

Geneva Park Connections



Geneva
PARK DISTRICT
Live Your BestLife

A Geneva Park District Publication



Committed to Geneva!

We value our community and strive to serve our community!

Since the onset of the COVID-19 pandemic in March 2020, the Geneva Park District has been anticipating, reacting, preparing, adjusting and embracing change. Operations of programs and events, parks and open space, and seasonal and fitness facilities were all drastically impacted. One constant through the waves of uncertainty has been our mission – "...to provide recreational programs, facilities, and open space that will enhance the quality of life for residents of all age groups and abilities." Coupling this mission with the District's core values has led the decision-making process as we continue to provide the best possible recreational services for our community.

While all of the District's values play an important role in our operations, during this time, three values proved to be a necessity. Those values include:

Innovation

We will remain steadfast in continuously evolving to meet the needs of the community by providing relevant and innovative programs, events, facilities, and parks.

Customer Commitment

We will strive to exceed customers' expectations by delivering professional, helpful, efficient, and friendly service during all interactions.

Safety

We will provide a safe environment through exceptional training and constant evaluation of risk management practices.

DID YOU KNOW?

According to the National Recreation and Park Association, (NRPA), 83% of adults agree that visiting local parks, trails and open spaces is essential for their mental and physical well-being during the COVID-19 pandemic.



Our Mission

The mission of the Geneva Park District is to provide recreational programs, facilities, and open space that will enhance the quality of life for residents of all age groups and abilities.

Innovation

Evolving to meet the needs of the community by providing innovative programs, events, facilities, and parks!

The onset of the pandemic necessitated a new level of innovation as the importance of parks and recreation as an essential service in the community became evermore evident. While innovation has always been something we strive for in everything we offer, there was a stronger need to provide the community with new fun and healthy opportunities at an unprecedented time.

While miniature golf is generally a sport where families can walk up and play, the pandemic forced us to rethink how registration works for the activity to effectively manage groups of people. Staff reimagined the ticketing functionality of our registration system, typically used for the park district's theatre, to conveniently sell no contact tee times to two, three, and four person groups.

As new guidelines with COVID-19 safety in place for swim facilities were released, recreation staff brainstormed new ways to use our current registration system to effectively separate and manage crowds at the pools while, at the same time, maximizing the user experience. Those wishing to swim at one of our facilities could simply utilize their mobile device or laptop to reserve spots in one of the two-hour timeslots. Additionally, nearly 16,000 people enjoyed aquatic activities this summer including open swim, lap swim and newly added aqua fitness classes.

The district's first esports leagues and tournaments were offered, allowing over 200 people of all ages to compete with one another from the comfort and safety of their own homes. Instead of being on stage, our youth actors from Playhouse 38, performed radio shows with virtual live audiences that included over 150 viewers.

Fitness classes were offered in a variety of our outdoor open spaces and, when fitness centers were able to reopen, staff reimagined floor plans to maximize fitness opportunities for members. Summer day camps, dance, martial arts, instructional sports and more were offered with modifications to meet new guidelines and recommendations while maintaining the best possible experience for participants.

Movies in the park and the summer concert series were presented in new, wide-open locations to maximize attendance while stressing the importance of being safe and socially distant.

INNOVATION

During this time, our staff continued to innovate and pivot in order to provide the community with summer fun, including concerts and movies in the park.

Innovation continued into the Fall as we moved toward special event season. Autumn Fair, Hustle S'more 5K, and Halloween Hayday were reimagined by spreading activities out over the course of the day to limit traditionally large gatherings of people.

Escape the Mansion, an escape room style event in its second year, transitioned to a near-touchless event by utilizing QR codes and the participants' smartphone. Over 200 people worked together in small groups of 10 or less as they figured out clues and used their problem-solving skills to try to escape!

We will continue to pivot when necessary, think outside the box, and exercise new realms of innovation to meet the needs of all Genevans!



Our Vision

We aspire to enhance the quality of our community by providing exceptional recreation programs, facilities, and open space which inspire residents to live their Best Life.

Customer Commitment

Exceeding customer's expectations by delivering professional, helpful, efficient, and friendly service!

Community recreation is rooted in face-to-face, in-person experiences; whether it's getting hands-on instruction in an art class, competing in a sports league, cooling off by splashing in a pool, or a leisurely walk through a park. Nearly everything we do as an organization to serve our community, the customers of the park district, was impacted by the COVID-19 pandemic. Despite the challenges presented, the Geneva Park District staff remained driven to exceed our customers' expectations.

Early on during the stay-at-home order, the Recreation Department was committed to ensuring families could have fun while at home. To achieve this, "Live Your BestLife at Home" virtual recreation center webpage was launched – a curated collection of games, activities, and other resources to serve as an outlet for individuals and families. While kids were not able to attend Friendship Station or Kids' Zone, staff from those programs recorded countless videos reading their class' favorite book or demonstrating step-by-step instructional videos on crafts they would have done onsite.

Our Parks Department was committed by continuing to maintain each of our 50+ parks – cleaning bathrooms, pulling trash, removing storm debris, or addressing a minor repair for the overwhelming increase in visitation we experienced during the pandemic. You may have even seen them occasionally mowing the grass, installing a fence or signage, or picking up trash. In anticipation of the opening of Stone Creek Miniature Golf Course, our crews prepared each green, obstacle and amenity to ensure the customers' experience was exceeded. May 4, 2020 marked opening day for the mini-golf course – our first seasonal facility to reopen.

