



To All swimmers and parents with places on Llandudno Swimming Camp 2025.

Re: Llandudno development camp Monday 17th February 2025 – Saturday 22nd February 2025.

The consent form has been sent out separately and will need to be completed and returned ASAP. This consent form needs to be returned to Karen Watson please, try not to be tempted to give to a third party, as it will contain personal and confidential information. Under the GDPR, by completing this form you are consenting for the information to be used by all

parties who are leading and staffing this camp, and the information will be used in line with the regulation and in line with Birmingham Marlins Policies.

### Payment

There is a fee to pay of £495 per person. Insurance is covered by Swim England and/or third party insurer, but you must ensure that your membership fees are paid on time and in full. If no payment has been made, then you are not insured to attend and therefore, will not be able to go, even if you have paid the attendance fee. Payment details for this will be sent out during December 2024 for payment to be received by January 1<sup>st</sup> 2025.

### Staff

Staff this year are Karen, Heather, Dave, Sarah, Anji, Clara, Megan, Support helpers are Jamie, Lex, Marijka, We also have support from Helen Smith who is attending but not a member of Birmingham Marlins Swimming Club. She is attending as a unpaid carer who has all the appropriate checks in place.

We also have some of young helper/volunteers attending including Daniel, Markus, Emily,

All of our staff and helpers have attended before so they are all familiar with our routines.

### Staff roles

Head Coach /Camp manager – Karen.

Assistant Head Coach/ team leader – Dave

Level 2 teacher – Anji

Level 1 teachers – Clara

First Aiders – Karen, Heather, Anji, Clara, Jamie

Lifeguards – Karen, Jamie, Clara, (although the pool also provides their own lifeguards.)

Primary Qualified Medication Officer - Heather

Other qualified Medication Officers – Karen

Safeguarding Officers – Karen, Dave

Health and Safety Officer – Dave

Equality, Diversity, Inclusion Officers – Heather

Dietary Requirement Officer – Heather, Anji

Moving and handling, lifting and positioning of people trained – Karen, Heather,

Personal care staff –All staff, all support staff, all young volunteers

Named insured drivers – Karen, Heather, Dave, Anji

On call night staff – Karen, Heather, Anji (Dave if required for male support)

EpiPen trained – Karen, Heather,

Pocket Money Officer – Clara

Travel coach staff – Karen, Clara, Sarah, Jamie , Young volunteers,

All Staff are DBS checked. All staff have completed safeguarding course.

There will be at least one staff member on call at all times throughout the night.

There is a staff on duty until 2am. Between 2am and 5am, there are hourly checks. Staff return to duty from 5am.

The reception at the hotel is manned until 11pm. There is at least one hotel staff member on site 24 hours per day

Karen, Megan and Dave are qualified in team management module 1 and 2 in line with SE requirements for residential.

### Hotel Accommodation

Accommodation is at Dunoon Hotel Llandudno. They have a web site available. Swimmers will be accommodated in either single or shared rooms. The hotel is booked solely for our use – there are no other people staying in the hotel. However, there is an annex to the hotel and it is possible that other resident maybe present in the annex. They do not have access to the main hotel bedrooms but they maybe using the bar area only between 7pm – 11pm.

### Room and general hotel details

All swimmers are housed within the hotel across all 3 floors and staff have separate rooms. There is at least two staff members on every floor and younger swimmers or swimmers who require additional support have a room next door to a staff room.

There is an on-call available between 2am and 5am.

There are checks throughout the night period.

During the nightly checks, we confirm that everyone is still in their rooms, asleep and that there are no problems or issues. For some swimmers, we also do toilet trips during the night, where and when necessary. (This requires 2 staff members; further information is included within this letter)

For younger swimmers, there is a listening monitor in the room which is fed into the on-call staff room, so should a problem arise, the individual can easily call out for help. It also means that the on-call staff can monitor noise levels and whether the swimmers have gone to sleep. Swimmers will be given the room numbers of the staff although we do request that staff privacy is respected.

Each room has a private bathroom with adaptations in place as and when necessary.

The front door of the hotel will be locked after 8pm so no one can leave without setting off an alarm. There is a manned reception up to 10pm so no one can access the front door without going passed the reception. The front door has an intercom system for entry.

All fire exits are alarmed so again no one can leave without setting off an alarm.

