



**BRACEBRIDGE**  
The Heart of Muskoka

FAQs

## Bracebridge Sportsplex Aquatics Registration

---

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

A: Don't worry, it's a lot to remember as a parent. Log in to your account online, select the child you want to look up, scroll down and select "Activity Outcomes". You will see what lesson that child was registered in and the outcome. Or call our Reception Desk and they can look up the information in our database.

**Q: We missed the last swimming lesson of the session, where can I pick up my child's report card?**

A: Come in to the Reception Desk after lessons are completed.

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

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

**Q: My child incompleting 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. Then your child may jump up in the levels once they are 6.



**BRACEBRIDGE**  
The Heart of Muskoka

FAQs

## Bracebridge Sportsplex Aquatics Registration

---

**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 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 the 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 working on those skills with them.

**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 classes. It is important to note that even if you request an instructor there is no guarantee that you will get that instructor. All instructors do not work all days and 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 the Deck Supervisor will look at your request and try to accommodate if we have an extra instructor available. Our recommendation is to always choose a day/time that you can make work if you had to, so you know you have a spot, then submit a request form.

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



**BRACEBRIDGE**  
The Heart of Muskoka

FAQs

## Bracebridge Sportsplex Aquatics Registration

---

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

**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 wait lists as you would like. We do our best to move staff around to accommodate requests but cannot guarantee it, 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 other 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. Pushing them ahead can make them feel overwhelmed and can become a safety concern. If you are unsure, you can come to a public swim and request that a swim assessment is 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.

**For further information please contact the Bracebridge Recreation Department at (705) 645-3037.**