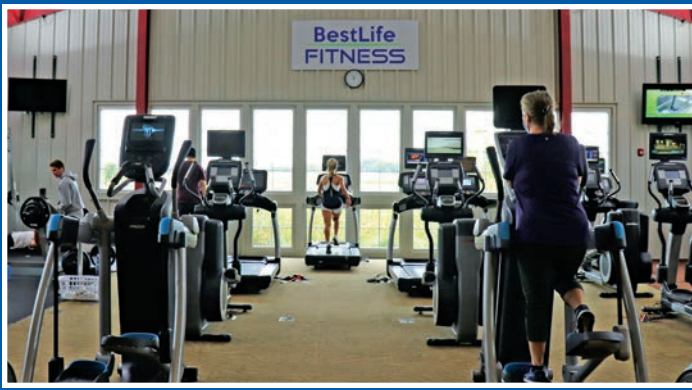
Our Park Board remained committed to opening all our aquatics facilities for the 2020 season, one of very few districts throughout the state to dive-in! Once guidance for swim facilities was outlined by the Illinois Department of Public Health in early June, staff worked tirelessly to fill the pool, train lifeguards, prep the pool decks, address mechanical concerns, and more in a matter of days. Mill Creek Pool welcomed its first swimmers on June 15. Just a couple of weeks later, Sunset Pool opened to celebrate the Fourth of July holiday weekend. That same weekend, Peck Farm Park's Butterfly House reopened as well!

While aquatics staff were focused on opening our outdoor facilities, BestLife Fitness center staff were anxiously awaiting the opportunity to open their doors with the transition to Phase 4 of the Restore Illinois plan. On Monday, June 29, both the Sunset Community Center and Stephen Persinger Recreation Center opened their doors to fitness members for the first time since March.

As our customer, we hope your expectations were met. We will remain steadfast in our service throughout the remainder of the pandemic, and beyond, because you deserve it.

2020 HIGHLIGHTS

- Over 263,000 website views (March - October 2020)
- Over 4,000 views to the *Live Your BestLife at Home* web page
- Over 15,800 visitors at Mill Creek & Sunset Pools
- Over 13,000 golfers at Stone Creek Mini Golf
- Over 11,700 visitors at the Butterfly House
- Over 700 Outdoor Fitness participants
- 1700 Summer Camp registrations
- 200 Esport virtual league participants
- 178 Tennis class participants



Safety

Providing Safe Environments for All!

Safety is a top priority for the Geneva Park District. As the world progresses through the COVID-19 Pandemic, our staff continues to monitor and implement safety guidelines and protocols to ensure you have a safe experience.

Some of the District-wide safety protocols include:

- Masks are required within all Geneva Park District facilities
- Increased cleaning and sanitizing of high traffic areas and fitness equipment. Use of disinfectant sprayers to clean overnight
- In order to accommodate safety and social distancing guidelines, staff utilized new areas of the facilities to maximize our BestLife Fitness member experience
- To continue to provide safe experiences to all participants and to BestLife Fitness members, fitness center and building hours were modified district-wide. Additionally, room capacities were reduced as well as number of event and program participants
- Installation of plexiglass shields at front counter customer services areas
- Designated socially distant areas were marked to accommodate participants
- Additional signage was placed in high-traffic areas throughout facilities and parks as reminders of the importance of following all safety guidelines and protocols to continue to keep our community safe and well. Also, all safety information was communicated through email, social media and our website
- Increased safety trainings District-wide and also specific safety trainings that focused on summer camp participants and aquatics
- Reservation system utilized for Aquatic programs, pools, Stone Creek Miniature Golf, and Special Events to minimize contact
- Implemented health screenings and temperature checks

Did you know?

The pool staff received a 5-star audit from StarGuard Elite! Receiving the 5-Star Award this season demonstrates our commitment to public safety.

SAFETY

Our staff continue to participate in safety trainings. Please continue to wear your masks at our facilities.

Thank you for helping us keep Geneva healthy and safe!

GUIDELINES



Social Distancing of 6 feet must be followed at all times



Follow proper hygiene and wash hands with soap and water for at least 20 seconds. Using hand sanitizer is also encouraged



Wearing a mask or face covering for anyone who is over two years old is encouraged

Thank you for keeping our community safe and well.



VISIT US ONLINE @ GENEVAPARKS.ORG

Now, more than ever, the Geneva Park District recognizes your safety as our top priority.

BE SMART! STAY APART!

FRIENDLY REMINDER:
REMAIN 6 FEET APART AT ALL TIMES.



THANK YOU FOR SOCIAL DISTANCING TO KEEP OUR COMMUNITY SAFE AND WELL.



Geneva
PARK DISTRICT
Live Your BestLife

SAFETY NOTICE



MASKS ARE REQUIRED
AT ALL TIMES WHILE IN THE BUILDING

FITNESS MEMBERS ARE REQUIRED TO WEAR MASKS WHEN MOVING BETWEEN EQUIPMENT, IN THE LOCKER ROOMS, ON THE TRACK, AND IN THE GYM. THE ONLY EXCEPTION IS WHEN ACTIVELY ENGAGING IN VIGOROUS PHYSICAL ACTIVITY.

VIOLATIONS MAY BE SUBJECT TO DISCIPLINARY ACTION

