

# SWIM LESSONS



**Main office line: answered by a staff member from 8 AM – 5 PM  
704 716 4000**

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## FIRST CLASS INFO

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

You can proceed through the family locker rooms and come out to the indoor pool deck for group lessons. There will be a lead swim instructor to sign your child in for lessons. A parent meeting will be held after lessons begin.

### What do we bring to class?

You need to wear a proper swimsuit 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 toilet trained must wear swim diapers and tight fitting plastic pants under their swimsuit. If you have the fabric swim diapers these serve for both.

## SESSION INFO

Please look for an email/hand out on Day 1 from the Lead Swim Instructor for information regarding schedules and program updates. We are in the process of setting up PLAYERSPACE for electronic communications. We highly recommend downloading this app to receive the most up to date information we can provide.

## FREQUENTLY ASKED QUESTIONS

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

Please stay on the pool deck or observation room if you are not comfortable with your child going to the bathroom alone or within the YMCA grounds during your child's swim lesson. If you need to leave the pool deck, please notify the swim lesson instructor and return before your child's lesson is over.

### 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. Many swimmers will continue in the same stage 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 stage more than once. The instructors will continue to build skills in each session, and it's important that swimmers are in the stage comparable to their skill-set.

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

During the session please speak with your instructor, before or after class, to receive updates on progress.

**Progress Reports-** Progress reports are given out at the midpoint of the session and towards the end of the session. The progress report will recommend which stage your child should register for next.

**In the Event of a Storm or Pool Closing-** If there is thunder or lightning outside, please call the Lowe's branch at 704-716-4000 to see if the pool is closed and what the make-up lesson will be. Also, you will receive information on Text Alerts on the first day of class. In the event of a pool closing, you will receive a text message with the information needed if you sign up.

**Instructor Feedback-** Swim instructors are well trained and are here to help you meet your swimming goals. Please meet them at the beginning or end of class for updates on your child's progress. If you have questions, Please Ask Them! We will also have a Deck manager on duty as often as possible that is there to assist.

**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.

#### **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:

Swim Starters A & B : 12 parent/child teams to 1 instructor

Preschool Swim Basics 1-3 & Swim Strokes 4 (3 - 5 yo) - 6 students to 1 instructor

School Age Swim Basics 1-3 (6 - 12 yo) - 6 students to 1 instructor

School Age Swim Strokes 4-5 (6 - 12 yo) - 8 students to 1 instructor

#### **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 observation room or the benches 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 observation room. 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. If your child needs to use the rest room during lessons we do ask that you take them.

#### **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.

**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 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. If you use the fabric swim diaper you will not need the plastic pants, they serve as both.

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

If this swimmer has had:

A fever or vomited within the last 24 hours

Has had diarrhea or intestinal flu

Has green/yellow discharge from the nose

Has pink-eye, ringworm, or other contagious illnesses.

**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 there is defecation or vomit in the pool, we may hold a safety day in place of a make-up lesson. If this happens during swim lessons, we will notify you of the make-up lesson day and time. Typically the make-up lesson will be held the following Friday at your regular scheduled time. \*\*\* 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 text to inform them of the cancellation and the scheduled make up time. If you are unsure of a class cancellation please call: Aquatics Hotline at 704-716-4000

\*If there is no update, we had no update to give at that time and the pool is operating as usual.

**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 make-up lesson will be given.

**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 prevent changes to the schedule. Please see our Lesson Handouts for future dates.

**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. 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 stage. 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 stage 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 cancelled with 24 hours advanced notice will be rescheduled based on instructor's availability. Lessons canceled for any reason with less than 24 hours notice may 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 requested after program begins. Special circumstances will be considered on a case-by-case basis with approval required by the Aquatics Director.