

# SWIM LESSONS



## Keith Family YMCA Swim Lessons

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**Welcome to the Keith YMCA Swim Lesson Program!** We are delighted to have the opportunity to work with your child.

### FIRST CLASS INFO

#### Where will we go on the first day of class?

You can 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 set up to sign in for lessons where you will update contact info and find out where the class will be held.

#### What do we bring to class?

- Bathing Suit
- Towel
- Goggles if swimmers can put their face into the water and open their eyes
- 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. If you need to leave the pool deck, we will need to have a cell phone number to reach you while you're gone and return before your child's lesson is over.

#### 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. Like dance or taekwondo, 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.

### **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 check out Swim Corner White Board and speak with your instructor to receive updates on progress.

- Swim Corner White Board - Please read over our Whiteboard for additional updates for registration, days we do not have lessons, and what to expect that week.
- 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 towards the end of the session and will recommend which level your child should register for next.
- In the Event of a Storm or Pool Closing - Please call the Aquatics Hotline, 704-716-6785. Within 24 hours an email will also be sent about the day/time of your Make-up lesson to the email on our rosters.
- 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 seasonally 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 either the viewing window outside the pool or the benches on the opposite side of 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, that is fine with us. Goggles are recommended for levels that will be swimming laps during lessons. To ensure your swimmer learns breath control, masks that cover the nose will not be allowed.

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

- A fever or vomited within the last 24 hours.
- Diarrhea or intestinal flu.
- Green/yellow discharge from the nose.
- Has pink-eye, ringworm, or other contagious illnesses.

A doctor's note will be required if we can accommodate for a make-up lesson with your name and contact information listed.

## **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 make-up the lessons on Sunday afternoon at a time to be determined and sent via email.

\*\*\* 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.
- Member Registration starts on: Dec. 1, Feb. 1, Apr. 1, June 1, Aug. 1, & Oct. 1
- Program Participant Registration starts on: Dec. 15, Feb. 15, Apr. 15, June 15, Aug. 15, & Oct. 15

The YMCA reserves the right to add, change, or cancel class schedules to meet the needs of our branch and members. Classes with fewer than 3 participants will be cancelled. We encourage participants to register early to pre-vent changes to the schedule. Please see our Lesson Handouts for future schedule changes.

## **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.

## **For Private & Semi-Private Lessons:**

Lessons will be conducted as scheduled. Once lessons have been scheduled, cancellations must be made at least 24 hours in advance. Lessons canceled with 24 hours advanced notice will be rescheduled based on instructor's availability. Lessons canceled for any reason with less than 24 hours' notice will not be rescheduled. Private Swim Lesson packages will expire 6 months after the start-date. Unused private lesson purchases may not be carried over into the next calendar year.

## **What is the Refund Policy?**

If a request for a refund is made, our Association Standard is, 100% refund if cancellation occurs before the program begins. No refund will be given if a cancellation is after program begins. To cancel any swim lesson you must fill out a "YMCA Program Cancellation Form" at the front desk.