



Parent & Family Handbook 2022-2023



The mission of the Mandel JCC is to build community and enhance connection to Jewish life.

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Welcome to the Mandel Jewish Community Center's JSwim program. Please take the time to carefully read and review our policies. These policies have been created to meet our commitment of providing timely, quality service to all our families.

Policies listed in Alphabetical Order

ARRIVAL PROCEDURES

Please ensure that your child(ren) arrive 10 minutes prior to the designated start time at the location of their lesson. Please make sure that you budget enough time to adequately dress (see Swim Attire and Diapers section) the child(ren) prior to start time.

Parents must remain near the pool area (the Great Hall or on the pool deck) for the first 15 of class. This time will allow your child a smoother transition.

COMMUNICATION

Please confirm that the Mandel JCC has your current email and phone numbers on file. We will communicate any changes to the swim schedule or any important information via email and/or by phone.

INSTRUCTOR INFORMATION

Since many of our lessons run consecutively, there may not always be time before or after your child(ren)'s lesson to speak directly with the swim instructor. If you are interested in communicating with your child's instructor, please email the aquatics office.

The Mandel JCC realizes the importance of maintaining the consistency of our swim instructors when working with children. We will do our best to minimize staffing changes, but unfortunately, there may be times when your child(ren)'s swim instructor may not be available due to unforeseen reasons. If an instructor is absent, The Mandel CC reserves the right to provide a certified substitute swim instructor without prior notice. Please be open-minded about new instructor/substitutes so that your child(ren) will be as well. In addition, The Mandel JCC cannot promise a male or female instructor. All swim instructors participate in the same training program, and all use the same curriculum.

LENGTH OF CLASS

Lessons are 30 minutes each and are held once or twice per week.

MAKE-UP POLICY

Should your child miss their regular lessons, you may schedule a makeup class based on availability within the current teaching schedule.

If a swim participant must cancel or change a lesson: If you/your child must miss a lesson, you must notify the Aquatics Department at least 2 hours prior to the lesson. Failure to inform the Aquatics Department will result in forfeiting that particular lesson. Swim participants will have 1 week to make up the lesson. Only 1 lesson will be allowed to be made up per month.



If the Mandel JCC is forced to cancel or make a change to the lesson: We will work with you to reschedule the make-up lesson at the soonest possible time available.

Please understand that we do not guarantee the same teacher or time for rescheduled lessons. If your child is unable to attend one of our designated make up sessions, please let us know promptly so we may open that class up to another member. In order to keep the integrity of each class, we do not schedule back-to-back classes for makeups. Your child is required to make up the class within the session dates and if the make-up class is not completed during that time, it is forfeited.

If your child needs to miss their regularly scheduled lesson or the makeup lesson, please contact the aquatics office.

PROGRAM PAYMENTS

All payments for swim team and swim lessons will be processed on or around the 15th for services rendered the following month. For example, on August 15th you will be charged for the month of September. This means that you will need to tell us BEFORE the 15th if you will not be continuing swim lessons for the next month. Refunds or credits will not be given once the program begins.

ACH debit is now our preferred payment method for swim lessons and swim team. Once you sign up, your payments will be paid automatically each month from your pre-agreed bank account. Participants who decide to continue to pay by credit card will have a 3% surcharge added to each payment

PROGRESSING OF SWIMMING ABILITIES

Swim Instructors will provide ongoing feedback on the progress that each swimmer is making. Children will continue to work on skills until the instructor feels that they are ready to begin new skills. Your child will stay in the same level until they are comfortable in their abilities and have met the required achievements to move up to the next level.

PROLONGED CLOSURE

The Mandel JCC has developed this policy to address the financial implications of a prolonged closure in our JSwim Program. A prolonged closure is defined as more than ten consecutive days of program closure. The following policy will ensure that we remain functional during a prolonged closure and that your child's place in our JSwim program is secure.

1. If prolonged closure begins prior to the 15th calendar day of a month, you will receive a prorated credit for the days missed.
2. If the Mandel JCC is closed into a new month, installment payment will be paused until we reopen.

This payment policy addresses situations that force the Mandel JCC to close the due to unforeseen circumstances, including, but not limited to:

- Weather emergencies
- Natural disasters
- Threats
- Global health emergencies



SEVERE WEATHER CANCELLATIONS

We will close during severe weather conditions, which typically entail heavy rain, cold, lightning, and tropical storm or hurricane warnings. We will reopen once power is restored and management deems that the JSwim environment and pool conditions meet our standards for safety. If you have any questions about whether or not the pool is open after a storm, please call our office and listen to the recorded voicemail message. During times of uncertainty, we will keep all messages up to date.

