



2020-2021 AQUATICS PROGRAMS PARENT HANDBOOK





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Welcome!

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

Based on the internationally recognized Swim to Survive standard and aligned with the Sport for Life model, the Lifesaving Society's Swim for Life Program focuses on basic survival skills and proper swimming technique – fun from day one! Swim for Life starts by developing strong foundational and personal self-rescue skills, then continues by challenging swimmers to develop stronger swimming strokes. Success oriented and fun for the entire family, there is something for everyone in the Swim for Life program.

During the COVID-19 pandemic, the Canada Games Centre remains committed to providing the safest space possible for the physical and mental health of our community. To support this, we continue to follow Public Health guidelines and adjust our facility services and protocols as needed. For more details please visit: <https://canadagamescentre.ca/facility-reopening/>

General Information

Canada Games Centre Address: 26 Thomas Raddall Drive, Halifax, NS

Facility Hours: Monday-Friday: 6am-9pm; Saturday-Sunday: 7am-7pm
(Hours subject to change; please visit our website for updates)

CGC Customer Service Desk: 902.490.2400 ext. 7

Aquatics Program Supervisor: 902.490.2913

Aquatics Program Supervisor Email: clulette@canadagamescentre.ca

Press Play | Return to Aquatics Programs

As always, the health and safety of our members, users and staff is our top priority. To support this priority during the COVID-19 pandemic, additional measures and changes in services are required. Our plan follows the current advice of Public Health experts, mandated legislation and takes into consideration best practices from similar facilities and sports organizations in Canada and internationally.

This fall, we worked with the [Lifesaving Society](#) and followed Public Health guidelines to design the safest aquatics programs possible for our facility.

What we are doing: To ensure program participants have the space they need to follow provincial recommendations, we will be implementing the following safeguards. Please follow the lifeguards and your instructors' directions to help maintain these safeguards.

- Health screening questions will be completed for each program participant prior to entering the CGC.
- Staggered lesson starts and end times to ensure fewer people in the change rooms before and after your lesson(s)
- Reducing the number of lessons offered and number of participants per class, to allow for required spacing.
- All lessons will run as a **cohort** (grouping method). Physical distancing within cohorts is not enforced.
- Pre-designated pool space to ensure every lesson has the space they need.
- Each participant will have use of their own equipment for their lesson, equipment will be disinfected between lesson times.
- Change rooms will be cleaned at regular intervals, and high touch points disinfected regularly.
- If a program participant displays any current symptoms listed on the [Province's website](#), parents/guardians will be called, the child must be picked up immediately and they will be isolated until pick-up.

What you can do: Practicing good hygiene remains the best defense against illness.

- **Before entering the pool deck swimmers must shower head to toe.**
- Avoid touching your eyes, nose and mouth.

- Cover coughs and sneezes with a tissue, then immediately place it in the garbage and wash your hands. If no tissue is readily available, cough and sneeze into the crook of your bent arm (at the elbow).
- If you're feeling ill or unwell, please stay home and rest up.

If you are looking to come to the CGC outside of your program time, please review the [Press Play Facility Reopening](#) section which highlights protocols, available activities and amenities (including schedules) and booking information.

Please continue to follow the advice of the Province and the Public Health to help prevent the spread of COVID-19.

Program Age Groups

At the Canada Games Centre our swim lessons are organized by program level and participant age.

- **Parent and Tot Programs** consist of three age-based levels for children ranging from *4 months to 3.5 years*.
- **Preschool Programs** are made up of five levels for participants between the ages of *3-5 years*.
- **School-Age Programs** for children aged *5 years and over*. Throughout these levels' participants will start by learning the fundamentals of swimming through to stroke progressions and water rescues.
- **Teen Programs** are for participants *11 to 15 years old*, who have never taken swim lessons before and would like to build their swimming skills. With participants of a similar age/skill level.

Program Size Ratios

Our class size ratios are based on those recommended by the Lifesaving Society's Swim for Life Program. These ratios are for one certified instructor per class. By providing an additional instructor we're able to increase these ratios without compromising your child's experience.

