

AQUATICS PROGRAMS PARENT HANDBOOK





WELCOME!

The Canada Games Centre Aquatics Centre is happy to welcome your kids to our swim lessons and Aquatics sports programs. Thank you for choosing the Canada Games Centre – we know your child (ren) will not only learn new swimming skill/sports, but also have fun doing it. This handbook contains pool deck policies and helpful information about our swim lessons and other Aquatics programs.

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PROGRAM INFORMATION & UPDATES

WAITING LISTS

Our program schedule is designed in such a way that we offer a percentage of previously predicted programs that are scheduled in our program guide and the remaining percentage is slated to be filled from the waiting lists so we can better accommodate demand.

To register on our waitlist, you are required to provide payment upfront for a more seamless transaction to registration. All waitlist registrants will be **notified via e-mail** upon receipt of a registration one week prior to program start date.

INSTRUCTOR REQUESTS

Did you know you can request an instructor by name? While this is not a guarantee, if they are available the day you are registered, it is likely your request will be met. If you don't know the instructor's name yet, but would like a "firm" or "warm" type of instructor, you can request that too! And although our resources are somewhat limited if your child needs the lesson taught in a different language, we might be able to accommodate your request.

To make these types of requests:

- When you register online, a pop up question asking "any special notes?" will show up. Simply type your request in the box provided.
- If registering in person, be sure to let Customer Service know of your request, which will be submitted along with your registration.

SWIMMER 1 ADVANCED & SWIMMER 2 ADVANCED

Swimmer 1 Advanced and Swimmer 2 Advanced do not fall into the existing flow of the Lifesaving Society's Swim for Life program. We've created them to help participants who are missing only a couple skills to fully complete Swimmer 1 or 2. If your child receives an incomplete for Swimmer 1 or 2 and depending on the skills needed to complete the level, the instructor may suggest moving onto Swimmer 1 Advanced or Swimmer 2 Advanced, for the following session.

CLASS SIZE RATIO RANGES

Our class size ratios are based on those recommended by the Lifesaving Society's Swim for Life Program. Please keep in mind these are ratios for 1 certified instructor per class. By providing assistant instructors, float instructors, and program specialists, we are able to increase these ratios in any given class without compromising your child's experience.

LEVEL	RECOMMENDED	OUR MAXIMUM
Parent & Tot 1-3	10 -12 participants	10 -12
Preschool 1-5	4 -6 participants	5
Swimmer 1, 1A, 2, 2A	6 -8 participants	5
Swimmer 3	8 -10 participants	6-7
Swimmer 4, 5 & 6	10 -12 participants	8-12

Please note during lesson times we often share spaces in the Competition Pool with other programs, clubs and bookings. We have done our best to eliminate conflicts in these situations.

ADDITIONAL AQUATICS PROGRAMS

After reviewing the most recent Aquatics feedback, we're discovering we already offer many of the programs being requested. To find out which additional programs we offer in and out of the pool, please see our current Program guide posted on our website www.canadagamescentre.ca.

AQUATICS SUPPORT STAFF

During swim lesson times, you'll see a variety of staff on deck:

LESSON SUPERVISOR

The Lesson Supervisor is responsible for lesson related issues, concerns and feedback and ensures overall instructor development through mentoring & coaching. **What they wear:** Blue CGC polo shirt

AQUATICS PROGRAM SPECIALIST

The Program Specialist is in charge of instructor mentoring and development, and reports to the Lesson Supervisor. They are also responsible for assisting with class control and dynamics, with an overall focus on program quality. **What they wear:** Blue CGC polo shirt

FLOAT INSTRUCTOR

The Float Instructor may appear as a second instructor during class; however this is not always the case. The key role of the Float Instructor is to provide support and coaching for the instructor. Floats are also used to provide consistency in the event of an instructor absence. **What they wear:** Blue CGC pinny/tank top

ASSISTANT INSTRUCTOR

Assistant Instructors are instructors who have taken an in-depth Assistant Instructor certification course. Assistant Instructors are normally placed with instructors that need help with a large class.

PRACTICE/CO-TEACHING INSTRUCTORS

Practice or Co-teaching Instructors are in the process of becoming certified. By assisting Certified Instructors, they are able to gain valuable hands-on experience with which to apply the water safety, class dynamics, and skill progression theories they learn in the classroom.

