



## **Woodstock Gymnastics Club** **Member's Handbook**

### **Introduction**

Welcome to the Woodstock Gymnastics Club Handbook. We are a home grown club and are very proud of the Club's success since it's founding in 1994. Our aim is for a progressive, sustainable Club, where success is a feeling that everyone is working toward a common goal: "That the gymnasts strive to be the best they can be in a fun, safe and professional environment, encouraged by high quality coaches".

Through Gymnastics, we encourage members to grow in self-confidence and ability. We want every gymnast to finish each class buzzing with enthusiasm and keen to come back. 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 - members, coaches, administrators and parents alike, should at all times, show respect and understanding for the safety and welfare of others. Members and parents are encouraged to be open at all times and share any praise or concerns they may have with the Club Directors and coaches. We believe all feedback is a positive part of our continuous improvement & development as a club.

Woodstock Gymnastics Club is a 'not-for-profit' organisation and its Board members are unpaid. Details of the Clubs founder, admin staff, and coaches can be found on the Club website ([www.gymnasticsoxford.co.uk](http://www.gymnasticsoxford.co.uk))

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### **1. Codes of conduct**

## **1.1 Club Rules**

- The Club shall be known as Woodstock Gymnastic Club.
- The Club shall be affiliated to UK Gymnastics Ltd.
- All members of The Club must be affiliated to UK Gymnastics Ltd.
- The Club must always have qualified gymnastics coaches.
- All membership fees must be paid within the payment terms and conditions.
- The Club reserves the right to refuse membership to any applicant.
- The Club reserves the right to suspend or cancel membership to anyone who displays inappropriate behaviour; or displays any action that may bring The Club into disrepute.
- All members of The Club must adhere to the Training Rules.
- No mobile phones, personal audio equipment, or any other distraction shall be admitted into the gymnastics hall.
- Gymnasts shall wear appropriate and approved gymnastic attire whilst in the gymnastics hall.
- No food or drink, (except drinking water), shall be brought into the gymnastics hall, except for gymnastics camps.
- Nobody is to use any apparatus without the express permission of a coach.
- Parents are not permitted to wait in the gymnastics hall during their child's session however, they may enter the hall to drop off and collect their gymnasts at the start and end of the session.

## **1.2 Training Rules**

- Gymnasts should arrive 5 minutes before their session start time in order to prepare for a prompt start.
- Gymnasts should wait at the edge of the hall until they are invited onto the mats to begin the warm up. Under no circumstances should they be running around or 'practicing moves'.
- Gymnasts shall wear appropriate and approved gymnastic attire whilst in the gymnastics hall. (Club leotard/unitard/t-shirt and hoodies are available to buy).
- No jewellery must be worn in the gymnastics hall. The Club will not be held responsible for the loss or damage to valuables.
- Long hair must be tied back.
- Once in the gymnastics hall, all gymnasts should concentrate on the coaching instruction, and focus on the session activities.
- Gymnasts are not permitted on any apparatus without supervision from a coach, or the express permission of a coach.
- Gymnasts must only work on the instructions given by their coach.
- ALL accidents must be reported to a coach and recorded in the Incident Log or Accident Book.

- Gymnasts must notify a coach of any injury or medication being taken BEFORE the commencement of the session.
- Gymnasts must always observe good, safe working practices.
- Gymnasts must be aware of other gymnasts always and should not distract them.
- Gymnasts must not leave the training area or gymnastics hall under any circumstances without prior approval of the coach.
- In matters of teaching, the coaches' word is final.
- Coaches' may suspend or remove a gymnast who displays inappropriate behaviour; or displays any action that may bring The Club into disrepute.

### **1.3 Parents Code of Conduct**

- Encourage your child to learn the rules and participate within them.
- Discourage challenging and arguing with coaches and officials.
- Help your child to recognise progress and good performance, not just results.
- Set a good example by recognising good sportsmanship and applauding the good performances of all.
- Always ensure your child is dressed appropriately for the activity and has plenty to drink.
- Keep your contact details up to date and pay any fees for training before the start of each term
- Keep the club informed if your child is ill or unable to attend sessions.
- Endeavor to establish good communications with the club, coaches and officials for the benefit of all.
- Share any concerns or complaints about any aspect of the club with the coaches and Club Directors.
- Use correct and proper language at all times.
- Always ensure your child arrives on time for their session.
- Always collect your child promptly at the end of a session.
- Support your child's involvement and help them to enjoy their sport.

