



The Mote Squash Club

POLICIES 2015-2016

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Health & Safety Policy

The Mote Squash Club aims to provide a safe environment for players and visitors to the club by complying with relevant health and safety legislation. It aims to accomplish this in the following ways:

- The Club agrees to inform all employees, volunteers, visitors and contractors of the Health and Safety Policy, a copy of which will be displayed on the notice board and published on the Club website
- Health and Safety will be an agenda item at every Squash Club Committee meeting
- The club shall keep an Accident/Incident Report Book next to emergency phone at the bar
- The Committee will nominate a named Health and Safety Officer for the club
- The Club will communicate with members on any health and safety issues
- Suitable and sufficient risk assessments will be undertaken to identify the level of risk to the health and safety of all members and visitors
- The club aims to maintain its buildings and premises, ensuring adequate lighting, heating, ventilation, sanitary facilities and cleanliness
- The Club has provided a Basic First Aid Box with contents regularly checked and readily accessible.
A defibrillator machine is mounted on the wall by Court 4 and will be maintained.
An emergency telephone is on site (by the bar) and will be maintained
- Fire risk assessments will be carried out focusing on the safety in the case of fire. Fire exits will be clearly labelled
- A no smoking policy is in place throughout the Club
- All members are encouraged to wear eye protection on court, especially when playing doubles

The Club recognises that where it lacks the internal resources to comply with this policy it will call on external agencies and experts to provide specialist advice. This Policy will be reviewed and approved or amended annually by the Committee.



Equity Policy Statement

The Mote Squash Club

- Aims to provide an environment where all those who wish to participate in the game of squash are treated fairly and on an equal basis
- Aims to ensure that all participants involved in all aspects of the game of squash are given equal opportunity irrespective of age, gender, marital status, sexual orientation, ethnic origin, disability or religious beliefs.

The England Squash Equal Opportunities Policy adopted by this club will be consistently applied to:

- The recruitment, training and/or assessment of staff, coaches, and officials (whether employed, self-employed or volunteer)
- The provision of training courses and assessment of candidates for various awards provided by England Squash
- The selection, recruitment and training of players
- Any disciplinary matter
- The content, production and distribution of all publicity material used by the Club and/or England Squash (e.g. use of photographs or language which may imply bias and/or stereotyping)



Child and Vulnerable Persons Protection Policy

Policy Aims:

The Mote Squash Club has a duty of care to safeguard all children or vulnerable persons involved in the club from harm. All children have a right to protection, and the needs of disabled children and others who may be particularly vulnerable must be taken into account. The Mote Squash Club will aim to ensure the safety and protection of all children involved in the club through adherence to

- the Child Protection guidelines and code of practice adopted by the club
- England Squash Safeguarding and Protecting Young People Policy and Guidelines

The aim of this Policy is to promote good practice:

- providing children, young people and vulnerable persons with appropriate safety and protection whilst in the care of The Mote Squash Club
- allow all staff/volunteers to make informed and confident responses to specific issues

A vulnerable adult is someone aged 18 or over, who is, or may be, in need of community services due to age, illness or mental or physical disability, or unable to take care of himself/herself, or unable to protect himself/herself against significant harm or exploitation (Definition from the Department of Health 2002)

Policy

The Mote Squash Club will aim to ensure that:

