

Letters of Support

April 23, 2021

Planning & Zoning Commission, City of Chandler, Lauren Schumann

Regarding Infant Swimming Resource at 2720 E Coconino Dr

Ms Schumann,

I am a resident at 2710 E. Coconino Dr. and live directly next to the Pollards who reside at 2720 E. Coconino Dr. Our backyards share a wall next to both of our pools. My wife Julie and I have lived in this house with our kids for almost 10 years. The Pollards lived here prior to our moving in.

We learned about the Infant Swimming class that Therace runs next door shortly after moving in. Therace explained the nature of the classes and how she is teaching life saving skills to young kids. In Arizona unfortunately numerous small children every year die in drowning accidents. Being a Father of two teenagers at the time, I understood immediately the value of these classes.

I am an executive with an Intelligent Transportation company. Prior to the pandemic I traveled extensively. When I was not traveling, I worked from home as I do now. I have no office in Arizona. My home office provides me with a view of the street and positions me likely less than 50' from the pool where the classes are held.

I have had absolutely no complaints regarding anything with this class and for the most part goes greatly unnoticed by me. As I am sure you do, I have a considerable number of online meetings and several conference calls when I am working at home. I have never had occasion when any of these classes have interfered with me personally or professionally.

The Pollards have always been respectful of us as neighbors. Therace has proactively inquired frequently over the years as to if there are any issues. She is very conscientious of her neighbors and ensures that anything she is doing is not causing problems.

My wife Julie and I are very supportive of Therace being able to continue to offer these classes. She provides an invaluable service to our community and our youth. We hope that she is granted a permit to continue these classes.

Best Regards,



Dan Nall

2710 E Coconino Dr, Chandler

602-828-3349 danieljnall@gmail.com

FROM THE DESK OF

KAYLA LOWERY

April 20, 2021

Kayla Lowery
3321 East Azalea Drive
Chandler, AZ 85286

To Whom It May Concern,

As Arizona natives and my husband working in the Fire Department for 18 years, we know it is absolutely crucial for children to learn not only how to swim, but how to learn survival skills in the water. Our two children were taught by Therace for years, starting at the age of one. We knew that pool safety gates cannot just protect children from every dangerous water situation. Within the first week of lessons, we discovered not just how incredible her expertise is with teaching children life saving skills, but how well she ran her business. Therace is reliable, honest, patient, kind, organized and has the heart of gold towards every single family that walks into her backyard.

After our experience with Therace Pollard, I can truly say without a doubt, she is absolutely essential to our community. She is making it a better and safer place for all families. As we all can agree as parents, we want our children to safely enjoy the water, and we cannot do that without Therace Pollard.

Sincerely yours,

Kayla Lowery

KAYLA LOWERY

KAYLA20ROSE@YAHOO.COM - 480.710.7795

Meagan VonSchoff
2136 E. Pickett Ct
Gilbert, AZ 85298
C-480-292-6113
mlassen4@gmail.com

April 22, 2021

Lauren Schumann
Senior City Planner
City of Chandler

To whom it may concern,

The purpose of this letter is to demonstrate my support of Therace Pollard and her passion to keep our community safe. Her love and commitment for teaching children survival skills in and around the water is unmatched and absolutely essential to this community. She is a certified master instructor with a skill set that reaches all different types of children and learning styles. Her dedication and love for developing safe, happy and confident swimmers is something every community needs.

As the days heat up and summer approaches more and more people will be using their backyard pools and unfortunately we know we will begin to hear the awful and absolutely devastating stories in the news about child drownings. Therace makes a difference and her work decreases this alarming statistic by empowering children with skills that can and will save their life in and around water. I have never met a more dedicated person to this cause than Therace Pollard. We love her, our children need her, and we all ask that you please allow her to continue providing this invaluable service to our community.

Sincerely,

Meagan VonSchoff

Sarah and Stephen Cupples
3402 E. Orleans Ct.
Gilbert, AZ 85298

4/26/2021

Lauren Schumann
Senior City Planner
City of Chandler, AZ

RE: Therace Pollard, ISR Certified Master Instructor

To Whom It May Concern:

Our family had the pleasure of meeting Therace in 2015. She had come highly recommended by a friend who had raved that ISR lessons with Therace were the very best way to ensure kids were safe in and around water. Upon meeting Therace, we were immediately impressed by her sincerity and calm demeanor. We watched her interact with our child in the pool who was initially apprehensive, but within only a few lessons, we watched our child's confidence begin to grow. Therace started with simple exercises and gradually progressed into having our daughter swim longer distances, and before we all knew it, she could swim, roll to her back and float, then flip back into swimming again. Over the weeks, our daughter's abilities progressed to the point the point where we had a strong, safe two-year old swimmer. When she completed her final lesson with Therace and received an adorable little medal for her accomplishment, our daughter just beamed with pride and confidence. We were so proud! It felt extraordinary to watch her skills grow and to know that our daughter learned from the very best!

From that point on, we brought our daughter back for annual refresher lessons to maintain and build upon her skills. We later brought our younger daughter who also learned to be a safe swimmer from Therace. The awe we experienced watching her gradually learn the sequence from swimming, floating, swimming was no less incredible than when we experienced it with our older daughter. To see an apprehensive, cautious, and uneasy child grow confident in water is an amazing thing! Each step of the process, Therace was a friendly, encouraging, compassionate coach to our girls, praising their efforts as they progressed in their abilities.

When our older daughter was 4 years old, we had begun swimming in our personal pool prior to ISR lessons beginning, so it had been 8-9 months since she had been in a pool. Our daughter was playing on the steps when she accidentally stepped off the pool step into much deeper water. From only a few feet away, I watched the look of panic come over her and then I watched her do something amazing. She rolled onto her back and into her float and she took some deep relaxing breaths. By this time, I grabbed ahold of her and picked her up to give her a

hug. She said, "Mom, you saved my life!". I said, "No sweetie, Miss Therace taught you how to save your own life if you ever needed to, and you just showed me that you remembered exactly what you were taught to do! I am so proud of you!" I had never intended to test out her instincts if she ever fell in water, but this was a profoundly valuable moment that showed us she had retained everything she was taught by Therace, and should she ever find herself in a similar situation, she would know exactly what to do in order to keep herself safe. I believe that this is one of the most incredible and valuable skills we can instill in our children.