We do not expect parents and guardians to:

- Force your child to take part in sport.
- Punish or belittle a child for poor performance or making mistakes.
- Use bad language or inappropriate behaviour
- Display threatening or intimidating behaviour towards other members, Woodstock Gymnastics Club staff, coaches, volunteers or other parent/guardians
- Inappropriate behavior will not be tolerated in the Club. Any Parent/Guardian receiving 3 separate warnings will be asked to leave and may result in expulsion from the Club.

### **1.4 Roles and Responsibilities of Coaches**

#### Before Class:

1. Arrive on time and ready to coach
2. Wear appropriate attire, tie long hair back and remove watches/jewelry
3. Be ready to help with set up of the gym
4. Once set up is finished or if asked by another coach, please be on the floor ready to participate in the warm up and assist the coach leading it.

#### During Class:

5. Warm-up: All coaches need to be on the floor ready to participate or help supervise. During warm up, please help the gymnasts around you or walk around correcting and encouraging them. If you are leading a warm up please make sure you demonstrate or use somebody to demonstrate for you.
6. Conduct yourselves in a professional manner both with other staff, children and parents. Coaches should not stand around chatting during the warm up.
7. Coach to the appropriate level for the group and tailor your coaching to suit the needs to the individual children.
8. If you need ideas for progressions or different skills ask a senior coach.
9. Ensure good behaviour management of your group at all times
10. Set expectations high e.g. Waiting for their turn, walking between apparatus rotations.
11. Under no circumstances should a coach leave their group unattended at any time.
12. If a child in the first class needs the toilet they must be accompanied by a coach.
13. Under no circumstances should coaches be on their mobile phones whilst coaching
14. Any behavioural issues / injuries must be reported to a senior coach (Hannah, Jane or Sam) so that they can be recorded in the medical or incident book and reported to parents.
15. Ensure that the correct spotting and supporting techniques are used.

#### After Class:

16. All coaches are required to assist with the pack up of the gym.
17. Absence: if you require time off please give Hannah/Jane as much notice as possible. In an emergency please contact us to let us know you will not be at gym that day.

## **2. Child Protection Policy**

Woodstock Gymnastics Club is committed to ensuring that those working with children and vulnerable adults adopt best practice to ensure the health, safety and welfare of the participants and staff.

The Club will endeavor to promote the highest standards of care for all members and staff by ensuring:

- The adoption of the UKG Health, Safety and Welfare guidelines.
- The adoption of the UKG guidelines for the protection of Children and Vulnerable adults.
- The appointment of a Welfare Officer to whom grievances or complaints can be made confidentially.
- That staff are suitably trained in Child Protection and Health, Safety and Welfare issues.
- That coaches have been screened to confirm their suitability to work with children. Where appropriate this will include Criminal Record Bureau disclosure (DBS).
- That best coaching practice guidelines are followed at all times.
- That grievances or complaints are dealt with promptly and in accordance with the grievance procedure.
- That a minimum of two responsible adults are present at all training sessions or events.
- That the participants and/or parents are aware of the purpose of videoing, filming or photography during training or events.
- A zero-tolerance level to poor practice, bullying or any potential form of abuse.

### **3. Equality Policy**

Woodstock Gymnastics Club is committed to exemplary standards of conduct through the principles of equality and good moral and ethical frameworks. The Club will encourage individuals from all communities to become involved at all levels of participation, coaching, officiating, and management, and will ensure that all members and staff will:

- Respect the rights, dignity and worth of every human being.
- Treat others fairly and equally regardless of gender, age, ethnic origin, religion or political persuasion or disability. Discrimination in any form will not be tolerated
- Permeate equity and equality throughout strategic and development plans.

