



June 2, 2017

YMCA of
Hamilton/Burlington/Brantford

www.ymcahbb.ca

Strong Swimmers. Confident Kids.

RE: Quality Improvements in Swim Lessons

Dear YMCA Families...

The YMCA is committed to the delivery of high-quality aquatics programs for children and youth, which promotes skill development, technique, water safety and fun.

Over the past 8 months we have been reviewing the quality and structure of YMCA Swim Lessons. In an effort to better serve our families and minimize wait lists for lessons, we will be introducing a number of quality and safety improvements to your child's swim lessons beginning on July 2, 2017. These changes are intended to improve swim ratios, reduce waitlists and ensure continuity of your children's aquatics instructor each week.

WHAT'S NEW?

Class Length - We've reduced the length of classes to the recommended 30 minutes for children's aquatics programs. Levels Star 5 - 7 will remain at 45 minutes. All classes will continue to have a 5 minute transition time in between to allow families to sign in and out on deck safely.

Instructors and Ratios - Your child will build a relationship with a consistent instructor who will be assigned to your child's class for the entire session. With lower instructor to student ratios, your child will spend more time swimming and building skills in a safe environment.

Class Times - More convenient class times will now be offered to minimize waiting lists. Along with your preferred time, you will also register for your specific swim level.

Class Times - With shorter classes and more convenient class times, over 3,000 new class spaces have opened up to minimize waitlists. Along with your preferred time, you will also register for your specific swim level.

Registration - Your child's registration will automatically roll into the next session (Bobber through to Dipper and Otter through to Swimmer) as long as their level is offered during that time slot. Members can register and begin swim lessons at any time. Splashers/Bubblers (parented classes for 3-18 months) will now require registration.

Absences - Please let us know if your child will be absent. Three unexplained absences will result in withdrawal from that swim time to make room for another child.

Program Breaks Between Sessions - There will be one week breaks between seasonal sessions to allow for staff training and registration into new levels.

- Summer: July 2 - September 2 (9 weeks)
- Fall: September 10 - December 23 (15 weeks)
- Winter: January 7, 2017 - March 31, 2018 (12 weeks)
- Spring: April 8 - June 23, 2018 (11 weeks)

At the end of each session, children will receive their Progress Reports at YMCASwimReport.ca

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Building healthy
communities



Charitable Registration # 10808 3825 RR0001

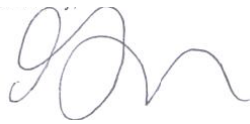
WHAT WILL HAPPEN NEXT?

- During the **week of June 18th**, you will receive a printed copy of your child's YMCA Swim Lesson Progress Report. At that time, you will also receive a card with your child's swim level and new class time. New class times will be assigned based on the closest time to your current class. If you experience a conflict with your new class time, please visit the YMCA Membership Desk by **June 25th**, to register for a new class time.
- **June 26 - July 1st** - Families on waitlists will be registered for swim lessons.
- **July 2nd** - New swim session begins. Please attend your new class time.

We're looking forward to providing your family with a safe, convenient and memorable swim experience.

If you have any questions about swim lessons, please visit the Membership Desk and speak with a member of our YMCA Staff.

Sincerely,

A handwritten signature in black ink, appearing to read 'Genevieve Hladysz', written in a cursive style.

Genevieve Hladysz
Senior Regional Manager, Health Fitness and Aquatics