

FITREC SWIM SCHOOL

Frequently Asked Questions

GENERAL INFORMATION

- **What's new about the FitRec Swim School?**
 - Convenient automated monthly billing.
 - Easy, one-time registration.
 - Consistent monthly tuition for group lessons regardless of class day or time – the tuition stays the same from month to month.
 - Continuous year-round class schedules – no more sessions and tedious sign-ups: participants stay in the program as long as they like.
 - Self-paced progress – no more waiting until the “end of the session” to move to the next level.
- **When do I get charged?**
 - All automatic charges will be processed on the first of each month.
 - If you sign up after the first of the month, then our website will automatically discount the rate according to the day that you are paying on and then your automatic monthly tuition charges will start on the first of the following month.
- **When does your swim session start?**
 - We offer a year-round swim lesson program. Therefore, we do not have sessions. Sign up once and continue as long as you wish.
 - Traditionally swim lessons are taught in sessions. We offer on going lessons once a week because swimming needs to be maintained over a period of time in order to retain what is learned, especially for children ages 5 and under. Children 5 years and younger have not developed long term muscle memory. Our program allows a child to gain skills progressively and retain them over a lifetime.
- **What days will my class not meet?**
 - The dates for any recognized holidays and breaks can be found on the FitRec Swim School Class Calendar located on our website at www.bu.edu/fitrec/swimschool.
- **What is the class structure like?**
 - Each level in our program has a routine that the instructor follows. They allow the class to work and flow as a group. The instructor uses the class routines as a guideline, digressing when necessary to meet the individual needs of the students. Children like routines because they know what comes next.
- **What training do the instructors have?**
 - All of our instructors are trained by our Aquatics Department. Our training process mimics the way in which we teach swimming. Parent and Child instructors require extra training. All instructors are required to attend in-service trainings throughout the year. These trainings update staff on new procedures as well as refresh them on old ones.
- **How do I know if group lessons or private lessons are better for my child?**
 - Group lessons are better for most children. It stimulates a child to be around other children. They relate to each other on a social and emotional level. Most often when a child is in a private lesson, they get bored and their progression rate slows. Children in group lessons “feed” off one another. They see another child putting their face in the

water and say to themselves, “Hey if they can do that, then I can too.” They have someone to share their experience. In some cases a frightened child will do better in private lessons. The instructor should make this recommendation after a couple of lessons.

- **How long will it take my child to learn how to swim?**
 - Some caregivers come to our program with the idea that there is a common time line for how long it takes a child to learn to swim. This is not true. Children will progress at their own rate. A good analogy for this would be a child learning to walk. All children do not start walking at the same age. They do it at their own pace. A caregiver cannot make their child walk, just as we cannot make their child swim. It really does vary from child to child. Some can get out of a beginner group right away, and other may take 6 or more months.
- **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.
- **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.
- **How do I withdraw from lessons?**
 - All withdrawals will take affect at the end of each month.
 - Complete our withdrawal request for at www.bu.edu/fitrec/swimschool by the 21st of the month that you want to withdraw after.

SIGNING UP AND GETTING STARTED

- **When can I sign up?**
 - Anytime! There is no start and/or end date to our lessons. Start anytime you want and finish at the end of any month you wish.
- **How do I sign up for lessons?**
 - The best way to register for lessons is on our website (<http://www.bu.edu/fitrec/aquatics>), since you'll be able to see real-time class availability. Registration is also available at our Member Service Desk during normal operating hours.
- **Why do I have to enter my credit card information twice?**
 - The first time you enter your credit card during the registration process is to set up your monthly tuition installments. You are not getting charged when you first enter your card information even though it has you select “pay”.
 - The second time you enter your credit card is to pay the amount owed at the time of checkout. You're automatic monthly payments will begin on the first of the next month.
- **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 managed externally from Fitrec and Fitrec does not have its own garage. Meters are available on Commonwealth Ave and Agganis Arena has a garage under the Arena. Parking may not be available in the garage, or fees can vary, if there is a

special event at the Arena. You can check [Agganis Arena's website](#) 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 staff member 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 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, swim trunks, jammers, or speedos. 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?**
 - There are four (4) private changing rooms on the lower level of FitRec, in the hallway leading to the Aquatics Center, which serve as both Gender Neutral and Family Changing Rooms. All families with children ages five and under should use the general locker rooms. These changing rooms are intended to be gender neutral and for caregivers with children of the opposite gender over five years old. Please limit use of these changing rooms to under 10 minutes per party. Please respect others' right to privacy and right to use these changing rooms.
- **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, caregivers 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 we are unable to escort children to the restroom. Caregivers may not leave the building after dropping off children. We also do not allow caregivers on the

deck during lessons as it must remain clear at all times. Please see Caregiver Viewing Areas on the next page for viewing space availability.

Caregiver Viewing Areas - *As with our other swimming classes, any caregivers not in the water must wait in the pool bleachers, 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 caregivers

Sunday Classes:

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

*Pool Classroom viewing space may be limited or restricted due to 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 has healed.
- **If my child misses a lesson, can it be made up?**
 - To retain class size, safety, and instructor-child ratios, **we do not allow make-up lessons**. 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 caregiver is clearly needed on the pool deck, the caregiver 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 caregiver to go to the bathroom. The instructor and supervisor cannot leave the deck to take them to the bathroom; a caregiver must be present to take them.
- **What steps can I take to aid in my child's learning?**
 - Reinforcement from caregivers 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 class meeting* of each month. At this time, caregivers will also be allowed on the pool deck.
- **Why was my child's class cancelled?**
 - 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. Sometimes we have to cancel a particular class. This happens almost exclusively because of low enrollment in 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