Each room has got help cord so help can be summoned without leaving the room if a problem should occur. There will be at least one person in each room who will be able to use the help cord (this is planned for within the room sharing)

There is access to drinks within every room, although for younger children, or where it is deemed necessary, the access to hot drinks maybe removed, leaving access to squash and water only.

In the dining room there is unlimited squash (usually orange and blackcurrant) available.

Every room has window locks in place, and fire door fitted.

### Bedtime/sleep arrangements

Members will be allocated a shared room or a single room – which will remain their room for entire stay unless there is problem that requires that person to move rooms. There can be up to a maximum of 3 people in room. Room allocation is based on gender, age and friendships. We encourage swimmers to be responsible for own packing, unpacking and for keeping their rooms tidy. We are aware that some will need support due to age or needs and this is usually provided by the support or volunteer helpers.

Each room has got adaptive equipment to meet individual needs including beds with cot sides if required.

Bedtime is strictly adhered to. All members under the age of 18 will be in their rooms by 10.30pm at the latest. This is when the evening entertainment ends, with the exception of the party night, when younger swimmers are allowed to stay up until 11pm.

Younger swimmers will be supported to have suitable bedtime in line with their individual needs and development stage. If we are going out in the evening and there is swimmer demonstrated tiredness, it is possible that swimmer will remain inside the hotel for an early bedtime and a staff member will remain.

Younger swimmers are usually prepared for bed just after the evening meal, so they can attend some of the evening entertainment. They usually have their pyjamas on early evening. You may wish to provide a dressing gown for younger swimmers and suitable pyjamas to wear downstairs.

We advise members over 18 to be in bed by no later than 11pm.

Staff will ensure that everyone is in bed or at least in their rooms before they retire. Should a swimmer become unsettled, then staff (minimum of 2) will remain with that person until they have gone to sleep.

Bedtime stories and cuddles are available.

As mentioned above, every person is checked on throughout the night with easy to access on call assistance available.

Everyone has to be up, washed, dressed, teeth cleaned and downstairs with their swimming bags packed and coats ready to leave between 6am and 6.30am so everyone is woken between 5.30am and 5.45am.

### Swimming information

Swimming takes place at Llandudno Leisure centre, where 4 lanes have been hired solely for our use. Please note not all swimmers will be attending all sessions.

There are early morning sessions starting at 7.30am until 9am, afternoon sessions 2.30pm – 4.30pm, and two evening sessions 8pm – 9pm. There are 7- 9 swimming sessions planned for and every swimmer will be attending a minimum of 5. Some swimmers will be attending all sessions. Each lane can only take a maximum of 10 swimmers. At some sessions, lane 3 is split into 2 groups who swim only for 40 minutes each. Lane 4 is split into groups of 3-5 swimmers who swim for 30 minutes each working on specific techniques.

There is a changing village within the leisure centre that we access for showering and changing. There is a large group changing room, individual cubicles and changing rooms for individuals with disabilities. There is also a room that can allow staff to support individuals with dressing and undressing in privacy.

Swimmers are supervised within the changing village by staff but privacy and dignity are respected and safeguarding procedures are followed.

### Land training information

Land training takes place at the hotel both indoors and outside. There is an outside land training environment available, weather permitting. There is a small walk to this facility. Land training maybe split into 2 groups across 2 different sessions due to the number of swimmers present and staff break times.

Land training also takes place both prior and after swim sessions.

### Travel Arrangements to Llandudno and back home

You need to be at Oddingley Hall, 18 Oddingley Rd, Birmingham B31 3BS by 10am so we can leave by 11am. It usually takes an hour to load the coach, check in luggage and complete the registrations. We are returning to Oddingley Hall at approximately 4pm -4.30pm. I have made arrangements so that swimmers can wait inside the hall should the coach be delayed. We can also use the toilets. There is parking over the road from the hall and on the road, although I do request that you leave space for the coach to park.

We travel by hired coach and 2 staff cars. Every person will have an allocated seat with seat belt or fitted car seat. There is a toilet on the coach.

I am aware that some swimmers require additional support arrangements for travel, please see Karen to address any travel issues. Some swimmers due to individual needs will travel in staff cars. In line with safeguarding, there will be a chaperone also travelling in staff car.

Members will rotate who goes in the coach and who goes in cars. Swimmers who may develop travel sickness usually travel in staff cars, as it is easier to stop.

