



15622 Country Club Drive
Mill Creek, Washington 98012
office@WESTswimteam.com
425.379.8806

Learn-to-Swim Program

Family Handbook

Thank you for choosing WEST Coast Aquatics to teach your child how to swim. We take this responsibility very seriously and want this to be a pleasant and rewarding experience for you and your swimmer. All relevant information to our lessons program is available on the web at www.WESTswimteam.com. This is where you can register and find the most up-to-date schedules and important announcements.

The following handbook includes important information on our Learn-to-Swim Program including who we are, policies and frequently asked questions. If you do not find the information you are seeking in the next few pages, please contact us at office@WESTswimteam.com or speak to us at the pool *between* classes so we can provide your children with our undivided attention.

What is WEST?

- WEST Coast Aquatics started as a pool built as part of the Mill Creek Home Owner's Association in 1978. The pool was originally an outdoor pool and the main building was added a couple years after the completion of the pool due to high maintenance. The pool's ownership turned to the local swim team, at the time called the Mill Creek Swim Team. in 1980. MCST ran pool operations from 1980-1999, when the team changed it's name to WEST Coast Aquatics. At one point, WEST was ran out of 3 different facilities but was found to be unsustainable and was reduced back to our flagship pool. In 2010, Coach Nick was brought on and made a series of improvements to both the team and facility after becoming head coach to create what we now know today as WEST Coast Aquatics.
- WEST is committed to promoting swimming for life. As a facility-run swim team, we pride ourselves on fostering excellence both in and out of the pool and instill life lessons such as dedication, sportsmanship and a strong work ethic. Whether you are just introducing your children to the water, are a highly competitive swimmer or just looking for a place to come get your weekly exercise, WEST has a program for all abilities and ages.
- Our pool is a 6 lane, 25 yard competitively sized. WEST also has a gym which includes weight machines and cardio machines including ellipticals, stationary bikes, yoga equipment, free weights and more. Taekwondo classes are regularly ran out of our gym, and is used throughout the day by patrons and swim team alike.
- 501-3c Non-Profit organization with the goal of increasing participation and protecting aquatic programs while teaching life lessons and healthy habits. At the core of WEST, we believe Commitment, Community, and Integrity create a successful athlete and proactive team member.



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Management Team

- Over 20 years of competitive swimming experience
- Over 10 years of swimming lesson & coaching experience
- Combined experience with over 10 different nationally recognized competitive teams and Learn-to-Swim programs across the country.

Our Success

- Swimmers from our programs have gone on to swim on scholarship at top universities.
- Our programs have led to multiple Washington High School State finalists, PNS record holders and National Age Group Top 10 swimmers.

Instructor Training & Partnerships

- Instructors go through comprehensive and thorough training including job shadow, educational clinics and regular training in-services.
- Curriculum influenced by first-hand experience with successful Swim Schools in New York, Massachusetts, Connecticut, Michigan and Montana as well as National Programs (Swim Lessons University, SwimAmerica, American Red Cross, etc.)
- Partner with USA Swimming's Make a Splash Foundation



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WEST Learn-to-Swim Policies

Please read the following policies carefully to familiarize yourself with our program.

Registration:

Please register online at www.WESTswimteam.com. You can also register in person at our office, but a service fee may be applied. Late registrations will be accepted on an individual basis depending on space and instructor availability.

Multi-Swimmer Family Discount & Financial Aid:

Families with more than 2 swimmers will receive a 15% discount on the 3rd swimmer and each thereafter. Scholarships are available to those that qualify and the criteria are based on Everett School District's *Free & Reduced School Lunch Program*. Applications are available on the website or at the front desk.

Refund & Make-Up Policy:

No refunds will be issued. We do not offer make-up classes. As any other children's activity, you are responsible to attend the days you signed up for.

WEST Credit Policy

We do not do make-up classes because we run our lesson sessions back-to-back and there is no time for additional classes.:

Cancellation Policy:

If you cancel your class, you will NOT receive a refund. You will receive a WEST Credit which can then be applied the next time you register. If you cancel your lessons during the first week of the session, you will receive half the registration fee. If you cancel after the first week, no credit will be issued.

Illness Policy:

If your child is sick and misses three (3) consecutive classes, a credit will be issued when a doctor's note is presented. The note must include the dates that the child was not allowed to be in class. No credit will be issued without a note from the doctor. The credit will be \$8 per class.

Credit Policy:

WEST Credits will be issued for prolonged illness (see illness policy) and pool closures only. Credits will NOT be issued for scheduling conflicts with other activities or vacations. Credits may be applied toward future swim lessons, both semi-private and private. Credit slips must be presented to the Front Office in order to be used (no service charge will be assessed when using a credit). Please treat credit slips as you would cash, they will not be replaced if lost or stolen. They are not transferable and will not be redeemed for cash.



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Parents On-Deck

We strongly recommend parents watch their child's lesson from our Viewing Area. Separating the child from the parents allows our instructor to form a bond with the swimmer creating a more effective learning atmosphere. We do allow parents to view from the bench on-deck, however we ask that you refrain from interacting with your child during the lesson.

