

Frequently Asked Question's

(Any questions about what the rules & policies are of the facility can be found on the rules sheet at the front desk.)

Front Desk

- **When is the facility open and how much is it?** ☺ Look at the facility schedule each day and look at the membership form for rates.
- **Are there special rates for people with special needs?** ☺ No. The rates are quite low. There are special programs through the county you could look into that would pay the fees for them. We do have programs for children in the summer where we have special rates.
- **Do you have a special rate for “snowbirds”?** ☺ No. Again, the rates are already quite low.
- **Do you take credit cards?** ☺ No. We only take cash or checks made out to “I-S Schools.”
- **Will you ever take credit cards?** ☺ No. We would not have enough transactions to make it worth our money. There is a TYME machine located at the First National Bank downtown or Premier Community Bank on State street if you need to get cash.

Memberships

- **Do I have to be a resident of the school district?** ☺ No, and membership prices are the same rate for residents and non-residents.
- **I would like to cancel my membership and stop my monthly bank withdrawals. Can I?** ☺ No. When you signed up, you agreed to pay the full amount if ever you wanted to cancel your membership. The monthly bank withdrawal system is just a convenience for members so they don't have to pay the full amount up front. If ever you want to stop your payments, you must pay the remaining balance for the annual membership.
- **Is there a special trial price or a free week trial time?** ☺ No. Our day pass fee is very low. We are maintaining a high level of memberships. At this point we do not need to offer any specials for memberships. Try the place out and we guarantee you'll love it!
- **If I have a membership, can I bring my grandkids, guests, etc...?** ☺ Yes. Guests will have to pay a daily fee. See the membership registration form for daily fees.
- **If my child is 18 or over and goes to college, how come they aren't part of my family combo membership?** ☺ Your child would have to pay for an adult membership. Only kids residing in the household, 17 and younger, are part of the family membership. We provide a special rate during breaks and the summer for college students.
- **Why do I have to have a pass to get into the gym, pool, or fitness center?** ☺ Some members only have a membership for the pool. If we did not have a pass system, anyone could go anywhere in the facility without paying.

Pools

- **Why is the lap pool not scheduled at times to have more lap swimming lanes available?** ☺ The lap pool is scheduled for a variety of programs that run concurrently. At times, these programs impact the different user groups that share the pool. Because lap swimming is popular, it is offered throughout the day. Our goal is to always have 1-2 lanes reserved for lap swimming.
- **Why are the pools closed between 1:15-3:45pm during the school year?** ☺ This time is set aside for school related activities, school groups, and maintenance.
- **Who can I talk to about pool hours?** ☺ The Facility Director
- **How is maximum capacity determined?** ☺ Capacity is determined by the ratio of lifeguards to patrons. Capacity is also determined by the State of Wisconsin and the size of the pools.
- **Why do the hours change for the pool so much?** ☺ The pool is scheduled based upon attendance, programming, employee availability, and school schedules. Please pick up a current schedule at the front desk and remember to check the open times before you come to the pool.
- **May my child use a flotation device?** ☺ No, they may not be used. According to the American Red Cross, personal pfd's do not substitute for parental supervision. While pfd's are generally safe, the pool is still a place where kids must be supervised by a parent. For example, if the device suddenly shifts position, loses air, or slips out from underneath, the child is left in a dangerous situation. A pfd is not a replacement for parental supervision.
- **What are the temperatures of the pools?** ☺ Lap pool is 84 degrees. Leisure pool is 86 degrees. Whirlpool fluctuates between 99-104 degrees.
- **Why does the whirlpool fluctuate so much?** ☺ Because it is a small body of water, when water leaves the pool either through evaporation, filtering, and water naturally leaving the whirlpool, the automatic filler adds water when necessary to keep the same water level. The water is not heated before it is added, thus making the water temperature

drop every once in a while. This explains why the lap and leisure pools might feel a little cooler sometimes – water has just been added.