- Everyone is treated with respect
- All people, whatever their age, culture, disability, gender, language, racial origin, religious beliefs, and/or sexual identity have the right to protection from abuse
- Activities take place in a safe and secure environment
- The club has a named Child Protection / Welfare Officer who is appointed by the Committee
- Adults (coaches, team managers and junior admin team) who work with young people MUST have appropriate qualifications and will be checked and cleared through the Criminal Records Bureau (DBS) NOTE: (DBS renewals to be arranged by Club Secretary via Young Kent, St Luke's Road)
- Opportunities exist for young people and parents/primary carers to talk to us about any concerns they may have
- Young people and parents/primary carers feel comfortable and confident enough to discuss attitudes and behaviours they do not like
- Adults associated with The Mote Squash Club will take appropriate action when young people or parents/primary carers express concern about abuse
- All staff (paid/unpaid) working in sport have a responsibility to report concerns to the appropriate officer
- All suspicions and allegations of abuse and poor practice will be taken seriously and responded to swiftly and appropriately
- The appropriate authorities or charities are advised about any allegation/suspicion or claims regarding poor practice (e.g. Social Services, England Squash, Police, NSPCC 0808 800 5000, Childline)
- It is not the responsibility of anyone working in The Mote Squash Club in a paid or unpaid capacity to decide whether or not child abuse has taken place. However, there is a responsibility to act on any concerns by reporting these to the appropriate officer or the appropriate authorities
- Information about an alleged abuse will be shared on a 'need to know' basis and treated in the strictest confidence
- The alleged abuser's right to confidentiality will also be upheld
- Through the adoption of good practice measures, the opportunity for abuse to occur within, or as a result of the clubs activities, is minimised



CHILD PROTECTION – GOOD PRACTICE GUIDELINES

Promoting good practice

Child abuse, particularly sexual abuse, can arouse strong emotions in those facing such a situation. It is important to understand these feelings and not allow them to interfere with your judgement about the appropriate action to take.

Abuse can occur within many situations including the home, school and the sporting environment. Some individuals will actively seek employment or voluntary work with young people in order to harm them. A coach, instructor, teacher, official or volunteer will have regular contact with young people and be an important link in identifying cases where they need protection. All suspicious cases of poor practice should be reported following the guidelines in this document.

When a child enters the club activity having been subjected to child abuse outside the sporting environment, sport can play a crucial role in improving the child's self-esteem. In such instances the club activity organiser must work with the appropriate agencies to ensure the child receives the required support.

Good practice guidelines

All personnel should be encouraged to demonstrate exemplary behaviour in order to promote children's welfare and reduce the likelihood of allegations being made. The following are common sense examples of how to create a positive culture and climate.

Good practice means:

- Always working in an open environment (e.g. avoiding private or unobserved situations and encouraging open communication with no secrets).
- Treating all young people/disabled adults equally, and with respect and dignity.
- Always putting the welfare of each young person first, before winning or achieving goals.
- Maintaining a safe and appropriate distance with players (e.g. it is not appropriate for staff or volunteers to have an intimate relationship with a child or to share a room with them).
- Building balanced relationships based on mutual trust which empowers children to share in the decision-making process.
- Making sport fun, enjoyable and promoting fair play.
- Ensuring that if any form of manual/physical support is required, it should be provided openly and according to guidelines provided by the Coach Education Programme. Care is needed, as it is difficult to maintain hand positions when the child is constantly moving. Young people and their parents should always be consulted and their agreement gained.
- Keeping up to date with technical skills, qualifications and insurance in sport.
- Involving parents/carers wherever possible. For example, encouraging them to take responsibility for their children in the changing rooms. If groups have to be supervised in the changing rooms, always ensure parents, teachers, coaches or officials work in pairs.
- Ensuring that if mixed teams are taken away, they should always be accompanied by a male and female member of staff. However, remember that same gender abuse can also occur.
- Ensuring that at tournaments or residential events, adults should not enter children's rooms or invite children into their rooms.
- Giving enthusiastic and constructive feedback rather than negative criticism.
- Recognising the developmental needs and capacity of young people and disabled adults - avoiding excessive training or competition and not pushing them against their will.
- Securing parental consent in writing to act in loco parentis, if the need arises to administer emergency first aid and/or other medical treatment.
- Keeping a written record of any injury that occurs, along with the details of any treatment given.
- Requesting written parental consent if club officials are required to transport young people in their cars.

Forms to be kept by the bar. To be shared with Team Managers and Club Coaching Staff.



