



## Scarborough Swim Program: Mowat Pool

620 Scugog Line 4  
Port Perry, ON L9L 1B5  
(416) 526-4671  
www.crossleyaquatics.com

### PROGRAM POLICIES

#### Contact Information

Lisa Graves: Director

- Registration and scheduling
- Customer contact off the pool deck
  - Email: [lisagraves@crossleyaquatics.com](mailto:lisagraves@crossleyaquatics.com)
  - Cell: (416) 526-4671

Nicole Butkovich, Brad Graves, Michelle Graves: Program Managers

- Support and supervise all staff and students
- Parent contact at the pool deck
- Water Safety Instructor Trainer

#### Programs Available for all Ages

- Red Cross Swim Kids
  - Classes are 1/2 hour in length with a maximum class enrolment of 4 swimmers
  - Students are in water for entire 1/2 hour class:
    - Preschool and Swim Kids 1-4 will have assistants provided as required to ensure students can safely participate in the pool for the duration of the class
- Lifesaving Pre-Bronze & Bronze
  - Classes are 1 hour in length with a maximum class size of 12
- Stroke Improvement
  - Extra support is offered to students who are struggling with a specific skill(s)
- Leadership Training
  - Red Cross Water Safety Instructor with High Five Certification
- Family Recreational Swimming and Lane Swim
  - Provided during most program hours
  - Families are encouraged to enjoy recreation & fitness in the pool with their children free of charge
  - **All children in Swim Kids Level 4 and under must have an adult in the water, at arm's length in the recreational swim area**
  - Lane Swim Suggestions: Please try to use the lanes with courtesy for those sharing it with you; swim in a counter-clockwise direction, allow faster swimmers to pass only at the ends, try to avoid having lower level (less than level 5) students swim with you as it blocks the lanes for faster swimmers.

#### Registration Information

- Registration is on a first come, first serve basis prior to the start of the program and continues throughout the school year as space permits
- Students can register for both the Thursday (5pm – 7pm) and Sunday (10am – 12pm) swim programs
  - Your child will experience the benefit of different teaching styles from their two instructors
  - Instructors will be notified if your child progresses to the next level
- Session schedules will be set approximately 2 weeks prior to the start date & clients will be contacted with class times by email
- Every attempt will be made to have siblings at the same time or back to back
- **Payment** may be made in the form of cheque, cash or e-transfer at time of registration with payment plans available
- **NSF cheques** will be charged a fee of \$25.00
  - Replacement should be made prior to the next class
- Classes will be not be scheduled on any holiday weeks or weekends





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### Cancellation Policy

- Cancellation of per term registration:
  - Partially refunded 2 weeks prior to term start dates
  - No refunds will be issued following this time without a medical certificate
- Cancellation of full year registration:
  - Cancellation 2 weeks prior to the start of the program will be partially refunded
  - Additional cancellation can occur between terms only and must be requested 4 weeks prior to term start dates
  - Fees for prior terms will be adjusted to per term fees
  - Outstanding balance will be refunded

### Missed Classes & Make-Up Policy

- Make-up classes due to pool closures:
  - You are encouraged to make up classes missed due to pool closure (pool fouling, strikes, pool repair, etc.) on either a Thursday or Sunday at your convenience throughout the year
  - Additional classes will not be provided
- Make-up classes (due to child illness or family scheduling conflict):
  - Timing of Make-up Classes:
    - Make-up classes should be limited to a maximum of 2 classes per term
    - No make-up classes during the month of October for Sea Turtle – Swim Kids 4
    - Every effort should be made to attend regular classes during reporting season, January & May, to allow for your child's assessment by the Program Manager
    - Make-up classes are provided on a drop in basis and cannot be scheduled in advance
    - Make-ups classes cannot carry over to the next year
  - Procedure for Make-up Classes:
    - Arrive at the pool prior to the class time, request a make-up class at the desk through the Program Managers, Nicole or Brad & Michelle
    - Every attempt will be made to fit swimmers into classes once the class begins and numbers can be determined
    - Sea Turtle, Sea Otter & Salamander WHO CANNOT STAND have a 1 to 1 ratio; therefore, parents are encouraged to bring their swim suit to join as the assistant in case we cannot pull an assistant from another class
    - Salamander WHO CAN STAND may have up to 5 swimmers with 2 assistants
    - Swim Kids 1-3 may have up to 5 swimmers with 1 assistant
    - Swim Kids 4 may have up to 6 swimmers with 1 assistant or 4 swimmers with no assistant
    - Swim Kids 5-10 may have up to 6 swimmers
    - Adults can pre-arrange 1 group make-up class per term if needed
  - Lifesaving Classes run Thursday 5:30-6:30 and Sunday 11:00-12:00. Swimmers are free to make up class at these times
  - Please realize that regular classes may have an extra student periodically due to the available opportunity of rescheduling & make-up classes

### Communication

- Email, Website, Facebook, Instagram are our main communication tools – join us
- Website:
  - Calendar posts all scheduled swim classes
  - Closures due to severe weather conditions posted on the home page
- Pool Deck:
  - Class schedules are posted at the shallow end for parents to check the level of your child, spelling of his/her name and locate class and instructor name. Be sure to notify us of errors.





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### Assessment & Evaluation

- Instructors assess swimmers on an ongoing basis, allowing them to progress at their own pace
- Program Manager & Senior Instructors evaluate and create report cards prior to distribution cycles
- Formal report cards will be distributed:
  - End each term for those registered on a per term basis
  - Mid winter and end Spring session for full year swimmers

### Further Development

- Endurance Swim:
  - Swim Kids Levels 5-10 are encouraged to/Pre-Bronze and Bronze MUST swim their required number of lengths weekly prior to or after class. Please support your child in this.
- Extra Support:
  - While we are already aware of and focus attention on students who are struggling to pass a level, we are always looking for children that may need that extra bit of attention. Feel free to speak with the Program Manager to lend a hand in class



The best way to play™

