



## PARENT HANDBOOK

# WELCOME

Congratulations on your decision to enroll for lessons at the Pods Swimming. We are excited to have you/your family member as the newest addition to our school. You have made the right choice when selecting your swim school as we have the best staff, facility, and unique brand of swim curriculum in Rhode Island.

This guide was designed to give our parents critical information about our school, our curriculum, and our policies. We ask you to take your time and carefully review the content below. If you should have any questions, please give us a call at 401.337.5678 or stop by the school to speak with one of our Pods Swimming representatives.

# ABOUT US AND OUR FACILITY

Pods Swimming is a year round aquatics education center that has been serving Providence, Rhode Island and surrounding communities for over nine years. We quickly established ourselves as the premier learn-to-swim resource in the area, specializing in infant and toddler swimming (six months to three years) as well as programs for all age groups, including adults and swim team. We are active members of the United States Swim School Association.



At Pods Swimming we have structured our program to provide much more than swimming lessons. Our curriculum, teacher training, evaluation system, and parent communication are all designed to provide a total "aquatic education".

Our new year-round state of the art facility on 111 Commercial Way in East Providence RI opened in February 2017 and is designed to give our parents and students the assurance that the swim environment and water quality are best in class. Our 11,900 square foot facility features two pools, men's and women's locker rooms, a family changing room, and a snack bar.



- The 20 x 40 square foot shallow teaching pool ranges from 3.9' to 4' deep. The teaching pool is maintained at a 90 degree water temperature, ideal for body temperature regulation and motor movement.
- The six lane, 25-yard pool ranges from 4' to 9' feet deep with 7-foot wide lanes
- State-of-the-art pool filtration and treatment system. Our filtration system goes above and beyond typical treatment packages found in traditional swim school pools. It was designed with industrial grade controls, filtration, and treatment systems that have been used in the most rigorous Rhode Island municipal pool applications for years. Our UV system has received "EPA approved validation" for performance to assure patrons protection against waterborne diseases.
- Air conditioned reception/ viewing area for parents with free WiFi
- Swim store supplies families with all their aquatic needs



## OUR CURRICULUM

Pods Swimming teaches our students more than just swimming-it gives our students a foundation for life. Our curriculum, teacher training, and evaluation system are all designed to provide a total "Aquatic Education." Pods is proud to be utilizing the curriculum developed by J. Pascale which has been defined over their 25 years of proven success teaching students of all ages.

Our goal for all programs is to teach water safety and instill in all students a love for the water. Our technique to achieve water safety is to teach all of our students to "live in the water." Many students are water safe, but do what we call panic swimming. When a student truly learns to "live in the water" the strokes come easily. We find that the more a child enjoys the lessons the more successful the learning process is.





### 6 MONTHS-15 MONTHS

30 minutes 1x week:



## CUTTLEFISH I

**NO PREREQUISITES:** Parents accompany their child in the water. Instructions for different techniques are given to parents to help children become comfortable in the water.

**GOAL OF CLASS:** Beginning swim skills. Establish underwater comfort, relaxed back float (assisted), Introduce roll from front to back float.

### 16 MONTHS- 33MONTHS

30 minutes 1x week:



## CUTTLEFISH II

**NO PREREQUISITES:** Parents accompany their child in the water. Instructions for different techniques are given to parents to help children become comfortable in the water.

**GOAL OF CLASS:** Beginning swim skills. Establish underwater comfort, relaxed back float (assisted), Introduce roll from front to back float.

### 16 MONTHS- 33 MONTHS

30 minutes 1x week:



## CUTTLEFISH III

**PREREQUISITES:** Basic concept of buoyancy, balance and breath control.

At this level more advanced Cuttlefish skills are taught also with a parent in the water. An emphasis is put on expanding breath control, independent swimming, and floating.

**GOAL OF CLASS:** Independent back floating and roll over breathing



### 2 ½ YRS - 5 YRS OLD

30 minutes 1x week:



## NAUTILUS I

**NO PREREQUISITES:** Introduction to buoyancy, balance and breath control (comfort in the water)

**GOAL OF CLASS:** Swim 20 ft. with eyes in comfortably in prone position with kicks on surface. Back & Front Float independently

### 6 YRS - 9 YRS OLD

30 minutes 1x week:



## NAUTILUS 6-9 BEGINNER

**NO PREREQUISITES:** Introduction to buoyancy, balance and breath control (comfort in the water)

Introduction to freestyle breathing and streamline kicking on back and dives.

