



Questions and Answers for Swim Lessons and Child and Youth Programs

Why the move to fee for service instead of monthly membership fee?

This new program model will give the YMCA greater flexibility to make necessary changes and adaptations because of the COVID-19 pandemic. With the launch of our new membership program, we are piloting program models outside of a traditional membership. We are using this fall session to evaluate the success to determine future offerings and our program model for children and youth.

Why are we paying more for the courses than membership?

As we have been working through new program models, we have also adapted our prices to reflect the true cost of running the program. We have changed our pricing as we have adjusted our class sizes offering a more personalized experience for these lessons. We have kept the ratios low to provide each child with a safe and optimal learning environment.

How long are program sessions running?

- Swim Lessons will run for 12 weeks starting September 20, 2021.
- Child and Youth programs are drop-in (with pre-booking) except for Drumming to Wellness which is an 8 week program starting October 19, 2021.
- Both programs will break over the holidays, and a new session will be offered in January 2022.

Can I get assistance for the cost of lessons?

Yes, the YMCA is a charitable organization. We are able to offer assistance to members thanks to donors. Please contact customerservice@oakville.ymca.ca for more information.

Why are there so few spots this session?

As a commitment to providing a high quality experience for your swimmer, we have lowered our class sizes, which has reduced how many participants we have in our classes.

How are we keeping everyone safe during the COVID-19 pandemic?

Numerous safety protocols have been put in place to promote the safety of everyone involved. These include:

- Daily wellness screening
- Smaller class sizes and lower ratios
- Online pre-registered booking
- Promoting and practicing physical distancing
- Encouraging frequent hand washing
- Requiring staff and children to stay home if they are feeling unwell
- Personal protective equipment requirements
- Child and Youth programs – parents/caregivers will not be permitted to enter the program area