



Updated: May 6, 2021

## Registration Process

### 1. How do I register for swim lessons?

- Online at [www.richmond.ca/register](http://www.richmond.ca/register) or by phoning the Registration Call Centre at 604-276-4300, Monday to Friday, 8:30am to 5:00pm.

### 2. How do I register if I am a Richmond Fee Subsidy Program (RFSP) user?

- Online at [www.richmond.ca/register](http://www.richmond.ca/register). It will populate as a payment method if there is enough subsidy allocation.

### 3. How far in advance can I register for swim lessons?

- Registration is ongoing. Check [www.richmond.ca/register](http://www.richmond.ca/register) for up-to-date registration dates and times.

### 4. Why do I need to register for two private lessons spots, not one?

- Private lessons are offered as a two class session to ensure that children have enough time to master the skills being practiced.

### 5. Is registration refundable?

- Yes, if notice is given prior to the beginning of the third session of the class, a refund, less classes taken will be provided. Refunds are processed by calling the Registration Call Centre at 604-276-4300, Monday to Friday, 8:30am to 5:00pm.
- If notice is given 72 hours prior to the start of the private lesson, a full refund will be provided. If notice is given less than 72 hours prior to the start of the lesson, no refund will be provided.

## General Swim Lesson Questions

### 6. How is the City of Richmond ensuring a safe environment for all participants?

- Classes are conducted as parent participation required classes to reduce the risk of disease transmission through physical distancing. The parent/caregiver is now accountable for ensuring the child is safe in the water, which reduces contact with the instructor.
- Swimmers and parents/caregivers should maintain physical distancing (two metres apart), with other swimmers and parents/caregivers in the class.
- All preschool levels and Red Cross Swim Kids levels 1-4 require in-water parent/caregiver participation.

### 7. What does Parent/Caregiver Participation mean?

- Parents/caregivers are required to be in the water and actively working with their child with the support of the instructor who provides direction and feedback. The instructor guides parents/caregivers through the manipulations that children need to improve their

skills. All preschool levels and Red Cross Swim Kids levels 1-4 require parent/caregiver participation in the water to ensure a safe environment for everyone involved.

**8. Which swim levels do not require parent/caregiver participation?**

- Levels Red Cross Swim Kids 5 (including private lessons).

**9. Can I watch my child swim from the pool deck?**

- A limited number of parents/caregivers are able to view from the viewing area.

**10. What is the role of the parent/caregiver during lessons?**

- To supervise their child.
- Understand that the development of safety and movement skills are only one component of a successful swimming program.
- Participate in a safe, enjoyable environment with their child.
- Assist their child's development of safety and movement skills in the water according to their ability.

**11. What is the role of the instructor?**

- To teach the parents/caregivers how to effectively hold and support their child.
- Communicate the goal of the progressions being taught to ensure parents/caregivers are clear on what is being worked towards.
- Use fun songs, games and activities appropriate for the skill level and age and that will help engage the child while practicing skills.
- Provide the opportunity for practice and logical progressions and a comfortable environment where swimmers can feel safe.

**12. Are private lessons available?**

- Private lessons are available for all levels ages 3+.
- Adult private lessons are not available at this time due to the current Public Health Orders (PHO). Courses will be offered when the PHO permits.
- As with regular lessons, all preschool levels and Red Cross Swim Kids levels 1-4 require parent/caregiver participation in the water.

**13. Are semi-private lessons available?**

- Semi-private lessons are available for all levels ages 3+.
- Adult semi-private lessons are not available at this time due to the current Public Health Orders (PHO). Courses will be offered when the PHO permits.
- As with regular lessons, all preschool levels and Red Cross Swim Kids levels 1-4 require parent/caregiver participation in the water.
- One parent/caregiver per student is required.
- Student must be in the same or adjacent level (i.e., Red Cross Swim Kids level 1 and 2).

