

# LOW MILL

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## Low Mill Outdoor Centre

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### Receipt Pack

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Thank you for your deposit payment.

This booklet will help you prepare for your visit. Please get in touch if there is anything you are unsure about.

- **Group Details Form – VERY IMPORTANT**  
*please complete the form from our downloads section and return to us 4 weeks before your visit*
- **Photograph Policy and Consent Form –**  
*please bring the tear off slip from our Photograph Policy and bring it with you or return it to us beforehand – the policy can be found in our downloads section*
- **Room List –**  
*please complete the room list from our downloads section and bring it with you or send it to us before your visit. It really helps us to manage our resources and keep our costs low if you use as few rooms as possible*

We will contact you a month before to discuss your specific aims and objectives.

Whilst your safety is paramount to us, there are still some low, but acceptable risks inherent in adventure activities. For the purpose of consent, the Risk Assessments, Insurance and AALA Licence details can be downloaded from our website in the downloads section – [www.lowmill.com](http://www.lowmill.com)

## **VISITING LEADERS**

We aim to make your visit as enjoyable and stress free as possible. To help meet your aims and objectives group leaders can assist us by following these guidelines. Visiting leaders will be responsible for the safety of their group and the security of the building after the duty instructor has left in the evening. Please ensure that any medication provided for a member of your group is in date.

## **GROUP RESPONSIBILITIES**

Groups should keep their own rooms clean and tidy:

- Beds should be made
- Litter should be put in the bins provided
- Bedrooms should be kept clean and tidy
- Any breakages should be reported to Low Mill staff immediately
- Outdoor footwear should be left in the porch
- Waterproofs should be left in the equipment store

## **EVENINGS**

In the evening there will be a Low Mill Instructor on duty from 7pm to 9pm except Wednesday evening when there is a phone cover system in place. After 9pm the duty Instructor can be contacted in the event of an emergency. **If visiting group leaders need to be contacted out of hours, in the evenings and at weekends, please phone the residents phone number 01969 650815.**

A toaster, microwave and fridge are available for group use – you will need to bring your own snacks if you want to use these in the evening.

As well as being responsible for the general tidiness of the building and the dormitories, groups will also be responsible for the following:

- Groups eating together in the dining room
- After each meal all dishes should be washed and put away
- After each meal the dining room and the washing up area should be left clean and tidy
- After each meal the tables should be set for the next meal
- If waterproofs are used, please return them to a staff member in the equipment store

- Wellingtons/boots if borrowed are to be returned in the same way as before
- All bedding is to be removed after breakfast on the day of departure and placed in the laundry bins
- Bedrooms should be cleared on **Friday by 10.00 am.** Group luggage can be stored in the entrance hall or porch. Please make sure doorways are not blocked

Visiting leaders will be responsible for ensuring their groups play their full part in keeping the building clean and tidy and helping with all the tasks.

### **FIRE**

Visiting leaders should familiarise themselves with the position of all outside doors and exits. A fire drill could be arranged during your stay - please consult the Head of Centre if you wish to do so.

The building is fully fitted with smoke and heat detectors and break-glass alarm points.

In the event of the fire alarm sounding everyone is to leave the building by the nearest safe exit and gather on the car park adjacent to the Centre. On no account is anyone to try to re-enter the building until advised by a member of staff.

Visiting leaders must ensure that a completed room list is posted on the notice board outside the office.

### **SECURITY**

At night please ensure that all external doors (with the exception of the outside automatic porch door) are locked.

### **TUCK SHOP**

There is a tuck shop selling a range of sweets, drinks and souvenirs. Prices range from 50p to £4.00

### **Visiting leaders must ensure before retiring that:**

- that all lights, except outside security lights and any corridor lights which may be required, are switched off.

## **OUT OF BOUNDS AREAS**

- Inner kitchen
- Offices
- Staff accommodation
- Laundry (unless special permission has been given)
- Lift - **OUT OF BOUNDS** area except for those who need the lift for access to the upper floor. Visiting leaders need to familiarise themselves with the emergency procedure if the lift fails.

