



ALM Sports Programs and Camp Parents Handbook



SAFETY | FUN | DEVELOPMENT

TABLE OF CONTENTS

ABOUT ALM SPORTS	3
SERVICES	5
STAFFING STRUCTURE /TEAM	6
SAFETY & CHILD PROTECTION	12
CHILD & BEHAVIOUR MANAGEMENT	19
INCIDENTS / ACCIDENTS / MEDICAL	21
OBTAIN & MAINTAIN ENROLLMENT	23
QUALITY ASSURANCE	25



ABOUT ALM SPORTS

A.L.M. SPORTS LLC [Alvin Leonard Murray Sports]

Date Filed Incorporated in Florida: 01/30/2007 (FL)

First incorporated in Great Britain: 08/1/2004 (GB)

Mailing Address: 12864 Biscayne Blvd #168, North Miami Fl 33181

Working Office: 18191 NW 68th Avenue #206, Hialeah Fl 33015

Main Parent Number: 1800 388 7962

Administrator / Human Resources: 305 992 3799

Email: admin@almsports.com | Website: www.almsports.com

Social Media: facebook.com/almsports | Instagram.com/almsports | Youtube.com/almsports



Mascot: Leo the Lion is our official Mascot;



About ALM Sports

ALM Sports is a thriving multi-cultural organization with its roots firmly embedded in the local communities and Growing to reach more. ALM Sports is the brainchild of Alvin Murray, the President, a young man who has professional experience of playing, studying and working in America as well as internationally.

He brings with him a team of Entrepreneurs / Educators / Mentors / Sports Instructors who share his vision and tenacity to succeed where others have failed or are failing to make that break through. ALM Sports Specializes in After School Programs, Virtual Learning Centers & Enrichment Summer Camps, Youth Sports Leagues & Events.

MISSION STATEMENT & OBJECTIVE

To provide youth sports program opportunities for young people to participate in programs that develop and ensures the acquisition of appropriate knowledge, skill and attitude as the young person matures into adolescence/young adults. Making sure Opportunity is giving to all regardless of age, ability, gender, ethnicity, religious belief, sexuality or social/economic status; Going Above and Beyond to make it Happen.



SERVICES

Below are the Services we provide, including, but not limited to:

Virtual Learning Centers: Hosting a Safe location with high WiFi capabilities to ensure students are able to do their work online; whether it's through Zoom / Microsoft Online Groups / or their Schools Online Curriculum based Platform. An Education Coach will be on hand throughout the day to assist students and liaise with school teacher and parents. In Lieu of the Covid-19 Pandemic many Parents are Opting for this new alternate of Schooling.



No School Days: These days are: Some National Holidays, Teachers Training Days, No School Days, Early School release days.

Full day of Enrichment / Sports / Activities, 7:30am-6:00pm, Breakfast and Lunch usually provided.

Winter / Spring / Summer Camps (Education | STEAM | Sports):

Full Weeks 7:30am-6:00pm | Breakfast & Lunch Provided | Camp T--Shirt/ Water Bottle / Bag | Education Component (Reading/ Writing/ Critical Thinking) | STEAM- Science Projects /Technology & Engineering Tasks & Builds / Art Drawing/Paintings / Math Assignments | Sports Component (Soccer/ Basketball / Cheerleading/ Dance/ Flag Football +More | Swimming Weekly | Library Weekly | Movies Weekly | Sports Field (Park) Daily | Field Trips Weekly.

FREE Community Sports / STEAM Programs

On a Regular or Selected Dates; ALM will host a sports day (usually Saturday Morning), 10am-1pm, Children will come out to participate in any of programs that is available on the day; including but not limited to: Soccer, Basketball, Cheerleading, Flag Football, Volleyball, Dance, Building Blocks, STEM activities, Local Community Service Vendors, promoting health and wellness.



STAFFING

STRUCTURE / TEAM

ALM SPORTS ORGANIZATIONAL CHART



www.almports.com





About the President of ALM Sports

A native of the United Kingdom, Alvin played youth Soccer for number of professional teams in Europe. Alvin made the move to states side with goals of continuing his education in Sports Administration.

Alvin Murray has been coaching youth sports over 20 years and Organizing Programs over 13 years in multiple States. Alvin has a passion for teaching the youth and giving to those that don't necessarily have the opportunity to participate. Alvin's main goals are to set Multiple programs around the States/World for Children with Autism, Physical Disabilities, Mental disabilities, Foster and Homeless Children. With his Support team now growing, he believes this goals is very much attainable.



