

WELCOME TO THE YMCA OF CENTRAL VIRGINIA YEAR-ROUND SWIM LESSON PROGRAM

For over 170 years, the YMCA has been on the forefront of Aquatics. More people have learned to swim through the YMCA than any other organization. Our swimming lesson program is world renown, and we are excited about how our instructors have made positive improvements to our swim program. We believe in creating a safe and fun learning environment leads to true progress for all our swim students! Our instructors will be teaching your kids to become smarter, happier kids who are confident both inside and outside of the pool.

Additionally, our instructors are certified in CPR, AED, First Aid and Emergency Oxygen Administration and they also take child abuse training. We expect our staff to always display and teach our four core values of Caring, Honesty, Respect, and Responsibility. We also provide certified lifeguards to always ensure safety.

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ABOUT THE PROGRAM

The swim lesson program is set up in a progressive manner. Each stage is built upon each other to allow the students to grow their skills and technique each step of the way. The program is broken up into four age groups. Swim Starters, Preschool, School Age, and Teen/ Adult.

WELCOME LETTER

You will receive a welcome letter on the first day of class and this will give you details on what stage your child is in and what will be taught at that stage.

INSTRUCTOR TO CHILD RATIOS

In order to provide the best possible environment for all children, the YMCA has set ratio recommendations for our swim lesson program. We work to maintain this best practice at all times. We reserve the right to limit the number of children we serve to maintain the safety of all children.

Category and Age Range	Stages Offered	Ratio Based off 1 Instructor
Swim Starters (6 month-3yr)		6 - 8
Preschool (3-5 years)	Stages 1, 2, 3	4
School Age (5-12 years)	Stages 1,2,3,4,5,6	4
Teen / Adult (13yrs and +)		4

RECOMMENDED ITEMS TO BRING

Swim Starters (6 months – 3 years)

- Swimsuit and Towel
- Swim Diaper - double-diapering recommended.
 - Disposable + reusable fabric – brands like FINIS sells reusable swim diapers
- Parent/ guardian in the water with the child each lesson

Preschool/ School Age/ Teen/ Adult

- Swimsuit and Towel
- Goggles are allowed – we do ask that they don't cover the nose (no snorkel goggles)
- Tie/ pull back long hair

The YMCA provides any toys or floatation devices that may be needed for instructional teaching.

REGISTRATION INFORMATION

Registration for an evaluation does not guarantee your child a spot in the stages. Payment will be made monthly, beginning with the first payment at the time of registration (prorated to reflect the remaining lessons in the month). Following this first month, payment will be charged on the 3rd of each month (or your selected membership draft date).

Two-week notice required* when dropping swimming lessons. *Requests to drop lessons with less than two weeks' notice will be up to Aquatic Administration discretion.

CANCELLATION POLICY

Classes may be canceled due to:

- Inclement weather (thunder/lightning)
- Pool maintenance
- Facility emergencies
- Instructor illness

We will make every effort to offer a make-up lesson but reserve the right to allow one canceled class per session without a make-up.

REFUNDS/ CREDITS

Refunds and/ or cancellations will only occur if cancelled more than one week before the start of the session. Only case by case exceptions can occur such as illness, injury or death.

MAKE-UPS

- Only offered for YMCA-initiated cancellations.
- Limit one make-up per week per child.
- First-come, first-served spots.
- May occur at either Jamerson Family YMCA or Downtown YMCA.
- Must be used within 2 weeks of cancellation.

Refunds/credits are not issued for missed lessons. Exceptions may be considered for serious circumstances (injury, extended illness, family emergency)

Participants are guaranteed 48 weeks of swim lessons per year out of a possible 52. Lesson fees are not prorated for months that include holidays, as program pricing already accounts for months with five weeks.

NO LESSONS ON THESE DATES (2025 Calendar Year)

- The week of New Years (12/29/2025-1/3/2026)
- The Saturday before Easter (4/19/2025)
- Memorial Day (5/26/2025)
- Fourth of July (If it falls on a swim lesson day) (7/4/2025)
- Labor Day (9/1/2025)
- Halloween (If it falls on a swim lesson day) (10/31/2025)
- The week of Thanksgiving (11/24-11/29/2025)
- The week of Christmas (12/22-12/27/2025)

SAFETY

CHECK IN/ OUT PROCEDURES

All members and community members will need to check in at the front desk before continuing to the pool deck. Any parent/ guardian that will be bringing the child will need to either have a YMCA membership or set up a community member account so they can be checked into the facility with the child. After the lesson concludes, instructors will wave parents/ guardians down to the pool to retrieve the children. All parents/ guardians must remain in the YMCA facility during their child's lesson.

