



# Wade Gymnastics Club

Handbook

2019

# Access to our facility

## **Entering the club...**

When entering Wade Gymnastics Club from Kings Sutton Road, we kindly request you not to exceed 10mph. Users entering from the road have right of way to the facility. Please park courteously to other users. Please note, the club does not accept any responsibility for any accidents or incidents that occur in the car park.

## **Waiting room...**

The log cabin at the rear of the club hosts our waiting area, toilets and baby changing facilities. There is a live television feed which enables you to watch your child in their class. There is also a clothing display with sample sizes of our club merchandise.

## **The club reception...**

The club reception can be found when you enter the main building. Our staff are always present 5 minutes before each class if you have any questions or queries.

## **Leaving the club...**

When exiting the facility, we remind parents to give way to vehicles entering the club from the Kings Sutton Road.

## **Accessibility...**

If you require access for wheelchairs, or have difficulty accessing our site, please give the club a call in advance so we can help make any suitable arrangements.

## **Collecting your child...**

If your child is under 16 years old, they must be collected from the cabin, where a coach will be dismissing the class. We are unable to allow your child to walk across the car park on their own.

# Membership and Insurance

## **Joining the club...**

When joining Wade Gymnastics Club, your child will have completed a 2 week trial. After the 2 week trial you will receive an email from our club secretary with a link to set up an account and become a member of the club.

## **Fees and payments...**

We collect our fees via gocardless. This is a monthly direct debit to the club. Your club fees have been calculated with all bank holidays, and club closures accounted for in your monthly amount.

## **Membership...**

Every member of the club pays is required to pay our annual club membership when joining the club. The annual payment costs £20 and after joining the club this will be automatically taken from your account each year.

## **Insurance...**

Every member of the club is required to obtain British Gymnastics Insurance. This is directly through their website, which you will be sent a link to in your joining email. This is done annually every October.

## **Leaving the club...**

If you wish to cancel your child's membership, please let us know the reason your child is leaving via email with 1 months advanced notice to [info@wadegymnasticsclub.com](mailto:info@wadegymnasticsclub.com)

# Absences and Cancellations

## **Absence for medical reasons...**

If your child is unable to attend the club for medical reasons, and therefore cannot participate, please contact the club via email or telephone and a member of our team will discuss the best options with regards to freezing your Childs membership until they are able to continue training again. Please note, this is for long term illness only and we do not offer refunds.

## **Absence from sickness...**

If your child has caught a sickness bug, Wade Gymnastics Club operates the 24 hour sickness policy, where they should not participate until 24 hours after the sickness has ended. For vomiting and diarrhoea, we advise 48 hours.

## **Absence for holidays...**

If your child is absent due to a holiday, school trip or other non medical reasons, please email our team so we can update our registers for that period. We are unable to offer a refund or any credit for missed sessions.

## **If the club cancels a session...**

In the unlikely event that the club will cancel your session, we will only do so in extreme circumstances such as severe weather, extreme temperatures and power outages. This will be communicated via our club Facebook site.

