

Glenview Park District Community FAQ's

Why did you close Park District facilities?

- As the COVID-19 pandemic continues to spread across the world, community leaders within the Village of Glenview and Village of Northbrook continue to work together to help slow the spread of COVID-19 within our communities. Park Districts, schools and libraries have closed all facilities, cancelled all programs, activities and rentals through Tuesday, April 7th. Closures may be extended based on local, state and federal guidelines. We will continue to keep our residents and customers updated and informed as the situation evolves.
- This closure also includes any recognized or affiliate organizations offered at our facilities such as American Youth Soccer Organization (AYSO), Glenview Youth Baseball (GYB) and Northern Suburban Special Recreation Association (NSSRA).

How long do you expect the facilities to be closed?

- At this time, we are planning to open on Wednesday, April 8th in conjunction with Glenview and Northbrook schools, libraries and park districts. Closures may be extended based on local, state and federal guidelines. Please check our [website](#) for updates.

How will I be notified when you open?

- As this is a rapidly evolving situation, we will continue to share information. Updates will be provided on the [Park District website](#), social media and via email. To sign up for our emails, [click here](#). If you need to get in touch with us, fill out the [online form](#) and someone will respond as soon as possible.

How will I be notified about the status of upcoming events?

- Updates on the status of our facilities, programs, events and activities will be posted on the Park District [website](#), and the Park District [Facebook](#) page. Updates will also be sent via email. To subscribe to the Park District email, click [here](#).
- All park district special events are cancelled for the month of April, based on a previous order from the Governor's office limiting gatherings of 50 people or more.

What if I signed up for a program with classes remaining?

- All programs will be given a pro-rated credit based on the number of classes left.
- Customers enrolled in programming don't need to do anything further to request a credit for a class that could not continue due to the closure.

What is going to happen to programs starting in April?

- Due to the evolving COVID-19 situation, we will be using state, local and federal guidelines prior to allowing normal programming to resume for the safety of all participants and staff.
- As of March 24, all programs scheduled to begin before April 8 will have a delayed start. More information regarding program start dates will be provided when the district reopens on April 8.

Are you offering special refunds in light of coronavirus?

- We will issue pro-rated credits on all programs that cannot be rescheduled or adjusted for use on future programs, services, birthday parties or facility rentals.
- We will not know the credit amounts until the end of our suspension of programs and facility closures. Credits will be processed once the Park District reopens.
- If you are in a difficult financial situation and need an immediate refund, please [contact us](#) and we will expedite the refund. Please note it may take a 5-7 days for processing.

Are the facilities staffed during the closure in case I have questions?

- For the safety of our employees and to comply with social distancing best practices, our facilities will not be staffed during the Park District closure except for essential services like facility maintenance needs.
- Our facility staff will have remote access to respond to voicemail messages and emails from 8:30 a.m. - 5:00 pm, Monday-Friday.
- You can call our main line 847-724-5670 or fill out the [online form](#) and someone will respond as soon as possible.

Will you be cleaning the facilities during the closure?

- Yes, deep cleaning of all District facilities will be done before reopening.

What are my current registration options?

- In-person registration operations are suspended throughout the duration of the closure.
- Online registration remains available 24/7 [here](#).
- If you need assistance logging in or retrieving your household account, please [contact us](#).

Can I still purchase a golf season pass? Can I purchase an aquatic membership?

- All summer season pass sales that require in-person registration are on hold. Pass sales will resume when we reopen.
- If you have an existing household account, you can purchase an aquatic membership online.

I have an upcoming facility/field/court/park reservation, are these still valid?

- All reservations are canceled through the length of the closure.
- If your reservation is canceled, we will work with you to reschedule as quickly as possible or offer a refund.
- Facility reservations will be evaluated individually based on the number of guests and will comply with CDC guidance on large events and gatherings.

If I have a future rental/birthday party, how do I get information about it?

- If you have a future rental at a Park District facility, please use the contact list below specific to the rental location:
 - Redfield Estate – Carol.DiLorezno@glenviewparks.org
 - Schram Memorial Chapel – Aaron.Glickson@glenviewparks.org
 - Park Center – Aaron.Glickson@glenviewparks.org
 - Fieldhouse Rentals – Aaron.Glickson@glenviewparks.org
 - Wagner Farm – Andrea.Just@glenviewparks.org
 - Prairie Club – Kristen.Kechik@glenviewparks.org
 - Coarse Italian/Glenview Park Golf Club – Kristen.Kechik@glenviewparks.org

How can I reserve a park/game permit or pavilion for the summer?

- Due to the rapid evolving situation, we are currently not accepting any new reservations, league practice requests or game permits while we are closed. You can put in your request [here](#).
- Once the Park District reopens, customers will be contacted to book their reservation if their requested date and time is available.

Are the parks open? Can I walk the trails at the Park District?

- Open spaces and parks are currently open.
- Any building attached to these spaces are closed including public restrooms. We encourage you to stay home if you are sick and maintain safe social distancing while using our parks.
- Organized play should not be allowed based on CDC guidance located here: <https://www.cdc.gov/coronavirus/2019-ncov/community/large-events/index.html>
- Playgrounds are currently closed for the duration of the stay-at-home mandate with the State of Illinois.