About the Chief Financial Officer / Compliance

A native of the Dominican Republic but raised in Brooklyn, New York; Altagracia Ramos (Mrs Ramos) has her faith instilled in the Church. A Mathematics Major and Accounting Degrees and a former School Assistant Principal brings the Administrating and decision making to ALM Sports. Starting ALM Sports Full time in 2015, Mrs Ramos continues to make sure all ALM Sports programs are held to the ALM Quality Assurance Promise and in Full Compliances.

Franchisees / Owner Operators

As ALM Sports programs are growing in multiple States, Management and Structure has becoming Key. ALM Sports has now shifted from a small group management to now Owner Operators. Somewhat like a Franchise model but ALM Core Management team are still heavily involved.

The Owner Operators will Oversee and Manage their own assigned Locations – Follow the ALM blueprint of Compliance/ Quality Assurance and Success; Communicate directly with their parents and will grow ALM Sports Programs in their Communities. The Owner Operators are responsible for the staff they have on their Team (noting that all hired staffing will attend the ALM Compliance / Onboarding Training).



Director Qualifications:

- Degree in Education, Recreation, or other applicable field; Bachelor's Degree preferred
- Minimum of 5 years working in camp or childcare setting; supervisory experience preferred
- Currently teach ideal in Private/Public Schools but not required
- Experience working with children in various age groups
- Ability to perform First Aid/CPR/AED/Emergency Oxygen (training will be provided)
- Child Care License highly preferred but not required
- Sports Playing / Coaching Background Preferred but not Required

Responsibilities (are, but not limited to)

- Responsible for the Assigned Camp
- Lead the camp site including managing/coaching staff and overseeing scheduling
- Oversee daily Scheduling & Daily Activities
- Maintain DCF compliance of camp site
- Coordinate with the transportation team
- Adhere to risk management procedures
- Organize camp events
- Get Physically involved in activities (leading by example)
- Working with the Sports Coordinator and Secretary daily
- Communicate Regularly with Regional Director
- Communicate with Parents
- Help in Recruiting Leaders & Volunteers (Commission)
- Help in Recruiting Campers (Commission)

Sports Coordinator Qualifications:

- Degree in Education, Recreation, or other applicable field; Bachelor's Degree preferred
- Minimum of 3 years working in Sports Coaching Programs, Camp or childcare setting;
- Knowledge and Teaching/ Coaching experience with multiple Sports
- Experience working with children in various age groups
- Ability to perform First Aid/CPR/AED/Emergency Oxygen (training will be provided)
- PE Teacher Preferred but not Required
- Preferably Played at Highschool / Collegiate Level

Sports Coordinators Responsibilities (are, but not limited to)

- Coordinate Daily Activities / Sports / Competitions / Fun Prizes
- Coordinate Leaders and Volunteers
- Being involved in the Activities (leading by Example)
- Coordinating Competition Games with the Other Camps
- Being Creative with different exercises / Activities / Games Etc
- Promoting Sportsmanship
- Making Camp SAFE & FUN



Secretary Requirements:

- Communication background
- Knowledge with Microsoft word and Excel
- Easily Approachable
- Peoples Person
- Great Personality
- Experience working with children in various age groups
- If you have unique skills (highly preferred)
example: play instrument / sew / Dance / play sports / Drama / Glee / Chess etc)
- Ability to perform First Aid/CPR/AED/Emergency Oxygen (training will be provided)

Secretary Responsibilities (are, but not limited to)

- Communicate with Parents daily via Communication App
- Must know which camper are on medication at camp and be alert to changes in behavior or other physical indicators.
- Administer medication if Waiver form is signed by parent giving the authorization to do so.
- Making sure Register / Camper & Staff Sign in/out / Finances are in and allocated
- Coordinate Buses / Field Trips / Swimming / Movies / Library with Camp Director & Sports Coordinator
- Utilize your skills by teaching the Campers (Dance / Enrichment / Educational)
- Making sure The Camp Site is Clean / Smells as good
- Front Desk being Organized / updated with Clear instructions to parents on the whiteboard
- Being available at the camp site with some leaders with campers that don't go off site activities // Trips.