**All non-medical absences or cancellations will not be eligible for credit, refunds or alternative sessions.**

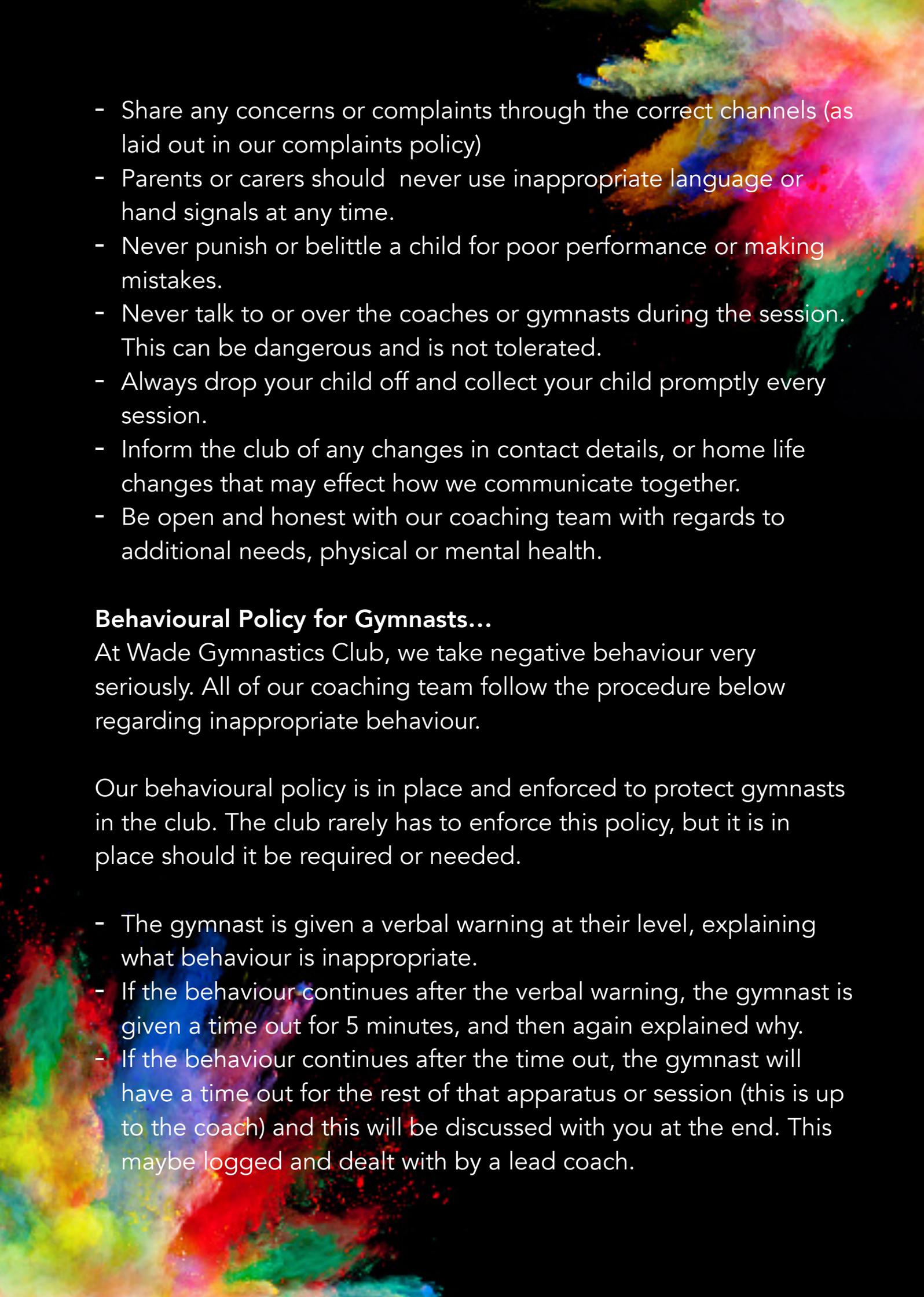
# Codes of Conduct and Behavioural Policy

## Code of Conduct for Gymnasts...

- Participants must respect the coaches/officials and their decisions at all times in person, and online.
- Participants must respect fellow participants, team mates and opponents at all times, in person and online.
- Participants should wear suitable attire at all times, as laid out in the clubs 'what to wear' section.
- Participants should treat all equipment and facilities with respect at all times.
- Participants should inform their coach of any illness or injury before the sessions starts.
- Participants should never use inappropriate language or hand signals at any time.
- Participants should not leave the gym without the expressed permission of their coach and parent/carer

## Code of Conduct for Parents...

- Encourage your child to learn the codes of conduct and abide by them.
- Set a good example by recognising good performance, not just results, along with good sportsmanship.
- Ensure fees and insurances are paid on time. Discuss any payment problems with the club straight away for assistance.
- Never force your child to participate if they don't want to, it maybe that they no longer want to participate in gymnastics.
- Always make sure your child has the correct attire as laid out in the clubs 'what to wear' section, and a drink for the session.
- Keep the club up to date if your child has illness or absences, especially those lasting longer than 2 weeks.