- If the outside temperature is colder than 60° F, we will cancel swim lessons.
- If lightning is detected in the area, the pool will be closed.
 - If 15 minutes of the lesson was completed, there will be NO makeup lesson.
 - If less than 15 minutes of the lesson was completed, there will be a makeup lesson (refer to makeup policy).
- It is the responsibility of the parent/guardian to call us to see if there will be lessons based on weather conditions.

WHAT DOES MY CHILD NEED TO BRING TO THEIR SWIM LESSON?

- Children should come ready to swim in their suit and swim diaper, if necessary. Children should bring their goggles and swim cap as well, if necessary, based on their level. Do not forget your towel! If you would like to change prior to heading home, swimmers can use our changing stations right in the locker room.
- Proper swim attire is always required for the child(ren). Swimsuits are required for both boys and girls (underwear is not an acceptable form of swim attire). Prior to the start of the swim lesson, please change your child(ren) in the locker room and not on the pool deck.
- Please remove all Band-Aids before entering the pool and please keep your child's nails trimmed.
- **If a child is not toilet trained or is toilet trained for less than 6 months:** he/she must wear a disposable diaper and an approved cloth swim diaper to assure a double layer of protection. The cloth swim diaper must pass the two-finger test (if 2 fingers can be inserted under the elastic in the legs and waist, the swim diaper is too large and the child will not be permitted in the water). Wearing only a disposable diaper is not allowed, as **disposable diapers alone do not pass** The Mandel Jewish Community Center and Board of Health codes.
- Please avoid milk, dairy products, spicy foods, and large meals before lessons as these foods can be unsettling to the stomach.
- Swim masks covering the nose are not permitted.



JSWIM PARENT AND FAMILY HANDBOOK ACKNOWLEDGEMENT AND PARTICIPANT WAIVER

I hereby acknowledge and agree that participation in any Mandel JCC activities and use of any recreational facilities involves a risk of accidental injury despite all safety precautions. Having been informed of the activities to be conducted by the Mandel Jewish Community Center of the Palm Beaches, Inc., we as an individual and/or as a parent and/or legal guardian of the participants named herein, assume all risks and hazards, incidental to the activities and release from all responsibility and agree to indemnify and hold harmless the Mandel Jewish Community Center of the Palm Beaches, Inc., its officers, directors, independent contractors, volunteers and all employees; as well as the Jewish Federation of Palm Beach County for any illness, injury or death to me or my children and/or family members occurring during their participation in any activities or use of any recreational facilities at or conducted by the Mandel Jewish Community Center of the Palm Beaches, Inc. With the full understanding of the facts, I state, that to the best of my knowledge, my son/daughter listed on this application has no medical, physical, mental or emotional health conditions which would hinder or prevent his/her active participation.

In the event of a medical emergency, I hereby grant authorization to The Mandel Jewish Community Center and its representatives to employ any legally licensed physician or health care facility on behalf of each of the undersigned, and to direct and/or order emergency medical treatment for the above-named participant. The undersigned further agrees that neither The Mandel Jewish Community Center nor any of its representatives, its officers, agents, and employees shall be liable under any circumstance to anyone exercising the foregoing authority in the event of an emergency. The undersigned agrees to pay all costs associated with medical care and transportation received by the participant.

Participating in Mandel JCCs programs or accessing Mandel JCCs facilities could increase the risk of contracting COVID-19. The Mandel JCC in no way warrants that COVID-19 infection will not occur through participation in Mandel JCCs' programs or accessing Mandel JCCs facilities.

I/We hereby grant permission for the Mandel JCC and/or its agents to photograph and/or video tape the above-named registrant during their participation in activities or use of recreational facilities at the Mandel JCC. I further authorize the use of any such photos and/or videos for any promotional and/or documentary purpose without compensation. I have read and agree to the Mandel JCC's policies on refunds, cancellations, credits, transfers and program policy as well as the liability waiver.

By enrolling my child in the JSwim Program at the Mandel Jewish Community Center of the Palm Beaches, Inc. (JCC), I understand and agree to the terms as stated on this page. In the event of an emergency, if I am unable to be contacted, I hereby grant permission to the JCC to authorize any emergency action necessary to ensure my child's safety.

I understand the contents of the JSwim Parent and Family Handbook. My signature indicates that I have reviewed this guide and will follow the guidelines included in the handbook.

Child 1 Name: _____

Child 2 Name: _____

Child 3 Name: _____

Parent Name: _____

Parent Signature: _____ Date: _____