



**Kernes Adaptive Aquatics**  
Josephine Kernes Memorial Pool  
15 Portola Ave. • Monterey • CA 93940  
831-372-1240 • fax 831-372-3140  
[www.KernesPool.org](http://www.KernesPool.org)

## **Frequently Asked Questions**

### **Why do I need a doctor's referral?**

The Physician Consent Form is required from your doctor or other primary health care provider so that a program can be designed specifically to meet your needs and goals. You can return the completed Physician Consent Form with your Application or the doctor can fax it to us at 831 372-3140.

### **What program will I need?**

Your exercise program is personalized just for you. Health information is review by Kernes Aquatic Coordinator, an assessment is provided during the Initial Evaluation appointment, and a regular schedule and program is established to help you achieve your goals. Client feedback is encouraged at all times.

### **What is the Initial Evaluation Appointment?**

The Initial Evaluation appointment is a 30 minute session in the water with an Aquatic Instructor to set up your personal program. Bring a towel and swim attire, and swim diapers if needed, to your session. Please shower before entering the Pool, and do not use fragrances, oils or lotions.

### **When do I come to the Pool?**

Attendance at the Pool is by reserved scheduling. A change in your scheduled days or time is by prior arrangement only. To help Kernes Pool schedule staff appropriately and keep costs down, a minimum 24 hour cancellation notice is requested for missed sessions.

### **How am I billed for services?**

Services are billed on a monthly basis according to the type of program and number of scheduled sessions. An invoice is sent and payable at the beginning of each month for the upcoming month. Monthly fees are in effect regardless of attendance until cancellation notice is given. This ensures that Aquatic Instructors are available to provide you with personalized service during your scheduled times.

### **Do you accept insurance, Medicare, or worker's compensation?**

Kernes Pool does not bill insurance or Medicare. We can provide you with a printed receipt if you wish to submit a reimbursement request to your insurance.

### **Do parents or care-givers get in the pool?**

Only clients and Aquatic Instructors are in the pool. Parents and care-givers remain in the facility during sessions and may attend the client in the shower or dressing room. Under special circumstances, a parent may be invited to join their child in the Pool.

### **What physical assistance is provided to clients?**

Kernes Aquatic Instructors attend clients while they are in the water, and assist them to enter or exit the pool as needed. A special lift is operated by staff for those who require assistance accessing the pool. Staff members do not attend clients in the showers or dressing rooms.

**For more information call: (831) 372-1240**