



LANEEZ LTD SUMMER SURF CAMP PARENTS HANDBOOK 2023 (updated 23/01/23)





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Introduction

Laneez Surf School is registered as a childcare provider by CEYS Jersey and is licenced to operate as a surf school by Jersey Ports and Harbours and operates from the White Hut in St Ouen's bay. All instructors are qualified in beach safety and work within the framework of the International Surfing Association. This document seeks to provide parents with an overview of what is involved so that you are fully informed when signing your child up to our summer camps. Ultimately, we would like to work with you to provide the best possible experience for your child. If you would like further information regarding this document you can at request be provided with our full NOP (Normal Operating Procedures), EAP (Emergency Action Plan) and our Safeguarding and Protecting Children Policy. If you have any concerns you would like to raise, then please don't hesitate to get in touch.

Aims and objectives

Laneez Ltd aims to provide a positive, professional and family orientated atmosphere in which students will be provided with a week-long summer course that will improve their surfing, confidence, and knowledge of the ocean so that they can have fun and recognise their own self development in surfing.

The camps run daily from 9am – 4pm. (alternative pick up and collection times can be made available upon request). Each Student must have completed the registration form in order to sign their child onto the surf camp. Please note that each day you as the parent/guardian must sign your child in and out on our register. On arrival on the first day all students will be greeted and introduced to each other and the team and have the structure of the week explained to them. Staff to student ratios will not exceed 1:8 as outlined by the rules of the International Surfing Association.

Staffing

All Laneez Staff have received appropriate training and are conversant with the company's policies and procedures. All staff have an up to date beach safety certificate and are compliant with ISA (International Surfing Association) qualifications and requirements. All staff have also registered with the DBS update service and have received Safeguarding training appropriate to their position within the company. All staff have an ongoing CPD Plan which is monitored by CEYS (Childcare and Early Years Service) and current records are subject to on the spot checks by both CEYS and the Jersey Ports which licence the surf school to operate. Further information on staff procedures can be found in our NOP and EAP.

Daily Structure

As the provision of the surf lessons is dependent on local weather conditions there will naturally be a fluid nature to the structure of each day. At the start of each morning students will be given an up to date weather and surf report which they will be taught how to interpret and understand. Students will also be provided with a bucket with which to store their belongings.

- 2 surf sessions lasting approximately 1.5 hours will be planned for each day at times when conditions will be most advantageous for surfing.



- Each surf session will involve splitting the group into groups matching the student's skill levels. They will then be given an introduction to the aims of the lesson, a safety brief, and a demonstration by their designated instructor prior to entering the water to practice. As the week progresses this will increasingly become tailored to each student in the group.
- Time spent outside the water.
- We will endeavour to give all students as much time as possible dedicated to being in the ocean surfing however due to the nature of the tides in Jersey they will undoubtedly spend time each day on the beach when surfing isn't suitable. During this time activities will be arranged with the aim of improving their skills and knowledge for the next water session. These activities will include but are not limited to the following:
- Beach Lifeguard training – We believe it is important that every surfer is a potential future lifeguard and we provide a basic introduction to students detailing what to do in the event of an emergency, how to raise an alarm, and how to conduct a rescue. N.B all students are advised not to enter the water in the event of a real emergency until they are much older.
- Beach Tours – There are many different surf spots along St Ouens bay, each with their own unique characteristics, for a surfer it is crucial to understand these local conditions in order to catch the best waves at the best time. We aim to instill this knowledge on the beach tour and include information about the unique local history sites within the bay.
- Beach Games – We play a number of games on the beach with the children, these include games such as "rounders," "seaweed," "scavenger hunts," "obstacle courses." "Splat," "sports day," "ocean paddle races," "capture the flag." "stuck in the mud."
- Sand dune Ecological tours – we are situated in an excellent spot to introduce students to the local habitat and the views overlooking the bay from the top of the sand dunes in St Ouens.
- Classroom time – Throughout the week we undertake classroom-based learning activities on subjects such as ocean tides, rip currents, surfing etiquette, understanding surf forecasts, these are aimed to be fun and informative and are tested in spot quizzes which happen throughout the week.
- Relaxation time – Occasionally when students have become too fatigued to exercise or if the weather is particularly bleak, we will use surf related videos and films to inform or entertain the children. N.B that this is kept to an absolute minimum and used only if deemed necessary.
- Lunch Time – It is extremely important to keep children well fuelled and hydrated, we encourage you to provide them with a large packed lunch including an ice pack to keep it cold during hot weather or money to buy their lunch from local food vendors.
- A toilet and changing room are provided on site for children to use

What Children Should Bring

- As the weather is subject to rapid change it is important that children bring plenty of clothes with them for all eventualities. This should include bathers, a change of clothes, a warm coat, training shoes and a sun hat.
- A large towel.
- Strong waterproof sunscreen – This must be administered by the child themselves, staff will supervise to ensure this is done correctly and regularly.
- A large water bottle (extra water is readily available if it becomes empty).