LIFEGUARDS

The Lifeguard Team is responsible for the overall pool safety and operations on the deck. The team ensures that posted safety rules and policies are being enforced, and that lessons and other programming can happily coexist without disruption to one another. **What they wear:** Red CGC pinny/ tank top

AQUATICS PROGRAM COACH

The Program Coaches are in charge of coaching quality sport programs to children of various age stages and abilities using fundamental movements. All Canada Games Centre coaches have NCCP level coaching in their respective sports, High Five and Fundamental Movements training. **What they wear:** Black CGC coaching shirt

POOL DECK POLICIES

Please help us to maintain a safe and clean pool deck for everyone by remembering these few rules:

- Outdoor footwear, clothing and strollers are NOT permitted on the pool deck.
- Proper swim attire is required. Cut off shorts, underwear, sports bras, boxers and loose fitting clothing like t-shirts are not acceptable swimwear.
- Food, beverages or any breakable items are NOT permitted in the pool area. Please discard chewing gum in garbage receptacle before entering the pool.
- Anyone not toilet trained must wear water resistant swimwear to prevent contamination of the pool. Cloth or disposable diapers are not accepted.
- Personal toys (including puddle jumpers), fins, snorkels, and/or masks are NOT allowed. Should you or your child need flotation support, we have lifejackets, PFDs, and flotation belts onsite, simply ask a lifeguard.
- All patrons MUST shower with soap before entering the pool. Persons with open cuts, sores, bandages, colds, coughs or infected eyes are NOT permitted in the pool.
- Spitting, spouting or nose-blowing in the pool is strictly prohibited.
- The use of camera/video enabled devices is strictly prohibited in change rooms and washrooms. In all other areas of the facility, use of these devices is allowed provided it is for personal use only, does not disrupt the activity of others, and is in accordance with the CGC User Code of Conduct and posted Safety Standards. Please be respectful of others: avoid capturing others in the background of photos, and make phone calls/send texts in the hallways.
- When not with their instructor, children 7 years old or younger MUST remain within arms' reach of a parent or guardian (18 years of age or older) at a ratio of 1 adult to 2 children.
- When not with their instructor, youth 8-12 years of age are required to have an adult remain on-site within close proximity of the Aquatics Centre.
- Lockers are for daily use only and items left overnight will be removed. Canada Games Centre is not responsible for lost, damaged or stolen property.

HELPFUL HINTS

WHAT SHOULD PARTICIPANTS BRING?

- **Appropriate bathing attire:** bathing suit, swim trunks, snug fit athletic clothing (swim trunks or athletic shorts must have a built-in liner).
- **Previous Report Card:** bringing this to the first or second lesson (even if the report card is from a different pool or program) can help the instructor tailor the lesson plan more specifically to the skills of the participants.
- **Program Access Card:** non-members are required to bring their Program Access Card for every lesson. This will give you access to the facility during lesson time and eliminate having to check-in at the Customer Service Desk. Program Access Cards can be used from one programming session to the next as they reload with your new programs when you sign-up. If you have yet to receive a card, they are available from the Customer Service Desk.
- **Towel:** Nothing better than wrapping up in a warm towel after a swim lesson.
- **Lock:** When storing items in the lockers during the lesson, we recommend bringing a lock to help secure your items.

MEETING SIGNS

Where should participants go once on deck? When exiting the change rooms head to the left corner of the pool deck where we have signs posted for each level. The Instructors will meet participants there.

On the first night of a Private Lesson or Aquatic sports program, participants will be directed where to meet via a sandwich board on deck. Private and Advanced courses (Bronze Star; Bronze Medallion; Bronze Cross) signs are posted beside the lifeguard office.

LOST & FOUND

Sometimes going home with what was packed can be a challenge. We ask all parent(s)/guardian(s) to check the lost and found on a regular basis if you suspect that your child is missing items. Due to the high volume of items left at the Centre throughout the year, the Canada Games Centre donates all items in the Lost & Found two days after being found to an outside agency. Please note the Centre is not responsible for any lost or stolen items.

QUESTIONS?

Still have questions about your Aquatics programs? Contact our Aquatics Program Supervisor at 902.490.2913.