Water safety is something we take very seriously. We take all precautions with our children including a pool fence, door locks, and we only allow our children to swim when there is appropriate supervision. We believe that ultimately, ISR is the last line of protection and most effective strategy for safety in water for our children. We feel incredibly fortunate to have had Therace teach our children. Her instruction instilled valuable swimming abilities and she also serves as a wonderful positive influence on us all. Our family will forever be grateful for the ISR program, but we are most grateful that Therace Pollard was the one to teach our girls. She is truly an asset to our community!

Sincerely,

Sarah and Stephen Cupples

For anyone interested in saving a child's life,

I met Therace Pollard in 2009 when my oldest daughter was 2 and my 2nd daughter was just a couple months old. I came to her extremely traumatized after my 2 year old walked off our baja step into deeper water as I was tending to my baby on the side of the pool. When I turned back around my 2 year old was under water; she made NO noise, there was NO splashing, there was nothing but silence. Mind you I was in the water with her and turned my head for less than 10 seconds. I had already been referred to ISR through our daycare provider but had yet to call. I immediately called Therace, explained what happened and we started lessons the following week, that was the BEST call I have ever made as a parent of 3 kids. All 3 of my children have completed the ISR program with Thearce and have done multiple follow up lessons, I am 100% sure that this training has saved their lives. They are all strong swimmers now at the ages of 14, 12 & 8.

The one on one lessons that are provided are imperative to their learning and mastering the survival skills being taught. The kids have the undivided attention of the instructor everyday to truly hone in on each skill. They start with small steps and continue to build on to each skill until they know how to swim to the side of the pool, flip over in the water to float on their back, swim and flip over until they can get to safety. It is amazing to see the progress the kids make in just a short period of time. I know many families that have taken their children to group swim lessons for months or years and their children still cannot swim on their own. ISR and Therace provide survival skills in and around the water, which is a necessity living in Arizona.

Therace is one of the most kind, patient, knowledgeable and understanding people I know. Her level of expertise in teaching my children water safety and survival swimming while keeping a calm and tender demeanor is unprecedented. She is professional in regards to her training and extremely respectful of her neighbors in regards to directing us where to park and being mindful of neighbors property and privacy. Therace and her husband, a firefighter, are true community heroes and as a member of this community I STRONGLY support her in continuing these life saving lessons. As drownings of young children continue to climb, I believe we all need to do our part in supporting the work that these amazing ISR instructors are doing, they are providing our children with true life saving skills.

Thank you for taking the time to read this and I encourage you to reach out if you need any other information.

Kind Regards,

The image shows two handwritten signatures in black ink. The first signature, on the left, is 'Shauna' written in a cursive, flowing style. The second signature, on the right, is 'Mike' also written in a cursive, flowing style.

Mike & Shauna Murphy

Shauna - 480-620-4971 | shauna@alphaomegafg.com

April 27, 2021

To Whom It May Concern,

This serves as a letter of support for Therace Pollard (Infant Swim Resource Instructor). The impact Therace and the program she runs is invaluable to families and to the community as a whole. She has taught countless children how to stay safe around the water which in turn saves lives. The way she cares about each individual family is unmatched. She made us feel so important and she meets every child where they are. My children took ISR lessons from Therace for a few years. I have a son who is Autistic and he absolutely loved "Miss Therace". He took lessons and refreshers from her until his legs were long enough to touch the bottom of the pool. His progress and retention of skills took a little longer than neurotypical kids, but Therace welcomed him with open arms nonetheless. She is so encouraging and puts all of her heart and soul into her work. Not only is she saving lives, she is making lifetime friendships and forming bonds with the kids and families she teaches. She is helping children and families gain confidence and knowledge regarding water safety. She is amazing and I fully support the continuation of ISR under her expertise.

Sincerely

Briana Clark

480-518-5992

(Mama of Braden & Sydney)



4/28/2021

To Whom it May Concern,

I am writing this letter in support of Therace Pollard, our daughter's ISR instructor. Our 3 year old daughter, Adrie, began lessons with Therace just 5 short weeks ago. Adrie has always been curious around water, willing to attempt swimming without reservation, but with no real ability. When our family recently got a pool in the backyard, I knew I had to do something to help keep my curious child safe.

I was referred to Therace by our cousin, who has 2 boys who have been successfully instructed by her. As a first time parent, not knowing what to expect, I appreciated how professionally run the lessons were. Thereace was very clear about the rules of her neighborhood, including parking, time of arrival, vehicle speed, direction of traffic, and consideration for her neighbors. I knew right away that Adrie would be comfortable with Therace, who provides a caring, welcoming, fear-free teaching environment. Her passion for teaching was evident right away. Adrie has just flourished under her instruction, and is set to complete this season's lessons in a few days. She has gone from a child with no swimming skill, to a child who I'm confident would be able to use her life-saving skills if ever in that situation.

May is National Water Safety Month. Every year, the fire department near our home displays a sign reminding citizens that drowning takes only seconds, and to watch children around water. In past years, this reminder would cause me to have an anxious pit in my stomach. But not this year. I am confident that Therace have given Adrie the skills she needs to be safe in and around water. What an invaluable gift.

Therace provides an invaluable service to the children of our community, and to take that opportunity away would be a tragic disservice.

Thank you for your time and consideration,
Tia Cross



April 22, 2021

To: Members of the Planning and Zoning Commission and Chandler City Council C/O Lauren Schumann

From: Lori Still, resident of Fonte Al Solé and in support of Infant Swimming Resource

RE: PLH21-0006 Infant Swimming Resource

I am a neighbor of the Pollard Family and had my 3rd child attend ISR lessons at their home.

Quick story: my husband and I were doing yard work in the backyard and our 1st child, 3 year old son, was playing on the large top step of our pool. My husband and I were discussing what to put where with regard to storage and my son was within 5 feet of our discussion. My son is normally one to make lots of noise no matter where he is, but as my husband and I were talking, we both turned around because it was quiet. My son had his head half under water, his feet were tip toe touching the shallow end of the pool and his arms were flailing slowly. I will never forget the look of panic in his big, wide open blue eyes as I jumped in to pick him up and hug him. He was drowning before our very eyes and we had no idea. Luckily, no harm came to him and we heightened our awareness of the reality of drowning. We had never owned a pool before and were new to Arizona.

