



# Sportzone

# A Parents Guide

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## **1.0 Sportzone**

### **1.1 Booking and registration,**

Please ensure all children are booked into Sportzone and fees are paid in full, prior to attendance.

If your child is under 8 years old on the day of attendance, please bring them into the Centre and register them at Reception.

### **1.2 Clothing and Equipment**

Please ensure your child is dressed appropriately to participate in leisure activities. Any of the following are suitable - shorts, tracksuit bottoms, t-shirt, jumper and trainers. We ask that children do not wear expensive clothes, as we cannot be held liable for any damage caused in the course of normal activities.

We recommend that children bring a sun hat and sun cream if the weather is nice.

We would ask that children do not bring valuable items such as games consoles or mobile telephones to Sportzone. Please restrict cash to the amount you would be happy for them to spend on vending snacks.

### **1.3 Lunch**

Lunch is not provided at Sportzone. Please ensure that children are provided with a packed lunch, snacks and drinks. There will be an appropriate break for lunch during the day. There are vending machines at all Centres and children will have the opportunity to use the machines under the supervision of staff.

### **1.4 Weather**

If the weather is unsuitable for outdoor activities, indoor activities will take place.

Please ensure that children have plenty of sunscreen. Members of staff cannot provide sunscreen or administer it, however our staff will encourage children to apply at regular intervals. All day protection can also be used. If a child does not have appropriate protection then he or she will need to remain indoors and this may affect their enjoyment.

### **1.5 Swimming**

Children under the age of 8 will not be allowed to go swimming, however other games and activities will be available for them

### **1.6 Contacting Parents / Carers**

Parents will be contacted in the unlikely event of serious injuries such as:

Other situations which may require staff contacting parents:

- If a child is unable to participate due to serious illness.
- If a child is extremely unhappy about being on the programme.
- If there is a serious behavioural problem.
- If a child needs a change of clothing.
- If a child has no lunch.

## **1.7 Collecting Children**

Please ensure that you collect your child on time and let us know if this will not be possible. If your child is not collected at the appropriate time then a member of staff will remain with the child. We will not permit children to leave alone or with another adult unless you have given your permission for them to do so.

## **1.8 Lost Property**

At the end of the programme, any lost property will be displayed at the parent/carer pick up point. We cannot guarantee the return of all lost property. Two weeks following the programme, all unclaimed items are donated to a local charity shop.

## **1.9 Feedback Procedure**

If at any time during a child's attendance at Sportzone you have any positive or negative feedback you would like to share with us, please speak to a member of staff, ask staff at the Centre for a comments card or go to the complaints, compliments & feedback section on our website.

- [www.denbighshire.gov.uk](http://www.denbighshire.gov.uk)
- [www.denbighshireleisure.co.uk](http://www.denbighshireleisure.co.uk)

## **1.10 Refunds**

Unfortunately, we cannot refund, however, we can offer a credit if a session is cancelled by a parent/carer (in advance) for medical reasons or in exceptional circumstances. This will be at the discretion of the Leisure Officer. Sessions will also be credited if cancelled by the Leisure Centre.

# **2.0 Health and Safety**

## **2.1 Non-Emergency Medication**

We are unable to administer prescribed medication to a child. If they are unable to self-administer, a parent/ carer will need to attend.

## **2.2 Emergency Medical Advice**

We will obtain written permission from every parent/carer regarding emergency medical treatment. Parent/carers will be informed immediately should treatment be necessary.

If a child suffers from anaphylaxis (primarily nut allergy) we must be informed of this on the child's booking form. In this case we will ask for written consent from the parent/carer allowing us to administer emergency treatment if needed. It is essential that either the parent/carer or someone with the correct medical background give adequate training in how to administer the injection.

Disclosure of information is not permissible without the consent of the individual or their parent/carer.

## **2.3 Accident Reporting**

Any accident that requires treatment, e.g. administering first aid, t needs to be documented, and will be completed by the on-site Duty Officer. Parents will be made aware of the accident. It is essential that parents sign any such incident form on the same day.

## 2.4 Fire Safety

Fire safety procedures and fire emergency action plans are compliant at each site.

Any incident requiring evacuation will be co-ordinated by a senior member of staff.

## 2.5 Safety Policy

Denbighshire Leisure takes the safety and security of every employee and participant on each of our programmes extremely seriously.

Risk assessments are created for each activity we operate.

## 2.6 Insurance

Denbighshire Leisure is comprehensively insured under Denbighshire County Council's public liability policy. A copy of our certificate can be found at every site in which we operate.

## 3.0 Relevant Policies

### 3.1 Hygiene Policy

Denbighshire Leisure is committed to maintaining high standards of health and hygiene throughout its programmes.

### 3.2 Safeguarding Children & Child Protection

Denbighshire Leisure acknowledges the importance of protecting children from all forms of abuse. All complaints, allegations or suspicions are taken very seriously. All staff are aware and highly trained in Safeguarding children, young people and vulnerable adults.

If you have any concerns, please contact the Leisure Centre Duty Officer firstly. However, should you require any further help, please contact Mr Roger Ellerton, Lead Officer for Young People, Safeguarding and Workforce Development on 01824 712730.

**(Please feel free to request a full copy of this policy if required)**

### 3.3 Behaviour Policy

Staff are trained to treat all children fairly and recognise that every child is an individual. We aim to provide a challenging, fun learning experience for each child. Our staff continuously encourage positive and good behaviour from every child, through recognising and rewarding behaviour.

#### **Challenging / Inappropriate behaviour procedure:**

- Initially staff will try to deal with the situation by warnings, exclusion from activities, welcoming the child back in under conditions.
- If unsuccessful: Duty Officer will try to deal with the situation, removing the child/children from the group having a witness present.
- If unsuccessful: Parent/Carer will be involved. In some cases the parent/carer will be asked to collect the child/children during session time.
- Suspending a child will only be considered after consultation with the site manager.

- A member of staff will record any poor behaviour in a report.
- Reports will be shared with parent/carers when necessary.

### **Bullying Policy:**

- Bullying is not tolerated on any site. If a child feels that they are being bullied then they are encouraged to report this to staff.
- Staff will pass this information on to the Duty Officer immediately who will then discuss the matter with the child and the programme staff.
- Staff will always address the matter and talk to the children involved.
- If we are convinced that bullying has taken place then we will decide what action is appropriate.
- If the bullying is of a reasonably serious nature we will inform the relevant parent/carers. In serious cases we will consider the removal of the bully from the site.
- All staff will be kept up to date with these incidents daily.

### **3.4 Sick Child Policy**

- If a child is sick whilst at the programme the child's parent/carers will be contacted immediately. If necessary we will contact a designated person from the child's record sheet to collect the child.
- Parents / Carers are requested to inform the site of any non-attendance due to illness.
- Parents/carers must telephone the Leisure Centre as soon as their child is diagnosed with an infectious illness.

### **3.5 Inclusion Policy**

Denbighshire supports all children to achieve their maximum potential. We therefore welcome children of all abilities. Please ensure that when you complete your child's booking form you state what additional needs they have, so that staff can plan the sessions accordingly.

### **3.6 Equal Opportunities Policy**

We aim to provide a setting that is free from discrimination, either direct or indirect. Denbighshire County Council's policy and procedures adhere to the Race Relations Act 1976 in that we will not discriminate on grounds of sex, race, colour, religion, nationality, ethnic or national origins.