LOCKER ROOM USE

It is highly recommended you come in your swim attire to limit

overcrowding in the locker rooms. Please use the family changing rooms or the boys or girls 17 and under locker rooms when changing. Children ages 5 and under

may use the opposite gender locker room when accompanied by a parent/ guardian of that gender.

If your child needs to potty at any time during the lesson, the instructor may wave you down to assist. If our instructor must take a child, they will need to go in 3's. We must stay in ratio so this could lead to the entire class going. We will use the family locker rooms and wait outside the door while they use it. Please take your child to the restroom before class.

EMERGENCY PROCEDURES

We have specific procedures in place for many types of emergencies. The instructor's priority is to always make sure their students are safe and accounted for.

IN THE EVENT OF A FIRE/ EVACUATION

All children will be taken out of the building through the emergency exit on the pool deck and will gather at the designated spot outside. You can meet or walk with your child to that location and take them once they are safe and you alert the instructor/ Aquatics Director you're leaving with them.

OTHER IMPORTANT INFORMATION

PHOTOGRAPHY POLICY

At the YMCA, the safety and well-being of every child in our care is our top priority. To protect children's identities and maintain a safe learning environment, we have set the following guidelines for photography and filming during swim lessons:

1. No Photography or Filming During Lessons
 - a. For the safety, comfort, and focus of all participants, photography and video recording are not permitted during active swim lessons.
 - b. This ensures children can learn without distraction and that their personal privacy is protected.
2. Instructor-Directed Filming at the End of Class
 - a. At the instructor's discretion, parents may be given a short moment at the end of class to film or photograph their child demonstrating a skill they have learned.
 - b. This opportunity is optional and will vary depending on the day's lesson and safety needs of the class.
3. Respecting the Privacy of Others
 - a. When filming or photographing, parents must ensure that only their child is in the frame.
 - b. No photos or videos should include other children, instructors, or staff without explicit permission.
4. Social Media & Public Sharing
 - a. The YMCA strongly encourages families to be thoughtful when posting photos or videos of their children online. For privacy and safety reasons, please do not share images or videos that include other children without written consent from their parent/guardian.

BEHAVIOR MANAGEMENT

We are here to help your children have a good time and learn to swim. Please let the instructor and/ or the Aquatics Director know of any pertinent information to ensure your child has the best lesson possible. In some cases, we may have to help a child make good choices and ensure they are using our Core Values: Caring, Honesty, Respect, and Responsibility. In these situations:

- We use redirection and positive reinforcement
- We talk to the children at their level, both verbally and physically.
- When a child has been told at least three times about a behavior and still refuses to comply, we may separate your child from the group to address the issue. Staff will ensure that the child understand what they have done wrong and how they can correct their behavior. Separation time will be appropriate to age/ developmental level of each child.
- Physical discipline of any kind will never be used or tolerated.

CRYING CHILD

If a child is upset and crying during a swim lesson, staff will make every effort to calm and comfort the child and help them acclimate to the aquatic environment. After 10 minutes of crying, the staff may locate the parent to assist in calming the child. Parents may attempt to leave the child a second time, but if crying persists for another 10 minutes, parents may be called to pick up the child. At this time a discussion of options will occur with the Aquatics Director.

DIVERSE ABILITIES

Children with any type of special needs are welcome in our swim lesson program and our staff will make every effort to accommodate the child's needs. Parents are asked to clearly communicate any special circumstances or accommodations that their child needs prior to the swim lesson. Parent/ guardian may need to be in the water to assist during the lesson.

PRIVATE LESSON PACKAGES

- Private lesson packages must be completed within 6 months of registration.
- If the Private lesson package does expire, or the patron is unable to utilize the package, a system credit may be issued for the lessons not redeemed, credit card refunds will not be issued.
- Lessons must be canceled with at least 24 hours' notice. Late cancellations will result in the lesson being redeemed from the package.
- If a patron arrives more than 15 minutes late, the instructor may not be able to complete the full lesson, and the session may be redeemed for that day.
- In cases of late arrival, it is at the instructor's discretion whether to provide the full 30-minute lesson. For example, arriving 15 minutes late may result in a 15-minute lesson.
- Please notify us as soon as possible about extenuating circumstances. Examples include:
 - Hospitalization
 - Car accident
 - Death in the family
 - In these situations, absences, no call/no shows, or late arrivals may be excused. The YMCA reserves the right to request documentation when

appropriate.

JOB OPPORTUNITY

Do you know anyone who needs a part time job? We are looking for lifeguards (15 and up), assistant swim instructors/ attendants (15 and up), swim instructors (16 and up), and water fitness instructors (18 and up). Talk to the Aquatics Director for more details or check out our job posting on our website at www.ymcacva.org

QUESTIONS

We would love to answer any questions or concerns you may have. Please ask your swim instructor or Aquatics Coordinator at your location.

Downtown YMCA

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