

Town of Riverview

Parent's Handbook

Pat Crossman Memorial Aquatic Centre



Connect

Real People:

Main Line

506-387-2040

swim@townofriverview.ca

Web + Social Media + Electronic:

Stay tuned to our official social media channels and your email account for updates on programming, events and activities.

townofriverview.ca/swim

@activeriverview



@townofriverview



Class Cancellations:

If your class should be cancelled for any reason, we'll send you an email at least a couple hours in advance of your class. You can also see the status of our facilities online at:

townofriverview.ca/cancellations

Covid 19 Precautions:

Please see online for the most up to date [Aquatic Covid-19 Precautions](#).

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Why We Do This

You can spot Water Smart[®] kids right away. They're the ones who know how to swim and behave safely around water. The Lifesaving Society's Swim for Life Program makes sure your kids are Water Smart[®] before they get in too deep.

You're never too young to start, and never too old to learn. Swim for Life offers different strokes for different folks – of all ages and abilities.

We want to play an important part in helping you stay safe in, on and around water and stay active for life.

Register

Swimming seasons:

January to March	(register early December)
April to June	(register mid March)
July to August	(register mid March)
September to December	(register early September)

Online registration for lessons is on our website at townofriverview.ca/swim under programs and activities.

How:

Set up a [Family Account](#) to register for any Town of Riverview program. You can set up an account online or drop into the PCM Aquatic Centre. Ensure that all of your family members' information is correct. This is important to note, as there are some age restrictions with our swim programs.

Refunds:

If a participant is unsatisfied with a program, or if they are no longer able to participate due to unforeseen circumstances, please contact us to discuss your eligibility for a refund. Once the program has started, eligible refunds will be pro-rated. All eligible refund are refunded back as account credit for future use, less the \$10 administration fee.

Advisories

- Arrival no more than 15 minutes prior to lesson time.
- Walk at all times
- Keep food, drinks and glass off the pool deck
- For privacy reasons DO NOT take pictures or videos on deck or in the change rooms.
- Family Change Room is for those needing assistance changing and children under age 7.
- Sit on the benches when attending lessons with your child. No outdoor access to viewing area

Lost and found:

Any items left behind can be found at our lost & found station in the pool lobby. Valuable items are securely stored with our Front Desk Attendant. Articles are donated each month.

Emergencies:

During a power outage, fire, or medical emergency, please follow the instructions of our well-trained lifeguards. They are responsible for the safety of their class at all times. The RHS football field is the meeting location in the event of a fire.

Swim Program

The Focus is on Swimming:

Our I Can Swim Program stresses lots of in-water practice to develop solid swimming strokes and skills. We incorporate valuable Water Smart® education that will last a lifetime.

I Can Swim Program

- **Parent & Tot** for parents and children up to 3 years of age
- **Intro A & B** for children 3-5 years
- **Intro 6+** for children 6—12 years old starting out
- **I Can Swim Levels 1—6** for children 4-12 years
- **Certification** for children over 12 years
- **Adult Swimmer** for people over 14years

If you are unsure which level to register please see our online [placement chart](#) for assistance.

Each level has 4 Sections/ Badges to complete to move on.



Lesson Details

Class length & sizes:

Our sizes and lengths are based on standards set by the Lifesaving Society of Canada.

Parent & Tot	Parent-Assisted	40 min	1:6
Intro Levels	Unassisted	40 min	1:4
I Can Swim Levels 1-6	Unassisted	40 min	1:4
Private lessons	Level Dependent	40 mins	1:1

Need to miss a lesson?

With our session lengths, missing a lesson will not have a critical impact on your swimmer. Make-up lessons and refunds will not be available due to participant absence.

Instructor requests:

If there is an instructor you enjoyed, please let us know at the time of registration and we will do our best to pair you. Unfortunately we cannot guarantee these requests will be fulfilled.

Preparing for lessons:

Swimmers will need a bathing suit, swim cap and towel. Swim caps are sold at the pool for \$4-\$10. We encourage your swimmer to eat at least 1 hour prior to their lesson and to visit the bathroom before his/her lesson.

First Day:

It is important to know what level your child is registered in for the first day of lessons. Swimming levels are posted on the pool walls to direct you to the correct area on deck.

Please walk your child to his/her swimming level and have your child sit on the bench. Your instructor will check the class list.

Children under 11 years must have an adult on the pool deck with them.

Last Day:

Progress reports are given out on the last day. Class will end a couple minutes early so instructors can provide feedback.

Each swimmer will receive a participant code so they can access their report card on Swimgen this link is provided and will be accessible on the Aquatic Centre website.

If you have questions on the day of the lesson there is a supervisor in a Blue shirt you can speak to and they can help guide you.

Positive Experiences

Children develop at different rates and have different comfort levels in the water. Swimming requires substantial coordination, endurance and motor control. As each child develops these characteristics at their own pace, so to will children move through the learn to swim program at their own pace. It is not uncommon for a child to need to repeat a level in order to complete all required skills to standards. Celebrating your child's achievements, no matter how small, will help to ensure that they enjoy the life-long benefits of swimming.

Your child is evaluated continuously throughout the session. Each level has a list of requirements or "must sees" that must be met in order to advance to the next level.

Program Evaluation:

We are constantly working to improve our programs and services. We regularly evaluate our classes and instructors and welcome any feedback you have to help our programs be a success. A survey may also be sent out through e-mail within the swimming session.

Respect

Bullying

Our staff are dedicated to providing a bullying-free environment. There is a zero tolerance policy for any and all forms of bullying. This extends to any cyber-bullying that is brought to the attention of our staff.