**14. Are adult swim lessons available?**

- Adult swim lessons are not currently available due to the current Public Health Orders (PHO). Courses will be offered when the PHO permits.

**15. How long is each swim lesson?**

- 30 minutes.

**16. Will there be lockers available for use?**

- Patrons are encouraged to bring one quarter for the refundable lockers to secure personal effects.
- Lockers are for day use only.

**17. Are there wallet/cellphone lockers available?**

- Yes, in the change rooms. Users set their own passcode to lock and unlock the locker.
- Users can charge their cellphone while using the facility.
- Users are still encouraged to leave valuables at home.
- Lockers are for day use only.

**In Advance of Swim Lessons**

**18. How far in advance should I arrive at the pool for my swim lesson?**

- No more than 10 minutes before your scheduled time.
- You can enter the change room 5 minutes before lesson start time.  
All participants are encouraged to arrive with their swim attire under their clothes.

**19. Where is check in for lessons?**

- Enter Minoru Centre for Active Living on the East side of the building near the track. Let front desk staff know that you have arrived for lessons and you will be directed to the change room.
- Enter Watermania through the main door. Let front desk staff know that you have arrived for lessons and you will be directed to the change room.

**20. Where do I/we meet the instructor?**

- Once changed for lessons, meet at the pool side of the universal change room just past the lockers at Minoru Centre for Active Living.
- Once changed for lessons, meet at the pool side of the change rooms just past the lockers at Watermania.
- All participants are encouraged to arrive with their swim attire under their clothes.

**During Swim Lessons**

**21. Will there be signage and directional arrows to guide me through the facility?**

- Yes, with the exception of on the pool deck.

**22. Will there be pool equipment to use, i.e., lifejackets and kickboards available for use?**

- Yes, items will be supplied by the instructor and sanitized after use.

**23. Are washrooms and change rooms available for use?**

- Yes, during swim lessons.

**After Swim Sessions**

**24. How long can I stay after my swim session ends?**

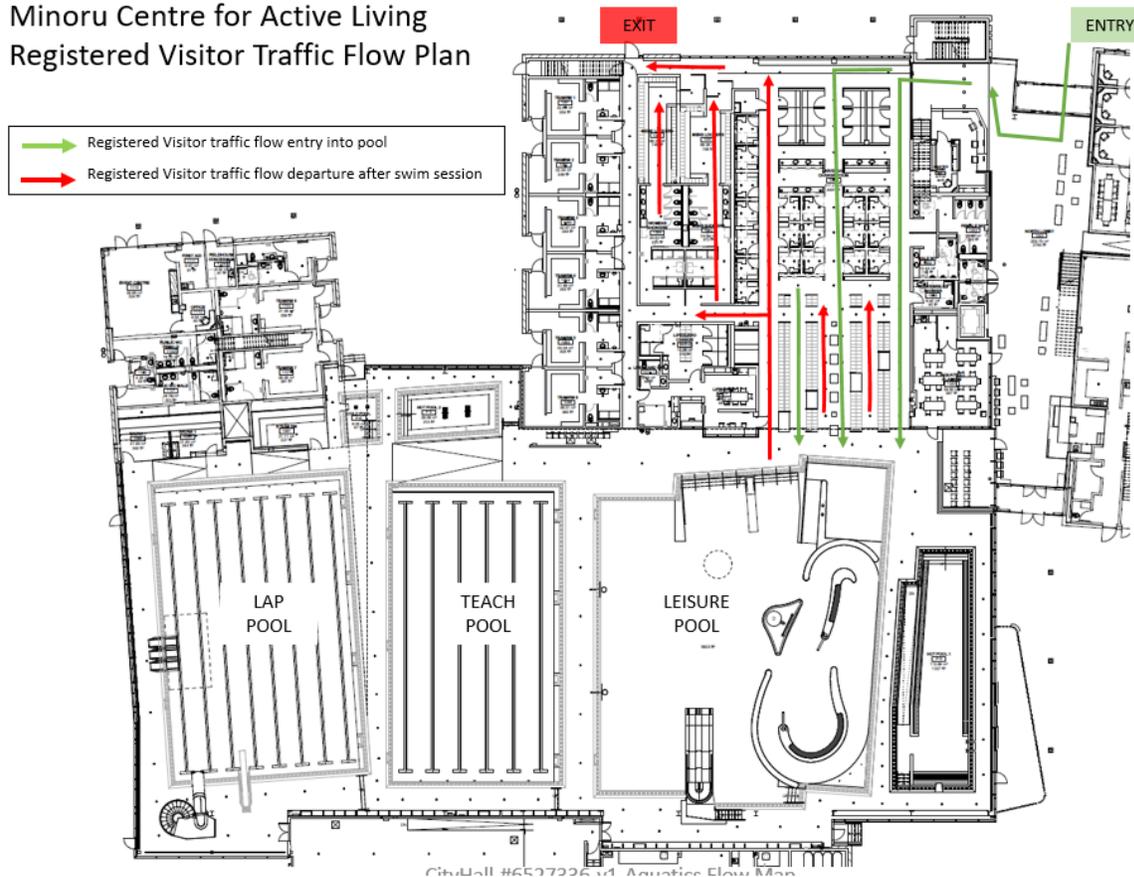
- A maximum of 15 minutes is allotted for change time as staff need to prepare for the next session.