LEADERS

Who

- From High School Sophomores – College Interns
- Selected Freshman may be selected
- Play's a Sports or Musical Instrument or Special Talent that can teach the Campers
- Leadership Qualities
- Creative Mind
- Enthusiastic
- Must love working with Children
- Reliable & Dependable

What will Leaders do

- **Monitoring small Group assisting the Directors at all times - Restrooms, Snack, Lunch Breaks**
- **Monitoring small Groups assisting the Directors going to the Park, Library, Movies & Field Trips**
- **Getting in the Water when at the Pool (to monitor group)**
- Ratio 1:10 campers under the Sports Coordinators/ Directors / Secretary Instructions
- Assist in Demonstrating Groups /Campers Basic of Sports / Dance / Drama
- Train Groups /Campers for Competition
- Interact with / Play Activities
- **Become a Leader of the Week**



SAFETY & CHILD PROTECTION

Due to the Unfortunate Pandemic caused by Covid-19;
ALM Sports have increased their Safety Measures and adhering to the CDC Guidelines of Safety.

COVID-19 SAFETY MEASURES

Here are the new Adjustments ALM Sports will need to be made to make sure our Campers & Staff are Safe whilst fighting through this pandemic:

- We are keeping to the States Minimum of Campers in one space.
- All campers and ALM staff will be checked prior to entering the program for any observable illness, including cough or respiratory distress, and to confirm temperature below one hundred degrees Fahrenheit.
- Enhanced cleaning and disinfection practices shall be implemented.
- All staff and campers will adhere to regular hand washing with soap and water for at least 20 seconds as follows:
 - o Before coming in contact with any camper
 - o Before and after eating
 - o After sneezing, coughing or nose blowing
 - o After using the restroom
 - o Before handling food
 - o After touching or cleaning surfaces that may be contaminated
 - o After using any shared equipment like toys, computer keyboards, mouse

If soap and water are not available, an alcohol based sanitizer shall be used.

Directors will always supervise use of alcohol-based sanitizers.

Likewise, all hand washing activities must be supervised by Directors to verify that campers are properly washing their hands for 20 seconds.

- All staff will cover coughs and sneezes with tissue or the corner of the elbow.
All staff will also encourage children, when appropriate, to cover coughs and sneezes with tissues or the corner of the elbow.
All soiled tissues must be dispensed immediately after each use.



Safety is our #1 priority

The camper's safety and well-being are our primary concern! Safety checks are done daily, and include but not be limited to equipment, fields, courts, outlets, standing water, bad weather, unattended chemicals, strangers etc. All Staffing should always be aware of their surroundings and identify potential safety issues. When a safety issue is discovered it should be immediately reported to the Directors (Camp Director / Sports Coordinator / Secretary).

Never allow the campers to play with unsafe equipment or near unsafe conditions.

All Staffing will ensure that:

- **The welfare of the child is paramount**
- All campers, whatever the age, culture, disability, gender, language, racial origin religious beliefs and/or sexual identity have the right to protection from abuse.
- All suspicions and allegations of abuse will be taken seriously and responded to swiftly and appropriately.
- All Leaders (paid/unpaid) working in sport have a responsibility to report concerns to the appropriate officer. Leaders/volunteers are not trained to deal with situations of abuse nor decide if abuse has occurred.

Equality Policy

- ALM Sports respects the rights, dignity and worth of every person and will treat everyone equally within the context of their sport, regardless of age, ability, gender, ethnicity, religious belief, sexuality or social/economic status.
- ALM Sports is committed to everyone having the right to enjoy the camp in an environment free from threat of intimidation, harassment and abuse.
- ALM Sports have a responsibility to oppose discriminatory behavior and promote equality of opportunity.
- ALM Sports will deal with any incidence of discriminatory behavior seriously.



EMERGENCY PREPAREDNESS & PLAN

Since injuries may occur at any time and during any activity, ALM Sports Directors will be CPR Trained and prepared.

All Accidents/ Injuries forms must be documented by the ALM App by the Directors as soon as possible.

All Directors will keep alert for potential hazards and having a First Aid kit on site.

SAFETY PLAN FOR ONSITE ACTIVITY

Providing a safe environment at camp is a critical component of any ALM Sports program.