- **Why is the whirlpool closed every once in a while and it's not on the schedule?** ☺ Because it is a small body of water, it is sometimes hard to maintain the chemicals required to keep it open. Due to people not showering or not showering well & large bather loads can make the chemicals go “out of whack.” When this happens, it has to be shut down until the chemicals can be maintained at the required levels by law.
- **What chemicals are regularly used in the pools?** ☺ Liquid chlorine (sodium hypochlorite) and muriatic acid.
- **Why are the pools closed during thunderstorms?** ☺ Based on research by national organizations, the windows in the pool still provide an opportunity for lightening to penetrate the pool area. If the pools close while you are here, you may receive a rain check if you paid a daily fee.
- **When is the pool least busy on Saturdays or Sundays?** ☺ It all depends, but generally people come when it first opens, so after 3 is a good time to come.
- **Is the leisure pool safe for small kids?** ☺ Yes. It is zero-depth entry meaning it goes from 0' deep to 3.5' deep gradually sloping. It is safe for young children when parents are supervising them. Some kids are not scared and will keep walking until they go under and then panic. Always supervise your children.
- **Will the school be using the pool?** ☺ Yes, gym classes are held in the pool. Sometimes the pool will be closed when the classes come in. This will be on the schedule. You will need to check the schedule every day to make sure it is open. It does not happen often that the pool closes for school. But it does happen.
- **When is open swim?** ☺ We don't use the term “open swim.” You have to check the pool schedule, both lap and leisure, to see if the pools are open for what you want to do. If the leisure pool says “F&S”, that means that the slide and fountains will be on. If there is no time listed, then it is closed. “Open swim” is generally at night and on weekends.
- **Do I have to swim with my kids?** ☺ Yes if your kids are in 3rd grade or under. No, if your kids are older. If your kids are not strong swimmers, you should probably swim with them no matter what age they are.
- **Do you have a sauna or steam room?** ☺ No, just a whirlpool.
- **Where can I buy a swimming suit? Do you sell them here?** ☺ We do not sell suits here because it is too hard to get the correct sizes for everyone in styles that everyone would like. It would not be economical for us to order a bunch of suits that might not sell. Patrons can buy suits in Stevens Point at Dunham's (in the mall) or at Dive Point Scuba (downtown). In Appleton you can get suits at Dick's Sporting Goods or Scheels. Otherwise go online to worldwideaquatics.com, kiefer.com, thefinals.com, speedo.com or do a search for suits.

Gym

- **How many times around the gym is a mile?** ☺ 16

Fitness Center

- **When will the gym classes be using the Fitness Center?** ☺ The hours that gym classes are in the fitness center are posted in the fitness center and you can pick up a handout at the front desk with all the times.
- **Do you have personal trainers available?** ☺ No. In a small town, it is hard to get people who are certified. If you know anyone that is and would want to work for very little money, please have he/she call us.
- **How do I learn how to use the equipment?** ☺ Sign up at the front desk for the orientation session. Many dates and times are available.
- **What do most people wear to exercise in?** ☺ Please wear anything you feel comfortable in – shorts, t-shirts, sweatpants, or any apparel that allows for ease of movement. Sports bras are bras and should be covered by a shirt. For your comfort and protection, we do ask that you wear close-toed shoes at all times. Boots & sandals are not allowed.

Miscellaneous

- **Are the schedules on the website?** ☺ Yes – www.iola.k12.wi.us
- **Why is the facility closed one day a month?** ☺ The facility is closed one day a month (usually Fridays) to allow for major cleaning and preventative maintenance. The pools are closed annually, usually in August, for draining and cleaning.
- **Do you have a lost and found?** ☺ Yes, ask at the front desk if you lost something and they will check in the back. We are not responsible for lost or stolen items. Keep valuables at home or in your car.
- **When will the next month's schedule be out?** ☺ The schedules are always done by the Friday before the last weekend of the month.
- **When is the facility open on Sundays?** ☺ The facility will open on Sundays 1 to 5pm from November until the end of March. We are only open during those months because it falls between high school football season and track

season. Those 2 sports take up most of the student staff's time and working Sundays is impossible for them. If we don't have them, we can't be open.

- **Where are we located?** ☺ 445 S. Jackson St., Iola, WI 54945, 715-445-2411, ext. 317.
- **Are there times for just adults or just children?** ☺ The only restrictions we have are during the summer and holidays in the gym from noon to 1pm for open gym. During that time is only for adults. Otherwise, we would hope that adults and children would come together to play.
- **Will you ever provide childcare?** ☺ No. We do not have enough space and we are not licensed. We do a lot of programs for children in the summer, but that is the extent of our "babysitting" services.
- **What about using the meeting rooms for a childcare area?** ☺ We use the meeting rooms for parties, group exercise classes, physical education classes, meetings, etc... There would be no time or space for a childcare area.
- **I want to make a donation. How do I do that? Is it tax deductible?** ☺ We have brochures at the front desk that outline the donation levels. There is a form in the brochure and it can be left for the director of the facility. It is tax deductible.
- **Will you ever offer dance classes?** ☺ We will if we can find an instructor. If you know someone who would be interested in teaching, please let us know.
- **Will you ever offer gymnastics?** ☺ We will if we can find an instructor. If you know someone who would be interested in teaching, please let us know.

