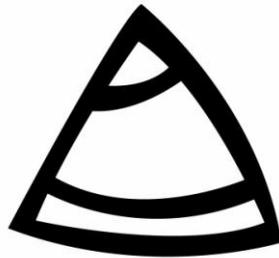


GWERSYLL YR URDD LLANGRANNOG



Gwersyll yr Urdd
Llangrannog

LEADER'S HANDBOOK

At eich gwasanaeth

CONTENTS

1. Aims and objectives of the Centre
2. Introduction
3. General Information for Parents
4. Centre Rules for the children
5. Fire Procedures and Fire Drill
6. First Aid, Illness and Accidents
7. Insurance
8. Activities
9. Arrangements at night
10. Coaches

1. AIMS AND OBJECTIVES OF THE URDD CENTRE, LLANGRANNOG

The aims and objectives of the Urdd Centre at Llangrannog are to develop a Centre which offers residential, educational and social opportunities for children, young people and adults in a safe and welcoming atmosphere that is linguistically and socially Welsh in character. An exciting and varied range of experiences and activities are offered through the provision of courses and a full and professional service - thus realising the aims and ideals of Urdd Gobaith Cymru.

2. INTRODUCTION

- 2.1. This booklet was prepared following advice provided by our Health and Safety Advisor.
- 2.2. The purpose of this booklet is to assist the Group/Course Leaders at the Centre - not to cause unease.
- 2.3. Clear procedures are in place at the Centre, details of which are made available to parents, course leaders and teachers in respect of a range of potential incidents and occurrences e.g. illness, hospital visits, activities; it is vitally important that these procedures are adhered to at all times.
- 2.4. We are members of the Visit Wales Accreditation Scheme.
- 2.5. A Manager is on duty 24 hours a day. The telephone number of the on-duty Manager will be kept near the telephone in Reception.
- 2.6. We look forward to extending a warm welcome to all groups visiting the Centre, and we hope that this booklet will help to make their stay happy, safe and trouble-free.
- 2.7. We have adopted detailed guidelines for Centre staff e.g. activity guidelines, child abuse guidelines, drug and solvent abuse. If any leader, teacher or parent wishes to see our guidelines a copy should be sent to them.
- 2.8. **If an accident/case of illness occurs at any time (day or night) the Duty Centre Manager should be informed (number by the telephone). The duty Manager is responsible for the children's medical care and every teacher/leader should seek the assistance of the manager if there are any doubts about the health of or care provided for the child.**

3. GENERAL INFORMATION FOR PARENTS

- 3.1. It is important that every child receives a copy of the leaflet **General Information for Parents and Health Certificate** (enclosed) to be taken home to parents/guardians.
- 3.2. It is these leaflets which explain Centre procedures to parents/guardians which enables them to decide whether they accept Centre procedures and standards and that they are happy to allow their children to stay here.
- 3.3. It is vitally important that parents/guardians complete the Health Certificate and give it to their children to hand in at the Centre. It is this form that gives us the authorisation to act in any emergency situation if contact cannot be made with parent/guardians within a reasonable period of time.
- 3.4. This leaflet (General Information for Parents) should not be précised as the Centre Manager will adhere to the procedures outlined in the leaflet.
- 3.5. Our Activity Safety Management Systems and Polices have been independently inspected and verified.
- 3.6. Usually, 4 meals are provided each day but this can change according to the timetable. The normal times are:

| | |
|-----------|-------------------|
| Breakfast | 8.30 a.m. |
| Lunch | 12.30 p.m. |
| Tea | approx. 4.30 p.m. |
| Supper | 6.30 p.m. |

Vegetarian menus are provided for each meal.

- 3.7. If any person is following a special diet (e.g. diabetic, gluten-free, allergic to nuts or dairy products) we do our best to meet the individual needs of each resident. Parents are asked to contact the Centre one week before their child is due to visit the Centre so that we can ensure that all the necessary arrangements can be made. (e.g. Soya milk, gluten-free bread etc).
- 3.8. If a child has to return home because of illness or accidents he/she will be reimbursed a percentage of the payment made (dependent on the number of days lost as a result).

4. CENTRE RULES FOR THE CHILDREN

GENERAL

As soon as possible after arrival a member of the Centre's management staff will welcome you and will explain the following arrangements for residents.

