



## Lesson Policies and Protocols

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**IMPORTANT LESSON RULES AND INFORMATION.** The parents and/or guardians are required to initial each item and sign the last page of this document.

**1. Payment:** Payments can be made in the form of cash or check. Credit or debit card payments will incur a 4% convenience fee. Payments are due on the first day of lessons for the first week. Subsequent payments are due on Fridays for the following week 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 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 Interview:** BUDS stands for bowel, urine, diet and sleep. The Daily BUDS Interview is used as a monitoring tool to ensure safety in lessons. Each day I will collect information based on what was observed the previous lesson and on information verbally collected from you regarding how your child feel and acts between lessons. Lessons are customized based on these observations. It is important to accurately discuss the child's activity and any concerns prior to each lesson. If someone other than the parent is bringing the child to lessons, please make sure the caregivers have all the necessary information to provide me with the child's well-being.

**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 your child to lay on, and the third towel is used by you to warm and dry your child. This safety protocol greatly minimizes the transfer of germs on the wet surfaces of the pool deck.

**6. ISR Parent Resource Book (Electronic):** Please review the Electronic Parent Resource Book received via email 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.

**8. Illness:** For the health and safety of your child and other students, a child with a contagious illness 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 are canceled, so please make sure I have the best way to contact you or other caregivers. 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. However, if there is a day your child is performing their amazing skills independently, just ask me if photos/videos are allowed at that moment.



**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. Refunds are not given for weekly fees for any reason including termination of lessons. Instead a credit is offered for long term illnesses of more than 3 consecutive days and preplanned vacations with advanced notice may 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 there are any questions or concerns throughout this experience.

**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.