## **PLEASE NOTE**

### **Monday to Friday Groups:**

- **Lunch will not be provided on the day of arrival**, but if you bring your own packed lunches they may be eaten here. Please arrive no earlier than 12 noon. Lunch will be provided on the day you leave.
- For Friday departures, any coaches or buses should arrive at 12.30 pm and **groups should be ready to leave by 1.00 pm.**

### **Wednesday arrivals:**

- Arrival on Wednesday is from 3.00pm – a cooked meal is provided.

### **Friday to Sunday Groups:**

- Arrival on Friday should be no earlier than 5.30 pm – an evening buffet is provided.
- Coaches or buses for departure should arrive on Sunday at 2.00pm and **groups should be ready to leave by 2.30pm.**

Finally, please ensure there are no personal items belonging to your group left in the building on departure. Due to lack of space, left property will be kept for four weeks before being disposed of. If you require property to be returned a charge will be made for the cost of postage and packaging.

# ITINERARY

<b>8.30 am</b>	<b>Breakfast</b> Wash up, clean the dining room and set the tables
<b>9.30 am</b>	<b>Whole group meeting on the stage</b> Individual group briefings – info on activities and clothing Out on morning session
<b>12.00 – 12.30pm</b>	<b>Return to the centre for lunch (1.00pm Sunday)</b> Sort out Centre and wet personal equipment to drying room Wash and change for lunch Wash up, clean the dining room and set the tables
<b>1.30 pm</b>	<b>Whole group meeting</b>
<b>4.30 – 5.00 pm</b>	<b>Return to the Centre</b> Sort out equipment etc. Shower and change ready for evening meal
<b>5.30 pm</b>	<b>Evening meal</b> Wash up, clean the dining room and set the tables
<b>7.00 – 9.00 pm</b>	<b>Duty Instructor present</b>

## Low Mill Behaviour Policy

For everyone to have a safe and enjoyable time while using Low Mill's services, we are dependant upon all users considering and respecting the needs of others. Standards of behaviour should be as expected in any public place.

We operate a no smoking policy in the centre and during sessions. (There is a designated smoking shelter in the main car park) All visitors, residents and staff are expected to respect and observe this.

### Our Expectations

1. To treat everyone with respect at all times, particularly in the language we use and in the way in which we speak to others.

*Do not be unkind, bully or harass others.  
Do not be abusive to anyone, either physically or verbally.*

2. To treat the Centre, its grounds and the countryside we work in, with respect and to ensure we use the environment in a way that is compatible with the principles of sustainability.

*Please use the recycling and rubbish bins.  
Don't leave litter when out in the countryside.*

3. To respect others living space and property.

*Do not go in other people's bedrooms, do not keep others awake at night.*

4. To be sensible, responsible and safe. Most young peoples groups are asked not to leave the Centre grounds, except on organised activities.

*Please walk rather than run indoors and within the car parks.  
Please listen carefully to your instructors and other staff, and follow safety guidelines.*

**Work with us, and help make your visit safe, enjoyable and rewarding.**

## Guidance for Group Leaders – Acceptable Group Behaviour

Visiting staff should ensure that their group's behaviour is consistent with our behaviour policy. Young people should be familiar with our expectations in advance of their visit.

1. Use your visit as an opportunity to create positive relationships, build trust and understanding.

2. Uphold the behaviour policy at all times.

*You should be aware of the location of young people at all times and have a clear plan of supervision outside activity sessions.*

*It is advisable to restrict access to bedrooms during the day.*

3. Use praise and Positive re-enforcement

*We find that highlighting achievements and praising positive behaviour has positive outcomes.*

4. We require a visiting member of staff to accompany each group during activities. Visiting staff are a great help during activities.

*The instructor's role is to deliver the activity safely. The role of visiting staff is to ensure behaviour is appropriate.*

5. Low Mill Outdoor Centre wants to work with young people who are most in need of our activities. Therefore we accept that some individuals and groups will have challenging behaviour.