CHILD PROTECTION – GOOD PRACTICE GUIDELINES (cont'd)

Practices to be avoided

The following should be avoided except in emergencies.

If cases arise where these situations are unavoidable it should be with the full knowledge and consent of someone in charge in the club or the child's parents. (For example, if a child sustains an injury and needs to go to hospital, or a parent fails to arrive to pick a child up at the end of a session):

- avoid spending time alone with children away from others
- avoid taking or dropping off a child to an event or activity.

Practices never to be sanctioned

The following should never be sanctioned. You should never:

- engage in rough, physical or sexually provocative games, including horseplay
- share a room with a child
- allow or engage in any form of inappropriate touching
- allow children to use inappropriate language unchallenged
- make sexually suggestive comments to a child, even in fun
- reduce a child to tears as a form of control
- fail to act upon and record any allegations made by a child
- do things of a personal nature for children or disabled adults, that they can do for themselves
- invite or allow children to stay with you at your home unsupervised.

N.B. It may sometimes be necessary for staff or volunteers to do things of a personal nature for children, particularly if they are young or are disabled. These tasks should only be carried out with the full understanding and consent of parents and the players involved. There is a need to be responsive to a person's reactions. If a person is fully dependent on you, talk with him/her about what you are doing and give choices where possible. This is particularly so if you are involved in any dressing or undressing of outer clothing, or where there is physical contact, lifting or assisting a child to carry out particular activities. Avoid taking on the responsibility for tasks for which you are not appropriately trained.

Incidents that must be reported/recorded

If any of the following occur you should report this immediately to the appropriate officer and record the incident. You should also ensure the parents of the child are informed:

- if you accidentally hurt a player
- if he/she seems distressed in any manner
- if a player appears to be sexually aroused by your actions
- if a player misunderstands or misinterprets something you have done.

Use of photographic/filming equipment at sporting events

There is evidence that some people have used sporting events as an opportunity to take inappropriate photographs or film footage of young and disabled sportspeople in vulnerable positions. All clubs should be vigilant and any concerns should be reported to the Club's Child Protection Officer.

Videoing as a coaching aid: there is no intention to prevent club coaches and teachers using video equipment as a legitimate coaching aid. However, performers and their parents/carers should be made aware that this is part of the coaching programme and their consent obtained, and such films should be stored safely.



CHILD PROTECTION – GOOD PRACTICE GUIDELINES (cont'd)

Recruitment and training of staff and volunteers

The Mote Squash Club recognises that anyone may have the potential to abuse children in some way and that all reasonable steps are taken to ensure unsuitable people are prevented from working with children. Pre-selection checks must include the following:

- All volunteers/staff involved in junior squash should have DBS checks and clearance
- Relevant personnel to gain a national First Aid training (where necessary).
- Their qualifications should be substantiated.
- The job requirements and responsibilities should be clarified to all staff/volunteers.



Photography and Video Policy – Junior Members

The Mote Squash Club may wish, on occasion, to take or use images of its junior members for the following purposes:

- To promote the clubs activities or celebrate achievements to help increase participation
- To take video footage of juniors playing squash as a coaching tool

The club is aware that use of images on websites or social media, can have a potential to put a child at risk. However the club does not advocate the banning of photography or video coaching, but instead asks all members to be aware of the following points and safeguards:

1. No photographs or video footage should be taken of children, where a parent has indicated on a consent form that they do not want their child's image taken or used
2. No photography or filming should be taken unless the child is made aware at the time of this activity
3. Photography for publication purposes is only permitted by authorised individuals or invited media with the appropriate consent.
4. Members or parents wishing to take photos or video footage which will include children other than their own, at any club event, must always request consent from a relevant official or parent(s) of the other child or children
5. Photographs are used to promote the positive aspects of the club, and/or the game of squash/racketball
6. Before any posting of information or uploading of images is put on the club website or Facebook page, consideration should be given as to whether these posts are appropriate, or if they could inadvertently put the child at any risk



Code of Conduct for Juniors

(For the purpose of this document juniors are defined as players being under 18 years old).