**25. Can I change and shower after my swim session?**

- Yes, change rooms and showers will be available for 15 minutes after a swim lesson.

## Flow of Traffic for Minoru Centre for Active Living

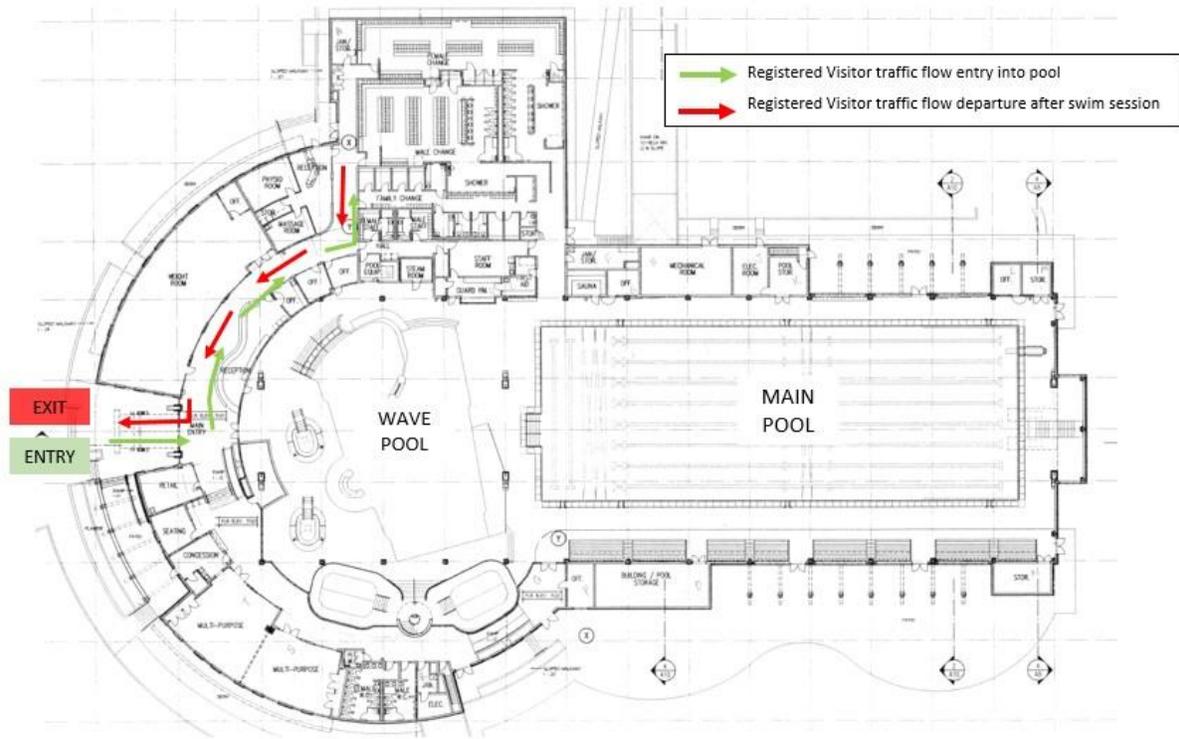
### Minoru Centre for Active Living Registered Visitor Traffic Flow Plan



