

Welcome

to the Town of Oakville's aquatic programs

This guide provides you with the information you need to have a safe and enjoyable swimming lesson, and to help get your swimmer ready for fun in the pool!



Our Commitment to Quality

We are pleased to have all of our Aquatic programs HIGH FIVE® accredited by Parks and Recreation Ontario (PRO). Our lessons provide children with a wide variety of experiences that are designed to promote healthy child development and growth.



Your Instructors

Qualified aquatic instructors are an essential component in ensuring a safe learning environment for your child. You can take comfort in knowing that all aquatic staff goes through a vigorous screening process including a criminal reference check.

In addition our Instructor/Lifeguards are certified by the Lifesaving Society and hold their Swim and Lifesaving Instructors Certification, National Lifeguard Service Award, and Standard First Aid, CPR and AED certifications. As part of the Town of Oakville's commitment to the HIGH FIVE Quality Assurance Process, all of our staff are certified in the HIGH FIVE – *Principles of Healthy Child Development*. Our staff goes through extensive ongoing training throughout the sessions.

As a way to further develop future staff, we employ assistant instructors who are certified through the Life Saving Society and hold their First Aid certifications.

Evaluation of your Child

Please remember that children develop at their own pace and have different comfort levels in the water. Celebrating your child's achievements no matter how small, will help ensure that they enjoy the lifelong 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. At the last lesson, you will receive a final report card with recommendations to repeat the same level, or to progress to the next one. Always register your child into the correct level. It is not safe to move children to a higher level if this is not what the instructor recommended. If you are unsure of the correct level, please bring your child in to complete a swim assessment prior to registering. This can be done during a leisure swim for the cost of admission.

If you would like to discuss your child's report card with the instructor, please make arrangements with the Head Instructor at the pool.



Healthy Swim Etiquette

To reduce the risk of spreading germs and to keep our pools clean, please remember the following tips when enjoying our facilities.



Shower before you swim

It's clean, it's green, it's the law! Please shower with soap and warm water before entering or re-entering the pool deck.



Wear appropriate footwear

Bring clean flip flops or sandals to wear on the pool deck. No street shoes please.



Not feeling well?

Swimmers should refrain from using the pool when ill, or if they have experienced diarrhea in the past week.



Prevent pool fouling

Please refrain from feeding children or eating large meals before swimming. All swimmers are encouraged to visit the washroom before entering the pool.



What to wear?

Patrons on the pool deck must be dressed in suitable bathing attire and pay the posted admission fee. Children that are not toilet trained must wear swim diapers made for swimming pool use. These are available for purchase in the pool office.



Food-free zone

Only water is permitted on the pool deck. Don't forget to bring your reusable drinking containers.



Strollers

Strollers are not permitted on pool decks. Parents and guardians are reminded that children should never be left unattended.



Photographic devices

The use of any device capable of rendering a photographic image is prohibited in the showers, change rooms, washrooms and pool area.

Questions?

Our staff would be pleased to help. Enjoy your swim!

Program Conduct and Goals

The goal of all recreation programs and services offered by the town is to provide enjoyable activities in a safe and positive environment. We expect that all swimmers be courteous and respectful to all participants and staff; use non-offensive language at all times; support and appreciate each other; solve problems in a fair and peaceful manner, include others in their activities; and play without teasing or bullying.

Water provides us with many wonderful recreational opportunities but it can also be dangerous. If we want to have fun in and around the water, we need to respect it. Through our swimming lessons, the Town of Oakville helps people learn to swim and know how to be safe around the water.

Supervision Ratios and Ages

Level	Instructor to candidate ratio	Age of candidate
Parent & Tot 1, 2, 3	1:12	6 -12M, 12 - 24M, 24 - 36M
Preschool A,B,C,D,E	1:4	3 - 5 years
Swimmer 1-2	1:6	5 - 13 years
Swimmer 3 -7	1:8	5 - 13 years
Swimmer 8, 9,10	1:10	8 - 15 years

When available, ratios are supplemented with support from our volunteers, all of whom have been through an interview screening/training process.

Private and Semi-Private Lessons

Private and semi-private lessons are available for your convenience. These lessons are designed to assist swimmers of all levels in aquatic skill development. The semi-private program has a very small ratio of 2 participants to 1 Instructor. Please check the Recreation and Culture Guide for details or visit www.oakville.ca for programming schedules.



Specialty programs

There are a variety of options available for those swimmers who have completed all the Lifesaving Society swimmer levels and are not yet old enough to enroll in the leadership classes, or are looking for another new and exciting way to keep active in the pool.

Please check the Recreation and Culture Guide for a list of these amazing programs or visit www.oakville.ca.



Adapted Aquatics

The town welcomes participants with disabilities or special needs that require interpretive services, mobility and adaptive equipment needs and individualized support. This includes anyone with a physical or developmental disability.

We want to ensure everyone has a safe and enjoyable experience while participating in our programs. Please let us know how we can help your child by filling out the participant profile when registering. If you didn't get a chance to fill out the participant profile, please contact the Recreation Coordinator so we can help your child get the support they need. We do offer private lessons for children with special needs called Aquadapt. Please check the Recreation and Culture Guide for details or visit www.oakville.ca for programming schedules

Swim to Survive

Can your family pass the Lifesaving society's Swim to Survive standards?

- Roll into deep water
- Tread water for one-minute
- Swim 50 metres

The Lifesaving Society believes that basic swimming ability is a fundamental requirement in any meaningful attempt to eliminate drowning in Canada. Swim skills are not innate and need to be taught. The Drowning Report data confirms that most drowning occur close to safety. In fact, two thirds occur within 15 metres from the shore. Meeting the Swim to Survive Standard is an important first step to being safe around the water. All Family members should learn the Swim to Survive skills.