A risk assessment from our Directors

will include, but not limited to:

- Morning & Afternoon Inspection of equipment, bathroom, supplies, appliances, facilities and grounds daily.
- Immediately report safety hazards to the Secretary that result from these inspections.
- Leaders must Report any unusual or questionable situations and/or persons to any of the Directors.
- Making sure Leaders know and understand the evacuation plan which is posted and readily available.
- Protective gloves will be used when providing first aid care to avoid the possibility of contamination.
- Making sure all equipment is put away safely at the end of the day for easy risk assessment in the morning.
- Every camp must follow all local fire and safety code requirements, as Prescribed by State and County regulations including having an evacuation plan posted.
- All Leaders and campers will be told of all procedures regarding to fires / emergency evacuations.
- An emergency evacuation drill must be conducted on the first day of each week.
- Sports Coordinator must be present on the floor / classrooms / Fields monitoring and coordinating the hour agenda // With Help from the Camp Director and The Secretary
- A min of one Leader for every 10 campers will be on duty to provide supervision at all times.
- Confidential Health information and emergency contact records will be maintained on site for Directors only
- Attendance will be taken at strategic times throughout the day to ensure that all campers are properly accounted for.
- All Campers must be registered for the camp to attend.
- Parents will be expected to sign their children in at the beginning of the program day and sign them out at the end of the day to ensure optimum security.
- To minimize risks that might result in injury, every safety precaution will be taken when implementing an activity including giving verbal instructions and precautions.



CAMPER SAFETY

Directors will:

- Inform campers of the camp name, the name of the facility, and the names of the Directors and Leaders with an emergency phone number (as age appropriate).
- Teach Campers & Leaders to be alert to potential hazards and keep them aware of the First Aid area by regularly referring to the location.
- Make sure that Leaders is always visible when working or interacting with campers. Visual barriers should never be set up that prevent others from seeing what is occurring.
- Be aware of the General physical conditions of the campers during their activities to avoid over-exhaustion
- Secretary must know which camper are on medication at camp and be alert to changes in behavior or other physical indicators.
- Be aware of the dangers of over-exposure to the sun.
- Recommend to parents that their children use sunscreen and wear hats for protection from the sun.
- When campers are Swimming, they should especially use sunscreen.
However, Leaders may not put sunscreen on the campers.
- Use common sense and safety consciousness when setting up and conducting activities, constantly staying alert to potential hazards related to the facilities, grounds and equipment.
- Before conducting an activity, explain the rules and proper procedures for using the equipment.
- Stop the activity if campers are getting out of control or are not complying with the rules, making the activity unsafe.
- Make campers aware of any unmovable natural hazards such as poison ivy or a body of water.
- Place cones / signs or rope off these areas when possible or show them how to easily identify the hazards.
A short walk around the site will be taken and hazardous areas pointed out to the participant

SITE SAFETY

Providing a safe environment at camp is a critical component of any ALM Sports program.

A risk assessment by our Leaders will include, but not limited to:

- Inspecting equipment, furniture, supplies, appliances, facilities and grounds at least twice daily.
- Making sure Leaders Immediately report safety hazards to the Directors that result from these inspections.
- Leaders must Report any unusual or questionable situations and/or persons to the Directors.
- Making sure that an evacuation plan is posted and readily available.

Secure the building when leaving the site, including checking lights, stove, etc. to be sure that everything is properly turned off.



Bus & Van Procedures

Using the “Rule of Eight,” a Leader should be standing at the front door of the bus/van counting the campers as they enter the vehicle. A Leader should be on bus helping seat the campers as they enter the bus. Once the campers are seated all Leaders on the bus/van must to a head count. All Leaders must have the same count before the vehicle leaves the site. **ALL** campers riding on a van must always wear a seat belt. Leaders must be seated at each of the emergency exists. Emergency exist on the bus are in the rear, middle, and front of the bus. Campers should always be seated. Leaders should never sleep, put on headphones, or play video games while on the vehicle. Campers under the age of 13 should never ride in the front passenger seat of the van where the airbag is located. A Leader should be the first person to exit the vehicle and help count the campers while unloading them safely. A Leader should be the last person to exit the vehicle checking for any campers and or personal items left on the vehicle.

Rule of Eight:

1. Complete the Field Trip/ Special Activity Participation Form.
2. Count each youth at the facility when you line them up to wait for the vehicles.
3. Count each youth as they board the vehicle.
4. Do a head count before the vehicle leaves for the field trip/special activity. A Leaders should be the last person to exit the vehicle checking for any campers and/or personal items left on the vehicle.
5. Count each youth when you line them up to re-board the vehicle for the return trip.
6. Verify all youth are present and accounted for with the Field Trip/Special Activity Participation Form.
7. Count each youth as they board the vehicle.
8. Do a final head count before the vehicle leaves for the return trip. A Leaders should be the last person to exit the vehicle checking for any campers and/or personal items left on the vehicle.



