



**FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY**

WELCOME TO CROSSROADS SWIM LESSONS PROGRAM!

For over 150 years, the YMCA has been on the forefront of Aquatics. More people have learned to swim through the YMCA than any other organization. Our swimming lesson program is world renown, and we are excited about how our instructors have made positive improvements to our swim program. Today at our YMCA, our swim instructors don't just learn what to teach; they are taken into clear guidance in how to teach students of all ages and types. We believe that creating a safe and fun learning environment leads to true progress for all our swim students! Our instructors will be teaching your kids, to become smarter, happier kids who are confident both inside and outside the pool.

Additionally, our instructors are certified in CPR, AED, First Aid, and Oxygen Administration and they also take child abuse training. We expect our staff to always display and teach our 4 core values of Caring, Honesty, Respect, and Responsibility. We also provide certified lifeguards to always ensure safety.

ABOUT THE PROGRAM

The swim lesson program is set up in a progressive manner. Each stage is built upon each other to allow the students to grow their skills and technique each step of the way. The program is broken up into 4 age groups. Parent/Child, Preschool, Youth, Teen/Adult. There are 2 stages for Parent/Child, 4 stages for preschool, and 6 stages for Youth-Teen/Adult.

Welcome Letter

You will receive a welcome letter on the first day of class and this will give you details on what stage your child is in and what will be taught at that stage.

Certificate of Achievement

At the end of each month you will receive a certificate that will detail if you child passed to the next stage as well as what they achieved and what to work on.

Instructor to Child Ratios

In order to provide the best possible environment for all children, the YMCA has set ratio recommendations for our swim lesson program. We work to maintain this best practice at all time. We reserve the right to limit the number of children we serve to maintain the safety of all children.

Category and age range	Stages offered	Ratio based off 1 instructor
Parent/Child 6month-4years	Stages A and B	10-12
Preschool 3-5 years	Stages 1,2,3,4	4-6
Youth 6-12 years	Stages 1,2,3,4,5,6	4-8
Teen/Adult 13 and older	Stages 1,2,3,4,5,6,	4-10

Goggles:

It is important for your child to be comfortable without goggles. We do not allow goggles until they demonstrate putting their face in the water comfortably by demonstrating bobs, as well as our safety jump of "Jump, push, turn, grab". This usually happens when a child is near to passing stage 2, but defiantly in Stage 3. When they are able to use goggles they must be ones that go only over the eyes. The ones that cover the nose are not helping your child learn breath control as well as what to do if they get water in their nose.

Promises

Please do not promises anything to your children that the instructor can not keep. Progression is made by practicing skills that sometimes are uncomfortable. Our suggestion is to praise them by encouraging them to try during class and they will receive something (toy, treat, book etc..) after class.

REGISTRATION INFORMATION

Monthly Swim Lesson

For our one day a week classes we run lessons so they have 4 lessons a month. For the months that have 5 days we will run a class if able. Depending on the time of the year we do offer other options such as twice a week for 4 weeks, and 4 days a week for 2 weeks.

Dates We will not have swim lessons:

New Years Day
Easter
Memorial Day
July 4th
Labor Day
Thanksgiving
Christmas Eve
Christmas
New Years Eve

Payment

If you do not pay at the time of registration, you will be drafted on the 25th of the Month prior to the month you will start classes. At this time your class is set. To get a full refund you must cancel class before the 24th of Month. If your payment is returned you will have 24 hours based off of when we are notified. If you do not make the payment, you forfeit your spot.

Make-ups

We do not give make-up classes if you miss a class. We will do our best to provide a make-up lesson if we have to cancel a class due to circumstances out of our control (weather and contamination). If we are able we will run the make-up class on another day and time based on our schedule. If we are not able to do this you will receive a credit. If a class meets more than half of its schedule time it will not be made up.