Wheelchairs will need to be booked in prior to travel. Do not just turn up on the morning of travel with a wheelchair that has not been booked. Space is limited.

Parents – if you need to drop your swimmer and go that is not a problem, as I know some of you need to go to work. Just ensure they have been registered.

We aim to return to Oddingley Hall between 4pm and 4.30pm although this is subject to traffic conditions. A few years ago, we were over 2 hours late due problems on the motorway (outside of our control), so this time is a guide only and not set in stone. We will be stopping off for lunch on the way home, which will be provided. We will endeavour to phone parents if there is going to be a delay (bear in mind some of the staff are driving) We do travel home via A41, M54 and M6 so it maybe worth listening to local travel news to see if there any delays to prevent worry.

The coach is not staying in Llandudno but will return on Saturday morning for the journey home

Swimmers (and staff) will need a coat to wear, you do not have to wear it on the coach but do not pack in your luggage, as you will need your coat at the Truckstop, where we stop for lunch, as the car park is a short walking distance away. All members will be given a Hi-Vis Vest to wear. This will be supplied.

All members (and staff) will need a lunch box on the Tuesday with a cold drink- please do not pack a lot of sweets, fizzy drinks or chocolate. Do not put your lunch box in your luggage - once the coach has been packed you will not have access to your luggage until we arrive at the hotel. It is helpful if there can be a small pack of wipes or nappies included in the lunch box please.

We stop at the Truckstop on the A41 for a toilet break and refreshments and lunch – both on the journey there and journey back.

Please note – there is no eating or drinking in the coach or in the cars during the journey. This is due to the amount of mess that occurred by the time we got to the hotel in previous years and it is also difficult to supervise ‘eats’ whilst on the move. There are plenty of stops planned for on the journey to allow for refreshments.

Swimmers are allowed to take some games, books or music playing devices onto the coach for the journey. Any music devices need to be used with ear phones please. We are not responsible for any loss or damage to these items and staff are not to be asked to look after them.

### Luggage

Individuals will be expected to carry their own belongings with some exceptions due to individual needs or age, so don't make your luggage too heavy. You do not need to pack drinks in your luggage except in your lunch box. They will be provided for you, although a drinks bottle is required. (Refer to ‘what to bring’) Every swimmer will have at least 3 items of luggage including a lunch box.

Try and avoid using suitcases if at all possible. Please ensure all luggage bags are labelled with the swimmer's name on the outside. When we get to the hotel the luggage is all placed in the large holding room and it can be hard to identify whose bag is whose unless labelled. We had to unpack 2 sets of luggage in previous years, to find out the nametags on the clothing to identify who the bag belonged to. Do not assume your swimmer will remember what their own luggage looks like – trust me they do not. Do not tie three bags together – they just end up split or broken in the bottom of the coach.

If there are siblings attending, they will need to have separate luggage, please do not pack one large suitcase containing all siblings clothing and belongings– it is too difficult to manage when siblings are housed in different rooms and/or different floors within the hotel. It also makes packing at the end of the camp very difficult.

Hint – do not over pack. Whilst you are able to support with packing to travel there, you are not there on the way home, and swimmers find it difficult to fit in all their belongings in to a tightly packed case.

### Travel arrangements from the hotel to the pool and other facilities.

We will be walking from the hotel to the pool. The pool is approximately 20mins walk away. For those camp members who are unable to walk that distance, a car will be used for transport or a wheelchair.

We leave the hotel by no later than 6.45am to travel to the pool for the morning session. Swimmers will need to have suitable outside clothing, as it is cold at that time in the morning.

Swimmers will be required to wear a High Visibility Jackets for the journey there and back. Each swimmer will be provided with a jacket upon arrival, which will remain theirs for the entire camp.

Swimmers will need to carry their own swimming equipment and swimwear/towels etc, so don't forget to bring a small bag or holdall for this purpose (see 'what to bring'), you don't want to be carrying around your travel bags, suitcases or large holdalls to and from the pool. Do not pack swim wear in their kit bags, as the kit bags remain at the pool and are not transferred to and from the hotel.

The town centre is less than 5 minutes' walk away; the beach and pier are just up the road. Outside land training facilities are a short walking distance away.