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- Share any concerns or complaints through the correct channels (as laid out in our complaints policy)
  - Parents or carers should never use inappropriate language or hand signals at any time.
  - Never punish or belittle a child for poor performance or making mistakes.
  - Never talk to or over the coaches or gymnasts during the session. This can be dangerous and is not tolerated.
  - Always drop your child off and collect your child promptly every session.
  - Inform the club of any changes in contact details, or home life changes that may effect how we communicate together.
  - Be open and honest with our coaching team with regards to additional needs, physical or mental health.

### **Behavioural Policy for Gymnasts...**

At Wade Gymnastics Club, we take negative behaviour very seriously. All of our coaching team follow the procedure below regarding inappropriate behaviour.

Our behavioural policy is in place and enforced to protect gymnasts in the club. The club rarely has to enforce this policy, but it is in place should it be required or needed.

- The gymnast is given a verbal warning at their level, explaining what behaviour is inappropriate.
- If the behaviour continues after the verbal warning, the gymnast is given a time out for 5 minutes, and then again explained why.
- If the behaviour continues after the time out, the gymnast will have a time out for the rest of that apparatus or session (this is up to the coach) and this will be discussed with you at the end. This maybe logged and dealt with by a lead coach.

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- If the gymnast has been sat out for the apparatus or session for 3 times, the club can enforce a 2 week, non refunded suspension period from the club.
  - After the 2 week suspension period, any further occurrences of inappropriate behaviour will result in the gymnast being permanently excluded from the club.

Any gymnast behaviour deemed 'extreme' by our coaching team may bypass our behaviour policy to any stage. This will be discussed with our club welfare officer before any decision is made.

It is our aim to provide a safe, bully free learning environment. Therefore the above policy is in place to protect all the gymnasts at our club.

### **Behavioural Policy for Parents...**

At Wade Gymnastics Club, we expect the full support from parents/guardians that collect, drop off or stay during the session. The club has a zero tolerance policy to the points listed below:

- Talking negatively about another gymnast in person or online.
- Talking negatively about a coach or official in person or online.
- Talking negatively about the club or its practices in person or online.

Should there be any questions, queries or concerns regarding conduct by a gymnast, coach/official, parent/carer or the clubs conduct, please follow the complaints procedure.

Should any parent/carer not follow the above points, the following policy will be followed:

- The parent/carer is given a verbal warning about their conduct, and you are given an opportunity to discuss the issue with the club.
- If an occurrence happens again, the parent/carer will be given a 2 week suspension period, where pick up and drop off will be allowed from reception only, and the suspended parent will not be allowed to stay for the session.
- If an occurrence happens after the suspension period, the previously suspended parent will be excluded from entering the club permanently. Alternative drop off and pick up solutions will have to be arranged for your child to continue their participation.

Any parent/carer behaviour deemed 'extreme' by our coaching team may bypass our behaviour policy to any stage. This will be discussed with our club management team before any decision is made. On rare and extreme circumstances, should the parent conduct still be a concern, the gymnast may also be asked to leave the club.

Any decisions regarding suspension or permanent expulsion will always be made by the clubs managers.

### **Late for class..?**

If you are more than 10 minutes late for your child's class, please enter the club with them to the gym gate and wait for a member of staff to come over. This will ensure they are registered and assigned to an appropriate coach to prepare them for the session. If your child is more than 20 minutes late for the session, if we do not have available staff to warm-up your child, we unfortunately cannot guarantee their participation that session. This will be considered on a case by case basis.

# Social Media and Communications Policy

## **Social Media...**

In today's society the use of social media is everywhere and we should embrace it, however, you should make sure the use is proactive and positive. At Wade Gymnastics we take the misuse of social networks such as Facebook, Instagram, Twitter and YouTube very seriously. Anyone found misusing any form of social media will be dealt with immediately and in the appropriate manner.

## **Communication...**

Wade Gymnastics communicate via notice boards and emails to parents when advertising events, competitions or club information. We offer a website [www.wadegymnasticsclub.com](http://www.wadegymnasticsclub.com) and a Facebook page @wadegymnastics which offers more channels of communication.