By the time our 3rd child came along, Therace had started her ISR class down the street. Since we were "out-numbered" (3 kids to 2 parents) and I knew how easily drowning can happen, we signed up for classes. My daughter was 7 months old when she started, and she graduated from that course on time with excellent results. We even had it put to the test when I was in our pool with her. She was in the water on the edge of the top step and fell into the pool (it was not a jump; it was more accidental). I was there with her and did not panic. I did not even rush to go get her because before I could take a step toward her, she had flipped onto her back! She started her life saving float exactly how she had learned it from Therace! She kept it going until I calmly scooped her up so we could continue playing. There was no panic from my daughter, she was not at all traumatized by any of it. In fact, she would even enjoy "doing her flippy swim" on cue when other family members were in the pool.

I cannot emphasize enough, how amazed I was, how thankful I was to have my daughter know how to survive in water. What Therace does empowers kids (INFANTS!) and provides peace of mind for families. Her caring professionalism has always been evident. She runs her business with high standards and expectations, with clear communication along the way.

I am in full support of what she is doing. She is literally a life saver.

Lori Still

Dear Lauren,

All 3 of our children have been in swim with Ms. Therace over the past four years. When we first moved to AZ from CA everyone insisted we do ISR. We had never heard of it and had no clue what it was like. We started out with a different instructor who was by no means a Ms. Therace. Our Neighbor than gave us Ms. Therace number and we switched. It was a night and day difference. Her sweet, calm and patient demeanor has blessed our family with safety and knowledge with children and swimming. We have recommended her to many other families and she is truly a blessing and has been gifted with a special talent to teach children to swim within 6 weeks! My youngest started when she was 18 months. That's incredible.

Whoever this unhappy individual is should mind their business or sell there home if they can respect the lives of others.

Call or email with any questions.

Vanessa Thomas
408-355-4128

To whom it may concern,

Therace Pollard and the ISR program is invaluable here in Arizona. When my son was 3yrs old, I first learned about ISR and Therace through another family. My son learned more about water safety and survival in a short 5 weeks with Therace vs over a year at a brick and motar group swim classes. When my daughter was born, we enrolled her also with Therace. My kids are now 6 & 9 years old and are very strong swimmers. The foundation Therace taught my children is invaluable. They still use their swim/float sequence when in the pool. The private, one on one, repetitive classes ISR provides is the key to their success. Please provide Therace with the needed permit to continue to do her life saving work.

Thank you
Aleshia Smith
aleshia.k.smith@gmail.com

I can't say enough in support of Therace Pollard and the importance of her work for our community. Therace's passion for teaching infants and toddlers life-saving skills is evident in the way she conducts her business. My sons were 3 before I heard of Infant Swim Resource and I was adamantly against having a pool in our backyard knowing the tragedies that occur all-too-regularly in Chandler. I cannot express the profound relief I experienced after my sons trained with Therace and learned how to save themselves should they ever fall into a pool or encounter danger in the water. I only wish I had known about Therace & ISR sooner – it would have saved me years of anxiety! I have so much respect and gratitude for Therace's stern and compassionate manner of teaching. It is evident that this is her life's work and our community is so fortunate to have her.

Amber

amber.l.golden@intel.com

To Whom It May Concern,

Therace Pollard is saving lives. My two boys could confidently swim at an extremely early age because of her. She runs her business efficiently and professionally, and she is extremely respectful of her close-by neighbors. It's hard to put into words just how valuable she is to her neighborhood and community, and when I first moved into Fonte A Sole, I was thrilled that she ran her business so near me! I cannot say enough positive things about Therace. I know for a fact she has saved my children's lives, as well as countless others.

Sincerely,

Martha Zimpfer

ranier21@gmail.com

To whom it may concern,

My daughter Tayler spent three summers taking ISR lessons through Therace Pollard at her home. As a parent, when you live with a pool in your backyard, you are always scared of the danger it presents to your children. After just one summer of lessons at three years old, my daughter was a confident happy swimmer who knew how to be safe around water. I contribute that confidence to the level of skills she learned from Therace. She is patient, loving and only wants to help children learn how to save themselves should they fall into a pool. I live one block over from Therace and have never found her teaching ISR from her home to be in community nuisance. I think most neighbors support the lifesaving lessons she provides to little ones.

Sincerely,

Meredith Hahn

azmichgirl@cox.net

Good afternoon Lauren,

I am writing about my kids' ISR instructor, Therace Pollard. She is a wonderful teacher and is doing a great thing for the community. Please know that I support her and what she is doing. Both of my children went through her ISR course and are safe around the water because of the skills she taught them. We have a pool in our backyard and those water skills are essential. We appreciate Therace and recognize that without her, my kids had the potential to be another statistic.

Thank you,
Lindsay Lange

"Lindsay Lange" <lindsay.lange12@yahoo.com>

To Lauren Schumann, Senior City Planner and to any others it may concern:

Hi, my name is Rachel Rogers. I am an Arizona resident, mother to three children and registered nurse. I first learned about ISR (Infant Swimming Resource) from numerous coworkers who took their children to Therace Pollard, ISR Certified Master Instructor. They raved about the program, showed me videos of their children swimming and floating safely in the water, and had the highest regards for Therace.

At this time, my oldest had just turned one and was walking. Living in Arizona and knowing our summers would be spent around pools, I knew ISR was for us. I even had an incident where my daughter had gotten outside and my parents' pool gate was wide open. I shudder to think what would've happened had I not gone looking for her as soon as I noticed she was out of my sight. I contacted Therace and she was so accommodating and helpful, answering many of my questions since this was our first experience with ISR and swim lessons in general. She was so great with my daughter (and me) and made it so my child had the skills she needed to be safe around and in the water. She also took the time to teach me how to help my child practice and keep her skills up to par. I am such an advocate for ISR. I am so impressed by what Therace has done for my family.

Fast forward almost 6 years later and now all 3 of my kids have gone through ISR. Therace loves the kids she teaches. She tailors her skills to what they need. All of my children have had obstacles to get through to become completely safe in the water and Therace is so patient with them and skilled. She works with them, meets them where they are at, and through her training, gets my child safe! It is amazing! This community needs this program. As a parent, my children's safety is the most important thing to me. I can't imagine not being able to have the peace of mind that ISR gives. I trust Therace with my babies and she is so good with them. She is so kind, hard working and passionate about her profession. I hope she can continue to save children and do what is so desperately needed, especially in this community. Thank you for your time.