*We request that you bring appropriate numbers of visiting staff so that you are able to manage your group.*

*Please ensure that you have adequate arrangements to deal with unacceptable behaviour. Unsafe behaviour will exclude people from participating in an activity and may result in the need for additional supervision*

*In extreme circumstances you should be able to send a young person home*

# Low Mill Outdoor Centre

## Infectious Illness Policy

### Prevention and Management

- Pre course information for groups includes: - *In the interests of protecting members of your group from cross contamination, we advise that anyone who has recently suffered from a contagious illness should be free from symptoms for 48 hours before coming to Low Mill Outdoor Centre. If these symptoms are developed whilst at Low Mill, to prevent the spread of infection, they may need to be taken home or collected.*
- Anyone who develops symptoms whilst at Low Mill needs to be immediately isolated and then taken home as soon as possible. This is to prevent the spread of infection to the rest of the group.
- If the visiting staff are occupied nursing sick pupils or personally affected, then they can't supervise the rest of the group. Where illness compromises adequate supervision then the school must take action – either replaces staff or return them home. Low Mill staff do not count as part of the pastoral ratio.
- It is recommended to the school that isolated sick pupils should not return home on the coach with the rest of the group but rather be collected by car.
- If it is suspected that an infectious illness is in the school immediately prior to coming to Low Mill, we must be informed. If any close family of pupils about to attend or at Low Mill develops the same symptoms, we should also be informed.

### Guidance for the Use of Inhalers

If a child has been prescribed an inhaler, we will not allow them on a Low Mill session without it. With this in mind, the following guidance may be useful for schools/teachers visiting the Centre.

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/350640/guidance\\_on\\_use\\_of\\_emergency\\_inhalers\\_in\\_schools\\_September\\_2014\\_\\_3\\_.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/350640/guidance_on_use_of_emergency_inhalers_in_schools_September_2014__3_.pdf)



From 1st October 2014 the Human Medicines (Amendment) (No. 2) Regulations 2014 will allow schools to keep a salbutamol inhaler for use in emergencies.

**The emergency salbutamol inhaler should only be used by children, for whom written parental consent for use of the emergency inhaler has been given, who have either been diagnosed with asthma and prescribed an inhaler, or who have been prescribed an inhaler as reliever medication.**

The inhaler can be used if the pupil's prescribed inhaler is not available (for example, because it is broken, or empty).

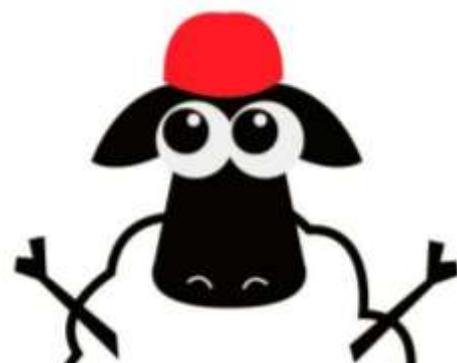
# LOW MILL TUCK SHOP

## Souvenirs

Low Mill Buff	£4.00
Korky Bear	£4.00
Low Mill water bottle	£3.00
Floyd Key Ring	£1.00
Pencil	50p

Please note: prices may alter and some items may be added or removed from time to time

A selection of sweets and drinks also available



# EQUIPMENT LIST

## ESSENTIAL ITEMS

### a) For outdoor activities

- Warm sweaters
- Spare pairs of thick woollen socks
- A change of tracksuit bottoms (not jeans)
- Gloves or mittens
- Hat
- Torch
- Old trainers
- \*Waterproof cagoule
- \*Wellingtons or boots
- Sun cream (in summer)

\*There are stocks of these at Low Mill if you are unable to obtain your own.

The above list is the **minimum** needed for a weekend course. More changes may be necessary for those attending a **five day** course.

There is a drying room at Low Mill for wet clothes and a drying area in the equipment store for cagoules, leggings and wellingtons, **but it is better to have at least two sets of clothes for activities and more than two sets of socks and underwear.**

### b) For indoor wear

- Casual clothing
- Soft soled shoes/slippers/trainers

### c) toiletries and a towel

## OTHER USEFUL ITEMS

- Walking Boots
- Thermos flask or drinks container
- Small rucksack
- Indoor games
- Books/magazines
- Small change for the tuck shop

# MAP – Postcode DL8 3HZ

