



Courage Kenny Aquatic Department Aquatic Policy Guidelines Sheet – Golden Valley

We look forward to your participation in our Aquatic Recreation Services and would like to inform you about some of our policies:

- Check in at the front desk (near the main entrance) by giving your aquatic/fitness number and the program you are participating in every time you use the pool.
- Clients must be bladder and bowel continent in order to use the pool. Adult diapers/swim pants are prohibited.
- Anyone with a cut, rash, fungal infection, or any open skin surface may NOT use the pool until skin surface has healed.
- Enter and exit the pool at designated times only.
- A soapy shower is required prior to using the pool.
- Pool Closures: In the event our Courage Kenny pool needs to be closed due to unforeseen circumstances, the aquatic staff will call class participants and one-on-one clients. These do happen from time to time and we can not predict when they occur, but we do try to prevent them from happening by enforcing our policies and procedures. We do not refund or credit clients when this happens, since pool closures are a risk you take when coming to a public pool, but know this risk is reflected in the pricing of our services.
- Assisted dressing rooms are for clients who have caregivers assisting them.
- A client's PCA/family member will be allowed in the pool with a client at NO charge if the consumer needs 100% assistance and the PCA/family member stays with the client at all times.
- Lockers are available for daily use: **Please bring your own towel and a lock to secure your belongings.**
- Clients are expected to be courteous and respectful to each other and staff to create a positive environment for all.
- The Aquatic staff has absolute authority to interpret and enforce rules and remove from the pool those who don't comply.
- There is no spitting or chewing gum in the pool; there is no food allowed on pool deck.
- Registration for pool 1:1's (StayFit/Extra and Adaptive Lesson) and Classes is required **PRIOR** to participating in the service. Registration begins four weeks prior to the session. Aquatic services are on a first come first serve basis.
- Aquatic services missed due to medical reasons only will be extended with a doctor's note.
- Medical extensions will be granted up to one year.
- If Courage Kenny closes due to adverse weather, it will be announced on WCCO AM radio, WCCO TV and on www.wcco.com. In addition all closings will be posted on www.couragecenter.org and (763) 588-0811.

Thank you for choosing Courage Kenny's Aquatic Programs and for following the above policies to ensure our pool is a great place to swim.