

Richmond Aquatics – Lesson FAQ's



- 1) I am new to registering for swim lessons with the City of Richmond. What do I need to do to register online or via phone?**
All registrants need to create a City of Richmond client profile. Once this has been created, swim lesson registration requires the person to have completed the level prior (unless this is the first level of swimming, Sea Turtle for preschoolers or Red Cross Swim Kids 1 for children). Before registering online or via phone, you must come in to one of the aquatic centres and either have your child evaluated for the correct level, or show the most up to date report card from another city or organization. Once the level has been confirmed, city staff will enter this lesson history to your client profile, allowing you to register online or via phone.
- 2) Can my child pre-register for the next level?**
Unfortunately, no. Your child can only register for the level they are currently eligible for; this is the same for everyone. On the last day of the lessons, your child will receive the report card indicating which level to register. This report card can be taken to the front desk to register or you can register online or phone the call centre.
- 3) Are clients able to register for overlapping lesson sets?**
No, clients are not able to register for lesson sets which overlap reserving their spot in multiple lesson sets that overlap days/weeks. While the registration system will allow clients to be registered in the same level for overlapping lesson sets, clients will be contacted by Aquatics staff and withdrawn from lessons so that they are only taking one lesson at a time.
- 4) What are Red Cross Plus classes?**
Plus classes are season-long classes where children are continuously evaluated for progression to the next level throughout the season. (i.e. a child has the potential to start at RC3+ and pass RC3 and RC4 and end the lesson set at RC5). The benefit of registering for PLUS classes is that the child will have those dates and times throughout the season and will not have to re-register after passing each level.
- 5) How many lessons does my child need complete to pass, and are there any classes not to miss?**
Passing a level is based on skills and abilities, not attendance. Instructors perform continuous evaluation over the entire lesson set, and if the child has demonstrated competency in all the levels' required skills during the time of their attendance they will complete the level. The city does not offer make up days for lessons missed.
- 6) Can babies just wear diapers in the pool?**
They must be SWIM diapers, not regular diapers. Regular diapers fall apart in the water and do not provide the necessary insulation. We ask that babies wear either pool pants, swim diapers or a plastic pant over their regular diaper in order to help keep it from falling apart. Note, for the swim diaper to work it must be fitted around the top of the leg. Swim diapers are available for sale at the front desk of every pool.
- 7) Do you offer swim lessons for those with special needs?**
Yes, we offer special needs courses "Red Cross Adapted Swim". These courses have a maximum of 5 students and in addition to the teacher, there are usually a number of volunteers to help ensure everyone feels supported in this welcoming and inclusive environment. The program is flexible to adapt to swimmers with different disabilities.
- 8) My child has finished all 10 Red Cross swim levels; what can they do now?**
Your child could take Star Patrol (*Recommended* pre-requisite: RC 10) and then Bronze Star (*Recommended* pre-requisite: Star Patrol). Courses beyond these two focus on lifesaving skills and are geared towards those wanting to become a lifeguard. The first course towards becoming a lifeguard is Bronze Medallion (*Required* pre-requisite 13 years old, or Bronze Star).
- 9) I have specific questions about the leadership courses. Who can I ask those questions to?**
Specific questions regarding the leadership courses can be directed to the any Aquatic Staff, who may in turn refer specific questions to the Aquatic Leader.