

FITREC SWIM SCHOOL

Frequently Asked Questions

GENERAL INFORMATION

- **Do participants need to shower before their lesson?**
YES. All class participants MUST take a cleansing shower before entering the pool. If the instructor believes a participant did not rinse, they will be asked to revisit the shower.
- **Can you give me a general overview of your program?**
Our swimming lessons are based on the American Red Cross learn to swim program. All of our instructors are certified Water Safety Instructors through the Red Cross and they all have CPR/AED for Professional Rescuer certification. Certified lifeguards are always on duty during group swim lessons. Most of our instructors are students here at BU but we also employ some recent graduates and young professionals from the Boston area. All of our employees undergo criminal background checks before employment.
- **What is the temperature of the pool?**
The temperature of the Recreation Pool is 84-85 degrees Fahrenheit. The temperature of the Competition Pool is 79-80 degrees Fahrenheit.

SIGNING UP AND GETTING STARTED

- **How do I sign up for lessons?**
The best way to register for lessons is on our website (bu.edu/fitrec), since you'll be able to see real-time class availability. Registration is also available at our Member Service Desk during normal operating hours.
- **How can I get to the facility and where do I park?**
Our building is located at 915 Commonwealth Ave. We are located on the Boston side of Commonwealth Ave. between the Buick St. and Harry Agganis Way intersections. The Green Line B-Train stops in front of our building at the St. Paul Street stop. Parking is available at the meters on Commonwealth Ave or in the Agganis Arena garage. Parking may not be available if there is a special event at the Arena. You can check our homepage for up to date parking information.
- **What can I expect when I arrive for lessons?**
Our entrance is on Commonwealth Avenue right next to the Agganis Arena (see parking information above). Everyone must enter and exit through this main entrance. On weekend mornings, there will be a dedicated student checking in children's classes by the gate just inside of the front door. On weekdays, please check in at the Member Service Desk. Please allow enough time for these students to look up your class information. The students are required to look up each and every person who walks through the door for your safety and

security. The pool is located one level below the main entrance and there are stairs and elevators in the center of the building. The Pro Shop is located at the base of the stairs. You can purchase swim diapers, caps and goggles here. The locker rooms are past the Pro Shop and down the hallway. Once you have changed for lessons, a lesson supervisor will call your class into the pool area about five minutes before class begins to check you in.

- **What should I bring on the first day of class?**

All children should be in a secure swim suit. We recommend one-piece bathing suits for girls and swim trunks or speedos for boys. No t-shirts, shorts, or sewn-in floats allowed. No swim aids (inflatables, etc.) of any kind are allowed at any time, as they can actually be a drowning risk. All children over the age of 3 with long hair (touches the shoulders) must have their hair pulled back. Swim caps may also be worn, and they can be purchased at the Pro Shop at the pool level or at any sporting goods retailer. Goggles are permitted at swim lessons, but please note that instructors will lead some skills without the use of goggles. Goggles can also be purchased at the Pro Shop. Please bring your own towels and footwear appropriate for the pool deck (flip flops, etc).

- **What kind of changing facilities are available?**

FitRec has multi-use locker rooms for single use changing and bathroom use. Parents with children of the same sex or with children of the opposite sex under the age of 5 are required to use the general locker rooms. Multi-use locker rooms are reserved for families with special needs or a parent who has a child of the opposite sex who is over 5 years of age.

- **Is there any place for me to store my belongings during lessons?**

Day lockers are available in the hallway outside of the Recreation Pool. You are encouraged to bring your own lock, but you may also borrow a lock free of charge from the Pro Shop with your ID. Personal items should not be left in the locker rooms. Please note that strollers are not allowed in the locker rooms, on the pool deck, or in the hallway by the pool. We provide stroller parking outside of the locker rooms but neither BU nor the Fitness and Recreation Center are responsible for the loss of strollers or personal items.

- **Where can I wait during my child's swim lesson?**

After the swim instructor or lesson supervisor has checked in your child, parents must wait in either the adjoining pool classroom, pool hallway, or in the bleachers above the Competition Pool (when available). You MUST remain in one of these areas during swim lessons as it is our policy not to escort children to the restroom. For this reason, parents may not leave the building after dropping off children. We also do not allow parents or guardians on the deck during lessons as it must remain clear at all times. Please see Parent Viewing Areas on the next page for viewing space availability.

Parent Viewing Areas

As with our other swimming classes, any parents not in the water must wait in the pool hallway or classroom. Our deck space is minimal and we must keep the deck clear at all times!

Pictures are only allowed on the final day of class. We want the children focused on the instructor and what they are learning in the water!