**GOAL OF CLASS:** Swim 25 yard freestyle; adding 4 strokes and breathing to side for a breath independently using correct head/body position in the deep end of lap pool. Streamline kicking on back independently.



## NAUTILUS II

**3 YRS - 5 YRS OLD**  
30 minutes 1x week:

**PREREQUISITES:** Swim 20 ft. with eyes in comfortably in the prone position with kicks on the surface and proper breath control. Back & Front Float independently.

Introduction to roll over to back for breath, kicks on surface. Adding 4 strokes and learning breathing to side.

**GOAL OF CLASS:** Swim 20 ft. with eyes in comfortably in the prone position with kicks on the surface and rolling to back for a breath independently. Introduction to freestyle; adding 4 strokes and breath to side.

## NAUTILUS III

**3 YRS - 7 YRS OLD**  
30 minutes 1x week:

**PREREQUISITES:** Swim adding 4 strokes and breathing to side with kicks on surface 20ft independently.

Introduction to freestyle in deep end, streamline kicking on back, and dives.

**GOAL OF CLASS:** Swim 25 yards freestyle; adding 4 strokes and breathing to side for a breath independently using correct head/body position in the deep end of lap pool, streamline kicking on back independently.

## NAUTILUS 6-9 ADVANCE

**6YRS - 9 YRS OLD**  
30 minutes 1x week:

**PREREQUISITES:** Swim freestyle 25 yards in prone position with kicks on surface adding 4 strokes and breathe to side independently.

Introduction to rhythmic breathing for freestyle, backstroke arms, diving off block and dolphin kick.

**GOAL OF CLASS:** Swim 50 yards of freestyle & backstroke independently.







#### 4 YRS - 9 YRS OLD

30 minutes 1x week:



### OCTOPUS

**PREREQUISITES:** Swim freestyle 25 yards in prone position with kicks on surface adding 4 strokes and breathe to side independently.

Introduction to rhythmic breathing for freestyle, backstroke arms, diving off block and dolphin kick.

**GOAL OF CLASS:** Swim 50 yards of freestyle & backstroke independently.

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#### 5 YRS - 10 YRS OLD

30 minutes 1x week:



### JR. SQUID I

**PREREQUISITES:** Prerequisites: Swim 50 yards of freestyle breathing every 3 strokes & backstroke independently.

Swimmers will learn to balance their bodies in freestyle & backstroke. They will learn the skill progression for push-offs, freestyle & backstroke flip-turns, backstroke starts, and learn to dive off starting block. Dolphin kick and breaststroke kick will be introduced.

**GOAL OF CLASS:** Swim 200 yards of freestyle & backstroke with flip-turns.

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#### 6 YRS - 9 YRS OLD

1 Hour 1x week:



### GIANT SQUID

**PREREQUISITES:** Swim 200 yards of freestyle & backstroke independently.

Advanced freestyle and backstroke drills, breaststroke pull and kick and full stroke, breaststroke underwater pull, butterfly pull, kick and full stroke. Starts diving from the block.

**GOAL OF CLASS:** Swimmer will be able to swim a 500 yards freestyle, a 100 yards backstroke, a 50 yards breaststroke & butterfly, and a 100 yard Individual Medley. Swimmer will be competent in freestyle & backstroke flip turns and open turns.

# OUR STAFF

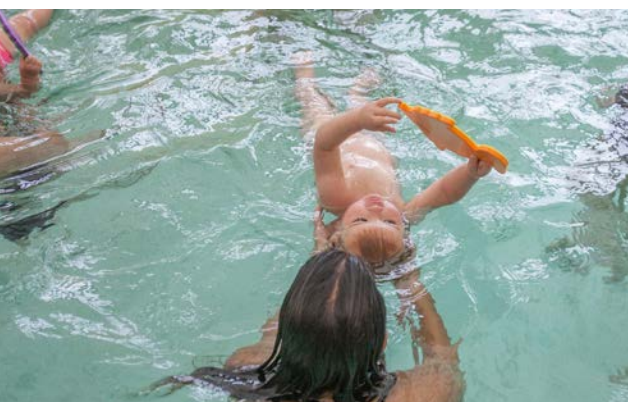
We have a highly trained staff that provides our unique brand of professional swim lessons and exceptional service. All instructors are required to be lifeguard, CPR, and first aid certified and required to participate in a rigorous 40+ hour training program. Pods Swimming is also proud of its dedicated management team.

