How do I register online?
Visit www.ymcawo.ca, click “Your Y Online.” Next click on the big grey banner that says “Your Y Online: Click Here to Register.” Next, click “CQE/Programs/Day Camps,” and follow the instructions. If you need help selecting a level, click on “Stoney Creek Branch” on the left hand column and then click on “Aquatic Programs.” You will find a description of each of the levels there, as well as a chart to help guide you to which level is appropriate for your child. When you are ready to select a level and register, click register and then you will need to create a new account in order to receive a Login ID and Family PIN – which you will need to register. You can go online before registration opens to create a Login ID and Family PIN and become familiar with the system before registration goes live. You can view available classes a week before registration to help make your decisions before registration goes live.

How do I register by phone?
Call 519-667-4400 and dial 0.

If I am not a member of the YMCA, can I still register my child for swim lessons?
Yes! We offer spaces for swim lessons to everyone. Our lessons dates and times are listed in the Spectrum guide sent out by the City of London and you can register online, by phone or in person at the Branch. If you are not a YMCA member, lessons will be 7 week sessions. You are welcome to register for the same lesson and time for both 7 week sessions. Lessons are $58 per child for London residents and $63 for non-residents.

Why are sessions longer starting this fall?
For Fall 2011 we are lengthening our sessions from a 7-week session to a 16-week session. In the past, members would register for two shorter sessions at the same time. Now, you will only need to register for one 16-week session each time registration opens. For example, on Monday August 8 at 8:30 a.m. you can register for the Fall session, which will last from just after Labour day until just before Christmas. There were several reasons for this change. Longer sessions mean children have more time to work on their skills and more time with the same instructor. This allows the child and their YMCA instructor to form a bond and achieve more meaningful results. This also means children will get more practice and more feedback on their skills. Longer sessions also mean you will no longer have
to register two sessions in advance, this means you do not have to guess if your child will move from one level of the program to the next or stay in the same level.

**What if my child progresses quickly and completes all the requirements of one level halfway through a 16-week session?**
As part of the YMCA’s commitment to healthy childhood development, each child registered in a program is treated as an individual and not as a “Salamander” or a “Level 3.” Our instructors strive to deliver individualized instruction to each child within the group. A child who progresses quickly will move on to skills from the next level without having to change into a new class.

**What if I register my child in the wrong level? Will they be stuck for 16 weeks?**
Start by reading the descriptions for each level. It is fairly easy to make a good assessment of where a child should be placed based on a few simple factors including age and experience. The membership desk and our website both have level descriptions and a chart to help you decide. Before you register your child you can bring them into the YMCA to have them assessed by one of our instructors. You do not need to book a time - just bring your child onto the pool deck and ask a lifeguard for a swim lesson assessment. If your child still ends up in the wrong level let the Lead Instructor know and they will do everything they can to adjust your child’s placement. As mentioned, we treat each child as an individual so if they are close to the correct level the instructor will be able to deliver the instruction the child needs even if they are placed a level too high or too low.

**How will I learn about my child’s progress during a 16-week session?**
All participants will receive a mid-session report on week 8 of the session. This report will highlight areas for improvement. It will not be a reflection of whether or not your child will complete their current level, but rather a way for you to identify which skills your child is currently working on. Near the end of lessons you will be provided another report card. This will be similar to the mid-session report – with a focus on areas for further development – but will also contain suggestions for registration for the next session. This final report will be available prior to registration for the Winter session. In addition, there will be a Parents Night on week 8 of the session where instructors will end their lessons 5 minutes early, exit the water and discuss individual progress with parents who are interested in learning more or would simply like to meet the instructor.

