



KROC  
MEMPHIS

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## **General FAQ**

### **What can I wear in the pool?**

Here at the KROC we allow swim suits and swim trunks only. This is to preserve the wellness of our pool and all functioning parts. No alternative clothing will be allowed this includes but is not limited to; workout gear, gym shorts, sports bras, leggings or anything of cotton material. Attire will be checked prior to entering the pool.

**When is open swim time?** Our pool is open to everyone during our hours of operation. We do however share our space with multiple groups so please refer to the aquatics schedule to determine when the best time is for you to come.

### **Can my child swim without me?**

Anyone who wishes to swim without parental supervision must be 14 years of age or older. If under 14 and the parent is present, the child must take a swim test to swim outside of the zero depth area. If the parent does not wish to enter the water and the child does not pass a swim test, then said child will not be allowed to play outside of the zero depth entry. **NO EXCEPTIONS**

### **Who can swim in the lap lanes?**

Lap lanes are reserved for lap swimming and deep water exercise only. In the event that there is not an influx of lap swimmers and a parent wishes to practice swimming with their child, permission needs to be obtained from the lifeguard on duty before entering a lane.

### **Who is allowed to use the hot tub?**

Generally, the hot tub is for therapeutic use. **All occupants must be 15 years of age or older.** This is to ensure the safety of all who use this feature. We ask that use be restricted to 15 minute intervals to prevent injury.

### **Are flotation devices allowed in the pool?**

Personal flotation devices are not allowed in the pool. We have lifejackets and pool noodles available to all who should need them.

## **Swim Lesson FAQ**

**What do we need to bring?** Swimsuit, goggles, towel and a happy face!

**When should we arrive?** On the first day, arrive 10 minutes early so you can check in at the Aquatics desk to find out your instructor and where to meet before him/her. This will also give you time to use the restroom, change, and get accustomed to your surroundings.

**Where do I go during my child's lesson?** If your child is potty-trained, you are welcome to enjoy a smoothie at our cafe, or squeeze in a workout in our fitness center. If your child still needs help in the restroom, we ask you to find a chair on deck where you can enjoy a book or surf the web on our complimentary Wi-Fi.

**What to wear?** Swimsuits should not be too loose. This can create unnecessary drag and hinder movement, which can have affect your child's ability to learn and execute skills. Hair should be pulled back into a ponytail or in a swim cap so that it does not hinder your child's vision or breathing.

**What if my child needs to change classes?** It may be that the instructor determines that a different stage would be best for your child. The placement of your child on the first day is based on the information you gave on registration day. If your child has participated in our program before, their placement may be determined by a previous evaluation. It is normal if your child is reassigned during the first week of swim lessons so that he/she will be placed in a class with children of similar ability. We ask you to support this effort to ensure all of our participants have the greatest chance for success. If you feel that your child is not performing to their ability or that your child's level is inaccurate, please consult with your instructor.

**What is the Cancellation/Sick Policy?** Children who are ill should be kept at home and does not entitle you to a refund or a make-up class. If the KROC cancels a class a make-up session will be scheduled, typically on the Friday following the cancellation. Alternate make-up classes cannot be offered.

**What is the Refund Policy?**

If anyone signs up for an aquatic program and will not be able to attend and wishes to receive a refund, the Aquatics Manager must be notified in writing no less that two weeks prior to the start date of the class.

If you wish to cancel after the period listed above, notify the Aquatic Manager and she will advise of futher instructions.

**How long will it take my child to learn how to swim?** The KROC uses developmental stages progressing from water basics to competitive skills. Progression will depend on your child's physical development, previous experiences, and behavioral maturity. Additionally, time spent working on skills outside of lessons will help your child progress. Our goal is to develop a well-rounded swimmer prepared for future success in

aquatic settings.

**If I would like to talk with someone, who should I approach and when?** We love hearing from our members and guests! Your child's instructor will be available before and after lessons to speak with you. Sierra Rogers (Aquatics Manager) or Shanel Robertson (Program Supervisor) will usually be available during swim lesson times.

**Why does my child work on the same thing every day?** Repetition is the key to learning for most young children. Repeating games and skills sets your child up for success by not only instilling good habits, but also helps them find comfort in familiarity.

**What do I do if my child is crying or won't get in the water?** Yours is not the first and won't be the last! Just like the first day of school, swim lessons are a new environment. It is normal for some children to have some apprehension. We ask that you trust our staff in helping your child overcome their fear. Please understand that if your child continues having difficulty adjusting to swim lessons, we may ask that you step out of sight so they can build a relationship with their instructor.

**What do I do if my child is misbehaving?** Most all disciplinary problems are addressed by your child's instructor and communicated to the parent. We use positive reinforcement to encourage appropriate class behavior such as self-identification of the problem and redirecting focus. If our instructor does not have success with this approach we may approach you in an effort to find a better method that is more effective for your child. We encourage our parents to lead by example and to help children understand respect for the water, classmates and instructors.

**What can I do to ensure my child will learn to swim and pass their level?** Learning to swim is a process. There are lots of skills to master and celebrate throughout the program. It is normal for a child repeat a class. We want to make sure that we give our swimmers the greatest chance of continuing through our program successfully. If you have questions regarding your child's level, please speak your child's instructor, Sierra Rogers or Shanel Robertson.

The best and most appropriate role a swim lesson parent can pursue is practicing and playing in the water with your child as often as you can. Attending class on a regular basis is necessary to your child's progress. Respect your child's abilities and qualities, and do not compare them to siblings or other children.

Please feel free to speak with our Program Supervisor on skills to work on outside of class.

Any other questions? Please feel free to contact:  
Shanel Robertson: [shanel.robertson@uss.salvationarmy.org](mailto:shanel.robertson@uss.salvationarmy.org)  
Sierra Rogers: [sierra.rogers@uss.salvationarmy.org](mailto:sierra.rogers@uss.salvationarmy.org)