Coaches and club staff may use Facebook and Team Apps to provide information about competitions, training, club social/ fundraising events and other club business. Any communication involving children will be directed through their parents.

A webmaster and welfare officer will be appointed to provide accountability and control over material published on our club's website and any related discussion groups or social media websites, such as Facebook, YouTube or Twitter.

It is your responsibility to check the notice boards in the viewing area for us to communicate with you. The club's website will also have the latest news for you to check. Should you have any welfare concerns, please contact our welfare officers.

## **Social Media Guidance for Members...**

- Be yourself but remember everyone can see you.
- Do share your experience and achievements but be responsible and honest.
- Do not talk negatively about other competitors, coaches, clubs, countries or teams.
- Do not forget who may be reading your profile, posts and comments.
- Do not use bad or derogatory language.
- Do not give out personal information, only make friends with people you know.
- Do not link, view or add inappropriate content.
- Remember pictures may be seen by everyone.
- Think before you post, it is almost impossible to delete posts completely from the internet.
- Report anything that concerns you.

## **Guidance for Parents and Coaches...**

- Rather than communicating with parents through social media accounts, coaches are advised to use a more formal means of communication, such as face to face, email, in writing, through an organisational account, profile or website
- Coaches, staff and volunteers who work with children and young people should direct electronic communication through the child's parent. However, if required, we will seek parental permission on each occasion we need to contact children/ young people directly, the purpose of the contact will be identified and agreed upon.
- Coaches should not have direct contact with gymnasts other than their own child through any social networking sites. They should not accept them as friends on a personal account.

# Photography and Videography Policy

At Wade Gymnastics Club, the use of photo and/or video equipment during sessions is prohibited. This is for the safety of our participants and our coaches.

Occasionally during squad sessions, selected coaches will use the club approved iPad for analysis purposes. If any parents have any concerns regarding suspicious activity, please notify a coach or management immediately.

Any parent wishing to film, video or photograph their child at gymnastics MUST first obtain permission from the lead coach/welfare officer.

- The permission to film or video your child at gymnastics class or event is regarded as a privilege and not a right.
- Non-parents, (i.e. nannies/grandparents/child minders etc) must obtain written permission from the parent of the child prior to filming or photography.
- Parents may not enter the training area for the purpose of filming, unless expressly invited to do so by the Management.
- You may not publish any images taken at Wade Gymnastics Club in any way and more particularly on the internet/social media for any purpose unless they contain only your child.
- You must not use the photographs for any reason that could be derogatory to the gymnasts, coaches, other gymnasts abilities or to discredit the Club.

# Complaints, Welfare and Anti-Bullying Policy

## Health, Safety and Welfare Policy...

- All team member has the right to be treated with dignity and respect at work. The club regards any form of victimisation, bullying or harassment (whether verbal or physical) as completely unacceptable.
- All individuals at Wade Gymnastics Club are treated equally, regardless of gender, age, race, sexuality, ethnic origin, religion, political persuasion or disability.
- Every team member has a personal responsibility to treat people fairly without prejudice, to value and respect others, to ensure no-one is harassed victimised or bullied in the workplace, to promote a working environment where everyone feels confident to report incidents that are unfair or personally offensive and to seek to develop their own skills and encourage others.
- We are fully committed to safeguarding and promoting the well being of all our members. The club believes it is important that everyone associated with the club should, at all times, show respect and understanding for the safety and welfare of others. Therefore parents, coaches and team members are encouraged to be open at all times, and share concerns or complaints that they may have about any aspect of the club, coaches, managers or welfare officers.
- The club has a good culture of reporting equipment faults or concerns. The club maintains its apparatus by performing documented monthly equipment checks, with annual checks performed by industry professionals.
- Risks assessments have been completed for the clubs facility and for training and events. These are reviewed and/or adapted after every accident, incident or event.

- Fire alarm checks occur monthly, with fire drills annually, to prepare all coaches for emergency situations.

