FREQUENTLY ASKED QUESTIONS

1. **What should we bring?**
   Your child will need a commercially sold bathing suit and a towel for each lesson.

2. **Should my child wear goggles?**
   Children are encouraged to wear goggles, especially when swimming a longer distance becomes part of the criteria. However, we ask that children do not wear goggles with a nosepiece or nose plugs.

3. **Should my daughter or son pull back their long hair?**
   For children with long hair, it is often beneficial to pull it back in a ponytail or you may consider purchasing a swim cap.

4. **How many children are in each class?**
   We limit our class ratios to one instructor for every 6/7 students, or one instructor for every 4/5 students for the Preschool level.

5. **Is the pool open during swimming lessons?**
   No, neither pool will be open to the public during swim lessons. All morning swim lesson participants and families must exit the pool and go through admissions to re-enter when the pool opens.

6. **Where should we meet and where can I sit during swim lessons?**
   Civic Center Aquatic Park - the students should report to the concession area 5 minutes before class time and wait for an instructor to lead them on deck. We ask that parents watch their children from the concession area and not from the pool deck. Winrock Pool - the students should report to the pavilion area. Parents may watch either from this area or from the bleachers. This helps limit distractions and allows the instructor to have better control of his/her class. We ask that parents please monitor all siblings or other children that are not in swimming lessons during the time of your child's lesson.

7. **Is there a lifeguard on duty during swimming lessons?**
   Yes, we require that a licensed Ellis & Associates, Inc. lifeguard is actively on duty at all times during every JES lesson.

8. **How do I know if my child passes?**
   At the end of each session all children will receive a checklist of skills indicating which skills were performed satisfactorily, which skills need work, and what level they should enroll in next.

9. **How can I find out how my child is doing and what he/she needs to work on before the class is over?**
   If you wish to discuss your child's progress with their instructor, please do so before or after class. Also, a report of your child's progress (including what they are doing well and what needs improvement) will be handed out mid-session. Testing to determine future level placement will be done on the last days of the session. Parents are encouraged to practice the skills taught in your child's level outside of the class to enhance individual learning.

10. **Is there a deadline to register for lessons?**
    Registration can be completed online at www.oswegolandparkdistrict.org or at any park district front desk. Registration deadline is 2 days prior to the start of the class at 5pm.

11. **If my child passes to the next level, but I've already registered him/her for the same level, what should I do?**
    We will do our best to accommodate any movement between classes. However, our swimming lessons are in high demand and fill up quickly. Our ability to move your child appropriately will depend on the class level and time. If we cannot place your child in the correct level for the next session, we will be happy to issue a credit to take a future swim lesson session or other Park District program.

12. **What happens if I've registered my child for the incorrect level?**
    We do evaluate each child the first day of lessons to ensure that they have been placed in the correct level. We will do our best to move them to the appropriate level if necessary, however, please refer to the class descriptions before you register in order to maximize your child's swimming lesson success.

13. **What happens if I miss a class?**
    Unfortunately we can only provide make-up classes if the Park District cancels a class. We cannot provide make-up lessons due to traffic, illness, vacation, etc.

14. **What if inclement weather occurs?**
    Swim lessons will run if the air temperature is at 67 degrees and sufficient weather conditions exist (no heavy rain, thunderstorms, or any other unsafe conditions). Water temperature is kept between 80-82 degrees.
    Cancellations will be posted on the Rainout Line as soon as possible. No individual calls will be made. Time has been built in to programs to cover one day of cancelled classes. If a second day of class is cancelled a makeup will be scheduled. If more than two days are cancelled a refund for the missed time will be issued.

15. **What is the temperature of the water?**
    Both Winrock Pool and Civic Center Aquatic Park are kept between 79-82 degrees.

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