



Maintenance Closures: occasionally, the pool may need to shut down for a maintenance issue such as a fecal incident. Our staff does its best to contact parents and patrons and will make up missed class time in the event of a pool closure. Please be advised it is customary to use the second Friday of weekday sessions for this, or to go over on class time for a few days either before or after your scheduled lesson time.



IF YOU DECIDE TO PULL OUT OF LESSONS

We always encourage keeping your child in swim lessons even if the process seems difficult or unproductive. Often, more time is just needed for them to adjust and feel comfortable. If this isn't an option for you, below are our policies on cancelling:

1. We cannot give refunds after the second day of class if you decide you no longer wish to continue.
2. You can opt for a partial credit to your RSRPD account to use for any other RSRPD class – this never expires and can be used for any member listed on the account.
3. Full refunds are only issued if you cancel prior to the start of the lesson session or if we need to cancel the class.
4. Whenever you cancel your lessons, please speak to a manager about the matter and special cases will be discussed and reviewed.

HOW CAN I HELP AT HOME?

It's always beneficial to practice skills with your little one at home or in another water environment. Below are some tips to keep them progressing!

1. Refrain from using arm floaties or “water wings”. These keep your child in a vertical position versus a horizontal one.
2. Help them get used to putting their face underwater in the bathtub or at the pool by showing them yourself – repetition is key with this to build confidence.
3. Practice the same motions out of the water – it helps build muscle memory. Examples are: kicking, arm movement/stroke, side breathing, etc.

For more tips, head to www.rsrpd.org to view the FAQ section on our pool page! You can view all of our classes online and register!

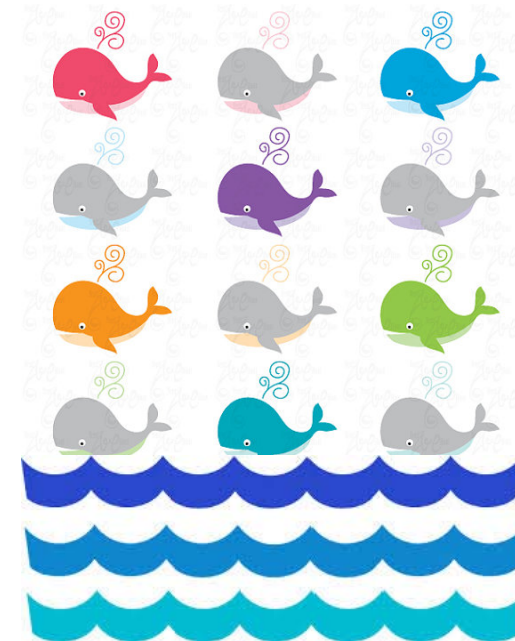


RANCHO SIMI RECREATION & PARK DISTRICT
1692 Sycamore Drive
Simi Valley, Ca 93065
(805) 584-4400

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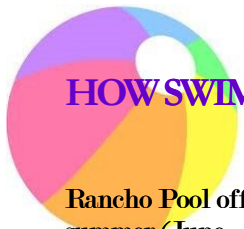
SWIM LESSONS

TIPS & GUIDELINES



Rancho Pool
1765 Royal Ave.
Simi Valley, CA 93065
(805) 584-4436
Facebook
Keyword: Rancho Simi Pool
www.rsrpd.org





HOW SWIM LESSONS WORK!

Rancho Pool offers swim lessons during the summer (June – August) and into the fall season (August – October). All of our staff is trained in lifeguarding, first-aid and CPR.

Our Weekday sessions consist of 9 lessons over the span of two weeks lasting 30 minutes each. The first week is Monday through Friday and the second week is Monday through Thursday unless otherwise stated.

Saturday sessions consist of 4 lessons over the span of four weeks lasting 45 minutes each.

WHAT TO EXPECT

The first day of lessons can be a little hectic and overwhelming — but don't fear! Here are a few tips to help prepare you and your child for a smooth and successful session:

1. Arrive early. The parking lot can get extremely full and we don't want you to miss your lesson – it's the best part of the day!
2. Make sure to bring your child's swim suit, towel, and goggles; goggles are optional of course, but can help your child become accustomed to putting their head underwater. We also recommend that you apply sunscreen to your child 15 minutes prior to their lesson.
3. On the first day of lessons, check in at the main gate to confirm your child is on our list. Our staff will then direct you to who your instructor is and where the class will be held. Parents and visitors are advised to sit in the chairs provided or on the grass. Please do not idle by the steps or

near the pool edge during the lesson. It is distracting to the instructors and children and you will be asked to step back by one of our lifeguards.

4. After each lesson, your child's instructor will be briefly discussing the lesson with you. Use this time to inform them of what you're looking to receive from the lesson and any issues that arise during the session.

5. Instructor requests – we try our best to give you and your child your requested instructor but this unfortunately cannot be guaranteed. There are benefits of having a new teacher though!

- A. Fresh outlook and approach to skills
- B. It's an opportunity to adapt to new people
- C. Creates a bigger pool of instructors your child will be comfortable with as they advance

Swim Diaper Policy ~any child who is not fully potty trained we respectfully ask that they wear swim diapers during their lessons. Please make sure to have your child use the restroom before their lessons and let their instructor know if they need to go during their lessons to avoid pool closures.

WHEN YOUR LITTLE ONE IS STRUGGLING

Sometimes children will exhibit fear or anxiety when becoming water acclimated, especially beginners. A big pool and a new person can add some stress as well. Don't worry though; this is a very common and natural reaction. The next column lists some frequent behaviors we are experienced with.



1. Difficulty listening/over-excitement - Enthusiasm is welcomed but safety always comes first. If your child cannot stay where instructed or isn't listening to the instructor, they may be asked to sit on the pool deck momentarily to prevent any incidents.

2. Fearful – Children may cry or be reluctant to try something we ask. Give them time to become comfortable, it may take several days and some tears but the result is worth it; water safety is invaluable! Pulling a child out too early may give them the impression that the water is “bad”. Encourage your child to be brave and they will begin to learn!

3. Lack of motivation – Occasionally some children just don't have an affinity for the water so they may not always want to participate in their lesson. But practice helps, and letting your instructor know what your child prefers can make a big difference! Your instructor will try to incorporate any advice given to create a better experience.



Should you enroll your child in a private lesson?

If the following applies to your child, you may want to consider a private class:

1. Severe fear of water
2. “Flight risk” – may try to exit the pool
3. Has a difficult time being away from mom or dad
4. Has behavioral issues and needs a firm instructor or individualized attention