Locker Rooms

All parents must change their children using the locker rooms. We ask that children over the age of 6 use their gender appropriate locker room to ensure the comfort of all our patrons.

General Parent Information

Please review the following information pertaining to the Parents of our students.

1. Do not allow your child to enter the pool until it is time for class to start and the instructor is in the water.
2. Please enter and exit the building through the front door ONLY.
3. Children 6 and up should use their gender appropriate locker rooms. If you do not feel comfortable sending your child into the locker room alone to change, please take them home to shower and dress. Do NOT change children on-deck.
4. Once your child's class begins, please view from the spectator area. This creates a much better learning environment and limits distractions. If you must sit on-deck, you must stay seated on the bench during the class and maintain NO INTERACTION with your child during the class to limit distractions.
5. Hair should be kept out of the child's face. Please use either a swim cap or hair-tie for children with long hair.
6. Do not allow your child to enter the pool with food or gum in their mouth.
7. Please use discretion when sending a child to practice with a wound that has not scabbed over. If a wound is open and bleeding, others are at risk.
8. If your child has a fever or contagious disease, please do not bring them to class.
9. Children should use the restroom BEFORE class begins and avoid having to interrupt during class.
10. As they do in every area of development, children progress at their own rate. Please do not compare your child's progress with that of other children. The length of time it takes a child to



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learn to swim varies. It greatly depends on age, level of maturity and fitness. A child is not likely to learn to swim in one session.

11. Students are constantly being evaluated to determine proper group placement and may be moved at any time during the session.
12. We do our best to maintain instructor consistency for our swimmers. However, extenuating circumstances may make it necessary for an instructor to be changed during the session. We will do everything possible to make the transition smooth. We cannot guarantee that your child will always have the same instructor.

Frequently Asked Questions:

Where is WEST?

15622 Country Club Drive, Mill Creek WA 98012

How do I register?

WEST offers online registration at www.westswimteam.com under the Registration tab on the far right. You can also register in the office during our posted office hours. Registration is first come, first served.

When can I register?

A notice will be posted online under the Lessons Registration tab and an email will go out to the families. Registration fliers will be posted in the office prior to classes opening online for registration. Payment must be made upon registration online via credit card (Visa, Mastercard, Discover) or in the office (cash, credit card or check).

How are classes arranged?

Classes are organized by skill level and age. For our Beginner classes we do not allow more than 4 swimmers to be in a class. For our Intermediate classes, we do not allow more than 5 swimmers per class. For Advanced, we do not allow more than 6 swimmers per class.

What ages do you teach?

Children ages 3-12. If a child is older than 12, we recommend private lessons, or one of our other programs that we offer.

What levels do you teach?

We offer 5 levels: Beginner 1, Beginner 2, Intermediate 1, Intermediate 2, and Advanced. For children interested in joining the team, we offer a Pre-Competitive program that introduces and prepares children for the USA Swimming competition team. Pre-Comp is monthly program that transitions swimmers from our learn-to-swim to our competitive team by refining strokes and developing aerobic conditioning.



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How long are classes and when are they offered?

Group lessons are 30 minutes (unless specified otherwise.) Private lessons can be booked for 30 minutes- 1 hour. Lessons are offered year round, Monday – Sunday depending on pool availability.

What is the temperature of the pool?

Temperature ranges between 80°-84° Fahrenheit

What should I bring to the pool?

1. Swimsuit – we recommend a one-piece suit for girls.
2. Goggles – we strongly recommend the use of goggles. Goggles are helpful in getting a child to put his or her face in the water. Also, they can allow a child to feel more comfortable in the water – a major component in learning to swim.
3. Towel.
4. Swim cap or hair tie – for children with long hair, we recommend the use of a bathing cap, which can be purchased at the pool. If you choose not to use a bathing cap, please tie long hair back to keep it out of the face and limit distractions.

All items are available in our Pro Shop pending availability. Cash or Check only.

Can parents interact with children during class?

No, we ask that parents please refrain from interacting with their child during class to limit distractions. We strongly recommend parents to remain in the spectator seating area and view from there. Separating the child from his or her parents creates a more learning conducive environment.

When are evaluations?

Evaluations are normally done on the third week of the session. If the session is less than 4 weeks long, we will make it known to families by email. Every swimmer's card will show their class level recommendation for registering the next session. If there are any questions regarding evaluations, please email the lessons manager.

If my child is ill are there makeup classes or refunds?

No, you must attend the classes you have signed up for. We cannot make last minute accommodations for safety reasons. We do not offer any refunds, however under extenuating circumstances we will issue a credit (see WEST Policies), which can then be applied towards payment for a future session. We understand that schedules can be hectic and conflicts will arise but like most children's programs you are responsible to attend the dates which you register for.

How will I know if lessons are cancelled?

In the event of a last-minute cancellation, email notifications will be provided and a credit will be issued for that class. Cancellations will also be posted to the website, our text messaging service for WEST (Remind app) and social media. Calls will be made in extreme circumstances.