### What to bring

Please ensure all items are named

This includes all swimwear, swim bags, bottles, coats and swim kit. If you can name socks, shoes, and gloves and mesh bags this is helpful. I don't know why but every year since we have been doing these camps, I always end up with about 3-4 single socks, at least one odd glove, a mesh bag and one pair of shoes that I cannot find an owner for by the end of the week.

Suitable clothing for 4 days, don't forget your sleepwear and underwear.

Dressing gown for younger swimmers or suitable pyjamas to wear downstairs plus footwear

Suitable land training clothing.

Clothing for outside including coat, hat, scarf, and gloves – it is cold on the beach in February.

Orange T Shirt preferably Birmingham Marlins Polo Shirt for group photos. It is possible you will not be included in the group photos if you do not have orange T Shirt.

Suitable footwear for walking outside, inside the hotel and poolside shoes.

You can wear poolside shoes in the day room at the hotel if they are dry. However, the hotel insists that footwear is worn in the day room and dining room, so you need suitable shoes to wear at the hotel. You can wear the same shoes but be warned if it is raining on the walk to the pool, your shoes will get wet. You cannot wear outside shoes on poolside. Barefeet are not allowed when moving around the hotel.



Minimum of 3 towels – you cannot take hotel towels to the pool.

Swimwear - if you have 3 sets please bring. One to wear, one ready to wear, one drying out.

Suitable clothes to wear in the evening in the day room during the entertainment sessions. Some people like to dress up in the evening. You need to include footwear; bare feet are not allowed in the dining rooms or day rooms. Party night clothing – everyone likes to wear party wear on this night.

Kit bags (mesh preferred as easier to dry out) including float, fins, pullbouys, goggles, hats. If you have spare goggles please bring them, every year we have at least one swimmer who loses their goggles. (Please ensure everything is named). All swimmers are required to wear swim hats please. All swimmers will require a float and pullbouy, even if they are currently in learn to swim programme. You do not need to bring hand paddles or snorkels. Floats and Pullbouys can be purchased from the Swim Shop. We are expecting a delivery of fins very shortly.

Drinks bottle – named. Do not bring a drinks bottle with a detachable lid. You will need one drinks bottle to take to the pool and one to use at the dining table.

Medication if required – see below.

Small bag to carry swimwear in to and from pool

Toiletries - shampoo, soap, conditioner, toothbrush, toothpaste, Shower gel, etc (please wrap separately in the bag in case of spillage.) These need to be in a suitable container to be taken to the pool. It is helpful if the swimmers have one set of toiletries that is taken to the pool in their swim bag and one set that remains at the hotel. We suggest that shampoo and shower gel go to the pool, and toothbrushes, toothpaste and soap remain at the hotel. Each swimmer needs his or her own toiletries, even if a sibling is attending. This is because they may be in a different room or swim session to their sibling and it becomes very difficult to manage when sharing toiletries especially if siblings are housed on different floors within the hotel.

Rollers for land training. I have some spare ones available but if you have your own then please bring with you.

If required sanitary towels, tampons, incontinence sheets, incontinence pads

Shaving resources if required

Flannel

Hair brush/comb

Hairclips/ bobbles.

Spending money (see below)

Bucket and spade (optional) - be prepared to share with others!

Homework books, revision books. (For those who need to)

Alarm clock and/or watch if required

Cuddly toy/teddy if required

One game only that is small enough to go into your luggage.

Some 2pence coins.

Mobile phones with charger if you must. (Usage is monitored and no phone are allowed at the pool, at dining room, or during land training)

Please note, we are not responsible for any loss or damage to any personal belongings that your swimmer brings onto the camp. Staff are not to be asked to look after any belongings including watches.

Please do not bring

Laptops (unless required for homework purposes)

Sweets

Jewellery

Electronic communication devices (such as iPad)

Anything heavy to carry that is not really required

Additional food – do not put any food into luggage except for the lunch box required on the Tuesday.

Anything that makes a loud noise!

Mobile Phones and communication home – No phone policy

This camp is a mobile phone free camp. That means no mobile phones or use of electronic communication devices during the sessions, group times and basically anytime.

A message is usually sent out to confirm safe arrival and it goes up on the web site home page. Updates on events with photos are put onto the web site and on Face book page so parents can see. I do try and do this every evening, although sometimes it can be very late in the day when it goes out.

Parents/carers – please do not expect a lot of contact, you will be contacted if there is a problem or issue, but otherwise communication will be limited. Please refer to web site for updates. There is a specific page set up for your information.