- 4.1. Explain where boys/girls will sleep.
- 4.2. Explain where toilets/bathrooms are located.
- 4.3. The Children should not go into teachers' toilets/bathrooms
- 4.4. The children are expected to keep
 - i. The Centre clean and tidy and to use the bins
 - ii. Their rooms clean and tidy
 - iii. Themselves clean and tidy

It is important that they wash their hands before meals and after visiting the toilet.

- 4.5. There is a hand/hair-drying machine in all communal toilets/bathrooms.
- 4.6. No one should enter any rooms other than their own.
- 4.7. If anything is broken, staff should be informed.
- 4.8.
 - i. Children are welcome to leave any items for safe keeping in the Office
e.g. cameras
 - ii. Pocket Money in the Bank. Each group should arrange a separate bank system.
- 4.9. If anyone is unwell, it is important that Centre Managers or their teachers/leaders are told. If there are any problems e.g. bullying, homesickness, personal problems etc. - it is important that they approach either the Centre Manager or their leader/teachers, so that the problem can be resolved immediately, rather than waiting until they get home and parents then telephoning the Centre/School. Each child should tell his/her leader/teacher if they have medicine to take. All medical treatment is recorded in full. Asthma pumps should not be collected.
- 4.10. The girls should not go into the boys' corridor/rooms, and the boys should not go into the girls' corridor/rooms.

ACTIVITIES

- a)
 - i. No one should engage in any activity unless accompanied by Centre staff or a teacher/accompanying adult.
 - ii. Children should not leave the Centre unless accompanied by Centre staff or a teacher/accompanying adult.

- b) In their spare time, the children are permitted to play on the yard, field, the red adventure courses and all weather pitch. A 'duty' rota should be established by all groups ensuring that a responsible person covers all breaks.
- c) Visitors will be welcomed by a member of Activity Staff to the Activities whereupon they will be given instructions/rules for that particular activity. It is extremely important everyone listens to these instructions.
- d) All safety equipment needed will be supplied by the Centre.

Children should wear suitable clothing for the activities i.e. sensible footwear, long sleeves and trousers.

Jewellery should not be worn during activities

- d) After swimming, wet clothes should be placed in the baskets near to the back door to the shop (not goggles/swimming caps); when they have dried out they will be available at the back of the Main Hall.

P.S. If swimming costumes stretch/scorch in the clothes dryer the office should be informed so that the children are given a letter to take home.

- e) There is a Cold & Hot Drinks Machine in the Main Hall – hot drinks should not be taken back to the bedrooms. A cold squash 'squash' drinks machine is also located in the Main Hall (free of charge).
- f) Postcards are on sale at the shop and stamps in the Main Hall (children should not be encouraged to phone home early in their stay at the Centre as doing so can, from past experience, affect adversely on the smooth running of the course).
- g) The Night Porter is on duty every evening on all courses.

5. FIRE PROCEDURES AND FIRE DRILL

- 5.1. We will hold a Fire Drill for every new group as soon as possible after their arrival at the Centre.
- 5.2. A siren sounding is the fire alarm. Whenever the siren is heard the following procedure will be followed.

HAFOD: There are three fire escapes in Hafod; the Main Entrance and the doors at the end of each corridor. You should walk out of your rooms. Rooms 1,2,3,4 and 5 should use the Main Entrance and rooms 6,7 and 8 should use the door at the end of the corridor. Everyone meets in the yard next to the Ysbyty.

ENLLI: There are two fire escapes in Enlli - one at the bottom of the stairs (near Bryneithin corridor) and another at the other end of the corridor (through the hospital). You should walk out of your rooms and use either of the two doors and walk to the Car Park in front of the Hospital. Everyone will gather in the yard in front of the Hospital.

CILBORTH: There are four fire escapes in Cilborth – two at the end of the corridors overlooking the All Weather pitch, the other two being the main entrances. Those sleeping the sea side of the building should leave their rooms and turn left, and leave by the nearest door, those sleeping the Centre side of the building should leave their rooms and turn right, leaving the building through the nearest doors and follow the footpaths to the car Park near the Ysbyty. Everyone will gather in the yard in front of the Hospital.

No one should play with the fire equipment i.e. extinguishers, break glass, heat + smoke detectors - they are there for one purpose only - to save lives - **your life**.