### **4. Health and Safety Policy**

Woodstock Gymnastics Club will manage, so far as is reasonably practicable, the Health and Safety of its members, parents and coaches by ensuring that –

- The facilities are maintained in good condition – any issues, broken parts noticed by the club are to be reported to the school site team.
- All equipment is in a good condition and is regularly checked.
- All coaches are suitably trained and qualified.
- All its members, coaches and officials are registered with BG or UKG.
- The club follows the guidelines and policies set out by UKG.
- Risk assessments are carried out and regularly reviewed.
- Report any risks, incidents or accidents immediately so that appropriate remedial action can be taken. It is however, the responsibility of anyone involved in the Club, including employees, members, parents and visitors to ensure that they carry out their duties with due regard to the safety of themselves and others.

## **5. Sickness & Injury Policy**

We urge all parents to please use common sense when deciding whether or not your child is too ill to attend gym sessions. Ask yourself the following questions:

- Is my child well enough to do the activities? If not, keep your child at home.
- Does my child have a condition that could be passed on to other children or staff? If so, keep your child at home.
- Would I take a day off work if I had this condition? If so, keep your child at home.

Vomiting and diarrhoea.

Children with diarrhoea and/or vomiting should definitely be kept off until at least 48 hours after their symptoms have gone. Most cases of diarrhoea and vomiting in children get better without treatment, but if symptoms persist, consult your GP

Chickenpox.

If your child has chickenpox, keep them off gym until all their spots have crusted over. Will they be comfortable being handled and supported by the coaches? Will the activities knock the scabs off and cause scars? Are they mentally sharp enough to participate safely?

Sprains, strains and breaks.

It is not advisable to send your child to Gymnastics if they have an injury unless advised by a doctor they are safe to participate. Jumping from a height and performing fast moves can aggravate this type of injury and make it worse. There is also an increased risk of falling and causing further injuries. Most gymnastic moves involve weight bearing on the arms and hands, will their injury prevent them from performing all moves safely?

Although advice for things like rashes, headaches and sore throats may be that they can still attend school, this does not mean they are fit to do sport. Gymnastics requires mental sharpness and presence of mind. If a child is not feeling fit, they are more likely to have accidents and hurt themselves. It is every coach's responsibility to ensure gymnasts are fit and well enough to perform safely. If a coach feels it is not safe to participate, they have the right to refuse your child to partake in the session.

## **6. "Anti-Bullying Policy"**

Gymnastics has proved to be a great introductory sport at a recreational level for all sports and is known to be the best physical grounding for all young children. Our Philosophy is simple – We are committed to providing a caring, friendly and safe environment for all members so they can take part in a relaxed and secure atmosphere and we will endeavour to provide Gymnastics for ALL - allowing the gymnasts to be the best that they can be.

If bullying does occur, all members should be able to tell and know that incidents will be dealt with promptly and effectively. Anyone who knows that bullying is happening is expected to tell the staff.

What is bullying?

Bullying is undesirable and unacceptable and WILL NOT be tolerated in any form. Bullying includes:

- Physical pushing, pinching, kicking, spitting.
- Verbal name calling, sarcasm, teasing, ridicule, ignoring.
- Sexual, Religious, Gender, Disability comments/suggestion.
- Cyber bullying.

Any incidence of bullying will be listened to and taken seriously. This can be done directly with a coach or via the Club's Complaints procedure, a letter or email.

Procedures

1. Report bullying incidents to your coach. The Head Coach will deal with the incident as quickly as possible ensuring that both sides of the story are listened to and recorded.
2. In serious cases parents will be informed and will be asked to come in to a meeting to discuss the problem
3. The bullying behaviour or threats of bullying will be investigated and the bullying stopped quickly
4. An attempt will be made to help the bully (or bullies) change their behaviour

Outcomes

1. The bully (bullies) may be asked to genuinely apologise. Other consequences may take place.
2. In serious cases, the child may be asked to leave the Club.
3. If possible, the members will be reconciled
4. After the incident / incidents have been investigated and dealt with, each case will be monitored to ensure repeated bullying does not take place.