Weekday Classes:

3:00 – 6:00pm – Pool Hallway viewing space only.

Saturday Classes:

8:00 – 10:00am – Pool Hallway and/or Pool Classroom*

10:00 – 12:30pm – Pool Hallway, Pool Classroom*, and Competition Pool deck are available for parents/guardians

Sunday Classes:

9:00 – 12:30pm – Pool Hallways, Pool Classroom*, and Competition Pool deck are available for parents/guardians

*Pool Classroom viewing space may be limited or restricted due to certification courses use of the room. Please ask the Swim Lesson Supervisor, Head Instructor, or Graduate Assistant if the room is available.

LESSON INFORMATION

- **What is the protocol for children who are not toilet trained?**

All children up to 3 years of age are required to wear a reusable, fabric swim diaper with tight fitting waist and legs. Any children over 3 years who are not toilet trained must also wear a swim diaper. We do not allow disposable swim diapers, cotton diapers, or plastic pants. Swim diapers can be purchased at the Pro Shop or can be found at many retail stores.

- **If my child is ill, should I bring him or her to class?**

Due to the Board of Health regulations, a child cannot participate in swim lessons if they have a communicable illness. Any unexplained sores or rashes should be checked by a doctor before entering the water. Allow 24 hours after any signs of vomiting or diarrhea before entering the pool again. All bandages must be removed before entering the water. If the cut or scrape requires a bandage, the child should not swim until the wound is healed.

- **If my child misses a lesson, can it be made up?**

To retain class size and instructor-child ratios, **we do not allow make-up lessons**. Children miss lessons quite often due to different circumstances and while we'd love to have everyone attend class all of the time, we do not want to affect lesson quality and safety. If Boston University or the Fitness and Recreation Center are forced to cancel classes, affected swim classes will be rescheduled and made up at a later date.

- **What if my child is having difficulty, can I come on deck?**

Our supervisors will watch for situations where your child might not be actively involved or engaged in the class. If you see that your child is struggling, you can talk to the supervisor and maybe offer suggestions to engage your child like their favorite superhero or their favorite animal. Sometimes it's best to stay out of sight as not to distract your child or the rest of the class. If a parent is clearly needed on the pool deck, the parent will be allowed. We will work with you to ensure your child's experience is a positive one!

- **What happens if my child has to go to the bathroom?**

If your child tells their instructor that they have to go to the bathroom, the instructor will call over the supervisor to take the child to their parent to go to the bathroom. The instructor and supervisor cannot leave the deck to take them to the bathroom; a parent or guardian must be present to take them.

- **What steps can I take to aid in my child's learning?**

Reinforcement from parents and guardians is important! Ask your child what they learned and see if they have any skills they can practice at home like blowing bubbles in the bathtub, splashing water on their face, practicing how to move their arms, etc. Always remember to discuss pool and water safety as much as possible - never swim without a buddy or lifeguard, discuss how to get help in an emergency situation, and reach or throw, don't go.

- **Can my child swim in the pool before or after their lesson?**

Children who sign up for group or private lessons may not swim in the pool before or after class, unless they have a membership here at FitRec and the pool is scheduled for open swim. Members must directly supervise their children, and if necessary be in the water with their child based on the child's swimming ability.

- **Can I take pictures or videos of my child during swim lessons?**

Pictures and videos are only allowed on the *last lesson* of each swim session. At this time, parents will also be allowed on the pool deck.

- **How do I know for which level to sign my child up for future sessions?**

Before registration opens, all current class participants will receive an email with their child's suggested class level. At the end of a session, your child will also receive a progress report from the class instructor. This report will contain more detailed information on your child's progress. If you are new to our program, please call the Aquatics Office at 617-358-SWIM for information on the correct swim level.

- **My child has been in a particular level for several sessions. Is that normal?**

Yes! We want the children to be confident swimmers and get the most out of their lessons. The instructors make individual assessments over the course of the class and will carefully make a recommendation for the next session based on what they saw. This is often done after consultation with the lesson supervisor or manager as well. We do not want to promote a child too quickly only to have them be frustrated in a higher level. This is also an unsafe situation. If you need help placing your child in an appropriate level or have a question about the recommendation of an instructor, please see the lesson supervisor or contact a manager.

- **Why was my child's class cancelled?**

Unfortunately, sometimes we have to cancel a particular class. This happens almost exclusively because of low enrollment in that class. Fortunately we offer multiple sections of every class, and we will work with you to find an alternate time, or if need be, we will provide a credit or refund for that class.

If you have any questions or concerns, please see the Lesson Supervisor on deck or contact the aquatics programming team listed below.

Aquatics Programming Team

swimming@bu.edu

617-358-SWIM