Sincerely,

Rachel Rogers
rasemrad@gmail.com

Whom It May Concern,

My name is Briana Villaseñor and I am writing to show my support for ISR Master Instructor, Therace Pollard. As you can imagine in the climate in which we live, her work is extremely important. I do not exaggerate when I say her profession saves children's lives. My two children took ISR lessons with Therace. My oldest was swimming at age 2 while my youngest was floating at age 1 and fully swimming by age 2.

Her work is invaluable and she must be able to continue without harassment. She is preventing babies, toddlers and children from drowning.

Best regards,
Briana Villaseñor
brianatroisi@aol.com

To Whom it May Concern:

I was asked if I would submit a letter of support for Therace Pollard, ISR Instructor. I emphatically agreed to do so.

The work that Therace Pollard does at her home to teach children water rescue skills is invaluable. My daughter Heather took ISR approximately 10 years ago and I am grateful everyday that we had the opportunity to learn from Therace.

I am convinced that she has personally saved many little lives from drowning incidents. As you know in the valley and surrounding areas we hear all too often of the children found in backyard pools or bodies of water.

While providing lifesaving techniques to both children and parents, she also has strict guidelines regarding people coming to her residence. She is very aware of her community and very respectful of her neighbors and the impact this may have on her neighbors. She is very specific in providing details for parking, noise, and makes a point to mention that we are entering her residential neighborhood and "please respect " the neighborhood.

It would be a great loss to the community if Therace could not continue her practice of saving lives at her home.

Please do not hesitate to reach out if you have any concerns or questions. 480-335-1957.

Sincerely,

Julie A Santarone

To Whom It May Concern:

Our family has known Therace Pollard for three years. She was incredible with our son who is now four and an impeccable swimmer. Our daughter, 17 months, is in the process of lessons this season and already floating. The life saving skills Therace is able to achieve with children so young is nothing short of miraculous. There is no doubt in my mind she's prevented drowning deaths.

If you have any further questions or need anyone to give testimony in person please do not hesitate to contact me.

Amber Spangenberg
602-628-2438
a.spangenberg11@gmail.com

To Who it may concern:

As a retired 911 operator and police dispatcher I know what a priceless gift Therace Pollard is offering to families. I have etched in memory the screams of 911 callers who have found a child in a pool. In my opinion kids cannot learn the self rescue skills she is teaching in a group or public setting. The 1 on 1 attention in the quiet of her backyard pool is a key factor. My own granddaughters are enrolled in her program. Therace is a passionate professional in what she is doing. She is respectful of her neighbors and communicates very clearly to her clients when and where to park & enter her property. I am asking that you grant her a Use Permit to continue this community service.

Thank you,
Krista Mickelson
kmickelson@cox.net

To Whom It May Concern:

My name is Amy Pfeifer and I am the mother of three wonderful daughters, Callie (15), Hannah (13) and Grace (2).

Therace Pollard has not only taught Callie and Hannah to swim, she is currently teaching Grace to swim. I can not express enough how important it is for my children to learn to swim.

Not only am I a mother, but I am also a first responder. One of the calls for service that I can remember to this day is the drowning of a precious little girl that at the time was around the same age as Grace.

The child was being watched by her loving grandmother. While the child was eating breakfast her grandmother used the restroom. During that time the child crawled through the doggie door and into the pool. To this day I remember standing in the hospital room watching this beautiful angel knowing it was a matter of time before her family would be saying good bye.

My husband and I recently had a pool built and I emailed Therace to see if she would be able to teach Grace swim lessons. I should add that Grace was born with Trisomy 21, more commonly known as Down Syndrome. Therace was so accepting and welcoming of teaching a child with different abilities.

I was happy to see that ISR had a medical history evaluation during registration so that Therace and the ISR nurse could learn more about Grace's diagnosis, skills and abilities prior to starting lessons.

Once Grace was approved for lessons I was provided a handout discussing ISR and children with DS. I loved that the document explained possible challenges or common attributes associated with children that have DS such as low muscle tone, but the document was also very positive about the success of children with all abilities.

Over the last few weeks I have watched Grace progress and gain confidence in her skills. I have watched as Therace has demonstrated skill, patience, love and support to Grace and to our family. I can not express how thankful we are for Therace Pollard and ISR!

Attached are a few photos of Therace teaching Callie, Hannah and Grace to swim! The last is a photo of Grace after her first lesson with Therace.

Thank you,

Amy Pfeifer
amyr67@hotmail.com







To whom this may concern,

My name is Nicole Derrico, I am a mom of four young boys. From the time my oldest son could sit up at six months old he was in Therace Pollard's pool learning how to survive in the water. Days in her pool turned into weeks which turned into every year returning to practice survival techniques of being in the water. Therace Pollard is so brilliantly skilled at teaching children of all ages the best way to swim and float while remaining completely safe in the water. This is no easy task for Therace Pollard. She has dedicated more hours in the pool each week teaching children to swim than the average work week. After putting all four of my boys through her ISR program, my husband and I are completely confident our boys know and understand the value of the safety around water. If every child had the opportunity to be gifted the chance to learn these skills, especially in Arizona and Florida, the two states with the highest number of pools per home, maybe one day we would be at a point of zero drownings.

I support Therace Pollard and the ISR mission to save lives in the water.

Thank you and many blessings,
Nicole and Mark Derrico
nderrico@yahoo.com

To whom it may concern,

I am writing to share what a positive impact Therace Pollard has made on our lives. Our 2 year old is safe around water thanks to Therace teaching her ISR skills. What Therace teaches little ones in her backyard is invaluable and we are forever grateful for these lessons.

Rachel Mickelson
rachelwilt24@gmail.com

To whom it may concern,

I am writing this letter in regards to ISR and the certified instructor, Mrs Therace Pollard. I am a mom of 4 kids, and Mrs Pollard has been their ISR instructor since 2009. The experience since day one has been nothing but perfect. From her friendly personality, her love for the kids and families, the process to sign up, the rules she has in place to keep the kids and families safe before/during/after lessons, are all done within the rules of the program and respect of her house and neighborhood. She provides clear expectations of where to park, to drive slowly the neighborhood, how many people can go, to keep the traffic down. The program is absolutely amazing to teach children how to survive in water, but wouldn't be successful without teachers like Mrs Pollard. Her love and dedication to my kids has taught them life lessons on how to survive in water. I can't thank her enough.

