

THE WORKS

Aquatic Programs Parent Handbook

Registration

Registration for Aquatic Programs is taken in person, by phone, or online. Full payment is due at time of registration. Classes are booked in “Sets”, for example: Group Lessons are booked in a set of 8 classes, with a specified start and end date. Private Lessons are booked in a set of 4, with a specified start and end date.

Fall (Sept-Dec) – Registration opens in August

Winter (Jan-June) – Registration opens in November

Summer (July-August) – Registration opens in May

***Note:** Registration in one set does not guarantee registration/availability in the following set. Registration is taken on a first come first serve basis, we encourage participants to register in advance. If you register in advance, place your child in the level they are currently in. As long as you let us know on progress day they have passed, we guarantee to move them to the correct level.

Waitlists

Some of our levels and time slots are popular, so we offer a waitlist. Waitlists are based on a specific level at a specific time slot. It is hard to determine the likelihood of a space opening, as it depends if a child cancels for medical reasons or if we have an instructor available.

If a space becomes available, we call the first person on the waitlist. If we do not get an answer, we leave a message/voicemail if possible. You then have 24 hours from the time we call and the message is left to return our call. If we do not hear from you, we move to the next person on the list.

Instructor Requests

We do allow for instructor requests; however, we do not guarantee them. It is possible they may not be teaching during the time slot you registered for, or they may be teaching a different level. If you do not have an instructor request by name, you can request by style, “firm” or “warm”. Please note: we do not do registration by instructor, not receiving your preferred instructor does not qualify you for a refund/credit.

To make an instructor request:

When registering online, a question asking for “Note/Other Information” will show up.

If registering in person or by phone, please inform the Customer Service Staff member at the time of registration.

Class Size Ratios & Class Length

Tot Swim	3:1	30 Minutes
Children's Group Lessons White, Purple, Red	5:1	40 Minutes
Children's Group Lessons Green, Aqua, Blue, Bronze, Silver, Gold, Platinum	6:1	40 Minutes
Children's Low Ratio Lessons All levels	3:1	40 Minutes
Private Lessons	1:1	30 Minutes
Family Private Lessons	2:1	30 Minutes

Aquatic Staff

During swimming lessons, you will encounter a number of staff on the pool deck. They are there to assist you at any time.

Crewleader *Uniform: Red Polo shirt*

The Crewleader is responsible for overseeing lessons and ensuring classes operate efficiently. They can answer lesson related questions or concerns as well as other questions you may have. They also assist instructors to develop and refine teaching skills and processes. Crewleaders report to the Aquatic Supervisor/Aquatic Coordinators.

Crewleaders are certified in NLS (Lifesaving Society National Lifeguard Award), Standard First Aid and CPR.

Aquatic Swim Instructor *Uniform: Navy "Lifeguard" t-shirt or swim attire*

Our instructors are not only there to teach, but to keep students safe and ensure they have fun! Feel free to inform your instructor of things which may be specific to your child (i.e.: extreme nervousness, has a fear of jumping into the pool, etc.) – this will ensure your instructor can take the proper approach.

Instructors are certified in NLS (Lifesaving Society National Lifeguard Award), Standard First Aid, and CPR.

Aquatic Supervisor/Aquatic Coordinator *Uniform: The Works Polo*

Aquatic Supervisors/Coordinators are responsible for ensuring the correct information reaches Crewleaders and Instructors regarding lessons. They distribute rosters and help Crewleaders work through any issues which may arise or help answer questions which Crewleaders may not be able to answer. Aquatic Supervisors/Coordinators report to the Manager of Aquatics and Recreation.

Instructors in Training *Uniform: Swim attire*

Instructors in training work side-by-side with an Aquatic Swim Instructor. They are learning skills and processes in order to be eligible to teach on their own. They are required to shadow with trained instructors for a specific amount of time. The Aquatics Instructor may get the instructor in training to teach a skill or to lead part of the class to give them experience.

Instructors in training are certified in NLS (Lifesaving Society National Lifeguard Award), Standard First Aid and CPR.