Are outdoor playgrounds, fitness and skate park equipment open?

- No, per Illinois Executive Order 2020-10, all district playgrounds are closed to the public until further notice.

Is Community Bark West open?

- Community Bark West is currently open for all current members from 6:00 a.m. – 9:00 p.m. We encourage you and your furry friends to maintain social distancing within the park while enjoying the open space.
- More information can be found here: <https://www.glenviewparks.org/facilities-parks/parks/dog-park/>
- New members interested in purchasing a membership will need to wait until we open in order to process applications, check vaccinations and complete the application process.

Can golfers go out and play at Glenview Park Golf Club or Prairie Club?

- No, the course has not opened for the 2020 season and is currently closed.
- If you see people using the course, we ask that you call 224-521-2206.

Can we still use the paddle courts at Prairie Club Golf & Paddle?

- No, the paddle courts are closed at Prairie Club Golf & Paddle.

Can tennis and pickleball players use the outdoor courts at the parks?

- Outdoor courts and parks are currently open.
- Any building attached to these spaces are closed including public restrooms. We encourage you to stay home if you are sick and maintain safe social distancing while using our parks.
- Organized play should not be allowed based on CDC guidance located here: <https://www.cdc.gov/coronavirus/2019-ncov/community/large-events/index.html>

Is boating open for permit holders on Lake Glenview?

- Boating season starting Friday, May 1 for all permit holders. We will send additional communication if opening is delayed.
- For all boating guidelines and to obtain a permit, please visit <https://www.glenviewparks.org/wp-content/uploads/2020/02/Boating-Permit-Application-2020.pdf>

Is Coarse Italian at Glenview Park Golf Club open for delivery or pick-up?

- Yes, Coarse Italian is open from 4:00-9:00 p.m., Tuesday through Sunday for curbside pick-up and delivery service only during the State of Illinois stay-at-home mandate.
- Place your order by calling 847-657-3200.
- To view the menu and for more information, visit their [website](#).

Are you still hiring?

- Hiring is currently ongoing for seasonal positions like camp counselors, lifeguards and outdoor pool positions.
 - Interviews will be conducted via phone calls or video conferencing.
- Part-time or full-time vacancies are suspended while our operations are closed.
 - Once we reopen, we will be contacting applicants that submitted applications.
- To apply online and view our available jobs, visit our [website](#).

Has the process to submit a FOIA request changed?

- At this time, the process hasn't change. Click [here](#) for more information.
- However, the time requirement by public bodies to respond to a FOIA has been altered by the Illinois Attorney General's Public Access Counselor based on the current status of the law and, where applicable, the Governor's Executive Orders issued as a result of the COVID-19 pandemic. Given that the length of the pandemic remains unknown, it may be difficult to respond to the request even with a 5-day extension. Both requesters and public bodies should keep in mind that FOIA allows the public body and the requester to come to a mutually agreeable response period to comply with a FOIA request.
- Members of the public and media are asked to keep these considerations in mind and are strongly encouraged to work with public bodies to agree on reasonable and appropriate response times in light of the public health concerns that we all face.

Will the Park District be holding Park Board Meetings and any other Public Meetings?

- Governor Pritzker's Executive Order 2020-07 filed March 16, 2020, suspends the in-person presence requirements at Public Meetings and eliminates the limitation on remote access for 30 days.
- The Glenview Park District March Board meeting was canceled.
- Early April meetings will be held virtually.
- Please check the park district website (<https://www.glenviewparks.org/about/park-board/meetings-agendas-minutes/>) for information on any upcoming meetings and learn how to attend the meeting virtually or provide public comment.
- Information is continually updated as meetings are scheduled.

Park Center Health & Fitness FAQ's

Will I be billed for my Fitness Center membership/program while the Park District is closed?

- Membership billing is suspended during the closure.
- There are no membership refunds or credits being processed related to the Fitness Center closure, instead we are cancelling the April 2nd Fitness Center installment billing due to the facility closure for the weeks in March.

What happens to my fitness membership/platinum upgrades during the closure?

- We will suspend all membership billing for the time the fitness center is closed. All monthly memberships fees for the month of April will be waived for the time the facility is closed (March 14 - April 7). Should the fitness center closure be

extended due to the evolving COVID-19 situation, we will re-evaluate membership fees at that time.

What if I paid for my fitness membership/track pass in full?

- The Park District will extend all paid in full memberships or track passes for an additional month.

What if I purchased a short-term membership (7-day, 30-day or 90-day)?

- We will extend all short-term memberships for the time frame that the facility is closed.
- If you are headed back to school or the extended period does not work for your schedule, we will offer a pro-rated refund.

What happens if my group fitness packages expire or will expire soon?

- All packages will be extended for the duration of the facility closure.

What happens if my personal training/partner or small group packages expire or will expire soon?

- All packages will be extended an additional 3 months.

Where can I still find workout options or videos on demand to stay active?

- Visit the [Park Center Health & Fitness Facebook page](#) for videos.

How do I cancel if I don't want to continue my membership or attend group fitness classes anymore?

- All memberships and billing are currently on hold; please wait until we have reopened to cancel officially.