Refunds/Credits

Credits and Refunds occur on a case-by-case situation. If you are not able to complete the month, you must contact the Aquatics Director as soon as possible. If any refund/credit is given, it will be based on how many classes are left from the time you contacted the Aquatics Director. If approved a credit is applied to your YMCA account you can use later. Not all refunds are guaranteed, and the Aquatics Director give final approval.

SAFETY

Check in/out Process

Children waiting for class will check in with the instructor or deck manager and then be directed to the appropriate location until their instructor instructs them to get in the water. After each class, parents will meet instructor and students in the designated area to receive feedback from the instructor. If your child is 10 or older and is to meet you some place other than the pool area please make sure the instructor and deck manager is aware. If you are not present for pick up your child will wait with a YMCA staff until they are picked up.

Locker room use

It is highly recommended you come in your swim attire to limit overcrowding in the locker rooms. Please use the family changing rooms or the female or male locker rooms when changing. Children ages 5 and under may use the opposite gender locker rooms when accompanied by a parent/guardian of that gender.

Emergency Procedures

We have specific procedures in place for many types of emergencies. The instructor's priority is to always make sure their students are safe and accounted for. A few you should be aware of are:

In the event of a Fire/evacuation

All children will be taken out of the building through the emergency exit on the pool deck and will gather at the designated spot outside. You can meet or walk with your child to that location and take them once they are safe and you check out with the deck manager and/or swim instructor.

In the event of a Tornado

All children will be taken to the designated area. During these times, staff is trained to stay calm and keep the children calm by singing songs and playing games. You can meet your child at this location and take them once you have checked out with deck manager and/or swim instructor. We cannot guarantee children will be in the appropriate gender locker rooms.

OTHER IMPORTANT INFORMATION

Behavior Management

We are here to help your children have a good time and learn to swim. Please let the instructor and/or the Deck Manager know of any pertinent information to ensure your child has the best lesson possible. In some cases, we may have to help a child make good choices and ensure they are using our Core Values: *Caring, Honesty, Respect, and Responsibility*. In these situations:

- We use redirection and positive reinforcement

- We talk to the children at their level, both verbally and physically.

- When a child has been told at least three times about a behavior and still refuses to comply, we may separate your child from the group to address the issue. Staff will ensure that the child understands what they have done wrong and how they can correct their behavior. Separation time will be appropriate to age/developmental level of each child.

Physical discipline of any kind will **never** be used or tolerated.

Crying Child

If a child is upset and crying during a swim lesson, staff will make every effort to calm and comfort the child and help them acclimate to the aquatic environment. After 10 minutes of crying, the staff may locate the parent to assist in calming the child. Parents may attempt to leave the child a second time, but if crying persists for another 10 minutes, parent may be called to pick up the child. At this time a discussion of options will occur with the deck manager/supervisor.

Diverse Abilities

Children with any type of special needs are welcome in our swim lesson program and our staff will make every effort to accommodate the child's needs. Parents are asked to clearly communicate any special circumstances or accommodations that their child needs prior to the swim lesson. Parent/Guardian may need to be in the water to assist during class.

Diapering and Potty Breaks

If your child is not potty trained, we ask that he/she wears a swim diaper PLUS tight fitting swim suit over the swim diaper. If your child needs to potty at any time during the lesson, the deck manager or YMCA staff will attempt to find you. If our instructor must take a child they will need to go in 3's. We must stay in ratio so this could lead to the entire class going. We will use the family locker rooms and wait outside the door while they use it. Please take your child to the restroom before class.

STAYING CONNECTED



<https://crymca.org>



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Job opportunity:

Do you know anyone who needs a part time job? We are looking for lifeguards (16 and up), assistant swim instructors/attendants (15 and up), swim instructors (16 and up), and water fitness instructors (18 and up). Talk to the Aquatics Director for more details or check out our job posting on our YMCA home page <https://crymca.org/>.

Questions:

We would love to answer any questions or concerns you may have. Please ask your swim instructor, Deck Manager, or Aquatics Leadership person at your location.