### **Complaints or Grievances...**

- All complaints or grievances relating to the training or behaviour of the participants or coaches, should be addressed in the first instance with a member of our management team during an appropriate time. Should an appropriate time not arise, the complaint should be raised via email to the club.
- The club aims to respond to all complaints within a period of 7 days, where after you will be notified of the outcome.
- If you are unhappy with the outcome of the clubs decision, you can appeal again to the club. The club will then aim to respond to this complaint with 14 days, liaising with any necessary or appropriate third parties, such as British Gymnastics, or its legal team.

### **Welfare Policy...**

- Any complaints, grievances or concerns with regard to child welfare should be directed through our club welfare officers. Their details are located in each toilet and the club notice board. All matters are dealt with promptly and confidentially where possible.
- The welfare officer team will look into the complaint, in accordance with the NSPCC, LADO and British Gymnastics Child Protection policy and make a note of the outcome.
- The welfare officer may report this information to the club management, but where necessary the names and full details may not be disclosed if not necessary.
- All our welfare officers are experienced individuals with safeguarding and welfare officer training with British Gymnastics.
- If you are dissatisfied with the response from the clubs welfare officers, you elevate your complaint to the British Gymnastics ethics and welfare department.

## Anti-bullying Policy...

Wade Gymnastics Club is committed to providing a caring, friendly and safe environment for all our members. Bullying of any kind is unacceptable at our club.

What is bullying?

- Emotional (eg being unfriendly, excluding or tormenting someone)
- Verbal (eg name calling, sarcasm, spreading rumours or teasing)
- Physical (eg any form of violence, shoving, pushing, hitting or spitting)
- Cyber (eg messages, status' via text, social media, phone etc)
- Other (eg racism, homophobia, unwanted attention etc)

What to do if you have witnessed bullying...

- If you have witnessed, or been victim to any form of bullying please communicate this immediately to either a member of the management team or one of our welfare officers.
- Report any forms of bullying, whether it is from a gymnast, parent, carer, coach or manager.
- All reports of bullying will be investigated thoroughly and confidentially, and appropriate actions will be taken to attempt resolution where possible.
- Anyone showing any forms of behaviour that could be attributed to bullying will be dealt with in line with the clubs behavioural policy.

Nobody deserves to be a victim of bullying, everybody has the right to be treated with dignity and respect.

# Accident Procedure

With any sport, accidents can be inevitable. Wade Gymnastics Club adopts the following procedure if an accident happens in the gym.

## Coaches...

- Remain calm, and observe the situation.
- Ensure there is no danger of further injuries and make the area safe.
- Stop activity with the group, and assign your group to a near by coach.
- Listen to what the injured person is saying.
- Alert the First Aider.

## First Aider...

- Observes the situation to again assess potential risk.
- Calm the participant and listen to what has happened.
- Apply necessary first aid to the participant.

## After assessment of the injury, our first aider may...

- Allow the gymnast to continue with restriction.
- Contact the parent and advise a Doctors appointment or A+E.
- Telephone 999, then the parent to explain what has happened.

## An accident form will be filled out if...

- The participant has any form of head injury.
- The participant has had an injury in the gym that has required first aid.

## Managers...

- Once the accident form has been submitted, managers complete a post accident investigation, complete a risk assessment, and log hospitalised accidents with BG.

## Parents...

- Remain calm if you can see your child has had an injury and await further instruction from our coaching team.
- Do not immediately enter the gym unless invited in by a staff member.
- If you are off site when you are notified, please do not panic, our coaching team are trained to deal with accidents and will never leave your child alone.
- Notify the club if your child has visited hospital after the gym.

# Incident Procedure

An incident is an occurrence that happens intentionally such as bullying, verbal abuse or physical abuse. The following procedure is to be followed in the event of an incident.

## Coaches...

- On witnessing an incident, remain calm, and observe the situation.
- Always act neutrally towards all parties concerned, and approach the victim.
- Ensure the safety of the victim.
- Listen to what the victim is saying, calling over a manager if necessary.

## Managers...

- On approaching the situation, ensure the victim is safe, and calmly remove them from the group to give them a confidential space to talk.
- On listening to their side of events, listen to the other parties involved.
- Check the club records on the children involved to ensure there is no re-occurrences.
- Make a fair judgement on the situation and attempt a resolution.

