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## RED CROSS EVALUATION OF SKILLS

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Evaluations are performed on the last day of the session. 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 for their next session.

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.

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## CLASS DISCIPLINE

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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.

### **PARENTS WILL BE PERMITTED IN THE POOL AREA BUT MUST REMAIN IN DESIGNATED SEAT LOCATIONS**

Because children are easily distracted by nearby spectators and activities of others, the benches along the walls will serve as designated waiting areas for spectators (NO parent will be allowed to sit near the pool edge. This avoids class distractions.)

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.

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## SPECIAL NEEDS

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Please contact the Aquatics Management upon registration of any special needs student at: 512-341-3367.

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.

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## YOUR FEEDBACK COUNTS

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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.

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## CMRC Front Desk: 512-218-3220

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## City of Round Rock Parks and Recreation



## Fall / Winter / Spring PARENT HANDBOOK

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# LEARN-TO-SWIM

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*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 Aquatic 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.



## Health & Swimming

\*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.

## 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 Instructor or Recreation Center 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\*, the CMRC Front Desk will have the most up to date information on any class cancellations; they can be reached at 512-218-3220.

At a minimum, three 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 for make-up lesson specifics. You can email [aquatics@roundrocktexas.gov](mailto:aquatics@roundrocktexas.gov) with any questions.

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For additional Aquatics class information and offerings, 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](http://www.facebook.com/roundrockparksandrec)

## 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 when a class is offered