



Keith Family YMCA Swim Lessons

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Welcome to the Keith YMCA Swim Lesson Program!

We hope each of you and/or your family is enjoying the beginning or continuing a lifelong journey of swimming. Please feel free to provide any and all feedback to our staff as we teach a life skill. Our swim instructors are there to reach your goals whether in one session or more. We encourage you to talk to your instructor before or after class about goals you or your children may have. We are looking forward to another great session and getting to see you and your child progress in this life-long and lifesaving skill.

FIRST CLASS INFO

Where will we go on the first day of class?

You will proceed through the family locker rooms past the showers and come out to the **indoor pool deck**. There will be a swim lesson check in table where the swim lesson coordinator will assist in signing you all in for lessons. If needed, we will ask for updated contact information. In addition, we will let you know where the class will be held.

What do we bring to class?

- Bathing Suit
- Towel
- Goggles, not necessary, but recommended. However, we do not recommend the goggles that cover the nose.
- Swim cap, not necessary, but recommended.
- Non-toilet trained swimmers must wear swim diapers & rubber pants

SWIM FAQs

Do I need to stay on the pool deck during my child's lesson?

Please stay on the pool deck if you are not comfortable with your child going to the bathroom alone. It would be great for you to stay to observe your swimmers progress! If you need to leave the pool deck, you must return before your child's lesson is over. However, you **must not** leave the YMCA facility.

How long will it take my child to pass a level?

Knowing that each child learns and progresses at a different rate, the levels are not designed to be passed in one session. Many swimmers will continue in the same level for 2-6 sessions until they are able to master all of the skills. Please do not be discouraged if your child needs to repeat a level more than once. The instructors will continue to build skills in each session. Typically the more people practice their skills, the better they will become. We encourage you to come in to practice the different skills taught in class during our free swim times. A schedule of our family/open swim times may be found on the locker room doors and at the sales and service desk.

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, rubber pants with elastic around the legs and a swimming suit (all 3 garments need to be worn for class). Please have your child use the bathroom before entering the pool.

What is the ratio of swimmers to instructors for Group Lessons?

All Swimming Lessons are taught according to the National YMCA Program standards.

The maximum ratios are as follows:

- Parent/Child classes: 10 parent/child teams to 1 instructor
- Swim Basics (ages 3 - 5): 5 students to 1 instructor
- Swim Strokes (ages 5 - 12): 6-8 students to 1 instructor
- Swim Team Prep (ages 5 - 18): 8 students to 1 instructor
- Adult/Teen Swim Basics 1-3 (13+): 8 students to 1 instructor
- Adult/ Teen Swim Strokes 4-6 (18+): 10 students to 1 instructor

How do I find out progress or updates during the session?

During the session please speak with your instructor to receive updates on progress.

- **Swim Corner Board** – Flyers with upcoming sessions may be found here.
- **Instructor Feedback** - Swim instructors are well trained and are here to help you meet your swimming goals. Please meet them at the end of class for updates on your child's progress.

- **Progress Reports** - In addition to speaking to your instructor, please read your Progress Reports given out on the beginning of the 5th swimming lesson. This will give you an update regarding what skills your swimmer has mastered as well as what the swimmer is still working on. The reports are designed to give you a recommendation as to what level your child will be placed in for the next session.
- **Certification of Achievement** – This report will be given out on the last day of class which states everything your swimmer has completed throughout the session as well as what level the swimmer should be in next.
- **In the Event of a Storm or Pool Closing** – An email will be sent out regarding any cancellation of swim classes and/or the need to hold a make-up day for lessons.
- **Participant Evaluations** - On occasion we will ask for participants to complete an evaluation of their experience in our swim lesson program. This information provides feedback to instructors as well as how to improve our aquatics program overall. We gather this information to conduct staff trainings. Any feedback is welcomed.

What if my child is afraid?

When lessons begin it is common for some children to be afraid or cry. Remember this is a new environment with new routines and expectations. Assure your child that you understand they may be uncomfortable but learning to swim is important. If you are confident and reassuring, they will feel secure and adjust quickly to the environment. Our staff members are well trained in helping to calm, anxious, or nervous children. Every child is different, work with your instructor to find solutions to your child's fears.

May I sit by my child's class to help them adjust to the new situation?

In the interest of building trust between a swimmer and the instructor, we ask parents to observe their child's class from the seating areas around the pool deck. 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 that 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 in the program.

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, goggles may be used. Goggles are recommended for levels that will be swimming laps during lessons. To ensure your swimmer learns breath control, masks that cover the nose are **NOT** recommended.

Can I make-up individual missed classes?

To maintain quality programming for all participants, individual missed classes **may not** be made up. This includes, but is not limited to, a child who has an illness, injury, vacation, or inclement weather. Special circumstances must have approval by the Aquatics Director, however it is **not** guaranteed that a makeup lesson will be given.

How do I know if my lesson is cancelled?

We must close the pool and cancel lessons if there is defecation or vomit in the pool, as well as thunder or lightning outside. If this happens during swim lessons during the weekday evenings, make up lessons are on **Fridays at the regular scheduled time with a date to be emailed out.** If this happens during Saturday morning swim lessons, we will decide on a reschedule date, if needed, and an email will be sent out.

*** During a thunderstorm we will make a decision 20 minutes prior to your lesson's start time regarding lesson cancellations. We will notify participants via email within 24 hours after to inform them of the cancellation and the scheduled make up time with the email address listed on our rosters. If you are unsure of a class cancellation please call the Aquatic Hotline at 704-716-6785. If there is no update for that date then the pool is operating as usual.

We must also close the pool if there is defecation or vomit, we may hold a **Safety Day** on deck temporarily until we can allow participants into the pool. Safety is an important part of our curriculum that is required in each session. Ask our instructors for more information.

When can I register for a class?

- Swim Lessons run year round! Register early to save a spot in our program.
- Please visit our pool deck and/or membership desk where you may find updated flyers regarding upcoming swim lessons dates, registration dates, etc.
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The YMCA reserves the right to add, change, or cancel class schedules to meet the needs of our branch and members. We encourage participants to register early to secure a spot in the classes.

How do I know what class to register my child in?

Our swim lessons are broken down by ages and by skill levels. Please place your child in class according to their age first, then by skill. Also, please use the class descriptions in the swim lesson brochures to guide your decision. There is also an interactive online tool to help determine the proper class level. 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. Please sign your child up for the most appropriate class based on their abilities. For current swimmers, please discuss level recommendation with the instructor.

What is the Refund Policy?

Full refunds are available before a session begins. Once a session has begun and before the 4th lesson, a 50% refund will be available. No refunds are available after the 4th scheduled lesson. To cancel any swim lesson you must fill out a "YMCA Program Cancellation Form" at the front desk.