



**Excellence - Integrity - Unity - Fun**

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Coast Guard Blue Dolphins Presents

**Dolphin Swims**

Helping Everyone Make a Splash

### **Frequently Asked Questions (FAQ's)**

#### **Why do you promote using a swim lessons curriculum?**

We promote using the SwimAmerica curriculum because it helps both the student and the parent gauge the swimmers progress through lessons.

#### **Should we be consistent with the lessons?**

Children and adults learn to swim at a much faster pace with consistent year-round swim lessons. Seasonal lessons and inconsistent attendance leads to the loss of gained swim skills, which results in wasted time and money. Consistent lessons also provide school students with a consistent day and time until families choose to make a change.

#### **How are children placed at a specific level?**

The level evaluation is based on both age and swimming ability. Once your child's level has been assessed at the beginning of the first class, we will then place them in an appropriate class for their age and skill level.

#### **Where should I go to watch my child's lesson?**

##### **B&G Club Location**

Current COVID protocols at Boys and Girls club do not allow parents on the pool deck. All swimmers will be accompanied by the site supervisor onto the pool deck. Please meet the site supervisor at the front door to check-in your swimmer.

If you arrive late, please bring your child to the backdoor so we can let them in.

Please take your swimmers to the restroom before you arrive at lessons. If a bathroom emergency arises, the site supervisor will bring your child to you and you may take them to the restroom.

At the end of the lesson, the instructors will bring the treat table outside so that parents are able to participate in the celebration of handing out stickers.

## **Ft. Eustis Location**

Current COVID protocols at Ft. Eustis allows parents to sit on the pool deck and observe lessons. We ask that parents sit along the locker room wall to observe lessons. This allows the instructors space to teach and gives the children a sense of independence. Please wear a mask while on the pool deck.

Please take your swimmers to the restroom before you arrive at lessons. If a bathroom emergency arises, the site supervisor will bring your child to you and you may take them to the restroom.

## **What time should I arrive?**

It is important to be on the pool deck and ready to go 5 minutes before your class time.

Children can get anxious if hurried. Please allow plenty of time before class to get dressed, use the restroom, etc. For safety reasons, please do not let children sit poolside unless the instructor is present at the wall.

## **What swimming accessories should we bring to lessons?**

Swim Caps - For swimmers with long hair, we ask that it be tied back and away from the face with a rubber band so it does not interfere with learning to breathe. If your child is prone to a chill, a swim cap might help. Every child receives one free latex cap when they begin the Dolphin Swims program.

Goggles - Your swimmer is welcome to bring goggles. We ask that your child wear swim goggles that are similar to the picture below.

## **What is the cancellation/sick policy:**

Children who have been ill should be kept at home. This is in the best interest of their health as well as the health of other class participants and the instructor. We will make every attempt to schedule a make-up class if we must cancel a lesson.

## **Am I allowed to switch lesson days/times?**

We will do our best to accommodate any requests to switch lesson dates and/or times. We realize that life is unpredictable and things occur. Please email us [dolphinswims@cgbdswwim.org](mailto:dolphinswims@cgbdswwim.org) as soon as possible to request the change.

## **Do you issue refunds?**

We will issue a credit and attempt to find a solution that best meets your needs.

## **Should we use the bathroom before lessons?**

We encourage all participants to arrive early enough to use the restroom before class begins. For all participants who are not potty trained, we require the use of a swim diaper in the pool.

### **Why does my child work on the same thing every class?**

Repetition is the key to learning for most young children. Repeating games and skills give children something to look forward to. Swim lesson participants also feel a greater sense of success by mastering a skill they have been replicating.

### **What happens if it storms?**

With thunder and lightning, we are required to close the pool for 30 minutes after each thunderclap and/or each sighting of lightning. This is for the safety of the children, parents, and staff. If the lesson has begun, we will not reschedule. If we were unable to enter the water, we will reschedule the lesson if there is time between sessions. We will only attempt to reschedule the lesson one time.

### **Should I leave if my child is upset?**

Absolutely not! We encourage all of our parents to stay and allow the instructors to try to use various strategies to work with your swimmers. Many of our instructors have years of experience working with swimmers of all levels in and out of the pool. We completely understand that children can have bad days. It is our job to keep working with them on the goals of the class. We won't give up on your little swimmer!

### **Why is my child sometimes out of the water when the class is short?**

Our youth swimming classes are 30 minutes and very efficient and effective. When your child is on the side of the pool, they are watching other students. Usually, there are multiple classes in the water and they are able to watch more advanced classes. Seeing others do what they are learning is an excellent teaching tool. Our instructors interact with all students in a methodical manner, and there is no wasted time during class.

### **Are electronic devices allowed?**

For the safety and privacy of all our participants, families are only permitted to take pictures at the end of the class. You may take a picture of your child and may coordinate with the instructor if you would like to have a photo of them completing a certain skill. Cameras and cell phones are not permitted in the locker rooms for any reason, except when they are turned off and stored.

### **What happens if someone vomits or has an accident in the pool?**

In the event of an accident (i.e. a bowel movement or vomiting), the pool will be evacuated. The appropriate procedure for such an incident will be administered according to regulations.