Locker Rooms

- **Are lockers and showers available?** ☺ Yes. We have men's, women's, and special needs/family locker rooms. All the lockers open using a key checked out at the front desk. **Do not bring a padlock.** There are showers in all the locker rooms. The special needs/family locker room is for both genders and there are changing rooms that must be used.
- **Can we rent a locker?** ☺ No. There are not enough lockers for all members to get their own.
- **How come my locker is always next to someone? Can you please not put me by someone?** ☺ The front desk workers try to space people out in the locker rooms. Unfortunately when the facility is busy, there is nothing they can do. A suggestion would be to take your stuff and move to the middle school area (by the smaller, padlock lockers). There is more than enough room in that area, unless the students are there too (but they would only be there for a few minutes).
- **Can I take my 6-year old daughter into the men's locker room?** ☺ No, the family locker room is where you should go. We have a locker room age policy. Children 4 and under may use the locker rooms with a parent of the opposite gender. Children 5 and up must use their same gender locker room or use the family locker room with their parent(s).

Group Exercise

- **Why does the group exercise schedule change so much?** ☺ We only have 2 instructors for most of the classes we offer. Because they get burned out easily, we need to change things up to keep both them and the regular patrons interested.
- **Why don't you have more classes?** ☺ Again, we only have 2 instructors. We are lucky we have them for the classes we have. If you know anyone that is interested in teaching group exercise classes, please have them call us.
- **Can you have some classes later in the evening around 7:00?** ☺ We have tried later classes and no one came. We will try again eventually. There is a core of patrons that come to the classes we have now and we do not want to lose them by changing the schedule drastically.
- **Why is tai chi not offered?** ☺ Again, this is a small town with not many instructors to choose from. If you know anyone interested in teaching, please have he/she call the facility director.
- **Do I have to sign-up for group exercise classes?** ☺ No. If you buy a punch card (10 classes for \$20) or an individual class fee (\$2.50), you can choose a class on the schedule that looks interesting and simply show up. There sometimes will be classes where the instructor will like to know up front who is interested, but that doesn't happen very often.

Learn-to-Swim

- **When are swimming lessons?** ☺ We have 1 session in October/November, another session in January/February, and 3 sessions in June, July, & August. Anyone that has been in swimming lessons will get a packet mailed to them. All elementary school kids in the school district will get a packet in class.
- **Do you have adult lessons?** ☺ Yes. We try to schedule adult lessons Saturday mornings at 8am and after 7pm weeknights. Adults do not sign-up for lessons, but come when they can. Adult lessons are practically private lessons,

last for ½ hour, and are \$3-\$5. Children over 12 who have never had lessons or want a private lesson can also come to these lessons.

- **How long will it take my child to learn to swim?** ☺ Each child is expected to learn at his/her own pace. The time it takes each child to learn a skill may vary widely. Each child's readiness is dependent upon his/her background in the water, physical development, maturity level and willingness to learn new skills. Talk to your child about how fun swimming lessons will be before the first class. This will lessen nervousness and create excitement for learning so that your child can get the most out of each lesson.
- **Why do the children play games – shouldn't they be working on skills?** ☺ Fun is an important part of the learn-to-swim program. The games incorporated throughout each lesson are designed to provide an opportunity to practice skills repeatedly. When learning is fun, children become caught up in the play and often forget about fears, moving to a higher level of readiness than they are aware of.
- **What should I do if my child already has a fear of water?** ☺ The American Red Cross recommends that you treat the fear light heartedly but directly. Give your child time to adjust to the new setting. Take him/her to the pool before the first lesson. Stay positive: avoid statements such as "Are you ready to...?" and "Do you want to...?" instead use statements such as "Show me how you..." and "Here we go..." A good rule is to encourage and praise your child in everything he/she does but don't force him/her to do anything he/she doesn't want to do. Tell the instructor about your child's fear of the water before classes start.
- **What if my child doesn't stay with the rest of the class?** ☺ Classes will be small so that the instructor will be able to monitor each student's progress. The skills introduced in classes are based on Red Cross recommendations for the skill level and/or age of the children. Classes will be structured so that the instructor can adapt the difficulty level to the individual child. If you are concerned about your child's progress, please do not hesitate to discuss this with the instructor.
- **Will my child be "drown-proof" at the end of the lesson?** ☺ No person is truly "drown-proof". Even though your children may be propelling themselves through the water you must maintain constant supervision, especially with young children. They cannot be expected to save themselves if they fall into the water.
- **When will my child pass?** ☺ In these lessons the emphasis is on participation. At the end of the session your child will receive a report card regardless of whether he/she completes all the skills to move on to the next level. Your child will remain at the same level until he/she has mastered all of the skills required as pre-requisites of the next level.
- **What can parents do to help?** ☺ Parental involvement is key to every child's success. You do not have to possess dazzling water skills to help your child. Support, encouragement and overall attitude are far more important than athletic ability.

Facility Rentals

- **When can I reserve the meeting rooms?** ☺ The rooms can be rented at any time but must be confirmed by our registration specialist. She will decide if staffing will be necessary for after-hour parties/meetings/gatherings and if the date is available. All after-hour reservations must be requested before the 15th of the month before the gathering so that we can provide adequate staffing.