

# Aquatic Program Procedures

## POOL USAGE PROCEDURE

- Program prior to the pool opening; allow access for class participants during their specific class time. Swimming prior to or after the program is not available for participants or to the public.
- Programs after the pool closes, allow access for class participants during their specific class time.
- Swimming is not available to class participants, parents/guardians, siblings, or the public before or after normal pool hours.
- If the location of your program is open before or after your lessons, you are welcome to access the pool. However you will be required to reenter the pool and you must pay daily admission to the pool or provide a valid pool pass.

Please visit [www.thewoodlandtownship-tx.gov](http://www.thewoodlandtownship-tx.gov) to view the detailed pool schedule.

## SWIM DIAPERS

*Please note that children who currently wear diapers, or are currently being potty trained are required to wear swim diapers under their swimsuit.*

If fecal matter is found in the pool, a pool closure is necessary for proper disinfection and protection of the health and safety of the swimmers. Pool closures allow chlorine to kill germs and help prevent recreational water illnesses; the cleaning process takes 30 minutes or more and is required prior to re-opening the pool.

“In accordance with Texas Dept. of Health (TDH) guidelines, only diapers designed for swimming (such as Little Swimmers®) may be worn in the pool.:

Township Aquatics staff will follow all Texas Dept. of Health (TDH) and Center for Disease Control (CDC) guidelines for handling, controlling, and containing any and all body fluids. Depending on the amount, level of exposure, and type of fluid involved the pool may be closed anywhere from 30 minutes to 24 hours. In these scenarios the required closure time ‘begins’ as soon as the contamination is safely removed from the water.

- The most common occurrence is when a young swimmer has a brief nose bleed or minor ‘spit up’ event, and in those cases the chemicals already in the water will safely handle any reasonable exposure risks. Staff will remove any fluids or materials possible when found.
- In more extreme cases, such as a solid fecal matter release or large amounts of blood or vomit, the pool will be closed for between 30 minutes to two hours while chemical adjustment are made and clean up undertaken.
- In some rare cases, a liquid fecal incident may cause the pool to be closed for the remainder of the day and sometimes into the following day’s operations hours. This is due to the identified dangers of a chlorine-resistant bacterial contamination (namely, Cryptosporidium) which takes up to 13 hours to treat and further time to clean afterwards.”

## **PARTICIPANT ATTENDANCE - *Please call the Learn to Swim Coordinator, at 281-210-3938 immediately if you have any questions or concerns about your child missing class for any reason.***

- Required attendance at first 2 days of program
  - Swim Lessons
    - The first day of the session:
      - Parents/Guardians are provided Program Policies and an overview of how the lessons function
      - Child is evaluated and Water Safety Instructor determines if your child is placed in the right level
    - The second day of session:
      - Water Safety Instructor begins covering that levels skills
      - Confidence and comfort are gained with the instructor and in the water

- Sick Days
  - If your child is sick the first day of class, please notify the Learn to Swim Coordinator or Aquatic Program Coordinator ASAP to determine whether your child should stay in his/her current session or be transferred to an alternative session.
  - If the Learn to Swim Coordinator or Aquatic Program Coordinator does not hear from you prior to the completion of the 2<sup>nd</sup> day of class, a transfer or refund will not be provided.
  - If you notified the Learn to Swim Coordinator or Aquatic Program Coordinator of a sick child prior to or on the first day of lessons, and your child is sick for 3+ days of the session, a doctor's note will be required by The Woodlands Township. If a doctor's note is provided, you may be transferred to a different program or session.
- Vacation
  - Please plan your programs and vacations accordingly; The Woodlands Township is not able to reschedule missed classes to accommodate vacation schedules.
- Weather Related
  - Due to Weather – please see specific program listing

# LEARN TO SWIM - GROUP LESSON PROCEDURES

## WEATHER PROCEDURE

Class can continue if the rain is light and the lifeguards can see the bottom of the pool from their seat. Class will immediately cease anytime there is sight of lightning or the sound of thunder. A text message will go out as soon as the weather turns.

