



Updated: April 27, 2022

Registration Process

1. How do I register for swim lessons?

- Online at www.richmond.ca/register or by calling 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 is ongoing. Check www.richmond.ca/register for up-to-date registration dates and times.

4. 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.

Registration Information

5. I am new to registering for swim lessons with the City of Richmond. What do I need to do to register online or by 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 by phone, a parent or guardian must come in to one of the aquatic centres and either have their 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 by phone.

6. Can my child pre-register or waitlist for the next level?

- Unfortunately, no. A child can only be registered or waitlisted for the level they are currently eligible for; this is the same for everyone. On the last day of lessons, children will receive the report card indicating which level to register for next. This report card can be taken to the front desk to register or registration can be done online or through the Registration Call Centre. Participants that do not meet the criteria to be registered or waitlisted for specific lesson sets will be removed and notified. Any corresponding payments will be credited back to your City of Richmond account.

7. Are clients able to register for overlapping lesson sets?

- No, clients are not able to register for lesson sets that 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.

8. 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.

9. Can babies just wear diapers in the pool?

- Diapers must be SWIM diapers. Regular diapers fall apart in the water and do not provide the necessary insulation. Babies are to wear 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 all pools.

10. Do you offer swim lessons for those with special needs?

- Yes, we offer "Red Cross Adapted Swim". These courses have a maximum of 5 students. 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.

11. 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).

12. I have specific questions about the leadership courses. Who can I ask those questions to?

- Specific questions can be directed to the any Aquatic Staff, who may in turn refer specific questions to the Aquatic Leader.

General Swim Lesson Questions

13. Are private lessons available?

- Yes, for all levels ages 3+.

14. Are semi-private lessons available?

- Yes, for all levels ages 3+.
- Student must be in the same or adjacent level (i.e., Red Cross Swim Kids level 1 and 2).

15. How long is each swim lesson?

- 30-60 minutes, depending on the level.

16. Will there be lockers available for use?

- Yes, patrons are encouraged to bring one quarter for the refundable lockers to secure personal effects at Minoru Centre for Active Living.
- Yes, patrons are encouraged to bring two quarters for the non-refundable lockers to secure personal effects at Watermania.
- 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 pool equipment to use, i.e., lifejackets and kickboards available for use?

- Yes, items will be supplied by the instructor.

22. Are washrooms and change rooms available for use?

- Yes, during swim lessons.

After Swim Sessions

23. Can I change and shower after my swim session?

- Yes, change rooms and showers will be available after swim lessons.

Health and Safety Measures

24. Are masks required to be worn in facilities?

- While masks are no longer required, the wearing of masks is encouraged and appreciated in community and aquatic centres, arenas and ice centres, libraries, cultural and heritage locations, Fire-Rescue facilities and City Hall.
- Safety protocols will remain in place in many facilities as required by the provincial health officer, including enhanced hygiene practices and plexi-glass barriers.

25. 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)