

Lake View YMCA

Aquatic Program FAQ

How do I know which level is right for my child?

If your child was enrolled in the previous session, consult either the progression list posted in the family locker room or the front desk staff. If your child was not enrolled last session please refer to the class schedule, which has descriptions for every class. If you still have questions, please contact the Aquatic Department.

What if the class I want is full?

If the class you want is full you can look at our class schedule and see if another time can work. You are also encouraged to place your child on a wait list. Once on the wait list, the Aquatic Department will contact you should a spot become available.

Do I need to get in the water with my child?

Parents and guardians need only get in the water for our Shrimp/Kipper, Inia/Perch, and Seahorse classes. Remember, there must be one adult per child in these classes. Please keep this in mind if you are registering siblings.

Do I need to stay on deck while class is in progress?

Parents and guardians are encouraged to remain on deck to watch their children during the first and last days of the session. For the remainder of the session, we ask that the deck remain clear unless otherwise indicated.

Can I request my child be with a friend or family member for their lesson?

For times when we have multiple classes of the same levels (pike, guppy, etc), classes are divided by alphabetical order. Children with the same last name will automatically be put in the same class. While specific requests are accepted (via e-mail), due to our high volume of swimmers – over 650 – we can not guarantee that everyone will swim in the same class.

Can I request my child/children be in a specific instructor's class?

While specific requests are accepted (via e-mail), we can not guarantee that you will be with a specific instructor. This is because our instructor schedule changes from session to session for two reasons: 1) our instructors' availability changes frequently and, 2) it's the YMCA philosophy a child's development is enhanced by exposure to different teaching styles. Private swim lessons with specific instructors are available. For more information on Private Lessons, see below.

How can I schedule a private lesson?

To schedule a private swim lesson please visit our website. Complete and submit the online private lesson request. If a swim instructor is available to meet your request, one will contact you within a week. If you do not hear from an instructor within that time frame, please contact the Aquatic Department.

During what times of the day can private lessons be scheduled?

Private lessons may be scheduled during any family/open swim times. There are also some times during the day when a single lap lane is reserved for private lessons. These times may be found of the pool schedule, located online.



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Can I make up a class if I miss a class?

One make-up class may be available for all “Parent/Child” classes. Just contact the Aquatic Department for details. *Make-ups are not offered for any other classes.* You may receive a credit for classes missed if you have a signed doctor’s note.

When will a credit or refund be issued?

A refund or credit will be issued if the class is cancelled or your child has to miss a class due to illness (with a signed doctor’s note). A refund or credit may also be issued if an individual is not satisfied with our program. Refunds will not be issued for a schedule conflict after the session has begun. Please see our refund policy on the back of your receipt for more information.

Do I need to wear a swim cap?

All children need to wear swim caps if their hair is ear-length or longer. Parents and guardians who submerge their heads need to wear a swim cap if their hair is ear-length or longer. Parents and Guardians can tie their hair up if they do not submerge. Hair-ties and swim caps are available at the lifeguard stand.

What is the pool temperature?

The water in the pool is kept at 83 degrees Fahrenheit. Please keep in mind that several other factors other than the water temperature go into how the water feels, such as air temperature, relative humidity, and how active you are in the water.

What should I do if the lifeguard enters the water?

If the lifeguard blows his/her whistle (one long blast) you must exit the water. Remain calm. Oftentimes this is not an actual emergency, but a scheduled facility audit. Please understand that these audits are necessary to help us ensure your safety. Please follow the lifeguard’s instructions, and we will allow you to return to the water once it is safe to do so.

How will I know what level to register for?

Information on what level to sign up for can be found on the Progression List that will be posted on the Family Locker Room wall and at the front desk the Sunday before registration starts. This list will also be e-mailed out on Monday morning before registration starts. E-mail Paul Meyer at the address below to be added to our e-mail list, or see one of our Deck Supervisors. On the last day of class you will receive a progress report that will list all the skills that were completed over the session, as well as individual comments from your child’s instructor.

Upcoming Registration Dates

	Spring 1	Spring II	Summer 1	Summer II
Member	2/1/2010	3/29/2010	5/24/2010	6/28/2010
Program	2/8/2010	4/5/2010	5/31/2010	7/5/2010
Session Starts	2/21/2010	4/18/2010	6/7/2010	7/12/2010

What should I do if I have more questions or comments?

Give us a call, we’ll be happy to help you out.

Aquatic Director: Paul Meyer: 773.248.3333 x 2994 or Paul_Meyer@ymcachgo.org

Aquatic Coordinators: Matt Devine & Adam Moore: 773.248.3333 x 2997