## **Jamie Pascale**, *Curriculum Development Director*

Entering her 29th year as a swim instructor, Jamie's creativity, enthusiasm, and knowledge have given her exceptional success in teaching children to love and be safe in the water.

For seventeen years before becoming the program manager of Pods Swimming, Jamie was a private swim instructor and an entry-level swim coach for the Bay and Ocean State Squids. Jamie worked with the Cuttlefish and Pods programs which were the starting point for many top New England swimmers. The knowledge she attained from her coaching experience at Squids has proven to be an invaluable asset to the development of children as swimmers and athletes, and she generously shares that knowledge and experience with Pods Swimming staff.

In 2008, Jamie became certified in the United States Swim School Association's Infant/Toddler program and in the Special Abilities course in October 2014. She has also attended the annual US Swim School Association National Conference since 2008 to the present. Jamie is a former Ocean State Squids swimmer who brings with her fifteen years of competitive swimming.







# OUR POLICIES & PROCEDURES

During your registration process you were asked to agree to the Pods Swimming policies and procedures. In an effort to ensure you are aware, we have included them again in this handbook for your review again.

OUR PROGRAM IS A CONTINUOUS PROGRAM. Therefore, once you have signed up for lessons, you will stay enrolled until you inform us that you are discontinuing lessons. If you are planning on

discontinuing lessons, you must fill out our on-line withdrawal form by the 5th of the preceding month (for example, notification must be received by March 5th to discontinue lessons for April). You will receive an email confirming the cancellation of your lessons. If you do not receive an email confirmation, please contact us to confirm your cancellation. There will be no refunds for any reason. Please do not ask us to make any exceptions.

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## MEMBERSHIP FEES

An annual membership fee for each family is due with the first registration of the calendar year. The membership fee is an annual fee of \$35 per family per year.

## MONTHLY TUITION FEE & PAYMENT POLICIES

Tuition for group lessons is \$112 per month for a 30 minute lesson. This is based on a 4 week month and will be adjusted for extra days that fall on your swim day or for any holidays (for example, if there is a 5th week on the day that you swim, you will be charged \$140 instead of \$112 for a group class). Credit and debit card customers will be automatically charged the day before the 1st of each month.

Any family that wishes to decline placing their credit card on file must make payment by the 20th of the month for the following month in order to avoid being dropped from the schedule.

All registration fees and tuition are due at the time of enrollment and are nonrefundable.

## DISCOUNTS

We are happy to offer the following discounts for group lessons:

- Multiple Class Discount – A 20% discount is given off additional classes per week.
- Sibling Discount – 5% off second child
- Sibling Discount – 10% off third child,
- Sibling Discount – 15% for the fourth child from the same family enrolled in Pods Swimming classes.
- We also encourage all swimmers in Jr Squid and above to attend an additional class per week with a 20% discount: It provides them with more practice and instruction, which can lead to significant improvements in their swimming abilities.

# POLICIES

## PROLONGED ABSENCES

If you know in advance that your child will miss several lessons or will be out for an extended time due to illness, we recommend that you withdraw from your lessons. No refunds will be issued. If you withdraw your lessons for any reason, we cannot guarantee the same swim schedule or instructor when you are ready to return. We will do our best to accommodate you. However, some instructors and certain hours are more in demand, and finding an open spot in these classes may become more challenging.

## REFUNDS

Any refund requests will be reviewed and decided upon by Pods management. If you wish to drop a swimmer from lessons, notify the school by the 5th of the preceding month. You must complete an online WITHDRAWAL FORM. \*Please note: You are responsible for payment for your student's classes, whether or not your student attends class until you notify the staff via the withdrawal form. Please do not rely on your student to verbally inform us that he/she will no longer attend classes. If a student stops coming to class without notification, then that student's account will be charged for the additional 30 days. This charge will be for holding the student's place in that class instead of offering that place to one of the many on a waiting list.

## REUSABLE SWIM DIAPERS

All students NOT toilet trained or have been toilet trained for under six months must wear a disposable swim diaper and an approved cloth reusable swim diaper to ensure a double layer of protection. The reusable swim diaper should not have snaps and must pass the two-finger test (if 2 fingers can be inserted under the elastic in the legs and waist, the swim diaper is too large, and the child will not be permitted to enter the water). Disposable swim diapers alone do not pass the Board of Health Code for public pools. Pods Swimming has reusable swim diapers for sale at the swim school store for \$13 and disposable diapers for \$1.

