



YWCA ST. THOMAS - ELGIN

Aquatics Program Guide 2020

Thank you for choosing YWCA Aquatics Programs in Aylmer.

Please refer to the YWCA Aquatic [Program Schedule](#) for lessons, times, dates and registration information for Fall, Winter and Spring Swim sessions. We offer:



Canadian
Red Cross

Training Partner

Canadian Red Cross Swim programs including Red Cross Swim Preschool programs for children ages 4 months to 6 years, Red Cross Swim Kids for children ages 5 and older and Red Cross Swim Programs for Adults and Teens.



LIFESAVING SOCIETY®
The Lifeguarding Experts

Lifesaving Society training programs including the Bronze Medal Awards for youth ages 8 and up.

Swim Instructors offer a balanced program of swimming and water safety skills that allow youth to learn alongside their peers in a fun and encouraging environment. Many volunteers enhance program delivery through their contributions. Children and youth are awarded along the way with badges, stickers and lifelong skills!

Registrations & Withdrawals:

Registrations are processed through an online registration portal. Please be sure to review your registration information and/or family profile each time you are completing the registration process to ensure we have up to date and/or accurate information. You can learn [How to Register](#) or go ahead and [Register Now](#). We are here to help, so please [Contact Us](#) if you have questions or need support.

Please register early to avoid disappointment as classes may not be available for last minute registration. If the class day and time that you wish to have your child attend is full, please consider registering for an alternative class time or **join the wait list**. We will try our best to accommodate wait lists where possible. Please note that children on wait lists will only be contacted in the event that a space or class becomes available.

Refunds will not be issued after the session begins, for classes cancelled due to inclement weather or due to facility closures. Refunds will be provided when a Doctor's note is submitted, minus classes attended and a \$10 administration fee. **Classes will only run based on sufficient registration.** **Participants may be required to move to an alternative day or time.**

Attending Programs:

We look forward to welcoming you at aquatic programs. Aquatic staff are available to further direct you to area(s) of lessons. Please remember to bring report cards from previous lessons along with proof of any other prerequisites that may be required for the class(es) you will be attending and provide to your instructor upon start of lessons. Please refrain from attending aquatic programs if you or your children are ill. Swimming designated clothing must be worn in the pool. Swim diapers are mandatory and must be worn by all children under 2 years of age and for those who are not toilet trained. The use of photographic devices, including cell phones, is prohibited in the change rooms and washrooms. Please keep your children with you at all times when not in the pool and walk at all times. Please do not leave valuables in change rooms. We can not be responsible for lost or stolen items.

Facilities:

YWCA Aquatic Programs are delivered in Aylmer at Terrace Lodge and the Ontario Police College throughout the school year in Fall, Winter and Spring sessions. We expect and appreciate your cooperation in respecting facilities, staying within designated areas at all times and leaving them in the same condition as when you arrive. Please note considerations specific to each facility.

Ontario Police College: 10716 Hacienda Road, Aylmer

Please proceed to the left of the drive upon entering the Ontario Police College grounds and park in Residence 3 Parking. There is a designated **Pool Entrance** marked by signage. Upon entry, please sign in your family with security and head to the change rooms. Children exit the change rooms onto the pool deck and will be directed to the appropriate area for lessons. There is a lesson viewing area upstairs. Street shoes are not permitted on the pool deck. Please remember to sign out prior to your exit.

Terrace Lodge: 475 Talbot Street East Aylmer

There is limited space available in change rooms on site. It may be helpful to come prepared and dressed with your bathing attire so that change rooms can be reserved for changing after classes. There is a facility code to use upon entering the building. Staff will be available to provide this information to you upon your attendance at program. Please refrain from allowing children to enter codes to avoid lockdown and also ensure that doors close behind you as enter and exit areas. There is a viewing area to be able to view your child during swimming lessons.

Closures & Cancellations:

Delays, closures and/or cancellations may occur. Notice may be minimal in unexpected situations including but not limited to inclement weather, pool fouling, mechanical issues or facility closure. Advance notice will be posted whenever possible at the facility and on the YWCA website and/or Facebook page. We will also make every attempt to contact you based on contact information provided at the time of registration. Where possible, cancelled classes will be made up at the end of the session. **Refunds are not issued for class cancellations due to inclement weather or facility closures.**

Parent and Child Feedback:

Your input and feedback is important to us. Please speak with your instructor or the Aquatics Coordinator during lessons or [contact](#) the YWCA if you wish to discuss any aspect of aquatics programming. Program surveys are distributed regularly. We appreciate your time in providing your written feedback anonymously to help enhance program responsiveness and quality.