## After investigating the incident our managers may...

- Resolve the matter between parties internally, not notifying the parents.
- Resolve the matter between parties internally, and inform the parents.
- Separate the parties, and discuss an appropriate action plan.
- Bring either the victims parents, the accused parents, or both sets of parents in to discuss the matter.

At Wade Gymnastics Club, any incidents that occur are logged via an incident form to look for patterns in behaviour.

Incident forms are then investigated by our team of Welfare officers who will decide an appropriate outcome. This includes a possible suspension period, or in extreme circumstances or repetitive negative behaviour, dismissal from the club.

## Parents...

- Remain calm, our coaches are trained to deal with incidents, we have a welfare team who specifically manage incidents in the club.
- Report any behaviour you find troubling in writing via email, to [welfare@wadegymnasticsclub.com](mailto:welfare@wadegymnasticsclub.com)

# Extreme Temperature Procedure

From time to time the temperature in the gym can reach highs and lows that affects the normal day to day training programme. The following policy outlines the procedure our club adopts.

## Hot temperatures...

There is no legal maximum limit to a safe training temperature due to variables such as air temperature, humidity and radiant temperature from our building.

When the club reaches a temperature where the 'thermal comfort' is questioned, the following procedure will occur.

- The doors are opened to allow a breeze to travel through the gym and ventilate the facility. This can include the large shutter door. (As these routes are still considered fire escapes, and due to safeguarding reasons, parents blocking doorways will be asked to move.
- Intensity of physical activity such as warm-ups and activities involving running and jumping will be reduced or altered to prevent over heating.
- Drinks breaks will be offered regularly, to remind children to drink plenty of water during sessions.

If the temperature of the club is too high, and the above procedure is in place, the club may have to close to ensure the safety of its staff and participants. This is to limit and prevent staff and gymnasts from heat stress, such as dehydration, exhaustion, heat stroke, nausea etc.

## Cold Temperatures...

Wade Gymnastics Club has an efficient heating system, however, in the event of the heating not working correctly, the following policy will apply on temperatures of 13 degrees and less.

- Increase physical activity, reducing periods of slow moving, or apparatus that requires waiting for short periods.
- Advise parents via social networking to encourage participants to bring in warmer or extra attire.

If the temperature of the club is too low, and the above procedure is in place, the club may have to close to ensure the safety of its staff and participants.

# Extreme Temperature Procedure

In the event of an emergency, the following procedure will be implemented.

## Coaches...

In the event that the fire alarm goes off, or the lead coach or management announces that there is an emergency that requires evacuation, adopt the following policy:

- Remain calm, and observe the situation.
- Stop activity with the group, complete a head count, and line them up
- Listen to Instruction from the lead coach.
- Walk your group safely to the nearest (or directed) fire escape route.

## Lead Coach/Manager...

When you become aware of a fire, or reason to evacuate, follow the procedure as listed.

- Instruct your team to where to evacuate to, assigning a member of staff to get the register, and to register and head count every child at the evacuation point.
- Preset the fire alarms to ring the bell, and instruct parents and other members to evacuate.
- Dial 999 and explain the emergency.
- Put on your fire marshal vest.
- When possible, ensure the building is fully evacuated, checking all areas including offices and toilets. In the case of a fire, take an extinguisher with you.
- Meet the rest of the club at the evacuation point. Perform a second head count, and ensure all coaches and gymnasts are accounted for.
- Follow the guidance from the emergency services regarding re-entering the premises.
- Begin visual risk assessment and decide if it is appropriate to hand the children back to parents, such as weather, temperature etc.

## Parents...

- Remain calm, our coaches are trained to deal with emergencies.
- Head to the fire evacuation point, and wait to hear instructions from the lead coach. The lead coach will be wearing a fire marshal vest.
- Only collect your child when instructed to.

# Power Failure Procedure

From time to time the gym can lose power, which may affect the normal day to day training programme. The following policy outlines the procedure our club adopts.