Lifesaving Swim for Life Programs	Recommended	Our Maximum*
Parent & Tot	10-12 participants	8-10 participants
Preschool	4-6 participants	5 participants
Swimmer 1 & 2	6-8 participants	5 participants
Swimmer 3	8-10 participants	6-7 participants
Swimmer 4, 5, 6, 7 (Rookie), 8 (Ranger) & 9 (Star)	10-12 participants	8-10 participants

**Currently reduced due COVID-19 protocols*

Aquatics Support Staff

During swim lesson times, you'll see a variety of staff on deck, allow us to introduce ourselves!

Lesson Supervisor

The Lesson Supervisor is responsible for lesson related issues, concerns, feedback and ensures overall instructor development through mentoring & coaching.

What they wear: Blue CGC polo shirt

Aquatics Program Specialist

The Program Specialist oversees instructor mentoring and development, the program specialist reports to the Lesson Supervisor. With an overall focus on program quality, they are also responsible for assisting with class control and dynamics. **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. **What they wear:** Blue CGC pinny/tank top

Instructors

This is the face you will see most often! Our instructors plan and execute safe and fun lessons for participants for all 9 weeks of lessons. All instructors have taken an extensive Lifesaving Society Swim for Life Instructor course.

What they wear: Blue CGC pinny/tank top

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. They also keep the pool organized ensuring that all programs can happily coexist without disruption to one another.

What they wear: Red CGC pinny/tank top

CGC Swim Academy Coaches

The Swim Academy Coaches oversee coaching quality sport programs to children of various age stages and abilities. All Canada Games Centre coaches have NCCP level coaching or equivalent in their respective sports, High Five and Fundamental Movements training. **What they wear:** Black CGC coaching shirt

Press Play | Program Expectations

What to Bring to Your Swim Lesson/Program

- **Appropriate bathing attire:** Bathing suit, swim trunks, snug fit athletic clothing (swim trunks or athletic shorts must have a built-in liner). **Please arrive in your swim suit for quicker movement through the change rooms.**
- **Masks:** Following the directive from Public Health, wearing a mask is required while inside the CGC. Masks must be worn on the pool deck and in the change rooms. Masks may only be removed while directly engaged in your lesson/program.
- **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.
- **Towel:** Nothing better than wrapping up in a warm towel after a swim lesson.

Pick Up & Drop Off

Participants must arrive with their swim attire under their clothes.

Participants will be allowed entry (through the side entrance doors) into the building 10 minutes prior to the start of their program. If you arrive more than 10 minutes before your program start time you will be asked to wait outdoors.

In line with the general age policies at the Canada Games Centre, we ask participants, parents and guardians (18+ years) to adhere to the following age policies:

- Participants who are **11 years of age and younger** can be accompanied by ONE guardian to the pool deck and are encouraged to stay on the pool deck throughout the lesson.
- Participants ages **12 years and older** are encouraged to enter the building without a guardian.

Please note spectators are required to wear a mask while in the Centre including on the pool deck and in the Change Rooms.

Change Rooms

Our Family/Universal, Men's Wet and Woman's Wet Change Rooms will be available for swim lessons, but there will be no locker access.

Participants will have a maximum of 10 minutes in the change rooms prior to and at end of their programs.

Participant Expectations

Below we outline the expectations for all participants enrolled in swim lessons. All programs take place in a busy aquatic environment where the safety of all participants is our priority. We also outline what you can expect from our staff. Please take a minute to review these policies.

CGC Aquatics Program Guidelines

Respect for Property:

- Respect for CGC property and for other participants belongings.
- The CGC is not responsible for lost or stolen items such as: cell phones, laptops, travel DVD players, gaming systems, iPods, money, wallets/purses,

jewellery, etc. As the use of these items will not be permitted during program hours, please leave all electronic devices at home.

Respectful Language:

- Profanity and foul language will not be tolerated.
- Verbal harassment/bullying of any kind will not be tolerated. If these behaviors are continuous and/or excessive the participant may be removed from Aquatic Programs.