We will not be responsible for any loss or damage to mobile phones or any other electronic equipment including watches that swimmers have decided to bring. Swimmers who do decide to bring a mobile phone will need to be responsible for them and they would need to be kept in their rooms.

Ideally, leave your phone at home. You do not need it. The teenagers will survive and continue to breathe in and out without a phone for a few days.

Every year we have incidents of swimmers phoning parents mainly when they are homesick, been told off ( for whatever reason), havent slept well, phoning in the middle of the night or other reasons, causing a lot of upset and worry. If we have any incidents of swimmers phoning parents inappropriately, then we will remove phones and return them at the end of the camp. Older swimmers will be advised not to share their phone with younger siblings, as the consequence could be that they lose access to their own phones for the remainder of the camp. If there is genuine cause of concern, then parents will be contacted by staff, otherwise you are trusting us with their care.

One year, we had a child phone their parent very late at night, when they were tired and feeling homesick. That parent drove to Llandudno leaving at 5am to pick up their child and arrived during breakfast, when their child was quite happy eating their toast, and chatting with friends. The child became very embarrassed and then got upset when the parent insisted on taking them home after causing them a sleepless night as they did not want to leave. It caused a lot of upset for everyone, staff included, who knew nothing of the late night phone call, and for the other child who was sharing a room that particular person, who was then left alone until we could re-arrange the room allocations. The whole situation could have been avoided if the child had not phoned home in the middle of the night.

#### Meals and drinks and dietary requirement information

All dietary requirements will need to be declared on the consent form please (enclosed), otherwise it will be assumed that parents are happy for individuals to eat any of the foods on offer on the hotel menus.

I inform the hotel in advance of our stay of specific dietary requirements, so the chef will ensure that these can be met. The chef is always happy to discuss any specific needs directly with parents by phone should you be concerned about this. A listing of specific requirements is made available to all the staff including the night staff, and is also put up in the kitchen notice board at the hotel. If your consent form is returned late, the dietary requirement may not be declared to the hotel as this information has to be sent in advance of our stay.

Meals consist of ealt breakfast usually toast, cereal, yoghurts, fruit etc, full breakfast (3 courses), which will be served around 9.45am after our morning swim followed by a light lunch mid day of soup and sandwiches. A 3-course evening meal will be served around 5.30 - 6pm, after our afternoon swim. There is a supper of hot chocolate, biscuits or a small cake during the evening entertainment. On the Thursday, after our late swim, there will be a light supper of sandwiches available. .

Over 18's can purchase alcoholic drinks after 9.30pm and only if it does not impact on swimming or other activities. Staff will monitor alcohol consumption. No one will be allowed to be become intoxicated. This will be classed as unacceptable behaviour. No alcohol will be allowed to be purchased before 9.30pm in line with safeguarding and health and safety requirements. Swimmers over the age of 18 who wish to purchase drinks will need to bring proof of identification, otherwise bar staff have the right to refuse to serve. Alcoholic drinks are not going to be served with the evening meal or in bedrooms.

Soft drinks (such as Coke, Pepsi, lemonade, orange juice etc) can also be purchased from the bar, we ask for parent consent for this and this service must be paid for from spending money. Swimmers can also purchase crisps and sweets and chocolate bars from the bar. Most swimmers like to treat themselves on the Friday night by purchasing something from the hotel bar. We only allow this on the Friday Night. The bar is closed to swimmers under the age of 18 years until Friday night.

There are tea and coffee making facilities in each room; younger members will have access to squash rather than hot drinks in their rooms.

There is a jug of iced water/ and squash in the dining room at all times, but due to the number of spillages in previous years, swimmers will need a drinks bottle. Previous years, we have used cups and we spent every day cleaning up at least one spillage, so this year, all swimmers will require a drinks bottle with their names on for use within the hotel. You can use the same bottle for poolside, or bring 2 bottles. Do not use a bottle that has a detachable lid. Swimmers will not be allowed to share drinks bottles with other people including siblings.

There will also be access to fruit during the daytime.

Soft drinks, fruit juice, tea or water will be provided at every mealtime.

Swimmers are allocated a seat within the dining room. This will remain their seat for the entire stay. Seating is allocated against criteria including being in line with dietary requirements, mixture of older and younger swimmers, spacing for wheelchairs, and friendships. It means that the chef can ensure that dietary requirements are met when serving and preparing food. We also encourage older swimmers to support younger swimmers, even if it is just to read out what is on the menu, as some of our swimmers are unable to do this by themselves.