## Coaches...

When power is initially lost, the coaches will immediately visually risk assess the area, and make judgements based on lighting levels. The following policy is adopted:

- Remain calm, if the air track or bouncy castle is in use, children are to be told to remain still until it deflates enough for them to climb off safely.
- If the visual risk assessment results in the lighting not being adequate for safe participation, the coaches will ask the gymnasts to stop what they are doing, and safely crawl or dismount the apparatus. The club has emergency lighting which will give gymnasts enough light to safely dismount apparatus.
- For periods lasting longer than 5 minutes, the lead coach will call all the gymnasts to the centre of the floor and they will work together as 1 group.

## Managers...

When a power outage lasts longer than 5 minutes, the following procedure is followed:

- Ensure the lead coach has a torch, to lead children to the floor when necessary.
- Telephone the emergency power outage number (0800 328 1111) also located by the main door.
- After speaking with the power grid, make appropriate action based on the lighting levels, time, heating and number of gymnasts present. If the action is to close, this is to be communicated via the clubs Facebook page and in person.
- Communicate any changes in the programme to the coaching team and then the parents and gymnasts.

## Parents...

If you see a power outage, it is often resolved in a short period of time, the waiting room has emergency lighting, so you do not need to enter the gym to collect your child unless instructed to do so by our coaching team.

If the gym has to be closed, it will be communicated via our Facebook page. Our telephone lines do not work in the case of power failure, so communication can be made via Facebook messenger.

# Missing Child Procedure

In the event of a missing child, the following procedure will be implemented.

## **Coaches...**

A head count should be completed on each apparatus, and gymnasts should always ask you if they need to use the toilet or get a drink. In the event that you count the gymnasts and notice a child is missing, please follow the following procedure:

- Remain calm, and call over the lead coach or manager immediately.

Await further instructions from the lead coach or manager.

## **Lead Coach/Manager...**

### **Step 1: Initial search**

Initial search, checking the gym, toilets in both the gym and the log cabin, and areas such as the kitchen and office, and scan the car park. During these checks, ask parents and other coaches if they have seen the child (or description of the child)

### **Step 2: Parent notification and organisation of secondary search**

If the child has not been found in the initial search, the parents must be notified immediately, and to see if the child is with them.

### **Step 3: Secondary search**

Organise the gymnasts to come together as a group on the floor, to alleviate more coaches to do an in depth search both inside and outside the gym.

The lead coach should keep the club phone with them, and if the search is not proving to be successful, you must contact the police at your earliest convenience. You should know:

- The full name and age of the child
- The time they were logged as missing
- Where exactly they were last seen
- Any incidents or occurrences that happened in the session
- Any medical or personal information that could be relevant
- What the child was wearing

**Further actions will be lead by the police.**

# Emergency Procedure

In the event of an emergency, the following procedure will be implemented.

## **Coaches...**

In the event that the fire alarm goes off, or the lead coach or management announces that there is an emergency that requires evacuation, adopt the following policy:

- Remain calm, and observe the situation.
- Stop activity with the group, complete a head count, and line them up
- Listen to Instruction from the lead coach.
- Walk your group safely to the nearest (or directed) fire escape route.

## **Lead Coach/Manager...**

When you become aware of a fire, or reason to evacuate, follow the procedure as listed.

- Instruct your team to where to evacuate to, assigning a member of staff to get the register, and to register and head count every child at the evacuation point.
- Preset the fire alarms to ring the bell, and instruct parents and other members to evacuate.
- Dial 999 and explain the emergency.
- Put on your fire marshal vest.
- When possible, ensure the building is fully evacuated, checking all areas including offices and toilets. In the case of a fire, take an extinguisher with you.
- Meet the rest of the club at the evacuation point. Perform a second head count, and ensure all coaches and gymnasts are accounted for.
- Follow the guidance from the emergency services regarding re-entering the premises.
- Begin visual risk assessment and decide if it is appropriate to hand the children back to parents, such as weather, temperature etc.

## **Parents...**

- Remain calm, our coaches are trained to deal with emergencies.
- Head to the fire evacuation point, and wait to hear instructions from the lead coach. The lead coach will be wearing a fire marshal vest.
- Only collect your child when instructed to.