**Session 1: June 3 – 14\*\***

**Session 2: June 17 – 28\***

**Session 3: July 1 – 12\* (NO Class July 4<sup>th</sup>)**

**Session 4: July 16 - 26\***

**Session 5: July 29 – Aug 9\***

*\*Final day of session is for makeup class only! If you have a Township declared rain out date(s), the final Friday of your session is the makeup date. If you have no Township declared rain outs, there will be no class the final Friday of your session!*

Text **81010** to sign up for weather texting updates. In message box put:

**@aldenbridg** if you are enrolled in group lessons at **Alden Bridge**

**@falcwing** if you are enrolled in group lessons at **Falconwing**

**@sawmill** if you are enrolled in group lessons at **Sawmill**

**@crkwood** if you are enrolled in group lessons at **Creekwood**

**@robflamin** if you are enrolled in group lessons at **Rob Fleming**

**@lakesidegr** if you are enrolled in group lessons at **Lakeside**

**Junior Swim Team**

*Text 81010 to sign up for weather and changes to program*

**@jrridge** if you are enrolled in Jr. Swim Team lessons at **Ridgewood**

**@jrcreek** if you are enrolled in Jr. Swim Team lessons at **Creekwood**

**@jrlake** if you are enrolled in Jr. Swim Team lessons at **Lakeside (all classes 6, 6:45 & 7:30pm)**

## REFUND PROCEDURE

Full refunds will be given to participants who have registered for a program that has been canceled by The Woodlands Township. Refunds may take up to three to four weeks to process. You may request a refund three (3) days prior to the first day of class and receive a full refund minus a \$5 processing fee. If you attend the first day of class and for any reason are not satisfied, you will receive a full refund minus a \$5 processing fee. After the second day of class, no refunds will be available. Refund requests must be emailed to [darnold@theowoodlandstownship-tx.gov](mailto:darnold@theowoodlandstownship-tx.gov). You can get a credit to your account to use for a different program. All refunds will be approved by the Aquatics Program Coordinator after the request has been made.

## SPECTATOR PROCEDURE

Parents may observe lessons from a chair on the pool deck a minimum of 10 feet away from the pool. This is to reduce distractions to child and instructor during valuable lesson time. Please never approach your child when they are in a lesson and never approach the instructor during a lesson. This can be a great distraction for your child and the instructor. We want the kids focused on the instructor, not the parents. Please also refrain from “coaching” on the sidelines. Again, we want the kids focused on the instructor. Also, you may be coaching your child to do something different than we are teaching. This sends mixed messages and it is confusing to kids. Please be supportive of your child’s efforts in lessons. Learning to swim can be very challenging. Your child’s progress and enjoyment can be enhanced when both you and your child are enthusiastic about swimming.

**If you have any questions or concerns please ask the instructors after practice or call the Learn to Swim Coordinator at (281)210-3938.**

## LEARN TO SWIM – PRIVATE LESSON PROCEDURES

### WEATHER PROCEDURE

For up-to-date weather related information regarding your private swim lesson, please call your instructor directly.

If you are unsure if your lesson will be held due to weather, please call your instructor 30 minutes prior to the start of your lesson. Lessons can continue if the rain is light and the lifeguards can see the bottom of the pool from their seat. Lessons will immediately cease anytime there is sight of lightning or the sound of thunder. Any lessons that are missed due to weather will be made up based on a schedule that is decided between you and your instructor.

### REFUND PROCEDURE

Full refunds will be given to participants who have registered for a program that has been canceled by The Woodlands Township. Refunds may take up to three to four weeks to process. You may request a refund prior to the first day of lessons and receive a full refund minus a \$5 processing fee. If you attend the first day of lessons and for any reason are not satisfied you will be charged \$35 for the lesson, and receive a refund for the remaining balance. After the second (2) day of class, no refunds will be available. You can get a credit to your account to use for a different program and the \$5 processing fee will not be deducted. All refunds request must be emailed to [darnold@thewoodlandstowship-tx.gov](mailto:darnold@thewoodlandstowship-tx.gov) and will be approved by the Aquatics Program Coordinator.