The Mote Squash Club is fully committed to safeguarding and promoting the wellbeing of all its members. The club believes that it is important that members, coaches, administrators and parents associated with the club, should, at all times, show respect and understanding for the safety and welfare of others. Therefore members are encouraged to be open at all times and to share any concerns or complaints that they have with the Club Child Protection Officer.

As a member of The Mote Squash Club you are expected to abide by the following Junior Club rules:

- All members must play within the rules and respect officials and their decisions
- All members must respect opponents
- Members should keep to agreed timings for training and competitions or inform their coach or team managers if they are going to be late
- Members must wear suitable kit for training and match sessions, as agreed with the coach. This must include clean non-marking court shoes
- Suitable eye protection must be worn at all times on court
- Members must pay any fees for training or events promptly
- Junior members (under 18) are not allowed to smoke on club premises or whilst representing the club at competitions
- Junior members are not allowed to consume alcohol or drugs of any kind on the club premises or whilst representing the club



Code of Conduct for Parents and Guardians

- Encourage your child to learn the rules and play within them
- Discourage unfair play and arguing with officials
- Help your child to recognise good performance, not just results
- Never force your child to take part in sport
- Set a good example by recognising fair play and applauding the good performances of all
- Never punish or belittle a child for losing or making mistakes
- Publicly accept officials' judgements
- Support your child's involvement and help them enjoy their sport
- Use correct and proper language at all times



Social Media Policy

Introduction

The dawn of social media has allowed people to communicate with each other in online environments. This allows them to share interests, information or friends (eg Facebook, Twitter and MySpace). Social media is now frequently utilised by businesses and organisations to promote their messages, events and products.

Purpose

The purpose of this policy is to ensure that social media sites:-

- Must not be used to publish any content which may result in actions for defamation, discrimination, breaches of copyright, data protection or other claims for damages. This includes but is not limited to material of an illegal, sexual or offensive nature that may bring the Club into disrepute.
- Must not be used for the promotion of personal interests, commercial ventures or personal campaigns.
- Must not compromise the safety and wellbeing of juniors
- Must not be used in an abusive or hateful manner.
- Must not breach the Club's Equity policy.
- It is also important to ensure that club members and other users of online services know when a social networking application is being used for official Club purposes

The Policy does NOT apply to personal use when no reference or inference is made to The Mote Squash Club, related issues or its members.



Social Media Policy (cont'd)

The Club's use of Social Media

The use of social media by the Club to achieve its business aims will be overseen by the Committee. The Committee will appoint a restricted number of social media administrators from within the Club.

Members must NOT set up social media networks relating to the Club without the permission of the Committee

Guidelines for delegated social media administrators are as follows:

- a) Social media administrators may only comment on topics within their own area of responsibility and only if they have delegated authority to do so.
- b) Social media administrators should ensure any club-related content that is published, is factually accurate and compliant with Club policies.
- c) Social media administrators should not reveal confidential or commercially sensitive information about the Club.
- d) If anyone receives an unwanted or threatening comment or approach in social media in relation to the Club or its activities, they should report it to the Committee
- e) Rude or offensive language will not be permitted
- f) A Disclaimer advising users of this policy will be included on all Club social media sites.
(Note: This appears Under 'Files' on the Facebook page)

Terms of Use

To assist with this, all Club representatives must adhere to the following requirements:

- a) Appropriate feedback and/or complaints information will be published on the club website.
- b) The use of the Club's logo and other branding elements should be used where appropriate to indicate the Club's support. The logo should not be used on social media sites which are unrelated to or are not representative of the Club's official position.
- c) Club representatives should ensure that any contributions they make are professional and uphold the reputation of the Club.