See drawing above.

1. Line up at the main entrance of the building for entry. Everyone must read the self-screening poster prior to entry.
2. All patrons must use provided hand sanitizer when entering the facility. Multiple stations are available to keep the line moving forward.
3. Stanchions and floor graphics separate the entrance and exits. Follow the arrows to the front desk, where the reception staff will check in registered names.
4. Continue past the front desk to the change rooms. Patrons can change and leave their belongings in a locked locker. Bring a quarter to operate the lockers. (Alternating lockers, showers, sinks and toilets will be closed to maintain physical distancing and to help reduce cleaning).
5. Everyone must have a cleansing shower prior to entering the pool.
6. Once on the pool deck, patrons are requested to maintain physical distancing. There will not be further signage.

### Flow of Traffic for Watermania



See drawing above.

1. Line up at the main entrance of the building for entry where everyone must read the self-screening poster prior to entry.
2. As patrons enter, they must use hand sanitizer located inside the entry. There will be three stations available to keep the line moving forward.
3. There will be stanchions and floor graphics to separate the entrance and exits. Follow the arrows to the front desk, where the Cashier Receptionist will check names.
4. Continue past the front desk to the change rooms. Patrons can change and leave their belongings in a locked locker. (Alternating lockers, showers, sinks and toilets will be closed to maintain physical distancing and to help reduce cleaning).
5. Everyone must have a cleansing shower prior to entering the pool.

Once on the pool deck, patrons are requested to maintain physical distancing. There will not be further signage.

### Health and Safety Measures

#### 26. Are masks required to be worn in facilities?

Yes. To enhance public safety and to reduce the spread of COVID-19, the City of Richmond requires all visitors to wear masks in all City-operated facilities. Exceptions are permitted for people with sensory, cognitive or physical disabilities; those with chronic health conditions who are unable to wear a face covering; and children age five and under. Programs and physical activities exempt from the mandatory face mask requirement (and considered "mask optional" activities in designated spaces) include:

- Swimming and aquatic programs

For a list of “Mask Optional Activities”, visit [www.richmond.ca/masks](http://www.richmond.ca/masks).

**27. How were the new swim safety COVID-19 guidelines designed?**

- In accordance with provincial and local health authorities, with the ability to adjust as requirements change.

**28. Have the Instructor Lifeguards been trained in new First Aid procedures?**

- Yes, in COVID-19 health and safety procedures.

**29. What are all the safety measures for the facility?**

- Visit <https://www.richmond.ca/safety/COVID-19/covid-safety.htm>.

**30. What do I have to do to ensure COVID-19 safety?**

- Do not attend a swim session if you:
  - are feeling ill and/or have any of the following symptoms: fever, chills, new or worsening cough, shortness of breath, new muscle aches or headache, or sore throat
  - have travelled outside of Canada within the last 14 days
  - have been in close contact with a person who has a confirmed or presumptive case of COVID-19
- Upon entering the facility, wash and/or disinfect hands and take a shower on the pool deck before going in the water.
- Help prevent the spread of COVID-19 by:
  - coughing or sneezing into your elbow, or covering your mouth and nose with a tissue
  - refraining from spitting
  - wearing a mask (see above)