If you are taking private lessons and will not be at a lesson when you have one scheduled with the instructor you must let the instructor know 45 minutes prior to the start of the lesson. Refunds will not be given for any lessons of customers who do not abide by this policy. If your instructor has to cancel a lesson and does not let you know 45 minutes prior to the lesson, you will make up that lesson and be given an additional lesson, free of charge.

### SPECTATOR PROCEDURE

Parents may observe lessons from a chair on the pool deck a minimum of 10 feet away from the pool. This is to reduce distractions to child and instructor during valuable lesson time. Please never approach your child when they are in a lesson and never approach the instructor during a lesson. This can be a great distraction for your child and the instructor. We want the kids focused on the instructor, not the parents. Please also refrain from “coaching” on the sidelines. Again, we want the kids focused on the instructor. Also, you may be coaching your child to do something different than we are teaching. This sends mixed messages and it is confusing to kids. Please be supportive of your child’s efforts in lessons; learning to swim can be very challenging Your child’s progress and enjoyment can be enhanced when both you and your child are enthusiastic about swimming.

**If you have any questions or concerns please ask the instructors after practice or call The Learn to Swim Coordinator at (281)210-3938.**

## JR. SWIM TEAM PROCEDURES

### WEATHER PROCEDURE

Text **81010** to sign up for weather texting updates. In message box put:

**@jrridge** if you are enrolled in Jr. Swim Team at **Ridgewood**

**@jrlake** if you are enrolled in Jr. Swim Team at **Lakeside (6 & 6:45)**

**@jrcreek** if you are enrolled in Jr. Swim Team at **Creekwood**

Practice can continue if the rain is light and the lifeguards can see the bottom of the pool from their seat. Practice will immediately cease anytime there is sight of lightning or the sound of thunder. There will be no make-up practices for Jr. Swim Team due to practice canceled because of bad weather. The Jr. Swim Team meet will not be made up if canceled.

### REFUND PROCEDURE

Full refunds will be given to participants who have registered for a program that has been canceled by The Woodlands Township. Refunds may take up to three to four weeks to process. You may request a refund prior to the first day of practice and receive a full refund minus a \$5 processing fee. If you attend the first week of practice and for any reason are not satisfied you will receive a full refund minus a \$25 processing fee – which includes the cost of program supplies, t-shirts, and medals which were ordered based on roster numbers. After the first week of practice, no refunds will be available. You can get a credit to your account to use for a different program and the \$5 processing fee will not be deducted. All refunds request must be emailed to [darnold@thewoodlandstowship-tx.gov](mailto:darnold@thewoodlandstowship-tx.gov) and will be approved by the Aquatics Program Coordinator.

### SPECTATOR PROCEDURE

Parents may observe lessons from a chair on the pool deck a minimum of 10 feet away from the pool. This is to reduce distractions to child and instructor during valuable practice time. Please never approach your child when they are in practice and never approach the instructor during practice. This can be a great distraction for your child and the instructor. We want the kids focused on the instructor, not the parents. Please also refrain from “coaching” on the sidelines. Again, we want the kids focused on the instructor. Also, you may be coaching your child to do something different than we are teaching. This sends mixed messages and it is confusing to kids. Please be supportive of your child’s efforts in lessons; learning to swim can be very challenging Your child’s progress and enjoyment can be enhanced when both you and your child are enthusiastic about swimming.

**If you have any questions or concerns please ask the instructors after practice or call the Learn to Swim Coordinator at (281) 210-3938.**

## SWIM TEAM PROCEDURES

### **REFUND PROCEDURE**

Full refunds will be given to participants who have registered for a program that has been cancelled by The Woodlands Parks and Recreation Department or before April 1st. Refunds may take up to three to four weeks to process. All refund request must be emailed to [darnold@thewoodlandstowship-tx.gov](mailto:darnold@thewoodlandstowship-tx.gov). Refunds requested after April 1<sup>st</sup> there will be a \$25 cancelation fee.

After May the 1<sup>st</sup>, no refunds will be given.