## **7. Payment Terms and Conditions**

- Upon receipt and acceptance of a Membership Registration Form, an account will be created for the purposes of invoicing session fees. Siblings will appear under the 'family' account but will appear on separate invoices.
- Invoices are produced as soon as a member is allocated onto a course and will be sent out via email unless otherwise specified. At the end of each term, a new invoice is created and sent for the following term as part of our re-enrolment process.
- The invoice includes all the available sessions for that term which are listed in date order.
- Invoices are payable before a members second lesson if they are new members; otherwise they are to be paid before the start of the course.
- We DO NOT charge for sessions that WE cancel. Where cancelled sessions do happen, a credit or refund will be issued to your account.

- We DO charge for available sessions that YOU do not attend. We do not offer refunds or credits for unattended sessions.
- Credits will appear on the following terms invoice.
- Our preferred form of payment is via Direct Debit (through GoCardless) or via BACS / direct bank payment via the internet. However, we are happy to accept cash, personal cheques and business cheques. We are unable to accept credit or debit cards, or accept any form of childcare vouchers.
- Accounts that are not paid in full by the last week of the term will be subject to a Late Payment Fee (L.P.F.) as published - currently £10 per member.
- We operate a Debt Recovery Procedure in partnership with HM Courts Service and pursue ALL outstanding debts. The costs incurred in this procedure will be added to the final account balance. Accounts that are not paid in full after 4 weeks into the consecutive term will be automatically referred for debt collection without any further warning or communication.

## **8. Emergency Procedures**

### Checklist & Contacts

Nearest Telephone - Mobile

Address – The Marlborough School, Shipton Road, Woodstock, Oxford, OX20 1LP

Nearest First Aid Provision - First aid kit / ice packs in Medical box on bench

Names of First Aiders – Sam Patten, Hanniah Brooks, Megan Neal, Ita Moore, Ali Saville, Sarah Edmunds

Name and Contact Number of Club Welfare Officer

Hanniah Brooks – 07792 018682

Location of Nearest Fire Exits - Fire doors at either end of hall. Entrance to Sports Hall.

Location of Assembly Point in the Event of Fire - Car Park at the front of the sports hall.

### **Guidelines for dealing with an accident or incident:**

- Stay calm but act swiftly and observe the situation. Is there danger of further injuries?
- Listen to what the injured person is saying.
- Contact a First Aider to take appropriate action.
- Do not move someone with suspected major injuries. Wait for the emergency medics.
- Deal with the rest of the group and ensure that they are adequately supervised.
- Contact the injured person's parent / guardian / next of kin
- Assist the First Aider to complete an incident / accident report form.
- If a hospital visit is required, report accident to UK Gymnastics within 10 days.

## **9. Complaints Procedures**



Woodstock Gymnastics Club is committed to provide the best possible service we can. To achieve this, we need feedback and evaluation. Therefore, we want to hear your comments about the things we do well, or any ideas for improvement. Please tell us verbally, via email (info@janebrooksgymandswim.com), or in writing. Equally if you have a concern, criticism or complaint we need to know about it, and would ask that you follow the procedure detailed below in order that we can address the issue.

1. Select the appropriate person to talk. The details of all of our coaches and team are posted on our website (www.gymnasticsoxford.co.uk) or available from our coaching team on request.
2. Arrange a mutually convenient time to discuss the matter.
3. If through discussion the issue cannot be addressed immediately, agree a verbal action plan by which the problem can be resolved. This may first involve clarification and/or observation of the situation causing concern.
4. The designated Coach will be responsible for ensuring that the action plan is followed and that you are given feedback.
5. If you are not fully satisfied with the outcome, please record your complaint in writing and post it to Woodstock Gymnastics Club c/o 54 Fernhill Road, Begbroke, Kidlington, Oxford, OX5 1RR.
6. A meeting will be arranged to discuss the matter within 14 days of receipt of the written complaint and you will receive a response in writing within a further 14 days.
7. If required, reference for advice and guidance may be made at any stage by Woodstock Gymnastics Club or yourself to our Governing Body, UK GYMNASTICS, who can be contacted at: The Gatehouse, Gatehouse Way, Aylesbury, Buckinghamshire, HP19 8DB. Their Telephone Number is 0345 319 7000.

