



Durham Warm Water Aquatic Program

Registered Non-Profit Charity Corporation No. 89646 8303 RR0001

P.O. Box 10042 910 Dundas St. W. Whitby, ON L1P 1P7

Telephone: (905) 430-1665 • www.dwwap.com

Code of Conduct

-DO NOT CALL GRANDVIEW KIDS, AJAX FACILITY DIRECTLY REGARDING DWWAP PROGRAMMING.

For all program inquiries, please contact us at DWWAP at 905-430-1665 or email at info@dwwap.com
Messages are retrieved daily.

Access to the pool at Grandview Kids, 1461 Harwood Avenue North, Ajax is a privilege. The expectations outlined are reasonable and must be followed by all participants. To ensure the continued operation of DWWAP and ongoing access to the facility, all individuals are required to comply with these requirements. **Any participant who does not meet these expectations will be required to leave the program.**

- Participants are responsible for checking their voicemail or the website (www.dwwap.com) prior to coming to the pool for any closure updates. Closures may occur due to pool fouling, weather conditions, or pool malfunctions. Every effort will be made to notify participants as soon as possible. If a lifeguard is not available, the class will be cancelled.

- Participants must not attend the pool if they have a fever, cough, sore throat, or body aches, or if they may have been exposed to measles. Individuals who have been exposed to measles must not attend the pool for **21 days** following the exposure.

- Participants must not attend the pool if they are incontinent, have a contagious illness, or have an open or oozing wound. Participants must also not attend the pool if they have recently had a blood draw with a large needle or a dye injection.

- Bandages such as Band-Aids or corn plasters are not permitted in the pool. Pain patches and blood sugar monitors are permitted; however, they may detach while in the water.

- Participants who have had stitches must wait **10 days after the stitches have been removed** before returning to the pool.

- Do not wear deodorant, lotions, or creams on pool day, as pool chemicals can remove these products and they may clog the filtration system. Perfume should also not be worn due to potential allergies. All participants must shower thoroughly with soap before coming to the pool.

- All participants must **sign in** on the Grandview sign-in sheet at the welcome desk upon arrival and **sign out at the end of the class.**

- Sanitizing hands and wearing a mask is optional. However, participants may be asked to wear a mask by the welcome desk staff if required.

The DWWAP program is an arthritis friendly warm water exercise program.

- Please remain in the lobby near the front entrance until **two minutes** before the scheduled class time. At that time, the instructor present will escort you to the pool area. If the instructor is not available, please ask the welcome desk staff member to escort you or your group to the pool area. Please note that the welcome desk will not be staffed after 5:15 p.m. for the 6:00 p.m. group. In this case, a member of the building services team will escort participants from the waiting room to the changing rooms. Participants are not permitted to wait or gather in the hallway.

-Classes begin 10 minutes after the hour and end 10 minutes before the hour. This schedule allows 10 minutes for participants to change before and after each class.

- Participants must remain in the changing room or on the pool deck until the instructor grants permission to enter the pool.

-Access to the pool is permitted only during your scheduled class time and under the direction of the instructor.

- Participants are required to use the stairs or ramp to enter the pool. The pool ladder is reserved exclusively for lifeguard use.

- Participants are responsible for allowing sufficient time to change and exit the facility before the next class begins and prior to the building's closing time.

-If additional time is required to change out of your bathing suit, you must exit the pool early to ensure you are able to exit the building on time.

- Water shoes are highly recommended for stability, grip, and hygiene. Participants who use canes or walkers should use them to reach the poolside. An appropriate lined swimsuit is required.

-Drinking water before, during, and after class is recommended to help prevent overheating and dehydration.

- For the benefit of all participants, please keep conversations to a minimum during class. It is essential that the instructor can be clearly heard to ensure exercises are performed correctly and safely, particularly as many participants may have hearing challenges.

-ZERO TOLERANCE: Participants are expected to behave respectfully toward fellow DWWAP participants, instructors and lifeguards at all times. Disruptive behaviour will not be tolerated. Verbal or physical abuse - including profanity, name-calling, offensive behavior, or threats - toward instructors, lifeguards, or participants is strictly prohibited. Any individual engaging in such behavior will be required to leave immediately and will be removed from the program.

Participant Name (Print): _____

Participant Signature: _____

Date: _____

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