## EMERGENCY CANCELLATIONS

We will be alerting customers of emergency closures via email and social media.

## INCLEMENT WEATHER POLICY

If we must cancel due to inclement weather, we will contact you via email and social media. If you have not heard from us, classes are being held.

## HOLIDAYS

Pods Swimming teaches our lessons year-round (including on school holidays), except Easter, Memorial Day, Independence Day, Labor Day, Columbus Day, Thanksgiving, Christmas Eve, Christmas Day, New Year's Eve, and New Year's Day. Pods Swimming will disclose any additional dates on which we will be closed each month. Your accounts will not be charged for any days that the facility is closed.

## INSTRUCTOR INFORMATION

Since many of our lessons run consecutively there may not always be time before or after your student's lesson to speak directly with the swim instructor. If you're interested in communicating with your child's instructor, please stop by the reception area and a staff member will be sure to pass on your request for a consultation. Pods Swimming strives for consistency in instructors, however, we cannot guarantee that any student will remain with the same instructor for any amount of time. The consistency in our program lies in the method that we teach, not in the instructor. Obviously, each instructor has their own personality and certain personalities work better with others. If there is a personality conflict, please let the front desk know and we can assist you with changing the instructor. We do our best to inform our families about instructor changes; however, we do reserve the right to make teacher changes at any time without notice based on company needs.

## ARRIVAL PROCEDURES AND PARENTAL SUPERVISION

Please ensure that your student(s) arrive 5 minutes prior (no earlier, please) to their lesson's designated start time and location. We ask adults to watch from the designated viewing area for your convenience and safety. We do not allow parents or guardians on the deck during lessons, as it must always remain clear. After bringing your child to their designated lane, head to the viewing area, get comfortable, and relax! We do ask you to remain in this area for the duration of the lesson. Pods staff will not escort children to the restroom; instead, the instructor will call over the parent to take the child to their parent to go to the restroom.

## USE OF FACILITIES

Pods Swimming is proud of our state-of-the-art facility, and we ask that student(s), parents, guardians, and/or all other parties respect and clean up after themselves. Pods Swimming also does not permit the following on premises: smoking; use of glass containers in the pool area; profanity;

alcohol. Please use the designated changing areas when getting your child dressed before and after their lesson. When showering, we ask that you respect the environment and limit shower durations to an acceptable period. There is absolutely no reserving of showers.

## SECURITY & PERSONAL PROPERTY

The Pods Swimming Aquatic Center is under video surveillance. Pods Swimming is not responsible for any lost or stolen items. Lockers are available. Please bring your own lock and take all belongings after each use. All misplaced items will be kept on-site for two weeks, and held in the vestibule in our lost and found.

## PHOTOGRAPHY POLICY

Pods Swimming requests that parents and spectators be respectful to other families when photographing and videoing at the Pods Swimming Aquatics Center. Please be mindful of only capturing your child and consider what may be recorded.

# MAKE-UP POLICY

We are focused on providing the best swim lesson experience possible. When you enroll your child at Pods, your lesson time is held exclusively for your child each week. You are paying to secure your child's lesson/class, not their attendance. The consistency of attending your scheduled lesson/class time is one of the keys to our program. We do not encourage make-ups because make ups affect the integrity of the class. However, we recognize that conflicts do arise occasionally. To address this, Pods Swimming has a make-up policy that has been designed to be fair and user friendly for the rare occasions when unable to attend your regularly scheduled class. In order to meet our commitment to provide timely, quality service to all of our customers, we must strictly enforce our policies. Please do not ask us to make exceptions.

## \*PLEASE SCHEDULE YOUR MAKE-UP CLASS ON THE PODS PORTAL

- You are allowed two make-ups per 60 days. \*\*You must report an absence on the Pods portal 2 hours before class to receive a make-up.\*\*
- Absences can be reported up to 14 days in advance and make-ups can be booked up to 10 days in advance.
- Make-up lessons can be booked within one month of the cancelled class.
- Absences may not be credited to the next month's tuition. We DO NOT guarantee the same teacher, time or student ratio for group lesson make-ups.





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