- A bag to keep their things together.
- A large packed lunch (we recommend using an ice pack to keep it cool).
- It is not recommended for children to bring mobile phones or other electronic equipment, if a student needs to contact you at any time a phone will be made available to them and your contact number provided by a member of staff.

E-Safety Policy

- Parents are advised not to provide their children with a mobile phone or electronic equipment when attending surf camp. If students do bring a phone, they will be instructed to turn it off and store it in their bag.
- It is Laneez policy that staff are also instructed to keep their phone out of sight of children during the course of summer camps.
- Occasionally and at your consent (See Registration form) pictures will be taken of students on summer camp and posted on social media so that they may share their experiences with you and so that other children might be encouraged to join our summer camp program.
- It is not appropriate for Laneez staff to have electronic contact with children. This includes email, messaging, Facebook, Skype and other social media. They must not give their personal email address to a child. They must not have telephone or text message contact with children or exchange images of any kind. If any kind of electronic contact is received from a child, staff must make a record of the message and any response in the Incident Report Form.

Adverse Weather

Every preparation is made to deal with all the Atlantic can throw at us, however there are extreme circumstances which cause the surf camp to be unable to run. Staff will always defer to the advice of on duty lifeguards at the RNLI Stations. At times when the beach is Red Flagged and deemed a dangerous place to be (for example due to lightning strikes or storms) other activities will be put in place, if this is deemed untenable by staff and it is deemed in the best interest of the students, parents will be contacted and asked to collect their child. Students will be kept under cover and out of the weather until they are collected.

Drop off and Collection procedures

- Upon dropping off your child please ensure that you sign them in using our register. Similarly, when collecting your child please ensure that you sign them out.
- Please be mindful that children can only be released by parents/guardians who are listed as able to do so on the registration form.
- If you would like your child to go home alone then you must provide a written and signed letter/email declaring so.
- If you would like to collect your child before the camp has ended, then please let us know when you drop them off, so we can have them ready at the appropriate time.
- If you are unable to collect your child on time, then you must let us know immediately. If your child has not been collected and we have been unable to contact you by phone by 5pm we will notify the emergency services.



Procedures for children with special requirements and disabilities

Whilst Laneez aims to always provide equal opportunities and inclusivity for all children wanting to participate in our summer camps, the nature of providing surfing lessons can in certain cases make this a difficult task. If you have a concern regarding this, we would encourage you to discuss the matter with a member of staff. We would also like to take this opportunity to recommend a charity that Laneez Supports, namely, Healing Waves Ocean Therapy. This charity offers free surfing lessons for children with special requirements and disabilities and is provided by professionals who have the best levels of experience in this area. <http://www.healingwaves.org.je/>

Rules and Expectations Of Students

- Students must follow the instructions of staff at all times.
- Students may not enter the shop if the shutter is closed.
- Students must not leave their instructor at any time without asking the instructor first.
- No more than 1 student at a time is allowed in the changing room or toilet.
- Students must include others in any games or activities.
- Bullying is not tolerated at any level, if spotted by a member of staff the student will be given a warning appropriate to the severity of the incident, any repeat of such incidents will result in parents being required to collect the student immediately.
- Throwing of sand or rocks is not allowed at any time.
- Students may not engage in wrestling or rough physical play in or out of the water.
- Students are responsible for keeping their belongings inside their designated bucket, staff are not responsible for any items left anywhere else.
- If a student is continually engaging in behaviour which is seen to be ruining the experience of the other students (for example refusal to follow instructions, bullying, refusal to include others, or refusing to participate in a way that is preventing other students from receiving their lessons) then parents will be required to collect them immediately. Bullying includes but is not limited to aggressive behaviour, physical aggression including biting and hitting and being vocally aggressive to other students or staff.
- Students must not climb on the shop or the sea wall.
- Students must follow safety and surfing etiquette instructions taught by instructors.

Disciplinary Procedures

Every effort will be made by staff to safeguard the harmony and fun of the student group. However repeated instances of failure to comply with the rules listed above may result in parents being contacted and the student being expelled from the surf camp. In this event you must collect the child immediately, if you cannot collect them you must arrange for one of the other contacts listed on the registration form to do so, this will be your responsibility.

Concerns about a registered childcare provider

Laneez takes complaints and concerns very seriously. Complaints can be raised with our staff and will be handled with the utmost priority, if you would prefer to put the issue in writing then



please download the complaints form from our website www.laneezjersey.com and a member of staff will respond to you in writing.