**What are split levels? Why are there split levels available for the Fall?**
Split levels combine swimming levels that are already fairly similar. Split levels also allow the YMCA to offer a more varied selection of lessons at a more varied selection of times. Only certain levels are combined into split levels. The levels that are not combined are levels the majority of children require more time to complete. This way, children will be guaranteed a full 16 weeks to work on the skills from that level. For example, Sea Otter is the first level in which children do not swim accompanied by their guardian, and it takes many children longer to become comfortable swimming with an instructor instead of a guardian. Level 5 is the first level that runs for 45 minutes instead of 30 minutes and it is an adjustment in endurance for many children. Both Sea Otter and Level 5 are offered only as stand-alone classes and not as split-levels.
What if my child's level becomes full, will I now be stuck on a waitlist longer?
Stoney Creek has added 40 per cent more lesson spaces for the Fall. We are working hard to try to make sure every child gets into a swim lesson and there are no wait lists. However, if a certain lesson time or level becomes full, the 16-week session will make it easier to get children off the waitlist and into a class. Before, if someone dropped out of a class or was not attending their lesson we could add a new child into the class – but not until week 4 or 5 of a 7 week session. For the Fall, a child added on week 4 to a class will still have 12 more weeks of instruction. Overall, wait lists should move faster with a 16-week session.

My child is on a waitlist, what do I do next?
While we have added 40 per cent more lesson spaces for the Fall, our facility is popular and there are particular levels that fill soon after registration opens. We monitor waitlists closely and do everything in our power to provide a lesson space to every child. If certain levels fill we will add more spaces for that level. If you are on a waitlist, we will contact you if a spot becomes available. Being on multiple waitlists does not give you better odds of getting into a lesson space. We call to add children to empty spaces based on the earliest placement on the waitlist – not based on what time you waitlist for.

My child has a lesson spot, but I would prefer a different day/time, can I be in a lesson and on a waitlist for another time slot?
Yes, you are welcome to put your child on a waitlist for a more convenient day/time if your child is already registered in a lesson. However, priority for spaces that open up will go to children who are not currently enrolled in a lesson, then we will try to add those looking to change times.

Do you offer private or semi-private lessons?
Because of the volume of eager participants in swim lessons at our facility we do not offer private or semi-private swim lessons. There simply is not enough time or space for private and semi-private lessons. We will continue to consider private lessons as a possibility for the future.

Do you offer adult swim lessons?
Yes! We offer lessons for both intermediate and beginner adults. There is no charge for members. You can register through the membership desk, online or by phone.

The last report card my child received said to stay in the same level, but I think they are ready for the next level. Do I have to register my child in the same level?
You know your child better than anyone. It is always your choice as to which level your child should be registered in. There is no requirement to complete the previous level before a child is allowed to register in the next level. The report card you receive is simply a qualified instructor’s recommendation.
If your child has not participated in lessons for a lengthy period of time, you are welcome to bring them onto the pool deck to be assessed by an instructor before you register to help with your decision.
What happens if I miss report card day?
We put report cards on file by the child's first name behind the Membership Desk the day after the lesson. You can ask for the report card the next time you visit the building.

If my child is sick, do I need to call to let you know they will not be attending?
We understand everyone has multiple commitments and that children get sick. If you miss a class you do not have to call us – we will just assume we will see you the next week. If a child misses three classes in a row, we will call you to find out if you would still like to keep your swim lesson spot. You can call us if a child is going to miss three classes in a row as well if you prefer. If a child misses 4 classes in a row without exceptional circumstances they will be removed from the class.

I've noticed there are only four children in one of the swim lessons and there can be a maximum of six, does this mean there is an extra space?
It might, but more likely there are just some children absent that day. We will contact those who miss three lessons in a row and offer their spot to someone else if they are not returning.

What is Sea Otter?
Sea Otter is the newest level in the Red Cross swim lesson program. There are now three parent/guardian and tot levels – Starfish, Duck and Sea Turtle are now completely parent/guardian and tot. Sea Otter is the first level for children 3-6 years of age who have not swam without a guardian in the water before or who have little or no experience in the water.

Can my child be too young for lessons?
The only requirement for infants to participate in swim lessons is that their neck is able to support their head independently. Starfish is our first level for parent/guardians and children and is available for children who can support their own neck up to 18 months.

My child has completed level 10, what next? Or, My child is registered in level 8 or 9 and it is too easy and they are bored, what should I do?
Swimmers do not need to complete level 10 to move on from the swim lesson program and into leadership programs. For children who have completed level 10, or are old enough or mature enough to move beyond the Red Cross swim levels, we offer Swim Patrol. This program is free for members. It includes swim skills, basic rescue skills and general fun in the water to keep children active, engaged and learning once they are done with the swim lesson program. Swim Patrol is designed to be more like a club then a lesson program.

What is Swim Patrol?
See above.