5.3. GENERAL

- i. Fire Escapes
We all have a duty to ensure that the Fire Escapes are kept clear.
- ii. Fire Extinguishers - Chubb regularly conduct inspections (0800 321666). They are located in every corridor and in the main halls, in the Reception and near the toilets at Enlli.
- iii. **ALARM SYSTEM**
This is inspected at the beginning of each period.

5.4. TELEPHONE NUMBERS

| | |
|---------------|--------------|
| Emergency | 999 |
| Main Office | 01267 233481 |
| Aberystwyth | 01970 612361 |
| Haverfordwest | 01437 702131 |

- 5.5. There is a Fire Map at the back of the Food Hall and near the fire doors.

If the Fire Alarm is activated the procedures to be followed are displayed in the Staff Lounge and near the telephone in the Office.

They are:

1. MEET THE CHILDREN AT THE MEETING POINT.
2. COUNT THE CHILDREN.

3. PHONE THE ON-DUTY STAFF. THE NAME OF THE RELEVANT PERSON WILL BE ON THE PHONE.

| | | |
|----------------|-----------------|-----------------------|
| PHONE NUMBERS: | STEFF JENKINS | 654623 or 07930856703 |
| | LOWRI JONES | 654495 or 07971997761 |
| | IESTYN EVANS | 811195 or 07983484211 |
| | GWYDION AP IFAN | 07958799299 |

THE PERSON ON DUTY WILL GIVE FURTHER INSTRUCTIONS.

4. THE FIRE ALARM SHOULD NOT BE SWITCHED OFF.

6. FIRST AID, ILLNESS AND ACCIDENTS

- 6.1 There is a Manager with full First Aid qualifications on 24 hour call.
- 6.2 The main First Aid Centre at the Centre is the Centre Hospital located at Enlli.
- 6.3. It is important that every parent/guardian receives a copy of the leaflet on General Information for Parents and the Health Certificate which explains Centre procedures for children who are ill or have suffered an accident.
- 6.4. If an accident/case of illness occurs at any time (day or night) the duty Centre Manager should be informed (number by the telephone). The duty Manager is responsible for the children's medical care and every teacher/leader should seek the assistance of the manager if there are any doubts about the health of or care provided for the child.
- 6.5. If a local Doctor or ambulance needs to be telephoned, the Centre Manager on call should be contacted as well (number in the office).
- 6.6. Care should be taken in making a decision, in consultation with the teachers on the course and the duty Manager on whether a child should be taken to Hospital. If an ambulance is needed another person should accompany the child to Hospital.
- 6.7. Children who are ill/unwell or who have had a minor accident should visit the local doctor/dentist/hospital as soon as possible for treatment e.g. stitches for a minor cut, x-ray, antibiotics etc. Parents will be contacted before treatment is administered should the treatment involve a stay at the Hospital or anaesthetic (see Health certificate). Parents of children who are taken to Hospital or the Doctor's surgery for any other reason will be contacted immediately the child returns to the Centre. An experienced member of staff will take the child to see a doctor, dentist or to Hospital. If the parents wish their child to return home for medical reasons, arrangements are usually made to meet them half way.
- 6.8. Every child has to inform his/her leader/teacher if they have medicine in their care.
- 6.9. If a child is unwell and clothing/bedclothes have to be washed Centre staff are able to arrange for them to be washed and dried. If a child wets the bed, clothing can also be washed and dried. Such a situation can be a very sensitive one for the child, and you may therefore discuss the issue with management staff at Reception.
- 6.10. The Hospital or Office logbook should be filled in for all incidents, major or minor, and the Accident form must be completed for all accidents.
- 6.11 If an accident happens, the Duty Manager should be informed.
- 6.12 Illness Procedure

Whilst staying at the Centre, children will from time to time, become ill and possibly vomit. This could be for a number of reasons, illness at home, tiredness, viral infections etc. It is important, therefore, for everyone to follow the steps outlined below to contain any illness rather than spread it.