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Can I cancel my registration at any time?

You can cancel at any time. You will get a full refund if it is before the session starts. If you cancel and lessons have started then you will get a prorated refund. Please refer to our registration policies that are made clear at checkout when registering online. The same information can be found taped on the front desk counter.

Does WEST offer discounts or financial aid?

Yes, we offer scholarships for those that qualify. We use the Everett School District's Free & Reduced Lunch program to determine how much financial aid each family qualifies for. These are evaluated on a case-by-case basis, please inquire at the Front Office for an application. For discounts, the third swimmer and each thereafter receives 15% off of lessons.

Can I change my registration at any time?

We will be able to change times and day if there is space available. Please remember to contact the front office to make these changes.

Will my child get the same instructor?

There is no guarantee your child will get the same instructor. You can request specific instructors, however once again we do not guarantee that they will get the same instructor.

When will we know who the instructor is?

Due to instructor availability, we do not release who is teaching what classes until the first day of class. You will find out who the instructor will be just before the session begins by finding your name and class on the master schedule located on the glass in the front office. If you want to request an instructor, please feel free to email the office or Coach Tim and we will try our best to make that request happen. We do not guarantee any requests.

When does next session start?

If you are already taking lessons the start date will be the week immediately following the current session. The dates of the current session are posted on the window going into the pool area, on the fliers in the front office, as well as on our website.

When does the current session end?

The dates of the current session are posted on the window going into the pool area. We do try to plan the 4-week session to coincide with the calendar month as much as possible. All information about the current session is usually posted on our flier which is available at the front office as well as online under the registration tab.



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What do I need to do to register for Pre-Comp?

Your student would need to be evaluated. We recommend that they register for Advanced and get evaluated during the session. There may be waitlist for Pre-Comp, and a swimmer will be added to this waitlist as soon as their registration packet is turned in. We will let you know how many other swimmers are also on the waitlist at the completion of your registration packet. There is no set time a swimmer may be on the waitlist, as it does fluctuate throughout the year.

Do I need goggles and caps for my students?

Goggles and caps are not required, it is totally up to the parents and students. It is highly recommended that all swimmers wear goggles as we do require our students to be able to put their face in the water. Girls are recommended to wear a cap as hair creates a lot of excess weight in the water.

When will my child move up to the next level?

Remember, this is a progress check for the swimmers so that they can better understand their skills, which are learned at different rates. Please remember that strength and swimming skills cannot be rushed and we will NOT move swimmers up until they meet our curriculum standards. There is no 'set' amount of time it takes for children to learn a skill. Remember, we are teaching a lot of information to the swimmers at each level and require correct technical skills before they move up. If you feel like they are close to moving up, but need work on a specific skill, we do offer private lessons as a supplementary class to group lessons.

Can I schedule for regular private lessons?

Private lessons are meant to be a supplementary class to group lessons where a swimmer can get one-on-one attention with an instructor of their choosing to work on a specific skill. If there is no preference for an instructor, WEST will assign one of our trained instructors for the private lesson. Depending on instructor availability, we may occasionally have a waitlist for private lessons. More information about private lessons can be found on our flier in the office as well as online under the 'privates' tab online.

How will a new instructor know what to work on with my child?

At WEST, our instructors rely on each other to ensure that each child succeeds. Instructors will communicate with other instructors or myself if a child either is struggling with a certain skill or needs to be pushed more appropriately. All instructors attend regular inservices to ensure that every instructor is both mentally and physically fit to teach our curriculum.



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Swim Lesson Progression:

We have developed five levels for our learn-to-swim:

Beginner 1: Children at this level have not been exposed to, and/or may be fearful of the water. Our main focus is to get them comfortable in the water and start introducing body position/control exercises.

Criteria for Completion:

Beginner 2: At this level, children have been exposed to the water and are not necessarily fearful, but are not fully comfortable yet. Here, we reinforce comfort while starting to work more on body position and control in the water.

Criteria for Completion:

Intermediate 1: At this level, children are comfortable in the water and have demonstrated solid awareness of body position and control. Here, we introduce freestyle and backstroke and continue to reinforce the basic necessities of competitive swimming, such as breathe control and streamlines.

Criteria for Completion:

Intermediate 2: Swimmers at this level can perform basic freestyle and backstroke and can swim without assistance for a short period of time. Our main focus is teaching proper stroke technique in freestyle and backstroke.

Criteria for Completion:

Advanced: At this level, swimmers have shown a solid understanding of the proper stroke mechanics in both freestyle and backstroke. We focus heavily on refining the strokes while building stamina and preparing them for the pre-team.

After your child has completed our learn-to-swim program, the next step is our "Pre-Competitive" program. This group is designed to accelerate the transition between swimming lessons and competitive swimming in a team setting. Here, strokes are refined further while swimmers are taught the basics of competitive swimming and build good training habits. When your child is ready to begin year-round competitive swimming they join our Competitive year round team, where we continue to focus on refining strokes, fun, and the beginnings of aerobic conditioning, a coach/manager will contact you via email.