Incident and Accident Procedure

Guidelines for dealing with an incident or accident:

- Stay calm, but act swiftly and observe the situation. Is there a danger of further injuries?
- Listen to what the injured person is saying
- Summon help if possible
- Alert a First Aider **if available**, who should take the appropriate action for minor injuries
- In the event of an injury requiring specialist treatment, call the emergency services
- Deal with the rest of the group and ensure they are adequately supervised
- Do not move someone with major injuries. Wait for the emergency medics
- Contact the injured person's parent / guardian / relative
- Complete an Incident / Accident Reporting Form (by the emergency telephone beside the bar)



COACHES – CODE OF CONDUCT

General

All coaches employed by the club must have appropriate Qualifications and up-to-date Child Protection safeguards in place.

Coaches qualified through England Squash, who are involved in coaching in association with England Squash, or who are employed directly or indirectly through England Squash, or its constituent counties for the purpose of coaching activities, shall adhere at all times to standards of personal and professional behaviour which reflect credit on themselves, their employers or the National Governing body.

It is impossible to specify precisely all those activities that could be deemed prejudicial to those standards. The following paragraphs provide an indication of the types of incident that are likely to be considered as breaches of the code of conduct

Public Criticism of Colleagues

Coaches shall refrain from public criticism of other coaches in the Association. In this context, public means criticism expressed in any branch of the media, or in a lecture or seminar. Any such criticism of a member shall be regarded as a prima facie breach of this code and may be subject to disciplinary action.

Competition

A coach is responsible to fellow coaches and players and should not under any circumstances solicit away business from any other coach or club.

Advertising

A coach should ensure that any advertising is accurate and professionally restrained. Permission to display advertising should be sought from any other coaches at the club.

Co-operation

A coach should communicate and cooperate with medical and ancillary practitioners in the diagnosis, treatment and management of their players' medical and psychological problems.

Confidentiality

Coaches must not divulge confidential information relating to a performer unless express approval by the performer has been obtained. In the storage and disposal of personal records, coaches should be aware of the requirements of the Data Protection Act. An individual performer must be allowed reasonable access to their personal records held by a coach.

Abuse of Privilege

A coach must not attempt to exert undue influence over a player in order to obtain personal benefit or reward

Misrepresentation

Coaches must ensure they do not in any way misrepresent their qualifications, affiliations, or personal competence to any client, or in any publication, broadcast, lecture, or seminar. Misrepresentation will be regarded as a serious breach of the code.



Code of Conduct for Coaches (cont'd)

Criminal Convictions

Members of England Squash must report any alleged criminal offence to the NGB at the earliest convenience. Any convictions of a squash coach by a court of law are capable of reflecting adversely on England Squash and its members. Cases of a minor personal nature are unlikely to be regarded as breaches of the code but all reported cases will be considered.

Safety

Coaches have a responsibility to ensure the safety of players

All reasonable steps should be taken to establish a safe working environment and practices. The activity being undertaken should be suitable for the age, experience and ability of the players.

All coaches should hold appropriate qualifications and insurance from ESR

Competence

Coaches shall only practise in those fields of the sport where they have been trained and are recognised by the governing body.

Coaches should regularly seek ways of increasing their professional knowledge.

Coaches have a responsibility to their players and themselves to maintain effectiveness.

Personal Misconduct

Personal misconduct by coaches may give rise to disciplinary action by England Squash. Such conduct is deemed to be misconduct or gross misconduct; even if such conduct does not give rise to disciplinary proceedings directly by an employer other than England Squash, or lead to conviction in a court of law.

The following examples are not exhaustive or exclusive:

Misconduct: Bad timekeeping
 Unreasonable or unexplained absence
 Lack of application
 Damage to property or equipment

Gross misconduct: Theft / Falsification of reports or accounts
 Breach of confidentiality
 Violence / Indecency
 Any form of child abuse



Code of Conduct for Coaches (cont'd)

Disciplinary Procedure

The willing and active cooperation of all squash coaches in accepting certain standards is essential if the status of coaches engaged in squash activities is to be raised in England. The procedures detailed below will be used in the handling of all disciplinary matters concerning squash coaches acting under the umbrella of England Squash.