## **10. Social Networking and Woodstock Gymnastics Club**

Woodstock Gymnastics Club believes that Facebook and Instagram are both fantastic ways to communicate with our members and to demonstrate the fantastic work that our members are doing. They are also useful for passing on notices to all of our members and wider audience.

While there are many positive aspects of using social media to communicate, we are aware that there are potential disciplinary and safeguarding concerns which stem from the improper use by members and Woodstock Gymnastics Club staff / volunteers.

Please note that all Club communication will be via the official Facebook page (@woodstockgymnasticsclub) and the official Instagram feed (@woodstockgymnastics).

Woodstock Gymnastics Club follows the British Gymnastics Code of Good Practice, which is available online at [www.britishGymnastics.org](http://www.britishGymnastics.org) or from the Club.

## **11. Privacy Policy**

Woodstock Gymnastics Club privacy notice – members at Woodstock Gymnastics Club, we take your privacy seriously and will ensure your personal information is kept secure. We provide Gymnastics activities and are registered with UK and British Gymnastics who govern the sport and offer competitions and events in which we may participate.

### **How we use information about you**

We need to process information about you or your child for the following reasons:

#### **• Contractual purposes**

To provide the Gymnastics activity you have requested, communicate with you about this activity, changes to our terms and conditions and to process payments (if relevant).

#### **• Legitimate interests**

To meet the legitimate aims of the club and ensure your child is well supported and safe whilst participating in Gymnastics. This includes:

- Carrying out any relevant risk assessments:
  - Some individuals may present with a medical condition that may be a risk of harmed from participating in Gymnastics. It is vital that you share any relevant medical information. We will ask for your agreement to undertake any appropriate assessments.
- Identifying any reasonable adjustments and adaptations to support inclusion:
  - If you or your child has a disability or any special needs, we will review the information you have provided to help us identify any actions we can take to support inclusion. We may need to ask you for more information to help us in this process.
- Responding to any comments, questions or complaints you may send us.
- Maintaining class attendance records and contact details for emergency purposes.
- Filming and taking photos for coaching purposes and/or to promote the club on our website, club social media account and in communications. All film and photos of children will only be published in line with our safeguarding policy.
- You have the right to object to any of the above uses of your information by contacting us. Please note that in some cases, this may affect our ability to carry out the things we need to do for you to take part in Gymnastics.

#### **• Legal reasons**

To comply with applicable laws and protect legitimate club interests and legal rights. This includes but is not limited to the use of your information relating to legal claims and compliance and regulatory activity.

#### **• Marketing**

With your consent, we may send you information by email, SMS or via social media about club news, activities, products and opportunities that we think will be of interest to you. You can ask us to stop sending you this information at any point by amending your preferences in 'My Account', or, if applicable, by following the instructions in the relevant communication.

Why do we share your information?

We will not share your information with any other organisations except with your consent or in exceptional/emergency circumstances where we believe that the sharing of information about you is vital to protect you, your child or another person. If you/your child want(s) to enter a competition provided by an external organisation, we will, with your agreement, share the information required to enter the event, usually name, DOB and gender. Most competitions are large events and there are likely to be photographers and people filming.

Individual rights

You have the right to see the personal information we hold about you. You can request a copy of any other information we hold by writing to us. If we do hold other information about you, you can ask us to delete it or correct any inaccuracies. We will either make the requested amendments or provide an explanation as to why we are not making changes.

Leaving the Club

If you leave Woodstock Gymnastics club your data will be kept for 3 years. After this all records will be deleted. You can request to have the data we held deleted at an earlier date (the right to be forgotten). This request must be actioned without undue delay unless there are legitimate grounds for the data to be retained e.g. legal obligation, right of freedom of expression (e.g. journalistic purposes), historical or statistical purposes.

Changes to the privacy notice We keep our privacy notices under regular review. This privacy notice was last updated on 12<sup>th</sup> January 2019.