

## VPCC Swimming Lesson Program Policies

### ***Refund/Withdrawal:***

For withdrawals/cancellations made following the start of the program, refunds will not be provided. A credit may be applied to the account minus a \$20.00 administration fee.

### ***Waitlist & Reserved Spots:***

Every effort will be made to accommodate a spot for you in any of our full programs or drop-in activities. Only if a spot becomes available, will you be notified by email.

### ***Transfers & Late Program Entry:***

Transfers and late program entries are subject to availability. Transfers must occur before the third class and will be based on class availability. Any difference in fees must be paid at the time of transfer.

### ***Program Changes & Cancellations:***

We retain the right to modify or cancel any program if circumstances require it. Ingersoll Community Services also reserves the right to adjust program time, fees, or location as needed. Refunds or credits will be issued for cancellations made by us.

Cancellations arising from unforeseen circumstances, including but not limited to insufficient enrollment, staffing levels, equipment failure, and pool fouling, may occur occasionally. Participants will receive timely notifications, and credits will be applied to their accounts if make up classes are not available.

### ***Inclement Weather:***

Ingersoll Community Services makes every effort to keep facilities open during regular business hours. When a decision is made to close our facility, every effort will be made to notify participants. Please monitor our social media platforms for notices: <https://www.ingersoll.ca/ingersoll-community-services/>

### ***Missed Classes or Days***

No credit or refund will be issued for absences from day programs, classes, or lessons, whether due to illness, vacation, or any other reason and makeup classes will not be provided. Account credits may be issued for prolonged absences resulting from injury or other exceptional circumstances. Doctor's documentation may be required.

### ***Absentee Policy:***

Students must attend only the class in which they are formally registered. Regretfully we cannot accommodate requests for makeup classes outside the scheduled class time. Each swimming level has items that must be completed a minimum of 3 times on separate lessons in order for that item to be considered successfully complete. (According to standards set by the Lifesaving Society) Attendance is important to your child's success in the program.

### ***Accessibility:***

Victoria Park Community Centre is dedicated to ensuring equal opportunities for individuals of all abilities within our community. Those in need of one-to-one support to participate in our programs can have their support person attend at no cost.

### ***Photography & Video Usage Policy:***

For the protection of personal privacy, the use of cameras or recording devices of any kind is strictly prohibited within our facility. We appreciate your cooperation in upholding these guidelines and fostering a secure and respectful environment for all.



### **Attire:**

Appropriate swimming attire must be worn when participating in any aquatic program. **No outdoor shoes are permitted** on the pool deck at any time.

### **Private Swimming Lessons:**

Private swimming lessons are perfect for individuals aged 3 years and above who may need extra assistance in enhancing their aquatic abilities. The curriculum is tailored and personalized to accommodate specific needs, ensuring a person-centered approach. These lessons are scheduled within the session time frame (8, 9, 10 weeks) and are priced at \$20.00 per lesson. Individuals aged 14 and above are subject to HST in addition to the lesson cost.

### **Swimming Class Ratios are based on participants to instructor, as follows:**

Parent and Tot 1	1:10	Swimmer 1	1:5
Parent and Tot 2	1:10	Swimmer 2	1:5
Parent and Tot 3	1:10	Swimmer 3	1:6
Preschool 1	1:4	Swimmer 4	1:8
Preschool 2	1:4	Swimmer 5	1:8
Preschool 3	1:4	Swimmer 6	1:8
Preschool 4	1:5	Rookie, Ranger, Star Patrol	1:8
Preschool 5	1:5	Junior Lifeguard	1:8

**Any changes the above ratios will be done at the Aquatics Supervisor's discretion, on a case-by-case basis, and where qualified volunteers and/or assistant Instructors are available.**

### **Children progress through Swimming Levels as follows:**

**Parent and Tot 1** – age progression based. Age 4 months to 12 months.

**Parent and Tot 2** – age progression based. Age 12 months to 24 months.

**Parent and Tot 3** – age progression based. Age 2-3 years old.

**Preschool 1-Preschool 5** – skill progression.

Preschool programming is for children 3-5 years of age. Participants must meet the standards of the level by demonstrating the skills required to standard at least 3 times, during the session.

*\*If a child is 5 years of age and has passed Preschool 5 they will enroll in Swimmer 2.*

**Swimmer 1-6-** skill progression.

Swimmer programming is for children 5 to 13 years of age. Participants must meet the standards of the level by demonstrating the skills required to standard at least 3 times during the session. Swimmer programming is designed to meet the cognitive and physical abilities of a child this age.

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### **Lesson Information:**

**The First Swimming Lesson** – The first swimming lesson is an opportunity for the instructor to screen your child for their basic skills from the previous level to ensure they are in the appropriate class. Should it be found that your child is not in the right level, every effort will be made to accommodate and find the right class that fits your schedule.

**Mid-way Lesson** – You will receive a mini-evaluation of your child's progress thus far and discuss how you can support your child's skill development. This will be done between swim classes.



**The Last Lesson** – Please be sure to download your child's report card after the last lesson for your reference. Lessons will end few minutes early to facilitate any discussions. ***Please do not wait until the last day to voice your concerns or questions.***

**Report cards – will be located online at <https://swimgen.net/search/ingersoll>.** You can search for your child's report card using the code that has been provided or by their name. Report cards will remain on this website for up to 10 years. You can print any report card your child has received at any time. This system also enables our swimming Instructors to review the most recent report card for your child as well.

**Deck Coordinators** – Deck Coordinators are present during lessons and can be identified by their blue t-shirts/tank tops. They are there on deck to assist children to find the right level, and as your point of contact to address any concerns, questions, or comments. Please remember that outside shoes and spectators are not permitted on the pool deck. Parents/Caregivers are welcome to watch their child's lessons from our viewing deck or from the front lobby.