- a) Absorbent granules should be poured over the soiled area, stock are available at Reception and first aid room, Hafod (store in hallway), Ciborth (store opposite room 112) and Enlli (store opposite the shop)

- b) It should be cleared using the specified dustpan/brush sets – available in the ‘Golchdy’ (washroom) in Enlli.
- c) The soiled powder should be placed in the nearest bin and the bin bag sealed. The sealed bin bag should be placed in a bin, which is outside the building e.g. outside main hall or in front of Hafod.
- d) Soiled clothing or bedding are soiled can be given to a member of Centre staff for washing,
- e) All illness should be recorded and a note made of the time, Some children might need further medical attention by a GP. The duty manager will advise on this.
- f) If a number of children are ill then the duty manager must be informed immediately.
- g) If possible the child should be moved to the first aid area in order to contain the illness even further.
- h) In addition to the Hospital, First Aid equipment is also available:

- in the kitchen
- in the Ski Lodge
- at Reception
- in the Swimming Pool
- in the Equine Centre
- in the Bike Shed
- in the Motor Bike storeroom
- near the Motor Bike track
- in all vehicles
- in the Climbing Centre
- in the Leisure Centre
- at the Go-kart track

6.13. TELEPHONE NUMBERS

| | |
|---------------------------|---------------------|
| Emergency | 999 |
| Centre Doctors | 01545 560203 |
| Glangwili Hospital | 01267 235151 |
| Bronglais Hospital | 01970 623131 |
| Cardigan Hospital | 01239 612214 |

7. INSURANCE

- 7.1. Urdd Gobaith Cymru has a third party policy to the value of £10 million in case of any negligence on the part of the Urdd.
- 7.2. Personal insurance for Visitors is not included in the Centre price.
- 7.3. Parents should make their own arrangements if they wish to provide insurance cover for accidents, illness, loss of property etc.

8. ACTIVITIES

- 8.1. Our Activity Safety Management Systems and Polices have been inspected, verified and reviewed annually by the staff and the NEBOSH officer.
- 8.2. We are very proud of our safety systems and procedures not only for individual activities but also for the Centre in general and this is reflected in the low percentage of accidents that occur here.
- 8.3.
 - i) Regular staff meetings are held to ensure that a high level of safety is achieved for activities and in the Centre as a whole.
 - ii) Our activities staff are expected to follow detailed guidelines in the operation of activities which are once again geared to achieving a high level of safety.
 - iii) If an accident or a near miss occurs on an activity supervised by Centre staff, they are expected to prepare a detailed report on the incident. These reports are kept in the Office.
- 8.4. Local Health and Safety Advisers (Ceredigion Council) regularly visit the Centre to offer advice and assistance as well as monitor.
- 8.5. If any given activity has a governing body, we are a member of that body e.g. Welsh Skiing Council, Welsh Pony Trekking Association.
- 8.6. We employ staff with the necessary qualifications and experience to supervise our activities.
- 8.7. No one is permitted on any activity unless a member of Centre staff or a teacher is present.
- 8.8. Children are thoroughly supervised on all activities and the equipment used is regularly inspected to ensure that it is both safe and appropriate.
- 8.9. Procedures at the Centre have been developed during 70 years experience in caring for children with the aim of achieving a high level of safety on our activities.
- 8.10. We make sure that the children know what to do during an emergency - there is always someone available, day and night.
- 8.11. The activity staff have walkie-talkies to contact the Office and each other in the event of an accident.

9. ARRANGEMENTS AT NIGHT

- 9.1. The Night Porter is on duty every evening on all courses.
- 9.2. His hours of work are 11.00pm until 8.00am.
- 9.3. It is suggested that you draw up a Night Duty rota for every evening, and that only the teachers/adults on duty should visit the children's rooms.
- 9.4. If a child/children is/are noisy/badly behaved etc. it is acceptable to take them out of their rooms and to stand them in the corridor for a few minutes.
- 9.5. You are advised never to use any other form of punishment if a child/children have to be taken out of their rooms.
- 9.6. Lights should be left on in the corridors and toilets throughout the night (in case anyone becomes unwell or wants to go to the toilet). The corridor and toilet lights in Hafod are controlled by sensors.
- 9.7. Residents should be told where their staff are sleeping in case of any emergency/problem during the night.

10. BUSES/HOSPITAL

- 10.1 There are speed humps on the road leading to and through the Centre.
- 10.2 The coaches are to be unloaded next to the Ysbyty or Leisure Centre
- 10.3 If a coach needs to reverse someone should guide the driver at the back because there are children at the Centre at all times.
- 10.4 If coaches are left at the Centre, the driver should ask the Duty Manager before parking where the coaches can be parked. Keys must be left with the Duty Manager
- 10.5 Meals are available at a cost of £2.50 per meal.
- 10.6 It is the responsibility of the coach driver to load the coach.
- 10.7 Drivers should keep in mind the type of Centre we have at Llangrannog i.e. children everywhere, when driving at the Centre.