



Lesson Policies and Protocols

Liona Brown, Certified ISR Instructor

IMPORTANT LESSON RULES AND INFORMATION

1. Payment: Payments, in the form of cash or check, are to be made on Friday for the following week of lessons. For the first week, payment can be made on the first day of lessons. This is a weekly fee and missed lessons are not prorated; please see Policies and Protocols #14 Cancellations/Refunds/Credits for further explanation.

2. Time Schedule & Attendance: Your child will hold the same 10-minute time slot from Monday through Friday. Consistency is crucial, not only to the learning process but to the retention of those skills. Bringing your child everyday will increase the rate of progression and retention. You should arrive at the pool 5 minutes before your scheduled time and have your child ready at the scheduled time. My schedule is full and if you are late I will do my best to fit you in but it cannot be guaranteed. Please let me know if you might be late, and I will check my schedule for any availability.

3. Daily BUDS: BUDS stands for bowel, urine, diet and sleep. The Poolside BUDS form is a mandatory part of lessons for all students and must be completed daily and presented to me before each lesson as this provides important information that ensures the safety and well-being of your child. In addition to the Poolside BUDS form, students 36 months and younger must also complete a Full BUDS form daily and present it prior to the lesson. Please make me aware of any unusual issues or concerns prior to the lesson.

4. Diet Restrictions: Please no food or drink for the student at least 1 ½ hours prior to lessons and no dairy/milk products for at least 2 hours prior to lessons. During the entire period your child is involved in ISR lessons please avoid the following foods: NO APPLES OR APPLE PRODUCTS, pineapples, papayas, passion fruit, peaches, spinach, honey and celery. Please refer to Chapter 2 in your Parent Resource Book for more information.

5. The Three Towel Rule: For your child's safety, please bring 3 towels to lessons every day. The first is to buffer the pool deck from your child after the lesson, the second is for him to lay on, and the third towel is used by you to warm and dry him. This safety protocol greatly minimizes the transfer of germs on the wet surfaces of the pool deck.



6. ISR Parent Resource Book: Please review the Parent Resource Book or eBook received from ISR. This will answer most of your questions and will educate you about the ISR approach used to teach an infant/child aquatic survival skills.

7. Swim Attire: ISR requires that each child 3 years or younger or any child not potty trained be dressed in two layers of non-disposable swim diapers. This “double protection” will help to ensure a safe pool environment for everyone. Please use only non-disposable swim diapers, as disposable swim diapers are not very effective. Through the registration process, you will be sent a coupon for a free re-usable ISR swim diaper from the ISR Store and this should be used as your bottom layer of protection. You will have to purchase or bring with you a second swim diaper to stay in compliance. If you do not receive your coupon code, or have misplaced it, please visit www.infantswim.com and click “contact us”.

8. Illness: For the health and safety of your child and other students, a child with a contagious illness to swim is not permitted to swim. Please call me if your child is ill and cannot attend lessons that day. If your child misses 3 or more lessons due to a medical issue or is placed on medication you will be required to update your medical information on your registration.

9. Adverse Weather: Unless it is raining very hard or there is lightning, we will swim. Due to the volatile weather in Florida I will try to have lessons even if it means waiting a few minutes for a local storm to pass. You will be contacted by me if lessons will be canceled, so please make sure I have the best way to contact you. You are welcome to call or text me and confirm the lessons, but if I do not answer I may be in the pool.

10. Distractions: Children must be seated at all times until their turn. Do not allow them or siblings to play in the water or walk around the pool deck as it greatly interferes with everyone’s concentration, including your child who may be working hard at the time. Your cooperation is greatly appreciated and will add to my own efforts as being efficient and safe as possible. If you allow any child in your care to play on the property including the playground, you or your designated agent must take full responsibility for any and all injuries that may occur due to said activity and hold harmless the property owner.

11. Video/Photographs: Videotaping and pictures are only allowed on Fridays unless otherwise allowed by the Instructor.

12. Parking: Each location has unique parking requirements. If at a residence, please attempt not to block the driveway or block anyone from leaving.



13. Restrooms: Please make sure the child uses the restroom prior to the lesson. If the facility is a residence, please be considerate of the family who lives there. With that in mind, please access only the pool area. Please limit bathroom use to emergencies only out of respect for the privacy of the family. Otherwise, if the facility is public, I will be able to direct you to the closest restroom.

14. Cancellations/Refunds/Credit: Weekly fees are not prorated for missed lessons. Only lessons canceled by the Instructor can be prorated the following week. Long term illnesses of more than 3 consecutive days will be credited and preplanned vacations with advanced notice will also be credited.

15. Survey: You will receive two surveys throughout the course of your child's lessons. Week 2 survey will cover safety protocols and Week 5 Survey will cover the overall ISR experience. I appreciate all feedback. I am dedicated to making your experience the best it can be, please let me know, if any, questions or concerns you have.

16. Questions/Concerns: It is very important to me that you and your child have the best ISR experience possible. Oftentimes, I am unable to address your child's progress or questions as completely as I would like to in the time between your child's lesson and my next student. Parents of children in current lessons are my first priority when returning phone calls. If I am unavailable, please do leave a message, and you can always reach me by email.