

Abingdon Gymnastics Club

Member's Handbook

Introduction

Welcome to the Abingdon Gymnastics Club Handbook. We are very proud of the Club and we want the growth we have seen in recent times to continue. Our aim is for a progressive, sustainable Club, where success is a feeling that everyone is working toward a common goal:

“That the gymnasts have fun and are encouraged to strive to be the best they can be”.

Through gymnastics, we encourage members to grow in **self-confidence** and **self-belief**. We want every gymnast to finish each class buzzing with enthusiasm.

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.

Abingdon Gymnastics Club is a 'not-for-profit' organisation and its Board members are unpaid. Details of the Board members and Coaches can be found on the Club website.

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1. Codes of conduct

1.1 For Club Members

For everyone to get the best from our Club, we expect all members of Abingdon Gymnastics Club to:

- Participate fully and respect coaches/staff and fellow club members.
- Keep to agreed timings for training /events or inform the club if they are unable to attend for long periods.
- Wear suitable attire for training and events. Keep all long hair tied back. Remove all body jewellery.
- Treat all equipment with respect.
- The gym can be a dangerous place so they must listen to and respect instructions from coaches at all time.
- Inform the lead Coach of any injuries or illness they may have before the warm-up begins.
- Remain in the gym at the end of a session until collected by their parent or guardian.
- Enjoy their gymnastics and discuss any issues and ideas that they have openly/politely with their coach
- Ensure that training equipment is kept safely and treated with respect.

We do not expect members to:

- Eat or chew gum, smoke, consume alcohol or take drugs of any kind when at the Gym or whilst representing the club
- Use rude, threatening or racist language
- Display threatening or intimidating behaviour towards other members, Abingdon Gymnastics Club staff, volunteers or parent/guardians
- Take part in, or condone, any behaviour that may impact or endanger themselves or others

Inappropriate behavior will not be tolerated in the Club. Please refer to our Discipline policy section 2 for details.

1.2 For Parents / Guardians of Recreational members

We expect all parents and guardians of Club members to:

- 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 Board 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, Abingdon Gymnastics Club staff, volunteers or 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.

1.3 For Club Coaches, Officials and Volunteers

The essence of good ethical conduct and practice is summarised below. All Club Coaches, Officials and Volunteers must: -

- Consider the well-being and safety of members at all times.
- Develop an appropriate working relationship with members based on mutual trust and respect.
- Hold the appropriate, valid qualifications and insurance cover.
- Attend training to ensure that they remain appropriately qualified in all areas relevant to their role.
- Make sure all activities are appropriate to the age, ability and experience of those taking part.
- Ensure all participants are suitably prepared physically and mentally when learning new skills.
- Display consistently high standards of behaviour and appearance, dressing in accordance with Club guidelines.
- Obtain prior agreement from the parent/guardian of performers before transporting them anywhere (training/competitions).
- Report any incidents, referrals or disclosures immediately, following the guidelines set out in the BG Child Protection procedures.
- Promote the positive aspects of the sport (e.g. fair play and respect).
- Encourage performers to value their performances and not just results.
- Follow all guidelines laid down by BG and Abingdon Gymnastics Club.

We do not expect Club Coaches, Officials and Volunteers to:

- Use inappropriate language whilst involved with club activities
- Use mobile phones during a training session except in an emergency.
- Transport unaccompanied gymnasts aged under 16 in their cars except in exceptional circumstances, and only then with the parents' express written permission
- Shout or raise their voice, unless a child's safety is at risk
- Eat or chew gum, smoke, consume alcohol or take drugs of any kind whilst representing the club
- Have members stay overnight at their home, or share a hotel room with a gymnast under 18
- Exert influence over performers to obtain personal benefit or reward.
- Accept or offer social network 'friend requests' from gymnasts aged under 16
- Condone rule violations or the use of prohibited substances
- Divulge confidential information unless with the express approval of the individual concerned

Inappropriate behaviour or activity will result in disciplinary procedures under the Club's Disciplinary Procedures (see staff handbook).

2. Disciplinary procedure for gymnast misconduct

Every gymnast has the right to come to class and feel safe and have fun. The below guidelines are to help coaches deal with poor behaviour in a consistent manner. Gymnasts are expected to follow the guidelines in the member's handbook, misconduct will be dealt with in the following way following three banded levels

Yellow

Minor disruptive behaviour

Younger gymnasts such as pre-school age with diminished understanding e.g. not taking turns, climbing on apparatus, reports from other gymnasts they are saying 'nasty things' etc

Consequence: Coaches to give verbal warning to improve behaviour, may give 1 or 2 warnings

Full explanation must be given to gymnast throughout

Parent should be informed at end of session

Orange

Physical behaviour like pushing and shoving others

Repeated bad behaviour through session or across multiple sessions

Verbal bullying, racism, swearing, inappropriate topics on conversation etc

Behaviour is affecting the safety or the experience of others in the gym/group

Previous warnings have been given during the session

e.g. a squad gymnast who repeatedly will not perform moves they are capable of doing and have done previously

Consequence: Child can be sat out to miss turns, full explanation must be given to gymnast. The time sat out will depend on the severity of the misconduct and the age of the gymnast.