Sincerely,
Kim E
chris.kim3@cox.net

To whom it may concern:

My son is currently enrolled in ISR (infant swim resource) with Therace Pollard. We are almost half way through the course, and I can already tell you this is life changing. As drowning is the number one cause of death from children ages 1-4, ISR is an invaluable skill. This skill is life saving, and with this skill, childhood drowning is preventable. I believe that it is of the utmost importance that children are given this opportunity. The opportunity of learning what Therace teaches, could save their life one day. This course is giving my son 1 on 1 time, so that he can truly learn at his own pace. We really could not ask for a better experience. I am currently expecting baby number 2, and would be devastated if I was unable to provide this life saving skill to my future daughter.

Thank you for your time.

Sincerely,
Donna Tinto
donnaromeo7@gmail.com

To whom it may concern,

I am writing on behalf of my daughters who are not old enough to read and write. As well as my own experiences with Therace Pollard. Mrs. Therace has taught them life saving skills for two years in a row. My children adore her and look at her more than a swim instructor. They look at her as a friend and they trust her.

Every morning from Monday to Friday we get ready and go to Mrs. Therace's to learn invaluable skills. My daughters have literally cried on the weekends because they couldn't go see Mrs. Therace.

A little background on my family, we are from Florida. We lived in a state surrounded by water and every family member owns waterfront property. For fun and as a daily activity our families were always on boats and swimming. My daughters constantly had on floaties and that's if I allowed them near the water. Often times my daughters would be on the sidelines watching everyone have fun because I could not always give my full attention to both of them in the water. I felt uncomfortable and stressed out anytime water was involved with my two children.

We moved to Arizona thinking we traded water for sand just to find out there is a swimming pool in every yard it seems. Our family here has a large pool and hot tub that our daughters became obsessed with. Again, our daughters could not play outside unless they had on floaties or a life jacket. I constantly feared they would fall in while playing near the pool or one of our dogs would run by and accidentally push one in. I was fearful that it might traumatize them from being near water.

I began to research swimming lessons in our area. I didn't want a public place because my children are young and I wanted something private and more personal. I found Mrs. Therace Pollard and researched her thoroughly. I looked at her website and social media account as well as any reviews. When I decided she was the right instructor to teach my daughters I reached out right away. I was reluctant to find out she taught in the comfort of her home. I love this concept because it made my children feel comfortable and at ease. It was also a realistic scenario because most drownings happen in a backyard swimming pool.

My daughters learned so much more than just to save their own life, they learned respect for water. My daughters also learned how to listen, they gained confidence, they learned to focus and in the process they made a life long friend. The joy in their face when they run in her backyard for lessons is such a heartfelt moment for a parent. They are always so happy and cheerful. My daughters cheer each other on and even clap for themselves because they are so proud of their hard work. There is no telling how many lives Mrs. Therace has already saved by giving children these skills. I am grateful and fortunate that my children were among those children, because I personally know families that have lost their loved ones in drowning incidents.

My children go to school bragging about their new skills and it has brought attention to other parents who have the same fear as I had. I now have families coming and asking me who my daughters swim teacher is because my children talk about her so often and so highly.

I couldn't imagine a better and more suited person to teach children these life saving skills. She is truly passionate and loves each and every child she comes in contact with. She radiates positive

energy and makes our children feel so safe, loved, and accomplished. We can't speak highly enough of her and her contributions to the community. We love Mrs. Therace and we will always be grateful that she potentially saved our children from being another drowning statistic.

Sincerely,

The Kish Family

kayleykish@yahoo.com

Dear Lauren Schumann or To whom it May Concern,

As a father of three, and a grandfather of three, the biggest fear I have is getting a phone call saying tragedy has stricken my family. This biggest fear is hearing the words one of your children or grand children fell into the pool and couldn't get out. This is a nightmare I would hope no one ever encounters. My daughter and mother of three has taken my grandchildren to Infant Swimming Resources with Therace Pollard as their instructor for several years. The confidence and self awareness my grandchildren now have being in this program is not measurable by any metric. They have the ability and confidence to navigate the pool calmly and safely which before they started to attend Ms. Pollards program did not exist. I would hope the City would look at this as a priority to enable this program to continue. Even if Ms. Pollards program saves one innocent life, isn't it worth it.

Tony Ficara
480 250 5851



April 20, 2021

To whom it may concern:

I am writing this letter in support of Therace Pollard, Infant Swim Resource Instructor and her desire to obtain a permit to conduct business at her single family

We have lived around the corner from Therace and her family since 2004. Our daughters were friends in elementary school and I was provided the opportunity to meet her and get to know her during this time. Therace is a warm, inviting, genuine and kind person. Her desire to provide these lessons is not one I imagine is viewed as a "job" to her. This is a passion to help children and try to prevent drownings. She is an amazing mother and opens her home to help all the children that she can to learn to be safe in water. Arizona has staggering (and most times preventable) numbers of child drownings with our heat and children's curiosity of water. I experienced this with my own child who was receiving lessons but even with a fenced pool she still was curious and ambitious. Having a piece of mind that they will be safe IF they end up near a body of water is priceless. The traffic in the area may be a few more cars than normal but it is for a very good reason. I do not feel any increase in traffic is detrimental or a nuisance. IF Therace were to hear about someone not being safe driving in the neighborhood she would be the first to politely ask them to be more cautious.

I am fully in support of her obtaining a license to continue this wonderful work she does and the safety she is providing to these children.

Sincerely,

Sarah Cronk

4287 S Kimberlee Drive

Chandler, AZ 85249

ISR Letter of Support – Therace Pollard

Therace Pollard is a beloved ISR instructor in the Chandler area, but her work reaches far beyond the East Valley. You see, Therace is responsible for saving hundreds, no thousands, of children from drowning. She not only teaches, but promotes and encourages water safety from the mere age of six months old. I know this first-hand because our daughter is now entering her third year of swim with Therace.

We first found Therace by searching our zip code on the ISR site and she was the closest to us, so it was a win. Once we met her and encountered her amazing spirit, kind heart, and passion towards swim and saving lives, we knew she was truly a blessing to not only us but countless other families. Our first swim season seemed like we would speed through and maybe even graduate early. Our daughter had other plans and had breath control like no other. She would float face down, so Therace added extra weeks onto our schedule to ensure our girl was safe, confident, and equipped in the water. Her patience is truly that of angels. She worked tirelessly with daughter until she was rolling and floating on her back with no panic. She went above and beyond and we were overjoyed to know we had someone so invested in our daughter and her well-being.

