



Updated: November 10, 2020

Registration Process

1. How do I register for swim lessons?

- Online at www.richmond.ca/register or call 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. 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 begins Tuesday, November 10 at 10:00am for all lessons. Fall 2020 swim lessons are November 16 to December 16 (10 day set Mondays and Wednesdays, 10:15-10:45am and 10:45-11:15am) and November 17 to December 17 (10 day set Tuesdays and Thursdays). Private lessons are November 16-December 17 (30 minute session, 5:00-5:30pm and 5:30-6:00pm).

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, with refunds accepted up to the start of the lesson. Refunds are processed by calling the Registration Call Centre at 604-276-4300, Monday to Friday, 8:30am to 5:00pm.

General Swim Lesson Questions

6. Why are there only private lessons for Swim Kids 5 and above?

- These swimmers are able to safely practice skills one-on-one with an instructor without needing physical manipulations that would require parent participation in the water. The instructor can provide feedback and instructions at a safe distance that ensures the swimmers and instructors safety.

7. How long is each swim lesson?

- 30 minutes at Minoru Centre for Active Living. Swim lessons are not currently available at Watermania.

8. 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.

9. What does Parent 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 your child needs to improve their skills. All preschool levels and Swim Kids Levels 1-4 require parent participation to ensure a safe environment for everyone involved.

10. Which swim levels do not require parent participation?

- Levels Swim Kids 5 and above.

11. 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.

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

- Classes are conducted as parented 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.

13. Will there be lockers available for use?

- Yes. Patrons are encouraged to bring 25 cents for the refundable lockers to secure personal effects.

14. 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.

In Advance of Swim Lessons

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

- No more than 10 minutes before your scheduled time.

16. Where is check in for lessons?

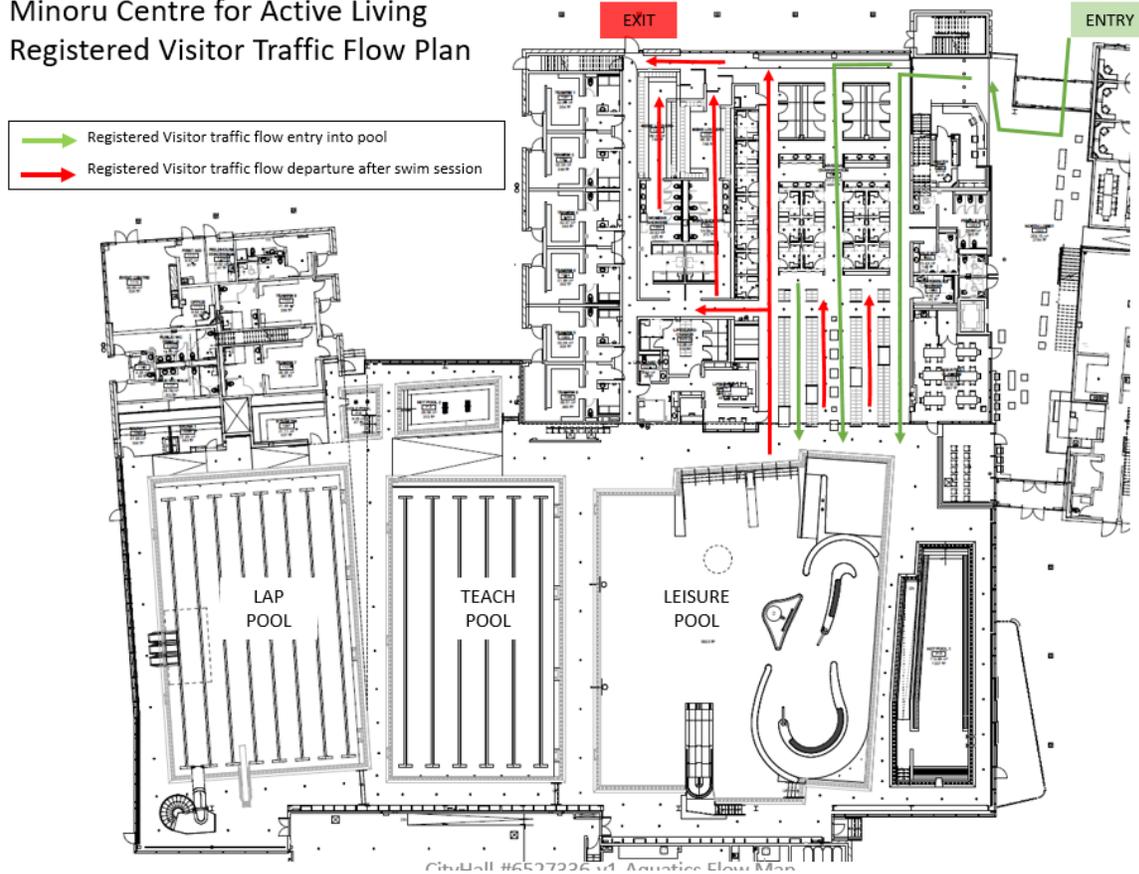
- Enter Minoru Centre for Active Living on the East side of the building near the track. Let front desk staff know you have arrived for lessons and you be directed to the change room.

17. 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. All participants are encouraged to arrive with their swim attire under their clothes if possible.

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.

During Swim Lessons

18. Will there be signage and directional arrows to guide patrons through the facility?

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

19. Can patrons change and shower at the pool?

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

20. 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.

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

- A limited number of parents/guardians are able to view from the viewing area (10 in total).

22. Are washrooms and change rooms available?

Yes, for users of the facility.

After Swim Sessions

23. How long can I stay after my swim session end?

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

24. Can I shower after my swim session?

- Yes, within a maximum of 15 minutes, so plan accordingly.

Health and Safety Measures

25. 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 as of November 1, 2020. 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.

Customers using a facility for physical activity (i.e. taking a fitness, martial arts or dance class, swimming or participating in a sports activity) or child care programs (i.e., licensed preschool and out of school care, daycamps) will not be required to wear a mask during their activity but must wear one when entering, leaving and moving around the building.

26. 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.

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

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

28. What are all the safety measures for the facility?

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

29. 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)