Food consumption and hydration is monitored by staff. This is because it is important that swimmers have sufficient food to maintain their strength in the pool across all the sessions. We request that parents do not pack additional food or sweets, as it is difficult to manage and can affect how much a person will eat at mealtime. Swimmers need sufficient calories and remain hydrated to swim to their best ability across the 2-3 sessions a day. Staff reserve the right to remove any foods found in swimmer's individual rooms or belongings. We check luggage and will remove any additional foods found.

We do have swimmers attending with food allergies. Therefore, it is important that swimmers do not swap food with each other.

Ice cream is usually purchased on the pier for all the swimmers at some point during the stay. Swimmers also have the opportunity to purchase treats but this is monitored to ensure it does not impact at meal times.

There will be a menu available just prior to the camp that will be shared. I am pretty sure that there is something on there that everyone will eat, but if there really isn't, be assured that the chef is quite happy to produce a baked potato, toasted sandwiches, egg on toast or another alternative.

We do have a dietary requirement officer attending who will monitor to ensure that all requirements are met.

On Tuesday (the day we travel) all members will need a lunch box. Please put your name on the lunch box. There will be an evening meal provided but no lunch time meal - please do not pack a lot of sweets, fizzy drinks or chocolate.

### Medication requirements

All medications must be declared on the consent form, even if you are self-medicating. All medication must be labelled with swimmer's name, dosage, what the medication is. Medication will need to be packed in suitcase and then it will be handed in/removed upon arrival. Non-prescription medication must also be handed in if not being managed by the individual swimmer. If a swimmer is found to have medication that has not been declared it will be removed. This is really important and includes any creams that are prescribed or off prescription.

We will have MAR sheets in use at this camp. (Medication administration records)

We have swimmers attending who would not understand what medication is and if left lying around, it is possible they would take it thinking it was food or sweets. I am sure you are fully aware of the consequences of this, so please do not pack any medications without declaring it.

If you are self-medicating, you are responsible for storing your medication in a safe manner. Staff will monitor this and retain the right to remove medication from an individual who self-medicates, to store and administer if it has been deemed that an unsafe situation is occurring. You must ensure that it is stored correctly and your room remains safe when you are not present. Even if self-medicating, the medication must still be declared on the consent form. No one under the age of 16 years will be allowed to self-medicate at this camp, with the exception of inhalers.

If you are over the age of 18 years, you still need to declare the medication on the consent form and sign it. This form is used in the case of an emergency.

If a problem occurs in relation to administration or storage, then parents or carers will be contacted.

If you are self-medicating and sharing a room with another person, it is possible we will request that the medication is stored with the medication officer for safety reasons.

The primary medication officer has a safe storage facility in her room for medications. Heather will make the final decisions as to whether an individual can self-medicate and where medications will be stored.

Medications and creams will be administered throughout the day/night with privacy and dignity will be promoted in line with safeguarding procedures.

Some medications require 2 people to be present in line with the law on controlled drugs. Karen and Heather are fully aware and trained in medication procedures.

Inhalers and EpiPen's (autoinjectors) can be kept with the individual but need to be declared on the consent form and the medication officer must be informed of the storage arrangements.

If your medication needs to be stored in a fridge, please let me know prior to departure, so that arrangements can be made with hotel.

### Rules

We don't have many rules whilst we are away but what we do have are there to protect swimmers from getting hurt. It is appreciated that parents, carers and swimmers follow the advice and guidance given in this information letter, to ensure that everyone has the same opportunities, is kept safe from harm and we have a happy camp.

Individuals do not enter another person's room without consent of a staff member and there has to be a legitimate reason otherwise consent will be refused. This also applies to siblings, parent/child or any other relationships where more than one person from same household is attending. This applied to staff, young volunteers and helpers as well. Do not enter anyone else's room without consent of a authorised person.

Do not leave the hotel unless there has been an instruction to do so or if over 18, a staff member has been informed that you plan to go outside.

Listen and follow instructions given from your staff member

Behave in a way that shows respect to others, including respecting privacy of staff.