The Childcare and Early Years Service recommends the following guidelines regarding complaints.

If you have a problem with your childcare provider this is what you should do:

Step 1

- If you are worried about a safeguarding or child protection issue, contact the Children and families hub immediately.

Tel: 01534 519000 email: childrenandfamilieshub@gov.je

Step 2

- Speak to the member of staff most closely involved, then the manager or supervisor if necessary. If your issue is still not resolved, speak to the owner. If you are unhappy with the outcome at this point go to Step 3.
- It is a good idea to keep emails, letters or other evidence to explain your concerns.

Step 3

- If you are still concerned about your child's welfare or if the issue remains unresolved please email the Childcare & Early Years Service (CEYS) team at ceys@gov.je or write to us at PO Box 142, St Saviour, JE4 8QJ.

Please give as much detail as possible about the concern including:

- If you want to remain anonymous at present
- if you have discussed the issue with the childcare provider (if not the reasons why)
- What happens after you have made a complaint?
- We will acknowledge your complaint within 5 working days, review the issue, then respond to you within 20 working days to tell you what we have done to address your concern.
Concerns about business or contractual issues
- If you have concerns about business or contractual issues (e.g. fees, tax certificates, deposits) please contact Jersey Citizens Advice on freephone 0800 735 0249 or 724942 or email: advice@cab.org.je
- If you are a member of the public not using but have concerns about a childcare provider go directly to Step 3 above.

Cancellations

Due to the time period in which the summer camps run coinciding with the busiest period for the surf school it is with regret that we are unable to offer refunds on any cancellations made to summer camp bookings due to the opportunity cost of any reservations made. If you would like to discuss this further, please contact a member of staff.

In The Event Of An Emergency Including Missing Children Procedure

In the event of an Emergency staff are required to follow the steps outlined in our Emergency Action Plan. Absolute priority is given to providing first response to any dangers and notifying the lifeguards present on the beach.



Students are constantly monitored by staff at a 1:8 ratio, if at any point a child becomes missing or separated from the group, lifeguards will immediately be notified, and a search of St Ouens bay will be conducted. Staff will defer to further instructions as provided by on duty lifeguards.

In the event of medical emergencies where parents/guardians are uncontactable, staff will assume "In Loco Parentis" responsibility in your absence and will defer to the advice and recommendations of attending medical emergency staff.

Administering Medication

If a child attending Lanez Surf Camp requires prescription medication of any kind, their parent or carer must complete a **Permission to administer medicine** form in advance. Staff at the Club will not administer any medication without such prior written consent.

Ideally children should take their medication before arriving at the Club. If this is not possible, children will be encouraged to take personal responsibility for their medication, if appropriate. If children carry their own medication (e.g. asthma inhalers), the Club staff will offer to keep the medication safe until it is required. Inhalers must be labelled with the child's name.

Lanez Surf Centre can only administer medication that has been prescribed by a doctor, dentist, nurse or pharmacist. However, if a medicine contains aspirin we can only administer it if it has been prescribed by a doctor. All medication provided must have the prescription sticker attached which includes the child's name, the date, the type of medicine and the dosage.

A designated staff member will be responsible for administering medication or for witnessing self administration by the child. The designated person will record receipt of the medication on a **Medication Log**, will check that the medication is properly labelled, and will ensure that it is stored securely during the session.

Before any medication is given, the designated person will:

- Check that the Club has received written consent
- Ask another member of staff to witness that the correct dosage is given.

When the medication has been administered, the designated person must:

- Record all relevant details on the **Record of Medication Given** form
- Ask the child's parent or carer to sign the form to acknowledge that the medication has been given.

When the medication is returned to the child's parent or carer, the designated person will record this on the **Medication Log**.

If a child refuses to take their medication, staff will not force them to do so. The manager and the child's parent or carer will be notified, and the incident recorded on the **Record of Medication Given**. Certain medications require specialist training before use, e.g. Epi Pens. If a child requires such medication Lifeguards on duty will be asked to administer the medication.

A child's parent or carer must complete a new **Permission to Administer Medication** form if there are any changes to a child's medication (including change of dosage or frequency).



If a child suffers from a long term medical condition the Club will ask the child's parents to provide a medical care plan from their doctor, to clarify exactly what the symptoms and treatment are so that the Club has a clear statement of the child's medical requirements.

Contact Details

A member of staff will be available to answer your calls, you can reach us on the following contact details:

Scott Donaldson, Director,	07846273807
Grace Donaldson, Director,	07988687673
Shop Contact Number	01534 744157