The exact nature of the offence will determine the appropriate course of action in any particular situation. All coaches will be treated impartially and no acts of favouritism or discrimination will be permitted.

- A squash coach will render themselves liable to disciplinary action if the Code of Ethics and Conduct for coaches is continually breached
- The coach will be informed of the nature of the breach as laid against them as soon as possible and will have the opportunity and the right to state their case before any decision regarding the appropriate disciplinary action is taken.
- When the facts have been established and the responsibility is clear, disciplinary action can comprise of one of the following:
 - Verbal warning
 - Written warning
 - Termination of coach status with England Squash

Adjudication

Any breach or suspected breach of this code will be considered by the NCC, who will if necessary report the matter to the Executive Committee.

Any coach making a complaint must first notify the coach or club in writing of the nature of the complaint. A copy of this letter and any reply received must be sent to the NCC when making the complaint.



Code of Conduct for Referees

England Squash qualified referees will aspire to the highest standards of experience and conduct required by the sport at all levels. Failure to do so could result in disciplinary action being taken by, or on behalf of, the England Squash referees subcommittee.

Rules

The rules of squash are framed to ensure the safety of the players, the right result of each rally, and the elimination of any actions likely to bring the game into disrepute. The duties of a referee are defined in the rules and it is implied that each official will keep their knowledge and interpretation of the rules up to date. This shall be verified and monitored by assessment at appropriate intervals and records kept.

Physical Condition

Referees must be in good physical condition, having normal or good corrected vision and hearing. No alcohol or drugs are permitted while on duty or in the hours immediately preceding duty.

Preparedness

Referees should be:

PUNCTUAL – be present normally 30 minutes before scheduled start time, complete with writing and timing equipment

PRESENTABLE – wearing England Squash sweater, shirt and tie, official polo shirt or sponsors polo shirt, grey or dark blue trousers / skirt, smart shoes (no trainers or sandals) for all England Squash events unless required to adopt other clothing by the sponsor / climate.

PERSISTENT – liaising with the tournament desk continuously during and to the end of each session for which they have been appointed. Referees may not leave the tournament premises without the agreement of the tournament referee.

POLITE – being courteous to players, spectators and officials at all times

Impartiality Referees should:

- Not bet on events in which they are involved
- Declare any conflict of interest due to relationship or friendship with specific players
- Advise the tournament referee of any past problems with specific players
- Carry out, or submit to assessments without fear, favour or undue influence

Impartiality

Referees should:

- Not bet on events in which they are involved
- Declare any conflict of interest due to relationship or friendship with specific players
- Advise the tournament referee of any past problems with specific players
- Carry out, or submit to assessments without fear, favour or undue influence



Code of Conduct for Referees (cont'd)

General Conduct

Referees should:

- Immediately inform the tournament referee if they are unable to attend an agreed session or are likely to be late
- Report breaches of the Code of Conduct, Rule 17, by players or officials, to the tournament referee
- Refrain from public criticism of fellow officials, players, organisers, sponsors or events that may bring the game into disrepute
- Confer with the tournament referee before commenting on sensitive issues to the media
- Whether working or not at an event, referees are expected to conduct themselves in an appropriate manner which would not be seen to bring their qualification as a referee into disrepute
- No referee shall take on formal instruction, such as coaching or instruction in the rules, unless properly qualified to do so
- As a matter of courtesy, referees are invited to inform England Squash of any requests they receive to officiate other than from England Squash, or for England Squash sanctioned events or within their own country

Breaches of Referees Code

It is the responsibility of all officials to notify England Squash of any matters that substantially breach this code

Disciplinary matters will be dealt with by, or through the England Squash referees subcommittee