Providing a Safe Space:

- Participants should be aware of others personal space and boundaries and respect when others verbalize their limits.
- Participation in program activities is expected. Children may not be unattended in program spaces.
- Participants will follow pool deck policies, instructors and lifeguards directions.

Behavioural Guidelines

The following guidelines may be used if a child is unwilling to participate or cooperate while in swim lessons:

- Limits will be set and enforced consistently and fairly.
- A brief break period may sometimes be required. A participant may be removed from an activity for a period of quiet time. A break period may be enforced when a participant is distraught and/or emotional and needs a brief period of time to cool down. They will remain under supervision and will not be placed outside program parameters, or in harm's way.
- Reinforcement of positive behavior will be used at all times; staff are encouraged to refrain from simply saying *no*, but rather explain why something should or should not be done.
- Staff will assist participants in resolving conflicts that arise and redirect participants to another activity before issues may occur.
- Parents will be called if behavioral problems persist and the next course of action taken will be up to the discretion of the Aquatics Program Supervisor.

A participant will be removed from the Aquatics Program for the day/session if excessive and inappropriate language, harassment, or bullying is continuous and/or excessive.



Disciplinary Guidelines

After above noted corrective measures have been taken to deter inappropriate behavior, any child who continues to disrupt Aquatic Program activities, is disrespectful of other participants or staff, or bullies others will be subject to the below consequences. These will be issued at the discretion of the Aquatic Program Leadership Staff and will be discussed thoroughly with parents/guardians.

First Warning: The participant will be taken aside and spoken to about their behaviour. It will be explained that the behaviour must not continue, why it is not acceptable during programs, and what further consequences may be if the behaviour continues. At the end of the lesson parents/guardians will be made aware that we gave the participant a warning verbally.

Second Warning: Should the same behaviour continue the child will be removed from lessons to discuss with the Lesson Supervisor and a parent or guardian why the unacceptable behaviour is continuing. This meeting will be documented, and parents/guardians will be given a written copy of what was discussed. The parents/guardians will be required to sign off to acknowledge that a staff member spoke with them about their child's continued behavioural challenges.

Final Warning/Dismissal: After the above attempts are made to address the behavioural concerns of a participant, the participant will be removed from the program. This will occur after a meeting with the Aquatic Supervisors & Coordinators, the participant and/or the participant's parents/guardians. A refund will not be given for the remainder of the session, and any additional programs for which the participant is registered will be subject to our cancellation policy.

Depending on the severity of the inappropriate behaviour, the participant may not be allowed to participate in future activities and/or programs hosted by the Canada Games Centre.

Automatic Dismissals: Should a participant partake in any of the following types of behaviour, immediate dismissal from the program may occur. Participants may be automatically dismissed for any other extreme behaviour that staff deems unacceptable and unable to be corrected.

- Physical violence/harassment/bullying. Less serious incidents will be dealt with using the above-mentioned disciplinary methods, but in extreme cases, automatic dismissal may occur.
- Violent and inappropriate language directed at any participant or staff.
- Drugs (unless otherwise prescribed by a physician) and alcohol of any kind consumed before or during any CGC Program.

Aquatics Centre Guidelines

Please note there are currently additional safety protocols in place during the COVID-19 pandemic. Where these rules differ from what's listed below, the [Press Play](#) protocols will take priority.

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 rinse off 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.

Additional Information

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 would like a *firm* or *warm* type of instructor, you can request that too! 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.

Swim Lesson Waitlists

Swim Lesson waitlist details will fluctuate per session. Please see the current session's Program Guide for the most up to date information on waitlists.

Lost & Found*

It is your responsibility to keep any belongings together and safe, either keeping them with you or making use of our day use lockers. When the building closes at night, a sweep is done, any unclaimed items are collected and discarded.

**Currently suspended due to COVID-19.*

QUESTIONS?

Still have questions about programs? Contact our Aquatics Program Supervisor at (902) 490- 2913 or cluette@canadagamescentre.ca.