We want your child to have the best possible experience at our program. If your child is having a bad experience at our program, please contact the aquatic centre so we may deal with any concerns early on.

Spectators/Visitors

The concepts of respect, positive reinforcement, valuing diversity, inclusion and good sportsmanship all contribute to healthy child development. Children's program environments must be welcoming and supportive of the learning and growth of participants. Behaviors on the part of visitors, parents/legal guardians/caregivers that are deemed to be aggressive, bullying, disrespectful, inappropriate, disruptive or threatening will not be tolerated.

Staffing

Qualified instructors and lifeguards are an essential component in ensuring a safe learning environment for your child. Our staff each have over **150** hours of training in lifesaving techniques, first aid and teaching, along with a criminal records check.

Certifications they possess:

- Bronze Medallion (26 hours)
- Bronze Cross (22 hours)
- National Lifeguard (52 hours)
- Swim Instructor (25 hours + teaching experience)
- First Aid and CPR / AED (16 hours)

Some of our instructors have advance certifications to teach some of our more technical courses.

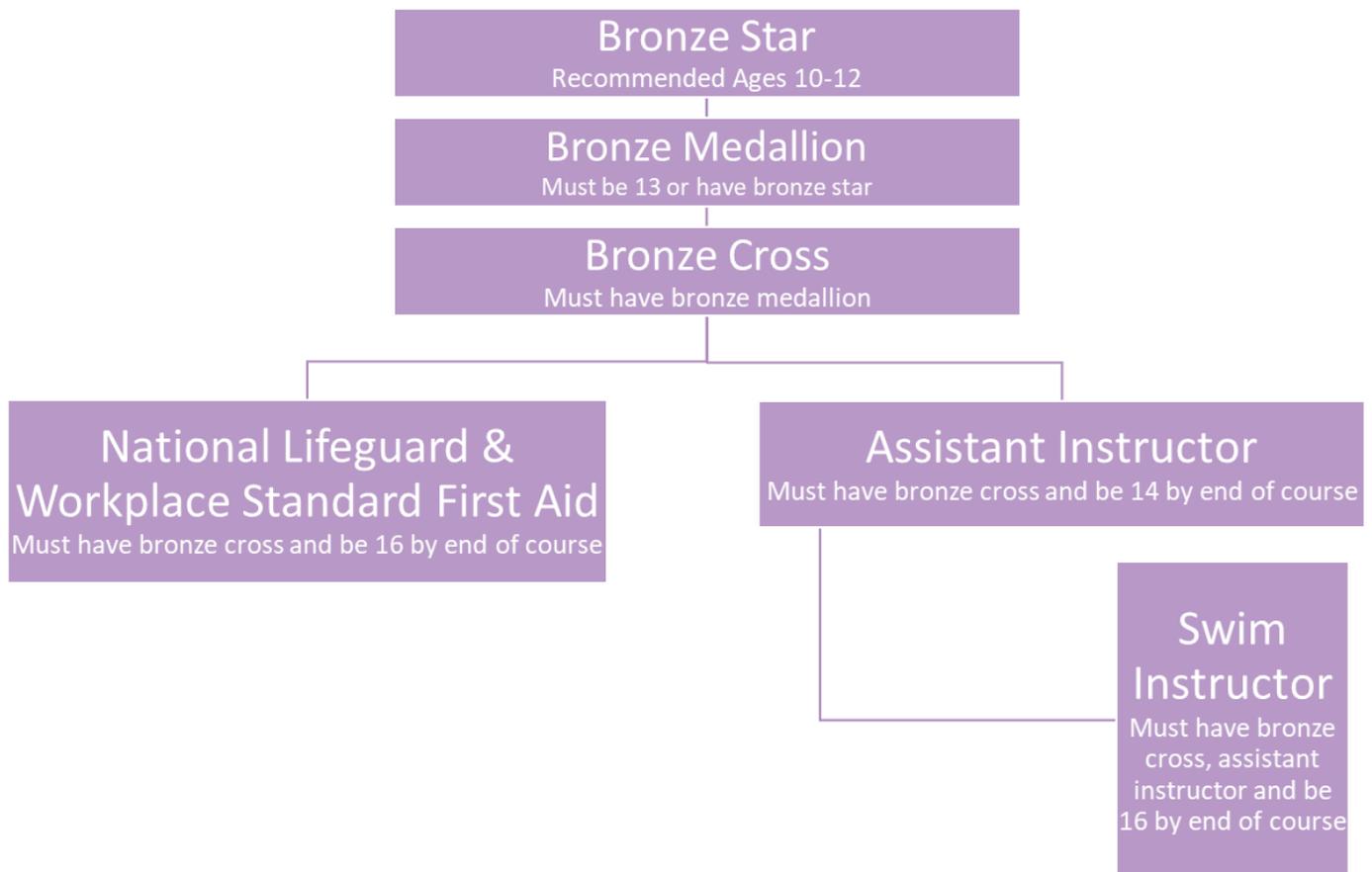
Did you know...

on average, our staff put in 40 hours in training each year on top of what they have done for their certifications!

There is a **Pool Supervisor** onsite if you have any questions or concerns.

The **Front Desk Attendant** can help with registration, admission standards or any details about the facility.

Certifications



Employment:

We accept applications for lifeguard and instructor positions year-round, while the majority of our hiring occurs in August for each school year. We hire starting at age 16; postings can be found online at: townofriverview.ca/jobs