

RED CROSS EVALUATION OF SKILLS

Evaluations are performed on the 7th and 8th days. Most children require more than one session in a particular level before advancing to the next level. Endurance, coordination, and being comfortable in the water contribute to the students progress.

For those who register their swimmers for more than one session at a time, please check with the Water Safety Instructor at the conclusion of each session to confirm that we have your swimmer placed in the correct class level.

Remember that learning to swim is the goal. Remaining in one level for more than one session does not mean that the child has not improved.

CLASS DISCIPLINE

We reserve the right to take children out of classes when they are physically or verbally abusive to participants or instructors, or if they are disruptive during the class.

**NO PARENT WILL BE PERMITTED IN THE POOL
AREA EXCEPT FOR THE LAST DAY OF THE SESSION.**

Because children are easily distracted by nearby spectators and activities of others, we will provide designated waiting areas OUTSIDE the pool perimeter for spectators (on days other than those designated as parent days).

When spectators remain in the designated waiting areas, it will contribute to a safe and quiet atmosphere for teaching. Teachers will be better able to maintain the attention of the students. Lifeguards will be able to devote more attention to the safety of the people in the pool.

Our goal is to teach your children to swim in a safe environment. Our experience has been that we do a better job when we have the cooperation of parents and visitors helping eliminate excess activity in the pool area by waiting in the designated spectator areas. Please ask us if you have a special need. Thank you for your cooperation.

SPECIAL NEEDS

Please contact the Aquatics Management upon registration of any special needs student at: 512-341-3367 or speak to the Swim Lesson Supervisor.

We will do our best to accommodate the special needs of students. We must have adequate time to plan for ways to meet the special needs requested. Without prior notification of special needs, we may not be prepared and may not be able to immediately assist with a special needs requested.

YOUR FEEDBACK COUNTS

We would appreciate your comments on our programs, instructors and aides. We strive to improve our courses and organization so we can offer the best possible service to our community. Swim Program Surveys are distributed every session.

Rain Out Hotline: 512-671-2898



City of Round Rock Parks and Recreation

2017

PARENT HANDBOOK

LEARN-TO-SWIM

*We've put this booklet together with you in mind.
Inside you'll find information about lessons, what
happens when we have bad weather, and a host of other things you
may have a question about. If we didn't answer your question, please
feel free to speak to any of our awesome Aquatics Team Members.*



PARENT INFORMATION FOR RED CROSS SWIM LESSONS

HOW TO HELP YOUR CHILD HAVE A SUCCESSFUL SWIMMING EXPERIENCE

1. Attend class every day
2. Be on time to class, if not always escort your child to the instructor
3. Take children to the pool during public pool hours to let them practice skills taught in class. (It usually takes more than one session of classes for children to master all of the skills taught and advance to the next level).
4. If you see a problem, have a concern, compliment, or complaint, please see someone at the front gate and let them know.
5. Please be on time to pick children up when class is over. Arrange with your children to meet you at a certain place after class is over. Please tell them that they should tell the front gate attendant and let us know if you are going to be late so that we can be watchful until you arrive.
6. Swimming should be FUN! Compliment and reward your participant daily.



Alternative Route to Pool

At times, a passing train will stop and block direct access to Burnet St. a main route leading to Lake Creek Pool. An alternative route to use is to cross over the Mays St. Bridge, Turn left at Logan St, then turn Left at Ridge Crest Drive. Turn Left at Deerfoot Dr, turn Left at Burnet St, and then turn Right onto Park Lane.

Our Inclement Weather Policy

At the first sign of a dangerous weather warning, thunder or lightning, the pool area will be evacuated. The pool will remain closed until thirty (30) minutes past the last heard or seen threat.

In the case of severe or questionable circumstances, the pool will remain closed and all activities canceled per the instruction of the Swim Lesson Supervisor or Aquatics Manager.

If we must get out of the water, instructors will cover safety portions of the course. Classes may also be canceled for mechanical problems or unexpected situations affecting health, such as feces or vomit in the pool.

WE TAKE OUR COMMUNITY'S SAFETY VERY SERIOUSLY. IF WE HEAR IT, WE CLEAR IT!

PLEASE UNDERSTAND THAT INCLEMENT WEATHER IS OUT OF OUR CONTROL.

Cancelled Classes

If classes are canceled due to inclement weather, mechanical problems or unexpected situations affecting health*, a message will be updated on the Rain Out Line **(512-671-2898)** 15 minutes prior to class start time or whenever an issue arises.

For the most up to date information on cancellations as well as all of the other great programs and events brought to you by the City of Round Rock Parks and Recreation Department, "like" us on Facebook! www.facebook.com/roundrockparksandrec

At a minimum, six lessons per session will be provided to participants for all group classes. Makeup lessons will be scheduled for group lessons when more than one session has been canceled. Specifics of any make-up sessions will be provided by your child's instructor. Speak to your child's instructor or the Swim Lesson Supervisor for make-up lesson specifics.

**Please do not allow children with active diarrhea to go into the pool for 48 hours from the last inflection, as infection may occur when individuals are exposed to water contaminated with fecal matter.*

Refunds

When withdrawing from a registered program, if the request is made within 14 days of the first class, customers will receive credit on their account towards a future city program. If the withdraw is more than 14 days prior to the program, customers may receive credit on their account or request a cash refund minus \$25 administrative fees. There will be no refunds for classes missed, or cancelled.