What we love about ISR and Therace is that it is not just swimming that's on the schedule each day. Children learn breath control, how to float, swim/kick, roll to their back, rest. The resting float truly saves lives and encourages children to be in control in the water and brings panic to a minimum. We are so fortunate to have Therace, a Master Instructor, in our area who is devoted to sweet kiddos and their families. To know Therace is to love her and we are so taken by talents and character, I've recommended her and ISR to countless friends and family.

She is a tremendous asset to not only our community, but to the world as she brings awareness to infant swim, drownings, and how they are truly avoidable. She is a Godsend, and we could not be more thankful for her and her willingness to open her pool to so many of us each spring/summer. Because of her, children LIVE.

Thank you,

Kinsey Van Haveren
432.260.1511

Dr. Amanda Wruble
1550 West Thompson Way
Chandler, AZ 85286

April 20, 2021

Re: Letter of Support for **Therace Pollard**

To whom it may concern:

Therace has taught ISR (Infant Swim Resource) survival swimming to my five year old son for the last five years and my two year old son for one year. From the moment I handed her my seven month old baby, she gracefully and lovingly built trust with him and taught him the swimming skills he would need should he ever to have fallen into a pool unexpectedly. It is quite extraordinary to watch her work with my children, and the solace it brings me to know that my sons have had this important swim education is impossible to describe in words. She is extremely knowledgeable about all aspects of pool safety and child development and provides a rare resource to our community. She has invested countless hours in advanced education to stay current on the most recent information on child pool safety and education. Her dedication and passion for helping us keep our children safe has been a huge gift to our family.

Therace is also very professional about the lessons and the administration of how the daily swim lessons are conducted. She provides clear, constant, up-to-date communications with parents as to the timing and logistics of the lessons must run in order to be harmonious with her community. As a parent I appreciate this concise and thorough information so that we can be as efficient as possible about our laborious, daily time commitment.

Our family of four is very thankful that Therace is a part of our Chandler community. Thank you for taking the time to read my thoughts about Therace. We are very much looking forward to another year of swim lessons with her!

Regards,
Amanda Wruble

To whom it may concern,

I would like to tell you about the impact Therace Pollard has had on our daughter as her ISR instructor. When our daughter, Olivia, first started going to ISR with Therace, she was not confident around a pool and had a hard time getting acclimated in the water. Therace has helped build Olivia's confidence in the water and now she absolutely loves going in the pool and swimming. When Olivia was only one year old, she started going to ISR with Therace and she certainly did not know how to float safely on her back, let alone swim. Only one year later, at two years old, Olivia can comfortably float on her back for long periods of time and thoroughly enjoys being in the water. In fact, Olivia has gained so much confidence and has become so comfortable in a pool, that she is now working on kicking and swimming with Therace. There is no way that Olivia could have made the strides and gains that she has made without the help of Therace and she looks forward to seeing Therace every day throughout the season. As parents, to see the transformation from day one of ISR swimming with Therace until now is nothing short of incredible. It brings tears to our eyes to see how much our daughter has grown to love being in the water and it is all thanks to the expertise and loving nature of Therace.

We were referred to Therace by several of our friends who have had children go through the ISR program. When we asked around, hers was the ONLY name in town that people trusted with the ISR training and after just one session, we could see why. Water safety for our child is one of the most important things to us. Knowing that our daughter would have the training and confidence to respond to falling in the water in an accident, brought us the peace of mind we were looking for and it is all thanks to Therace and her amazing training program.

Another thing that makes Therace's ISR training program so amazing is how efficiently and conveniently she runs her business. From the moment we signed our daughter up for ISR it has been a seamless and easy process. Therace is extremely organized and runs a well-oiled machine. She greets us every day with a smile and we genuinely enjoy our time with her every day. She is passionate about water safety and makes you feel like your kid is the only one she is working with when in fact, she is helping hundreds of other kids learn how to be safe in the water.

If you have any questions or would like further information my husband and I are happy to help anyway we can. I fully support Therace and hope you all can see how much she is impacting our community one child at a time.

Tasha Lewis

Cell: 602-930-6896

To whom it may concern,

ISR has been the best money we have ever spent. The care and love Therace shows her students is unwavering. She is a blessing to her profession, and our neighborhood.

We started lessons with her when our oldest son was only a year old and have since watched our three kids learn and grow from her lessons over the last seven years. She is saving lives with every single child she teaches. Through her lessons our children have learned how to self rescue, which is a skill that means more to me than any other swim lesson around.

Therace is wonderful, and I would be devastated if she was unable to teach any longer.

Please don't hesitate to reach out with any other questions.

Thank you,

Shay Totolo
480-363-6777

My daughter Quinn has been swimming with Therace for the past 3 years. She just turned 4 this week. It is very important to us that our children know how to swim since we have a pool in our backyard. It is especially important that Quinn knows how to swim because she was born with a heart defect. We are cautious with all of our children but at an extra level with her. She only has half of a heart. Quinn has had 3 open heart surgeries in her life. From this, she developed diagnosed medical PTSD along with Sensory Processing Disorder. Quinn does not trust a lot of people. She has triggers with new situations, sounds, light, and touch. Therace is the only person I trust with Quinn in the water. She has been patient and beyond kind. There has never been a day in the past 3 years where I felt like Quinn was unsafe in swim lessons. The extra steps she has taken for my special needs child is something you can't get anywhere else. It is pretty remarkable that a child with half of a working heart, PTSD & sensory issues can turn herself to her back and float safely in the water. Therace is an exceptional instructor. She took a terrified little girl and turned her into a confident swimmer who LOVES swim class. This is more than just swim class for my daughter. She is learning life skills. She is learning to trust people again. She is learning that not everything in life is scary like the hospital. We hold a very special place in our hearts for ISR with Therace. We are actually veteran clients. My now 9 year old learned to swim with Therace as well. He is the best swimmer among all of his friends. I confidently say that is because of Therace. Her swim lessons are ran so much more organized than any big name swim school in the valley. We have tried just about all of them. Our lessons are always on time. She is very thorough in her teaching. Parking and entering for lessons is very quick and easy. It is hard for me to really express my love for Therace. She has given my family so much more than just swim lessons.

