

# ADAPTIVE AQUATICS AND TRADITIONAL PRIVATE SWIM LESSON POLICIES AND EXPECTATIONS

Updated May 2021

## What our participants and their families can expect from us...

- Being contacted in return in a timely manner when a request has been submitted
- If possible, lessons to be scheduled between families and instructors by the Aquatics Coordinator
  - o Adaptive Aquatics will be scheduled and communicated directly with instructor once form and recommendation letter have been submitted.
- Certified, specialized and developed instructors
- Safe, balanced pool water and pool environment (indoor and outdoor)
- Appropriate and safe pool equipment

## We expect from our participants and their families...

- Completion of forms to begin the process
  - o Traditional Private Swim Lessons will submit one online form using the DigiQuatics Platform (see link at [NorwalkRec.com/Private-Swim-Lessons](http://NorwalkRec.com/Private-Swim-Lessons))
  - o Adaptive Aquatics will submit a detailed online form along with a recommendation letter from a professional indicating why the adaptive setting is needed along with teaching techniques found to be helpful for the participant. A “professional” can be a teacher, an aide, a therapist, a doctor, or a case worker.
- Once scheduled, families will need to contact the front desk about tardiness or absenteeism to a lesson.
  - o Adaptive Aquatics participants will contact the instructor directly.
- If running behind, please let us know. Please note that time may be limited that session due to other scheduled lessons.
- If cancelling, a minimum 2-hours notice is needed.
- We operate by the honor system and ask that participants check in before each lesson at the front desk to deduct visits off of prepaid cards.
- Timely use of lessons on a prepaid card. We provide a window of 3 months to complete 10 half-hour lessons.
- Proper bathing attire including well-fitting bathing suit and towel. Goggles and other equipment are not required but may be recommended on an as needed basis.
- Obey all pool rules and instructions given by facility staff.
- Immediate contact with facility management regarding concerns of instruction or facility
- Understanding and patience while making initial contact with requests, observing progress and when session(s) is(are) completed.
- Lastly our participants need to understand that during high volume request times, there may be a longer than normal wait time.
  - o Especially in cases that involve circumstances beyond the control of facility management.
  - o Requests are handled in a first come, first serve manner.

## Dismissal Policy...

- If a participant fails to show up twice for lessons without adequate notice, it will be assumed that the lessons are no longer needed, and any lessons scheduled will be cancelled without refund or credit.
- If a participant fails to complete all their lessons within a timely period those that are outstanding will not be issued credits or refunds. Exceptions need to be communicated with the Aquatics Coordinator.