

WRAPS SWIMMING LESSONS SURVEY- JANUARY 2025

What method do you use to schedule swim lessons between instructors and participants?

How do you verify each swim lesson was completed?

What software/method do you use to monitor which instructors are giving swim lessons daily

What is your cancellation/make-up policy regarding lessons?

Municipality	Method used	Verify swim lessons	Software/method	Cancellation/make-up policy
Town of Cortlandt	<p>We do not offer private lessons, only group with a max of 1:6. Participants register for a level and a time and we pair an instructor(s) with each group. The registration is done through our registration software. The pairing is done by their direct supervisor. All of our instructors take the WSI aide course as part of their orientation. We try to match instructors and levels based on the instructors strengths or preference but ultimately, they can all teach any level.</p>	<p>The instructor takes attendance each day and submits the attendance sheet & “report card” for each participant at the end of the session i.e. report card and attendance is submitted after 8 lessons are completed.</p>	<p>We have a “Director of Swim Instruction” who is responsible for camp lessons and public lessons along with buddy checks, deep water testing, etc. That staff member keeps track of all things related to lessons.</p>	<p>We always leave Friday open for make ups. So we have no regularly scheduled public lessons on Fridays, and if <u>WE</u> have to cancel due to weather (or anything else), we make up the following Friday. If we run out of Fridays, we issue a prorated refund. Other than that, we do not allow participants to make up lessons that are missed. If a participant is unable to attend due to a medical issue, they must provide a doctors note, only then will we give them a prorated refund or credit. We let them choose.</p>

Briarcliff Manor	All registered individuals will be contacted to confirm date, times, and instructor	We use the honesty policy - if I don't hear from the family that lessons were missed - then I know they were done.	Under the direction of the Camp Aquatic Director instructors will be assigned to provide these lessons	Make-ups will only occur due to inclement weather or swim meets.
Yorktown	There are set times designated for swim lessons. Participants must sign up through Community Pass, be swim tested and then are placed in an appropriate lesson group and time. We do not allow swim instructors to schedule their own lessons with participants. All lessons are group lessons, no one-on-one. Example: our lessons are	The swim instructor and pool manager take attendance at each lesson.	Registration is completed on Community Pass.	We try to not cancel if possible unless conditions are considered unsafe. We generally do not have the ability to schedule make-ups and therefore provide partial credits should a cancelation be necessary.
Lewisboro	We allow them to request a day and time slot upon registering. We then use a spreadsheet to match up instructor availability and the participant requests.	This is something we haven't mastered yet but would be curious to see what other towns are doing.	Google spreadsheet that the front gate attendant can also access so they know who to allow in.	Cancellations due to vacations are not permitted on both the student and the instructor side. Weather cancellations are to be made up ASAP. I am hoping this summer that my director gets more involved with handling cancelations.

<p>Mount Kisco</p>	<p>Families will sign up and pay through the rec, they will then bring their receipt to the pool manager to arrange lessons with one of our senior staff members or WSI.</p>	<p>Pool manager will put that instructor into our pay system under a different code to show the staff person completed the lesson and mark it in a book to keep track.</p>	<p>We have a small pool so our manager just knows who has what and puts it on our scheduler through 'When I Work' app.</p>	<p>We are free and easy. Staff doing the lessons are normally in the rotation so they do it on their break for the extra money (They have different rates of pay). And we aren't overly busy so it's easy to reschedule them.</p>
<p>Scarsdale</p>	<p>Families will be contacted by their assigned swim instructor to schedule lessons. Once contacted they will work out a preferred swim lesson schedule with their instructor. Once schedule is confirmed no changes can be made to the schedule. All schedules are submitted to the management office, and signed by both the instructor and the parent of the participant.</p>	<p>Instructors have to initial a pay sheet after each lesson is completed, with the date of the lesson</p>	<p>This upcoming season, we will have a master list of daily lessons and take attendance daily.</p>	<p>Make-ups are permitted if there is inclement weather. If an instructor needs to cancel, we will offer a substitute instructor, if desired or reschedule the lesson</p>