Sandee Walker dancems.sandee@gmail.com

Dear Lauren,

I am writing you this letter because I am in support of Therace Pollard receiving a use permit to continue teaching swim lessons from her home. I have two children that have completed the ISR program with Therace and I know first hand how much passion, care and professionalism she puts forth. Therace is providing our community with an invaluable service that is so important to continue. She is courteous to her neighbors by having her families park in her driveway and schedules so that there is minimal traffic. I would urge the city to support ISR as it directly benefits the community and saves lives.

Thank you,
Stephanie Mojahed
smojahed@gmail.com

To Whom it Concerns

RE: Infant Swimming Resource at Therace Pollard's Home

It is with enthusiasm and confidence that I submit a letter of support for ISR as a program and Therace Pollard as an instructor of ISR. Three years ago when we were looking for a survival swim lesson program for our 9 month old granddaughter Infant Swimming Resource surfaced as a universally respected and researched option for parents/grandparents. Networking within the community of Chandler and inquiring of other parents/grandparents, Therace Pollard's name surfaced the most as the 'best instructor'. We did not hesitate to register in 2018. We have completed three years of instruction and are back this year for another refresher course. This year we will be adding the second child in our family, aged 16 months for her initial infant swim instruction.

With children drownings front and center in the news every year, a program that promotes survival is more essential than ever. ISR has developed techniques and strategies that promote life saving training for the unexpected water encounter—falling in, tiring out in the water, or retrieving a toy that has fallen in the pool. This program can develop strong swimmers but more important its initial purpose is to save the life of a child---the most invaluable gift you can give to any family.

As the City of Chandler looks to approve the licensing of this program being taught in a neighborhood pool I personally can think of no reason to object to it. Every consideration for child safety, traffic impact or organization has been well thought out and established to minimize the disruption to neighbors, and optimize child life saving training.

I am a retired Chandler Unified School Principal of 18 years; I share this only to emphasize that I have experience in evaluating teachers and recognizing best practices when they are seen. Therace Pollard is an instructor of impeccable standards. She exhibits the highest morale character; she's compassionate and considerate. Therace provides a service to families that could change their lives forever. She is a consummate cheerleader for children's success and fosters their self esteem and confidence in and around water. The positivity that exudes from her pores speaks volumes about why she is recognized by the national organization as one of the best and is recruited to train other teachers in and out of state.

If you wish to speak to a strong proponent, I am happily making myself available for further conversations. Don't hesitate to contact me at, 480-720-3078.

Sincerely

Susie Jayne Pecoraro

Susie Jayne, Retired CUSD Principal

April 26, 2021

To Whom it may Concern,

My name is Chiara Cicalese and I live 2 houses down from Therace Pollard. I am writing this letter to show my support of her swim program at her house. As an elementary teacher , mother, and a swimmer, I believe this program is important to the community. I have never had an issue with this program being on my block. As a matter of fact, there have been times that I will be sitting in my backyard and will hear laughing and yes, sometimes screams, but I do know that it is important for children to learn how to swim at a young age.

Please allow this program to continue.

Thank you,

Chiara Cicalese

4th grade teacher, Kyrene School District

480-570-8640

Hello Therace,

Just wanted you to know as a neighbor 2 doors down you have my full support in what you do. You do provide a great service that can save a life(s). It breaks my heart everytime I hear about a child who has drowned in a pool.

It's great you have the passion to do this, so glad that the city of Chandler is also in support.

Your services have never caused any issues in our neighborhood. I know it never will.

I wish you continued success going forward.

Sincerely,

Ron Cicalese
2700 E.Coconino Dr
Chandler 85249
480 577 8778

April 22, 2021

To Whom This May Concern,

It is my pleasure to offer a reference and support for Therace Pollard and her Infant Swim Resource program. My family started her swim program in 2017. My daughter, age 3 at the time, completed a Refresher program with Therace. My son, who was 9 months old at the time, started the Survival Swim Program as well in 2017. I am a Registered Nurse and my husband is an Emergency Room Physician, so, unfortunately, we know first hand the importance of water safety and teaching your children to swim as early as possible.

Therace's work in ensuring that children of all ages are equipped to survive should they fall into water, is one of the most impactful jobs in our community. She does her job extremely well. It is difficult for a parent to hand their infant over to an instructor for swim lessons. Therace's patience and expertise offered me peace of mind and confidence that my child was safe with her in the water. She was committed to a successful outcome for my children, all while showing my children love and grace in their learning curves. The time and money that was spent on these lessons with her was one of the best investments we have ever made in our children.

She offers the survival swim lessons in her backyard and the environment is setup perfectly to offer seamless transitions between students. Her system is clear and organized so as to not disrupt the neighborhood. She is extremely considerate of her neighbors and has reiterated to all of her students the protocol for entering and exiting her neighborhood for lessons. She has enough parking for the students in her driveway and in front of her house, so there is no inconvenience to any of her neighbors. Many of her neighbors are in fact participants in her program and appreciate having her vital service nearby.

Therace is a master of her craft and is committed to ensuring that her students achieve safety around and in the water. Her work has saved countless lives and is absolutely vital to keeping the children in our community safe. She has my full support and highest recommendation. She needs this permit to continue offering her service to our community. I truly hope that the council understands the impact that she has made and will continue to make when she is granted the use permit. I can provide more information if needed and can be reached at 480-313-3757 or LaurenMorro@gmail.com.

Sincerely,
Lauren Morro RN, BSN

To whom it may concern:

Seeing is believing!! It was at our son's 2nd birthday that we realized just how truly amazing the ISR lessons had been. Amongst a large group of people, our son had managed to fall in the pool and as some of our friends panicked at the sight; our son turned immediately over into his float and calmly waited for us to pull him out. It just goes to show just how fast something tragic could happen, but to our son it was no big deal, he just did what he had learned to do. The skills that Therace taught both of our sons was invaluable.

Therace was very professional, patient, and kind throughout our son's lessons. She adapted for each of their personalities and illustrated her extensive knowledge of the skills she taught. She genuinely cared about them and their well-being. Our sons adored her and loved showing off their skills as they learned them. Both boys learned lifesaving skills and also gained confidence.

We continue to recommend her to everyone we know with young children. Her teaching skills combined with the benefits of the ISR program help prevent tragic drownings. Therace went above and beyond by teaching our sons a skill that literally saved their lives. Words cannot express how much that means to us.

