



# **Inclusion and Accommodations at SLO Swim Center**

# Inclusion and Accommodations Requests at the SLO Swim Center

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## Non-Discrimination Policy

The City of San Luis Obispo believes all guests and staff have the right to be treated with respect and dignity regardless of gender, cultural, or religious background. The SLO Swim Center is open to all persons without regard to sex, sexual orientation, gender, ethnic group identification, race, ancestry, national origin, color, developmental or physical disability.

## Inclusion and Accommodation Requests

Providing inclusive access to the SLO Swim Center's aquatics programs and services for every guest is a key mission for the City of San Luis Obispo. If you or a family member requires accommodations, please call the SLO Swim Center at (805) 781-7288 and ask to speak with the Aquatics Specialist or the Recreation Coordinator. The SLO Swim Center will make every effort to reasonably accommodate the needs of each guest in accordance with the Americans with Disability Act (ADA).

Guests with developmental needs, as well as those needing physical accommodations are accommodated through inclusive opportunities. If a guest needs individualized assistance or specialized care, it is the responsibility of the guest to make available an outside support provider.

## Disability Access Service

The SLO Swim Center is committed to providing a welcoming and inclusive environment and accessible experience for our guests. As part of this commitment, the Disability Access Service (DAS) is a tool provided at the SLO Swim Center to enhance the service we provide to our guests.

DAS is intended for guests whose disability prevents them from waiting in a conventional queue environment to access the facility. This service allows guests to call ahead to the SLO Swim Center staff or upon arrival to the SLO Swim Center and inform a staff member (Recreation Cashier, Lifeguard, Head Lifeguard, Aquatics Specialist, or the Recreation Coordinator) of their need to wait in a non-conventional queue environment.

Depending on the type of needed accommodation, guests will have the option of using a facility provided seating area in the SLO Swim Center lobby or waiting in the SLO Swim Center's multi-purpose room or outside the facility. Guests utilizing DAS will keep their position in the current queue wait for the daily entry process (pay/register, execute facility waiver, and other check in tasks).

A staff member will notify the guest when their position in the queue is ready for completion of the daily entry process.

DAS will accommodate many of our guests with disabilities. The SLO Swim Center recognizes, however, that our guests with disabilities have varying needs, and we will continue to work individually with our guests to provide assistance.

If DAS does not meet of needs of a disabled guest, the SLO Swim Center staff will discuss other reasonable accommodations to allow access and utilization of the facility.

Accommodations requests can be made either ahead of time by calling the SLO Swim Center at (805) 781-7288 and asking to speak to the Aquatics Specialist or the Recreation Coordinator or upon arrival to the SLO Swim Center by informing a staff member.

## Frequently Asked Questions

### Can I arrange to use DAS before my visit?

Yes. Please call the SLO Swim Center at (805) 781-7288 and ask to speak to the Aquatics Specialist or the Recreation Coordinator.

### Where can I go if I have more questions?

Guests with general questions, please call the SLO Swim Center (805) 781-7288 or visit the SLO Swim Center website: [www.sloswimcenter.org](http://www.sloswimcenter.org).

### What are some other accommodations available to guests with disabilities?

The SLO Swim Center offers a variety of accommodations to guests with disabilities, such as accessible entry and exit of the Olympic and Therapy pool (ADA pool lifts and stair access), accessible bathhouses equipped with bathrooms, showers, and changing areas, and accessible drinking fountains. As stated above, if a guest requires additional or different accommodation than those listed herein, please contact the SLO Swim Center to discuss.

To see photos of the SLO Swim Center, please visit the [SLO Swim Center's facility description page](#).

## **Are there ways to prepare a person with a disability for a visit to the SLO Swim Center?**

**Guests can learn about the SLO Swim Center by visiting the website:**

**[www.sloswimcenter.org](http://www.sloswimcenter.org) or by calling the SLO Swim Center at (805) 781-7288.**

**Even if a guest does not wait in a conventional queue for entry to the SLO Swim Center through DAS, please be advised that guests may have to wait in bathrooms lines, diving board lines, drinking fountain lines, and pool capacity lines.**