Parent must be informed at the end of the session.

Junior coaches to inform a level 2 of the problem

Red

Extreme physical violence such as punching, hitting, pushing others over etc

Behaviour is affecting safety or the experience of others in the gym/group

There is concern for the safety or welfare of coaches/gymnasts

Repeated poor behaviour, regularly sat out, previous parent meeting

Child may have had previous disciplinary issues but not necessarily. May have been given warnings but severe behaviour must be immediately dealt with for the comfort and safety of others.

Consequence: Can be removed from session and/or given suspension from future sessions.

Full explanation must be given to gymnast and parent at time

Formal meeting to be had with parent on future date

Manager must be informed

On report when return to gym to monitor future behaviour

Updated 22nd May 2018

3. CHILD PROTECTION POLICY

Abingdon 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 endeavour to promote the highest standards of care for all members, staff and officials by ensuring:

- The adoption of the BG Health, Safety and Welfare guidelines.
- The adoption of the BG 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 and officials have been screened to confirm their suitability to work with children. Where appropriate this will include Criminal Record Bureau disclosure.
- 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.

4. EQUALITY POLICY

Abingdon 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.

5. HEALTH & SAFETY POLICY

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

- The facilities are maintained in good condition.
- 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.
- The club follows the guidelines and policies set out by BG.
- 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.

6. 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.

7. "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.

8. Refunds

When we can make a refund

Abingdon Gym Club will always make a refund when we have made an error in calculating any amount due. We will also make a refund where you have made an overpayment error, to the extent of the overpayment.

Refunds will also be given for paid-for termly sessions where 2 weeks' advance notice of the intention to leave is given, as this enables us to offer the class space to another child on the waiting list.

When we cannot make a refund

Refunds unfortunately cannot be given for any sessions missed due to holiday, illness, injury or retrospectively for sessions missed before notice of the decision to leave is notified. You will understand that in such cases we are obliged to pay out the staff and establishment costs of that session and there is no opportunity to offer the missed sessions to another child.

Abingdon Gym Club is unable to make a refund where a payment has been made to a third party and that party does not or will not make a refund to the Club. The refund policy of the third party will determine eligibility for a refund. For example, British Gymnastics do not refund competition entry fees unless you can provide a Doctor's note exempting from competing.

Any entry fees paid for events such as shows or competitions cannot be refunded. We advise that you are sure you can attend before committing to an event.

Where the club have incurred additional costs based on your commitment to attend, then a refund will not be possible. This includes fees such as holiday activities or term fees, as staff are booked based on numbers prior to the day. Please ensure you can attend the course before paying but please note your



place will not be formally booked until full payment has been received. In exceptional circumstances, such as where a gymnast is injured at the club whilst performing instructed activities, and is therefore unable to attend, the Management Team will consider the case for refund individually.

Where classes are cancelled due to adverse weather conditions, we will offer gymnasts a suitable make-up session. We will not refund these sessions.

9. EMERGENCY PROCEDURES

Checklist & Contacts

Nearest Telephone

Mobile in the gym or Upstairs Office

Address

Berinsfield Gymnastics Centre, Unit A, Tower Road Estate, Berinsfield, OX10 7LN

Nearest First Aid Provision

First aid kit in the Kitchen Area

Names of First Aiders

Nikki Woodward	Laura Hartley	Phil Heathcote	Courteney Taylor
Louise Day	Aaron Eldridge	Jodie Summers	PoppySmith
			Kelly Natali
			Chloe Lloyd

Name and Contact Number of Club Welfare Officer

Jill Nutt - 07845986790

Location of Nearest Fire Exits

Unit A – double fire doors. Entrance to Unit B. Entrance towards reception. Entrance towards front door foyer.

Unit B – Double doors by floor. Single door at the rear of unit B. Entrance to unit A.

Location of Assembly Point in the Event of Fire

Updated 22nd May 2018

Car Park - by the main gate.

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.
- Assist the First Aider to complete an incident / accident report form.
- If a hospital visit is required, report accident to British Gymnastics and the Health and Safety Executive (RIDDOR) within 10 days.

10. COMPLAINTS & GRIEVANCE

Abingdon Gymnastics Club places the welfare and safety of its members and staff as its highest priority.

If you have specific concerns with respect to the activities of the Club, you should speak with your son/daughter's coach either before or after a training session in the first instance.

In some cases, it may not be possible to catch a coach before or after the session as they may have another session to coach. In this case, please go to Reception where the reception team will help.

If after talking to staff you remain unhappy with the response, please contact the Manager of Recreational Gymnastics.