There is no running around the hotel. Once you are in your room, you stay in your room or go into the day room until you have been told to do so otherwise. You do not wander around the floors of the hotel, or up and down the stairs. You can use the day room at any time whilst we are at the hotel and there will always be a staff member or support staff or young volunteer in there. (Except between 2am and 5am)

Do not use the lift at the hotel if you are able to use the stairs. We have swimmers who cannot walk upstairs and need access to the lift. The lift at the hotel is not the fastest I have ever used (in fact it is very slow) and if you are using it, then it means someone else cannot. If you able to do so, then use the stairs. Younger swimmers are not allowed to use the lift without the support of staff or a helper. This is a hotel rule.

If swimmers access any games or activities within the day room area, they must be put away and placed back into the storage area when they have finished using them.

### Behaviour codes and policy.

A copy of the behaviour policy is available on the Birmingham Marlins web site. However, should a swimmer display behaviour that is not acceptable or does not adhere to the rules above or breaches the behaviour policy, it is possible a sanction could be put in place. In the event of any action that involves an expense, these will be passed onto the parent of the individual concerned. (for example, if a swimmer throws an option that results in a broken window, the cost of replacing the window will be passed onto the parent concerned)

### Spending money

Up to £30 in spending money can be brought with each swimmer. However, most swimmers will not need any more than £10. We will visit the local shops where you can purchase items. There is a bar at the hotel where you can purchase drinks, sweets and crisps if required. Swimmers are responsible for their own monies; staff are not to be asked to look after money except where age or individual needs mean that the swimmer is unable to look after it themselves. If spending money is to be given to staff member it must be in a bag you can re seal marked with the swimmer's name and the amount enclosed.

### Homework and revision

I am aware that some swimmers are taking exams shortly after our return. Therefore, sessions will be made available during the daytime for swimmers who need to do revision or homework. I would prefer that no one brings a laptop, but if you really need to for homework or revision purposes, you will need to declare it, carry it yourself and it can only be used during the allocated time. Laptops can only be used for the purpose of homework and not be brought downstairs

### Entertainment

There is entertainment provided in the evening. This starts around 7pm and goes onto around 10pm. The entertainment is suitable for children, young people and adults. We have a quiz night, games night, walk in the dark to see the lights along the front, party night and two late night swim sessions

There are board games, Lego, music and TV available.

We visit the beach, local park, pier, arcade and go to the local shops.

We have several sessions on the beach, weather permitting.

We do not know yet whether we will be visiting the arcade on the pier more than once. If you are able to supply your swimmer with around 30p of 2pence coins for the slot machines – that would be helpful, as everyone likes to play. If not, this will be supplied for them. Every year swimmers become over stimulated at the arcade, resulting in negative behaviours. Therefore, we will only plan for one visit to the arcade, with a time limited session to try and avoid a repeat of the problems in previous years. If this means swimmers are unable to cash in tickets or collect prizes as they have run out of time, we will try and find a slot for swimmers to go back to claim prizes only ( not to play) during the remainder of the week. If that is not possible, then a staff member may go on their behalf.

There is a land train and we may take a trip on this, weather permitting and assuming it is running.

We visit the rock shop, where purchases can be made.

We sometimes have hair plaiting, face masks evening (tends to be the girls rather than the boys who prefer to take part in this, but it is open to all)

## Rest Time

There is planned in rest/recovery time between sessions. Swimmers are advised to use this time to relax and rest in their rooms or in the day lounge. Staff will also have break time during this period, although there is always a staff member on duty. Swimmers can access board games, TV, and games consoles in the day room during this time.

Staff have a planned break for at least 30 minutes to 2 hours during the day. Bearing in mind that staff are up in the night several times, and do not go to bed until around 2am and up again by 5am, they need switch off time. During staff break, unless there is an emergency, staff are not to be disturbed. There is always someone on duty at all times where swimmers can access help or advice if required. One year I managed only 13 hours sleep in 4 days, and eventually it caught up with me, so the rest for staff is important to avoid stress and becoming over tired.

Some swimmers require constant supervision due to age or needs. We are aware of this and a person is allocated this role during staff rest periods.

## Personal time

I have been asked by some of our older swimmers if they can have some personal time to go out into the town by themselves. This requires parental permission which is on the consent form.