Rachael & Adam Caiazzo

To Whom It May Concern,

I am writing this email in response to Therace Pollard, ISR instructor. Therace worked with our daughter, Isabelle, for the first few years of her life and I can honestly say it was one of the best decisions we have ever made as parents for the health and safety of our child.

Growing up in the heat of Arizona, it's quite common for residents to have a swimming pool in their backyards. Although a swimming pool isn't the only place a child can drown, it seems to be the most common and every time that we hear of a drowning it's devastating.

Therace has worked for many years with thousands of children and the patience and professionalism she displays is unlike any other. A true "master" at teaching survival skills for children of all ages, from infants to teenagers. Her backyard is pristine and traffic is kept to a minimum with specific instructions on time slots and noise control. Therace speaks in a soft, controlled manner and spectators are kept to a minimum also with instruction to keep noise down.

I, as many others, can testify to the positive impact she has had on society and making childrens' safety the number one priority as it should be.

Sincerely,
Angie Smith
480-452-5792

4.27.2021

Dear Ms. Schumann,

I am writing this letter of support for Therace Pollard to assist in her approval for her Use Permit to allow for swim lessons at her single-family home. My 3 year old daughter and I first met Mrs. Pollard about a year ago through her ISR lessons. My daughter immediately felt comfortable with Therace and almost immediately asked to go on weekends too. In fact, my daughter continued to ask this entire year when she would get to see Mrs. Therace again. She made a lasting and life saving impact on my daughter.

I am very grateful to have been fortunate enough to bring my daughter to the truly incredible work that Therace provides to the community. While there are many amazing people who teach these lessons, it was clear on day one, the genuine passion Therace has for saving the lives of all children.

In conclusion, I sincerely support the efforts of Therace Pollard in her approval for her Use Permit to allow for swim lessons at her single-family home. The community will be greatly impacted by your assistance in the approval of this permit.

Sincerely,

Raegan Kraft
1541 S Velero Pl.
Chandler, AZ 85286
raegan.kraft19@gmail.com

To whom it may concern:

I wanted to personally write a letter to express my gratitude and respect for what Therace Pollard has been able to accomplish for our community by teaching Infant Swim Resource (ISR) lessons to our youngest members of the community. I first met Therace 6 years ago when I was looking for swim lessons for my oldest daughter (who is now 7). A friend of mine raved about ISR so I thought I would give it a try. From the moment I met Therace I knew ISR was the right choice for our family. As a new mom, I was very nervous about my 9-month-old learning to swim, but the fear of her drowning scared me even more! Therace took the time to explain the lessons and on several occasions invited me into the pool with her so I could learn and see first how what she is working on with my daughter. Fast forward to today, I have two children who have been students of Therace's and ISR has been the best investment my family has made. My girls have no fear around the water and when they are uncomfortable or start to get scared, they immediately roll into their floats and safely exit to pool. It is incredible to see their growth over the years and I am forever grateful to Therace and the gift that she has given us through ISR.

Stacey Rostek

To Whom it May Concern,

My family and I have been a part of the Ms. Therace's ISR lessons for two years now and she is adored by our children. My oldest daughter began taking classes when she was a year and a half old. While we were enrolled in ISR during her first year, we took a family trip to the ocean. While in the bay, my daughter began walking towards me, tripped, fell into the water, and immediately went to her back and began floating. Though she was only in a couple feet of water, it was extremely reassuring to see that she knew what to do in these types of situations. The skills that Ms. Therace teaches are imperative to any child, especially here in Arizona. She is so amazing with our kids and even when they begin to get upset as they are learning, she is patient and always so positive. I have recommended Ms. Therace to numerous families and will continue to do so because I know she the best out there. We are in full support of Ms. Therace being able to continue doing what she does best, saving the lives of children.

Shelby Swim

To whom it may concern,

I would like to express my upmost support and respect for Therace Pollard and her ISR program. Every year children drown in their own backyards because they slip out from their parent's watchful eye for just a moment. Thanks to Therace and her work with young children in our community she will help to slow these rising statistics.

My son, Waylon, started in Therace's ISR program last year at 18 months old, he was fearful and reluctant to trust the process. But with time and patience I watched my son gain trust in Mrs. Therace and begin to follow her lead. She pushed him with a gentle but firm hand staying consistent but also modifying her methods to best fit his needs. I watched my son gain confidence as he learned how to maneuver through the water. When we began the program, he would panic as he did not know what to do when he needed a breath. As we concluded our first year of the program with Mrs. Therace I watched all his panic leave because he was equipped with the knowledge of how to rest and float on his back for a breath.

We knew that we were going to be returning to Therace the following year for a refresher in her ISR program. This time around Waylon was much more receptive to the process. He was eager every day to get into the water and in his mind, play with Mrs. Therace. She got to know Waylon individually and found his favorite toys to place on the bottom of the pool to engage him in swim each day. Waylon flourished in his learning this year and I will forever be grateful to Therace for his knowledge of how to safely float through the water when he needs a rest.

I believe whole heartedly in Therace Pollard and her ISR program, I support her process and her ability to help each child that she has in her pool. Her pool is a place of love and learning, which we hope to continue to return to year after year.

Thank you,

Taylor Standifird

To whom it may concern:

My name is Jill Kunnen and my husband and I have four children. Living in Arizona, everyone has a pool to stay cool and active in our extremely hot summers. As parents of four children ages 9 to 3, it is a top priority to make sure our children are safe in and around water. When our oldest child was 19 months old we decided to enroll her in a local swim school to learn survival swim. For a year and a half, I was in the water with our daughter and the instructor weekly. By the time she was 3 she was still not able to independently float or swim to the side of the pool. I knew then that we needed something else that would focus on survival swim. I had heard about Infant Swim Resource and the great results other kids had with it. That's when I looked up instructors near me and found Therace Pollard. I am so glad that I did! She has taught all four of our children how to swim and float and SURVIVE in the water. I have had 3 kids graduate from her ISR training and I currently have my 3 year old in a refresher with her. She is patient and kind and all of my kids love her. Most importantly, they all are able to float and swim. It has given us incredible peace of mind over the years to know that our kids can swim and float, especially while having all four kids in the pool at once. We are so grateful to Therace and her ISR instruction that has literally saved our children's lives. We recommend her and ISR training for all parents with young children. Please continue to allow Therace to continue this extremely important work!

Gratefully,

Jill and George Kunnen