If the concerns have not been resolved to your satisfaction, it will be dealt with through the Club complaints procedure. Any complaints should be made in writing to the Chair of the Club Board.

Please note any formal communication with the Club must come through the above channels. Texting or calling of coach's personal numbers is discouraged and may be viewed as harassment. Inappropriate texting of coaches by gymnasts, parent/guardians or volunteers is taken very seriously by the Club and may result in disciplinary action being taken.

11. Social Networking and Abingdon Gymnastics Club

Abingdon Gymnastics Club believes that Facebook and Twitter 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 Abingdon Gymnastics Club staff / volunteers.

Please note that all Club communication will be via the official Facebook site and the official Twitter feed. Abingdon Gymnastics Club follows the British Gymnastics Code of Good Practice, which is available online at www.british-gymnastics.org or from the Club.

12. Separated Parents Policy

This policy is an attempt to clarify to all parties what is expected from separated parents and what can be expected from Abingdon gymnastics Club.

The information provided to Abingdon Gymnastics Club when the child was enrolled detailing whether parents have parental responsibility for the child will be presumed to be correct unless a court order or original birth certificate proving otherwise is provided to the club.

Similarly, the information provided on the address(es) where the child resides will be presumed to be correct unless a court order proving otherwise is provided to the club.

At Abingdon Gymnastics Club, our sole wish is to promote the best interests of the child, working in partnership with all parents unless otherwise directed by a court order. In the event that the club is not informed of the existence of such an order, neither parent will have rights superior to the other. This is irrespective of who pays the gymnastic fees.

Parents are encouraged to resolve contact issues without involving the club directly. The interests of the child will always be paramount when deciding whether to accommodate a request from an estranged parent.

Disagreements between parents must be resolved between the parents and cannot be resolved by the club. In the event that the parents are unable to agree with one another on decisions regarding their child's gymnastics programme, the club will arrange a meeting with all parents (preferably together or separately if required) to attempt to assist the parents to resolve the situation.

Change in parent responsibility:

It is the responsibility of the parents to inform the club when there is a change in family circumstances. The club needs to be kept up to date with contact details, arrangements for collecting children and emergencies.

We encourage parents to tell us at an early stage if there is a change in family circumstances. Whenever possible, staff will be informed of such changes so that suitable support can be offered. We will, however, recognise the sensitivity of some situations and maintain the level of confidentiality requested by parents as far as possible.

Communication:

Newsletters & general club updates can be sent to all parents via email. These updates will contain all the main events within the club. Occasionally letters are sent to individual classes, these are paper copies only and not sent via email. There may be times when we have verbal communication with the parent either dropping off or picking up. We would expect parents to communicate these messages to each other as and when appropriate.

We will hold one parents evening appointment per child, where all parents are welcome. We would expect parents to communicate with each other regarding these arrangements. The club will only consider separate appointments if there is a court order in place restricting parents attending the same appointment.

We expect that parents should liaise and communicate directly with each other in matters such as the ordering of club goods; tickets for performances and other instances. The club will not deal individually with these requests in view of the significantly increased workload that they represent.

Collection:

The club will release children to parents in accordance with arrangements notified to the club. If one parent seeks to remove the child from the club in contravention of the notified arrangements, and the parent to whom the child would normally be released has not consented the following steps will be followed:-

- The coach or designated member of staff will meet with the parent seeking to remove the child and, in his/her presence, telephone the parent to whom the child would normally be released and explain the request.
- If the parent to whom the child would normally be released agrees, the child may be released and the records will reflect that the permission was granted orally.
- In the event that the parent to whom the child would normally be released to cannot be reached, the coach or staff member dealing with the issue may make a decision based upon all relevant information available to him/her.

- The coach or staff member may have to refuse permission if consent cannot be obtained.
- During any discussion or communication with parents, the child will be supervised by an appropriate member of club staff in a separate room.

In extreme circumstances if there is a belief that a possible abduction of the child may occur or if the parent is disruptive, the police should be notified immediately.

13. Privacy Policy

Abingdon Gymnastics Club privacy notice – members

At Abingdon Gymnastics Club, we take your privacy seriously and will ensure your personal information is kept secure. We provide gymnastics activities and are registered with 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 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.

You can log in to your British Gymnastics membership account - 'My Account' - at any time to view/amend/delete the information we hold about you on this system.

Leaving the Club

If you leave Abingdon 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.

You can amend your British Gymnastics membership by logging into 'My Account'. If you do this, the information you have provided will be archived for 60 days. During this period, you can transfer your information to another club. After this period, the information you have provided will be deleted, except where there is a legitimate and lawful reason to continue to hold your data. In the absence of a legitimate and lawful reason to retain any other information we hold about you, this will be deleted after 12 months, unless you re-join the club within that period.

Changes to the privacy notice

We keep our privacy notices under regular review.

This privacy notice was last updated on 26th April 2018