Personal time will be granted on the understanding that appropriate behaviour is demonstrated, swimmers return at the set time, and stay within a close location and they do not visit the arcade or go to local restaurants. It is only open to swimmers who have been deemed old enough and responsible enough to have this privilege entrusted to them. No one under the age of 12 years old will be able to go out without a staff member. However, that is not to say that an individual who is over the age of 12 years will automatically be granted that privilege either even if parental consent has been given.

## Safeguarding procedures

Karen, Dave, Megan and Heather are the safeguarding officers at this camp. Our policies state that no staff member can be alone with a swimmer who is under the age of 18 years at any time for any reason. We also use the same policy for any swimmer over 18 years old where there is a learning disability present. Therefore, chaperones are used when providing individual support. Chaperone support can be given by staff, support staff or by volunteer helpers or even by an older swimmer. Whilst it can be sometimes impossible not to be in the presence of a child in a state of undress, as some swimmers do require support with changing and dressing, we promote the privacy and dignity of each person. Our policies and procedures protect swimmers and protect staff, and therefore, there are no exceptions or breaches to the procedures.

Should a person become restless at night, due to child/vulnerable adult protection procedures, the swimmer will be either be taken to the day lounge and supported by on-call staff. It is a requirement that a minimum of a least two people are present in the room whilst the swimmer



is re-settled. Staff are not allowed to be alone with an individual in a bed room environment at all, this is to protect staff as well as camp members.

Swimmers are not allowed in staff rooms at all under any circumstances. This includes swimmers who may have parent present who is a staff member.

Should a younger swimmer require a cuddle (usually at bed time), this can be given but in the presence of another person who is chaperoning.

Qualified named staff members will help any swimmer who requires additional support with personal care, dressing, undressing or healthcare procedures, with privacy and dignity being promoted, and in line with our procedures. We have both male and female staff available, although it is possible that chaperones for male swimmers who require support, may have to be carried out by female staff members.

We have some swimmers who require support to use the toilet during the night. This will be supported by 2 staff members. We also have swimmers who require the use of incontinence sheets and pads. These must be provided by the swimmer – the hotel does not supply them without a charge. However, we can provide the care required. The hotel provides clinical waste disposal.

Our staffing team on this camp have worked together on several other camps before. We are aware of our working requirements and work together as a team to ensure that safeguarding and protection procedures are met throughout our stay.

### Infection control

We do try and keep the possible risks around the spread of infections down to a minimum. With the number of people present, it is very easy for an illness to spread amongst the camp. We insist on hand washing on a regular basis including prior to and after eating, when returning from playing on the beach and after using the toilets. We promote good personal hygiene including showering, hair washing and teeth cleaning on a regular basis.

If a swimmer is showing signs of illness, this is monitored and if deemed necessary, parents or carers will be contacted to collect their child.

If a swimmer is ill just prior to the camp, can you please inform me. It probably won't stop the person from attending, depending on the type of illness, but it does help to have all the relevant information.

We ask that swimmers tidy up after themselves, dispose of waste into the appropriate bins, and do not leave wet swim wear in bags. Younger swimmers are supported with this but we encourage older swimmers to responsible for this themselves.

All bathrooms at the hotel are cleaned once a day. All waste bins are emptied daily by hotel staff.

Staff use PPE equipment including gloves and aprons during some routines.

Swimmers are not allowed to share drinks bottles. Each swimmer must provide their own drinks bottles, that are named.

Swimmers are not allowed to share towels, even if they are siblings. Each swimmer must provide towels for their own usage. There are individual towels provided for use within the hotel only.

Infection control is everyone's responsibility.

#### Additional information

Three staff members (Karen, Heather, Dave) are able access to individual rooms, even if the door has been locked by the individual. This is for health and safety reasons. Privacy and dignity will be respected at all times and staff will only enter an older swimmer's room if the need to do so arises. No staff member will enter another person's room on their own, there will always be two staff members present.

The following named staff (Karen, Heather, Dave) reserve the right to remove personal or hotel belongings from an individual's room and return them at the end of the camp, should the need arise. We will whenever, possible, advise parents or carers of this action at the earliest possibility and the reason for it. It is mainly when a swimmer has brought something from home that is inappropriate for the camp, breaches any of the guidance or advice given in this information letter, or requires close supervision for usage or the item has been deemed unsafe.

The hotel does provide dryers for towels but not laundry facilities. The night staff are quite happy and willing to dry out any wet towels using the tumble dryers.

I think I have covered all information here but if you do have any questions please do not hesitate to ask.

Karen.