

SWIMMING LESSONS: FREQUENTLY ASKED QUESTIONS



REGISTRATION

How do I request a specific instructor?

The staff at the community centre will be happy to try and accommodate your request should the instructor be available. Please contact the Community Centre Lead at your pool of choice to submit your request. While we endeavor to match up requests, sometimes certain staff may not be available that season or that day/time slot.

I cannot find a lesson on the day/time I want. What are my options?

- Have you checked other class times at your City of Vaughan pool of choice?
- Have you checked other nearby City of Vaughan pools for classes that meet your needs?
- Please email swim@vaughan.ca with your request.

What level should I/my child register for?

If you are coming from a non-Vaughan swim program, please review the conversion charts at vaughan.ca/swim. These charts show how the skills learned compare to the levels of the Swim for Life swim program. If you have lost your previous report card, please attend a recreational swim at any City of Vaughan pool and ask to have your child assessed by pool staff. For recreational swim schedules, please visit vaughan.ca/swim.

What was the last level my child passed?

If your child attended a City of Vaughan learn to swim program within the last year, program results may be retrieved. Please contact the Community Centre Lead at the pool your child was previously registered in. Note: it may take up to two business days to complete the request. Otherwise, please attend a recreational swim at any City of Vaughan pool and ask to have your child assessed by pool staff. For recreational swim schedules, please visit vaughan.ca/swim.

There are only a few people registered in the program I want, will it run?

Each registration increases the likelihood of the program running. However, those with low registration may get cancelled, and alternative options will be suggested. We try to give as much notice as possible should this occur, prior to the program starting.

How do I get an age override?

No age overrides will be provided within the first week after the registration start date. Due to health and safety guidelines, the City of Vaughan swim admission policy and the requirements set by the Lifesaving Society, there will be no age overrides for:

- Preschool swim levels
- Aquatic camps
- Most aquatic leadership courses

Age overrides for other swim programs will only be considered on an individual basis. Please email your request to swim@vaughan.ca.

Why is the program I want not offered at my pool?

Pools are programmed based on numerous factors, including: facility amenities, historical demand, current trends, and the demographics of the surrounding community.

How do I get all my children in swimming on the same day/time?

We recommend you review program offerings at various pools to get the best times and dates for your children. To view program offerings visit vaughan.ca/swim.

How do I register for a semi-private 1-on-2 swim lesson?

A semi-private swim lesson requires two swimmers that are no more than 1 level apart. If you meet that requirement, then you must first register and pay for a private 1-on-1 swim, then contact your local pool to convert it to a semi-private swim lesson. Different fees will apply once the second participant has been registered.



WAITLIST

My child is on a waitlist. When will I be called for a spot? Will I get into my program?

You will receive an email and/or a phone call as soon as a spot becomes available. If you receive a call your spot is RESERVED for 24 hours. Within that time you must call in/visit any community centre and provide payment. After 24 hours the spot may be offered to the next participant in the waitlist queue.

Can a class size be increased to accommodate more people?

No, class sizes are set for safety reasons based on the Lifesaving Society standards.



LEADERSHIP

Which leadership course should I take?

Please refer to the leadership progression chart or email swim@vaughan.ca.

What materials do I need for my leadership course?

Please refer to the course description on the online registration portal or visit vaughan.ca/swim for the required materials. Program participants will be contacted prior to the beginning of the program to confirm registration and materials (please make sure your email and phone number are current in our registration system).

How do I know if I'm a strong enough swimmer to take a specific course?

Please refer to the course descriptions for fitness requirements. If you are unsure, please attend a recreational swim at any City of Vaughan pool and ask for an assessment by pool staff. For recreational swim schedules, please visit vaughan.ca/swim.



VOLUNTEER

How do I become a volunteer at the pool?

Email swim@vaughan.ca to get more info or visit vaughan.ca/recjobs.

What can I use my volunteer hours for?

Volunteer hours may be applied to high school requirements or a discount toward leadership courses. Email swim@vaughan.ca for more information.



SUMMER & SCHOOL BREAK CAMPS

Which aquatic camp should I register my child for?

The aquatic camp descriptions provide detailed information on ages and swim level required for each camp. For more information email swim@vaughan.ca or visit vaughan.ca/recreation.

How much time will the campers be swimming for?

Each camp program description lists the approximate time campers can expect to swim each day.

What other activities will the campers in aquatics camps be doing?

Arts & crafts, sports, games, specifics may vary by location, please see program descriptions at vaughan.ca/swim.

Will my child be able to socialize with their friend who is registered in another camp?

While it may be possible that camps will socialize during certain activities or breaks, there is no guarantee that participants in different camps will be able to interact.

Will my child be in the same camp group as their friend?

Please complete a **Camp Group Request Form** (found on vaughan.ca/camps). While every endeavor is made to grant these requests, campers are grouped by skill first and then age/group requests.



SPECIAL NEEDS

How do I request a Leisure Buddy for my child?

Please contact the Integration and Community Services Specialist at (905) 832-8585 ext. 7405 or email specialneeds@vaughan.ca.



GENERAL INQUIRIES

What are the amenities at the pool I want to swim at?

Please visit vaughan.ca/swim.