome (while we can accommodate following state guidelines). If interested, please contact us at info@dgparks.org.

Are playgrounds (play structures) open?

YES. In accordance to the guidelines released in the Executive Order on June 26, outdoor playgrounds are now open. Social distancing is encouraged and use should be limited to groups of 50 people or less. If your favorite playground gets busy, please consider exploring one of the 23 other playgrounds in our District!

Which park amenities are open during Phase 4?

All sports-related areas such as ball fields, soccer fields, basketball courts, volleyball courts, tennis and pickleball courts, disc golf and game areas such as bags and horseshoes are now open. In addition, fishing, paths, trails, pavilions, picnic tables, benches and select restrooms are available. Drinking fountains will remain unavailable until further notice. Please follow Phase 4 guidelines and CDC recommendations to social distance from non-household individuals.

People aren't following the Phase 4 guidelines in the parks. Can't the Park District do something about it?

The Downers Grove Park District is asking the community to self-regulate, be informed and follow the [Phase 4 guidelines](#) and [CDC recommendations](#) for their own safety. Currently, Phase 4 guidelines allow groups of 50 (including multiple groups of 50 with 30 feet of distance between groups). Phase 4 also allows spectator areas at 20% capacity. Organized groups reserving fields will be required to follow all guidelines and manage their players and spectators. The Downers Grove Park District does not have the resources to actively monitor our 48 parks to enforce social distancing guidelines. Again, the community should self-regulate.



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Can I use the pavilions?

Yes! Pavilions are available for use by the community. Please follow Phase 4 guidelines and maintain social distance from non-household individuals. With limited resources during Phase 4, the Park District has chosen to postpone pavilion reservations temporarily. Pavilion reservations through August 31 are canceled. Tentatively, we will begin accepting applications on August 1 for reservations held on or after September 1 and meet the current Phase 4 guidelines.

Are restrooms available in the parks?

In order for us to maintain the safety and sanitation requirements needed for restrooms under Phase 4, only select outdoor restrooms and port-o-lets are available. Sites available were determined by park usage and needs. Currently, outdoor restrooms at Fishel Park, Hummer Park and Lyman Woods will remain closed to the public. Outdoor restrooms at Whitlock Park, McCollum Park, Doerhoefer Park and Gilbert Park are open (cleaned twice daily).

Are face coverings required?

The District continues to follow CDC recommendations and state guidelines with regard to face coverings. When outdoors, face coverings are recommended if social distancing between non-household individuals cannot be maintained. For our indoor programs and services, participants and staff are required to wear face coverings when not actively exercising (exceptions can be made for people with medical conditions or disabilities that prevent them from safely wearing a face covering).

Is the indoor walking track available?

Currently, the indoor walking track is not available due to capacity limits and staffing. We encourage the community to utilize our outdoor walking paths and trails this summer. For locations and maps, [visit https://www.dgparks.org/trails-walking-paths](https://www.dgparks.org/trails-walking-paths).

Is open gym available?

Currently, open gym is not available due to capacity limits and staffing.

Why do Lyman Woods Interpretive Center, Downers Grove Museum and the Lincoln Center remain closed to the public?

Currently, the Lyman Woods Interpretive, the Downers Grove Museum and the Lincoln Center will remain closed to the public until further notice. This is due to reduced staffing in addition to maintaining required capacity limit while implementing summer camp. This may evolve over the coming months. Please note that the trails at Lyman Woods remain open to the public.

Are the partner pools reopening?

No. Butterfield Aquatic Center, Paradise Bay Water Park and Sea Lion Aquatic Center will remain closed for the 2020 season.

Why are you not running all programs permitted under Phase 4?

Our focus is to provide safe, enjoyable recreation experiences to the community while following Phase 4 guidelines and utilizing limited resources and staffing. Our current focus is to offer programs that adhere to the guidelines, have a high level of community interest and meet enrollment requirements. In addition, we are prioritizing programs to meet the 50% capacity limits. At this time, we are not running programs that require contact such as martial arts or gymnastics.

Program offerings will continue to evolve throughout Phase 4. For summer programs, view up-to-date program availability and registration at [dgparks.org](https://www.dgparks.org). Fall programs are anticipated to run as outlined in the Fall Recreation Guide unless guidelines change.



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Where can I register for programs?

Following state recommendations, we are maintaining touchless transactions by continuing to offer online registration only at dgparks.org. Our registration team is available to assist customers with questions or concerns Monday - Friday, 8:00 am - 5:00 pm by email at regi_staff@dgparks.org. Starting June 29, you can reach us by phone Monday - Friday, 9:00 am - 4:00 pm at 630.960.7500.

How can I receive a refund?

If you choose to withdraw from a class, a full refund will be issued when a completed [Refund Request Form](#) is submitted at least 72 hours prior to the first class meeting. Requests submitted in less than 72 hours will be considered on a case-by-case basis. You may also self-cancel most programs through your on-line account under the My Account menu.

How do I cancel my fitness membership?

Please call us Monday to Friday from 9AM to 4PM at 630.960.7250 or email us at regi_staff@dgparks.org. Please note, memberships may be suspended for up to 4 months by emailing Luke Wyss at lwyss@dgparks.org.