

## **Aquatic Registration Frequently Asked Questions:**

### **Q: What level did my child complete last?**

A: Don't worry. It's a lot to remember as a parent. Please call our wonderful Reception desk and they will be able to look that up for you on our database.

### **Q: How do I get my child assessed?**

A: Come to any of our public swims and ask the lifeguards. They will find someone who can do an assessment during or right after the swim. Alternatively you can call the pool office and set up a time Mon – Fri between 8:30 a.m. – 4:30 p.m. to do a swim assessment. Swim assessments are a quick assessment of skills, they normally take 5-10 minutes.

### **Q: My child incompletes last session but is much stronger so can I put them a level higher?**

A: We can assess the child to determine if this is a fit however often it is the technique that is lacking and not just strength as they go hand in hand.

### **Q: My child does better when they are pushed so can I put them in a level higher so that will happen?**

A: Putting a child in a higher level will not be beneficial to them. Often putting a child in a level that is too high for them will cause their skills to deteriorate because they will become frustrated or scared and will not participate fully.

### **Q: My child turns 3 part way through the session, can I put them in Sea Otter?**

A: You are welcome to register them for a Sea Otter class but they cannot attend class until they are 3 years old.

### **Q: My child has already done Duck but is not 24 months yet can they go into Seaturtle?**

A: The difference between Starfish/Duck and Seaturtle is simply age to ensure that their skills are age appropriate. If they will be the age of the next level during the session they can go into the next parented level but again the difference is mainly age appropriate activities.

### **Q: My child has already completed Whale but is not 6 yet, what level do they go into?**

A: They stay in whale until they are 6 years old. The instructor will continue to improve their skills in the Whale class. The preschool levels have smaller ratios due to the ages of the kids so it is actually beneficial for them to stay in the preschool levels as long as possible.

### **Q: My child turns 6 partway through the session, can they go into the levels or do they have to stay in the preschool program?**

A: They can go into the level program if the parent wants them to, however the ratios are smaller in the preschool levels so often it is beneficial for them to stay in the preschool levels as long as possible.

### **Q: My child is comfortable in the water at the beach and swims with a lifejacket on what level do they start in?**

A: Children aged 3-5 start in Sea Otter, Children aged 6+ start in Level 1. If your child can swim on both their front and their back independently (with no PFD or "floaties") and put their face underwater comfortably they may be able to move ahead into another level. You will need to speak to a Deck Supervisor or have a swim assessment to determine if this is a possibility.

### **Q: I need to cancel a private lesson that has already been scheduled, how do I do it?**

A: Call a Deck Supervisor 24 hours in advance and they can credit your account for the lesson to be used for future registrations.

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### **Q: I am not sure if I put my child in the correct level**

A: On the first day of lessons all children are assessed. If the instructor feels that your child is not in the correct level then a deck supervisor will speak to you and they will either move your child to a different class or leave them where they are and work on the skills that they need to. All of our instructors use continuous evaluation and progressions so if your child is ready for the next skills they will start to work on those.

### **Q: I would like my child to be in a semi-private lesson but don't have a second child to be with them. Will you pair my child up with someone else?**

A: No, when booking a semi-private lesson you need to find the other person that your child will be paired up with and they need to be no more than 1 level apart.

### **Q: Can I request the instructor that I want?**

A: You can request an instructor for a private lesson but not for group lessons. It is important to note that even if you request an instructor there is no guarantee that you will get that instructor due to scheduling. Based on their particular skill set sometimes they are required elsewhere in the pool at the time of your lesson.

### **Q: How to sign up for Private lesson?**

A: There are a variety of private and semi-private lesson times offered in our leisure guide and you can register online or in person just like you can for our group lessons. If you do not see the day/time that you need you can fill out a private request form and a Deck Supervisor will look at your request and try to accommodate. Our recommendation is to always choose a day/time that you can make work if you had to, so that you know you have a spot first and then submit a request form.

### **Q: The timeslot/class that I want is full?**

A: Chose another timeslot that you can make work if you had to and then go on the waiting list for the timeslot that you want - you can go on as many waiting lists as you would like. We do our best to move staff around to accommodate requests but cannot guarantee that this can happen so it is best to have a spot in a different class just in case.

### **Q: I need my kids in the pool at the same time but the classes I want are full or the right levels aren't offered?**

A: Have you looked at our Family Swim times? During these times all levels from Sea Otter – Level 10 are offered and children are divided up based on what level they are working on. Don't forget to put your child on a waiting list for any timeslots that you want.

### **Q: My child is only missing a couple checkmarks from the last level do they have to repeat the whole level?**

A: Children need to remain in the level until they have mastered all of the skills, rather than to push them ahead where they may feel overwhelmed or it becomes a safety concern. If you are unsure you can come to a public swim and request that a swim assessment be done or you can book 1 or 2 private lessons to work on the skills that they need to complete.

### **Q: Should I bring my child's report card in to show the instructor?**

A: Yes please, this allows the instructor to see what skills they have already completed and what they need to still work on.

### **Q: I have a membership and should receive 2 free session of swimming lessons. How do I book these?**

A: You need to come in in person and we can book you in. Unfortunately you cannot use your free swimming lessons with online registration.