

**McCrorey YMCA Swim Lessons**

704 716 6515 | Kennell.Jackson@ymcacharlotte.org

**Welcome to the McCrorey YMCA Swim Lesson Program!** We’re excited that you and/or your child(ren) will be joining us for swimming lessons. In this document you will find all the information needed to begin your journey. Please feel free to contact us if you have any questions.

**FIRST CLASS INFO**

**Where do we meet?**

Please enter the pool deck through the locker rooms. A swim instructor will meet you by the sitting area at the end of the pool.

**What to bring?**

All swimmers will need to wear a proper swim suit and bring a towel. We encourage goggles after swimmers can put their face in the water and open their eyes. Any child that is not potty trained must wear a swim diaper underneath their swim suit.

**Can I stay on the pool deck during class?**

We encourage parents to stay on the pool deck if they are not comfortable with their child going to the bathroom alone. If you need to leave the pool deck, we request that you supply your cell phone number so we may contact you while you’re gone. Parents must return before their child’s lesson is over. If your child is enrolled in a Preschool class, a parent must remain on the deck.

**Can I sit by my child’s class to help them adjust?**

In order to build trust between the swimmer and the instructor, we ask parents to observe the child’s class from either the viewing window outside the pool or the benches on the pool deck. If you choose to stay on the pool deck, please do not interrupt the instructor during class time. When lessons begin it is common for some children to become afraid or to cry. Our aquatics staff are equipped and trained in providing encouragement and confidence to help swimmers that may be nervous or anxious.

**FACILITY & HEALTH REGULATIONS**

If your child has had a fever or vomited within the last 24 hours, diarrhea, an intestinal flu, green/yellow discharge from the nose, pink-eye, ringworm, or other contagious illness please refrain from bringing them to the pool.

**CHOOSING THE RIGHT CLASS**

Our swim lessons are separated by ages and skill level. Please place your child in the class according to their age. Please use the class descriptions as a resource to help guide your decision. Skill assessments will be done the first day of all sessions. If a placement change needs to be made during the session, our instructors will discuss this with you and move the child to the appropriate class when and if space is available.

**How do I know which class is appropriate for my child?**

Our swim lessons are organized first by age and then by skill levels. You will see the skill stage within each age group listed in our program materials. Please use the class descriptions in the program guides, as well as our interactive online tool through our website to help determine the proper skill level for your child. We will also conduct skill assessments on the first day of all sessions and make placement adjustments at that time. Please sign your child up for the most appropriate class based on their abilities. If a placement adjustment is required, we will do our best to move your child to the new stage based on class availability. For current swimmers, please discuss stage recommendation with your current instructor.

How many children are in each class?

All swim lessons are taught in accordance with the National YMCA Program standards. The maximum ratios are as follows:

* Swim Basics: 1-3
* Swim Strokes: 4-6
* Swim Basics: 1-3
* Swim Strokes: 4-6

**May I sit by my child’s class?**

In the interest of building trust between a swimmer and the instructor, we ask parents to observe their child’s class from the viewing window outside the pool. If you choose to stay on the pool deck, please do not interrupt the teacher during the class time. If your child is having difficulty, we may recommend that you observe your child’s class through the glass viewing area outside the pool deck. Children who are continually disruptive during class will be asked to sit out until they are able to listen to the teacher’s instructions. This will help ensure the safety of all students.

**What should my child wear to swim lessons?**

Participants must have on a swimsuit. We require that hair shoulder length or longer is pulled back or worn under a swim cap. My child is not potty trained. What do you require them to wear for swim lessons? Participants who are not fully potty trained must wear a disposable swim diaper, reusable swim diaper (must be snug and completely cover disposable diaper) and a swimming suit (all 3 garments must be worn for class). Please have your child use the bathroom before entering the pool. Reusable swim diapers are available for purchase at the Sales and Service Center for $10.

**My child does not like water in his/her eyes. Should I bring goggles?**

Goggles are not a requirement for YMCA Swim Lessons. If goggles help your child feel more comfortable in the water, that is fine with us. Goggles are recommended for the Swim Stroke stages that will be swimming laps during lessons. To ensure your swimmer learns breath control, masks that cover the nose will not be allowed.

**Is it okay for me to swim or workout while my child is in lessons?**

Please remain in the pool area if you are not comfortable with your child going to the bathroom alone. Please remain on the YMCA property at all times. If you do leave the pool area, please be sure that you are back before your child’s class is over.

**When should I keep my child out of swim lessons? (Facility and Health Regulations)**

Please keep your child home if your child:

* Has had a fever or vomited within the last 24 hours.
* Has had diarrhea or intestinal flu within the last 24 hours
* Has green/yellow discharge from the nose has pink-eye, ringworm, or other contagious illnesses.

**How can I determine if my child is improving in swim lessons?**

We encourage parents to build a relationship with the child’s instructor. Feel free to ask them about your child’s progress before or after class. Please keep in mind that the instructor may have another class beginning shortly. If you can’t find time to talk with the instructor during your visit, please feel free to leave your name and number and the a member of our Aquatics team will call you. Progress reports are given in the middle and the end of each session.

**How long will it take my child to pass a stage?**

Knowing that each child learns and progresses at a different rate, the stages are not designed to be passed in one session. Like dance or taekwondo, many swimmers will continue in the same stage for 2-3 sessions until they are able to master all of the skills. Please do not be discouraged if your child needs to repeat a stage more than once. The instructors will continue to build skills in each session, and it’s important that kids are in the stage compatible to their skill-set, so that the classes are comprised of children with similar ability levels.

**What if I have feedback to give?**

Feedback is absolutely welcome! You can always talk with your instructor after lessons if you have questions, concerns, or suggestions on how to work effectively with your child. You are also welcome to contact our Aquatics staff with your feedback.

**LESSON CANCELLATION & MAKE-UP PROCEDURES**

**Lesson Cancellation**

We must close the pool and cancel lessons if there is defecation or vomit in the pool, or lightning/thunder outside. If this happens during swim lessons, we will communicate set make-up times.

**Lesson Make-Ups**

To maintain quality programming for all participants, individual missed classes may not be made up. This includes, but is not limited to a participant having an illness, injury, vacation, or inclement weather. Special circumstances must have approval by the Aquatics Director; however it is not guaranteed that a make-up lesson will be given. Make-up days are made for pool closures including thunder/lightening, pool maintenance and holidays.

**Refund Policy**

If a request for a refund is made, our Association Standard is, to provide a 100% refund if cancellation occurs before the program begins. No refunds will be given if a cancellation is made after the program begins.