Lifeguards *Uniform: Navy "Lifeguard" t-shirts*

All Lifeguards have NLS certification (Lifesaving Society National Lifeguard Award) as well as Standard First Aid and CPR.

Pool Rules

As a participant or spectator on the Pool Deck, please help us maintain a safe and clean pool deck by following these rules:

- No outdoor footwear on the pool deck
- No food or drink, including coffee & tea, are permitted on the pool deck OR in the change rooms. Water in a non-breakable, plastic container is permitted
- Participants must shower prior to entering the pool
- Use of all cameras and video equipment is not permitted in the facilities
- The use of cell phones is not permitted in the change rooms
- The Works is a scent-free facility – please do not use scented products before or during your visit to the facilities.
- The Works is not responsible for lost or stolen articles under any condition – we advise patrons to lock lockers, but strongly encourage you to leave valuables at home.

What should participants bring?

- Appropriate Swim Wear – bathing suits/trunks only – no cut-offs, below the knee shorts, t-shirts etc.
- Previous Report Card – Bringing your previous report card can let your child's instructor know what they need to work on.
- Towel – bring your own towel. The Works does provide towels for customers.
- Money for Locker – lockers at the Aquarena are coin-operated, each use costs \$0.50 (Two Quarters). The Works strongly encourages you to leave all valuables at home.

Where should we go once we arrive?

On the first day of a set of lessons, participants can proceed to the appropriate change room. Once you enter the pool deck area, participants in Main Pool lessons can have a seat on the bleachers and wait for their name to be called. For our Tot Pool participants, you can wait on the benches on the side of the Tot Pool until your name has been called.

Lost & Found

- The Works is not responsible for lost or stolen items, however, we do keep items that have been found in the facilities for a maximum of 7 days.
- We cannot provide confirmation of found items over the telephone, inquiries must be made in person.
- Requests to check the lost and found can be made at the Aquarena Customer Service Centre for items lost in the Aquarena or the Field House Customer Service Centre for items lost in the Field House.

Refund/Credit Policy

- Refunds and credits may be given for **medical reasons only**. Lessons due to power outages, snowstorms or circumstances out of The Works control will not be credited, refunded or made up.
- Requests will not be processed without the original receipt of payment and a medical note. No refund or credit will be granted for unused time prior to submitting a written request.
- Refunds and credits for swimming lessons are subject to a \$10 administration fee plus the cost of lessons received/passed up to the refund/credit application submission date.
- Please allow 30 days for processing of refund and credit requests.

Swim Level Conversion Chart

Conversions are approximate – assessments of skills and abilities is completed during the first lesson to determine proper placement.

The Works - Aquarena	Red Cross	Lifesaving Society	YMCA
Parent & Baby Lessons – 3 Months to 2 years			
Parent & Baby	Starfish	Parent & Tot 1	Splashers
	Duck/Sea Turtle	Parent & Tot 2 & 3	Bubblers
Tot Swim – 2 – 5 years			
Tot Swim	Sea Otter	Preschool A	Bobbers
	Salamander	Preschool A/B	Floaters/Gliders
	Sunfish	Preschool B	Divers
Advanced Tot	Crocodile	Preschool C	Surfers
	Whale	Preschool D	Dipper
Children’s Learn to Swim Program - 5-16 years			
White	Level 1	Swimmer 1	Otter/Seal
Purple	Level 2	Swimmer 2	Dolphin
	Level 2/3	Swimmer 3	
Red	Level 4	Swimmer 4	Swimmer
Green	Level 5	Swimmer 5	Swimmer/Star 1
	Level 6		
Aqua	Level 7	Swimmer 6	Star 1
Blue	Level 8	CSP - Rookie	Star 2/3
Blue/Bronze	Level 9	CSP - Ranger	Star 3/4
Silver/Gold	Level 10	CSP - Star	Star 5/6
		Bronze Star	Star 7

Questions?

Still have questions about our Aquatic Programs? Please give the Customer Service Desk a call at (709)864-3798 or email theworks@mun.ca