Swim to Survive is different from swimming lessons- and not a replacement for them. Swim to Survive teaches just the essentials needed to survive an unexpected fall into deep water. The Lifesaving Society strongly encourages parents to enroll their children in swimming lessons. Visit www.oakville.ca to learn how you can participate in this exciting program.



FAQs

Q. We are coming for a Parent and Tot class. What should we bring?

A. You will need to bring a full bathing suit for your child and possibly an old sleeper with the feet cut off, to wear over their suit to keep them warm in the water. You will also want an extra towel for your baby as it does get cold out of the pool. The little ones tend to need the extra warmth. Parents are welcome to wear a t-shirt in the water which helps the child hang on to you easier and feel more secure. Your child will also need to wear a swim diaper. These can be purchased for \$2 at the pool if you forget one.

Q. Do I need my receipt on the first day?

A. It is always a good idea to have your receipt handy, in case there are any questions with your registration.

Q. Where can I purchase goggles?

A. You can purchase goggles at the pool, as well as other supplies such as bathing caps, little swimmer diapers, nose and ear plugs.

Q. Where can I watch my children's lessons?

A. It is different at each facility. Please check with the pool coordinator to clarify.

Q. What are your change room age restrictions?

A. Children aged seven years and older must use the gender appropriate change rooms. There are also family change rooms provided at each facility.

Q. What happens if the pool cancels my child's lesson?

A. Every effort will be made to contact you if your lesson needs to be cancelled for any reason. A make-up class will be scheduled whenever possible; if not possible a credit will be given for this missed class. The pool coordinator will advise you of which option will be happening.

Q. How can I register for my next set of lessons?

A. You can register online at oakville.ca.

Q. Can both parents go in the pool for the parent and tot lessons?

A. Due to ratio restrictions we ask that only one parent accompany their child in the water.

Q. My child missed a lesson. Is there a make-up class or can we attend on another day?

A. Participants are to attend all classes as scheduled for the program in which they are registered. In the event that a participant is unable to attend a scheduled class during the program session, make-up classes, refunds or credits for the missed class will not be provided.

Aquatic Contacts

Should you require additional information; wish to share your comments; or need to contact us for any reason; please contact the following staff or facilities

Staff Contact	Facility		Phone
Brynn McCarron Recreation Coordinator	Centennial Pool 120 Navy Street		905-815-5955
Beth Burrow Recreation Coordinator Kayla Pariselli Recreation Assistant	Glen Abbey Community Centre 1415 Third Line		905-815-5950
Lesley Franklin Recreation Coordinator Justin Cordivani Recreation Assistant	Iroquois Ridge Community Centre 1051 Glenashton Drive		905-845-6601 ext. 3727
Jennifer Fruscella Recreation Coordinator Ellen Burrow Recreation Assistant	Queen Elizabeth Park Community and Cultural Centre 2302 Bridge Road		905-815-5979 Ext. 5
Jonathan Brooker Recreation Coordinator	White Oaks Pool 1330 Montclair Drive		905-815-5975
Jonathan Brooker Recreation Assistant	Outdoor Pools		905-845-6601, ext. 3229
	Bronte Pool 2184 Hixon Street		905 - 827- 9531
	Brookdale Pool 1215 Bridge Road		905-827-1475
	Falgarwood Pool 1349 Gainsborough Drive		905-844-4862
	Wedgewood Pool 351 Cairncroft Road		905-845-9177

Photography

Photographs of participants may be taken at any time for Town of Oakville promotional purposes. If you do not wish to have your child's photo/name used, please contact us at 905-338-4250.

If you would like to take a photo of your child at our facility please speak to a staff member who will help set up the shot without compromising the privacy of others.

Refunds/Withdrawals

Withdrawals can be made online up to four days prior to the program start date. A full credit will be placed on your Recreation and Culture account.

Withdrawal/refund requests can be made up to the business day prior to the start date of the program by calling 905-338-4250 between 8:30 a.m. and 4:30 p.m., Monday through Friday.

Requests made at the facilities or left on voicemail will not be considered sufficient notice. Requests will be processed as of the date official notification is received by the Recreation and Culture department and cannot be backdated. Requests for refunds are subject to a \$10 (plus applicable taxes) charge per transaction.

Withdrawal/refund requests can be made no later than one business day prior to the third class. Any requests for withdrawals after the third class will be granted for medical reasons only and with a doctor's note. A pro-rated credit for the remaining classes can be left on your Recreation and Culture account for future program registrations.

Missed Classes

Participants are to attend all classes as scheduled of the program in which they are registered. In the event that a participant is unable to attend a scheduled class during the program session, make-up classes, refunds/or credits for the missed class will not be provided.

Practice makes perfect

If you would like your child to practice the skills and strokes they have been learning, come out to one of our recreational swims. Visit www.oakville.ca for the recreational swim schedule and admission policy.

Tell us how we're doing!

The Town of Oakville values community feedback and wants to hear about your personal experiences with our programs and facilities. The Recreation and Culture department has recently implemented an online Customer Feedback System. A survey will be emailed to registered program participants for your candid feedback. This is your chance to tell us what we're doing right and where we might need to do better to improve services to our customers.

Be sure to check your inbox after your last class. We look forward to hearing from you!

Town of Oakville

**1225 Trafalgar Road, Oakville
905-845-6601
www.oakville.ca**