Yellow Bus Company

If Camper Numbers are High, ALM Sports will Outsource a Yellow Bus Company

- The Company /bus driver will assume responsibility for the safe passage of all passengers on the bus.
- There must be a Director on the yellow bus at any given journey.
- The Bus Safety Rules will be enforced to maintain safety for all bus riders.

Vehicle Safety Rules Whilst Driving

The following Bus Safety Rules are intended to keep campers safe as they ride:

- Campers and Leaders will respect and listen to the bus driver and get on and off the bus in an orderly fashion.
- Leaders are responsible for their own conduct and that of the campers while on the bus and maintain a reasonable noise level so no distraction to the driver (no yelling /screaming).
- Campers must remain seated while the bus is in motion, hands & feet must stay inside
- Seat belts must be used in the 15 passenger vehicles.
- Campers are not allowed to sit on laps & no more than 3 children are to be seated on 1 seat.
- Shoes must be worn on the vehicle.
- Leaders and campers may not put their feet on the seats or on the seats in front of them.
- Leaders and campers may not eat or drink on the bus.
- The aisle must always remain clear.
- Objects may not be thrown out of the windows or inside of the bus.
- Campers and Leaders are not to leave litter on the bus.

If the vehicle is involved in an accident; Directors should help the campers remain calm and seated until emergency vehicles arrive. Campers should not be removed from the vehicle unless they are in immediate danger and there is a safe place within a reasonable distance.

At no time is a private vehicle (car) to be used to transport Campers, unless agreed with the Parent.



RESTROOMS

A Leader must notify any of the Directors when a camper needs to go to the restroom.

The Leader will then accompany camper(s) to the restroom. Leaders are required to stand either in the doorway where they can observe the campers inside and outside the restroom.

Designated restroom breaks shall be included in all weekly activity schedules. When 2 or more campers are using the restroom, Leaders must be in the bathroom, or standing in the doorway to observe the campers in and outside the restroom;

If On Location – Directors can implement a buddy system; whereby two/three campers at a time can go to the restroom together and come back together. Do not use the buddy system when on a field trip or the facility is open to the general public, Leaders must accompany all campers into the restroom.

Campers must be escorted to the restroom on field trip – NO EXCEPTIONS

LOCKDOWN

There may be a time of crisis (violence, terror, etc.) that go beyond the normal present danger to our campers and our adult patrons. Our highest priority is to protect those in our care and we need to take the necessary precautions. The following individuals have the authority to determine a LOCKDOWN: Facility Owner, Directors, Regional Directors & Corporate. Keeping in mind that every situation has its own set of circumstances and law enforcement maybe present to determine he efficiency and effectiveness of these procedures.

1. Facility will be secure. The number of entrances to the building needs to be minimized.
All other exterior doors should be locked. The main entrance should always be supervised.
All visitors and parents must report to the main area.
2. All campers must be indoors until the lockdown is lifted. Leaders must count campers within a few minutes after the lockdown is called. Any discrepancy must be told to the Camp Director.
Recounts are done every 15 minutes.
3. Keep phone calls to a minimum, as parents will be calling in about the safety of their campers.
The Secretary should be designated as the information person.
4. As always campers should be supervised at all time (including the restrooms).
5. Administrators will be in contact with the police authorities to evaluate the plan.
Police may modify and or make suggestions.

It is essential that the Leaders maintain a calm, cool, and collected attitude during a crisis.



CHILD & BEHAVIOR MANAGEMENT

When inappropriate behavior disrupts the program or is unacceptable to Leaders, an incident report must be filed by the Directors (Camp Dir. / Sports Coordinator / Secretary).

Hugs/Laps: Leaders can give hugs, if the child initiates the hug. Leaders that are uncomfortable giving hugs can choose to give a high five. Leaders should not put campers on their laps; the Daycare and Pre-K campers are the only exceptions to the rule.

Sick Campers: Any child that is not feeling well should be taken to the Secretary whom will notify the parents/legal guardians. Whenever parents are contacted a Director should speak with the parent or guardian and explain the situation. If a parent cannot be reached, other emergency contacts on the registration form should be contacted. Communicate conditions, (ex: pink eye, fever, ringworm etc).



Hands Off Policy: ALM Sports has a strict hands-off policy. Staff are not allowed to push, pull, horseplay, flip, twirl, kick or touch the campers in an inappropriate manner. Failure to adhere to this will result in disciplinary action up to and including termination.

Violent Campers/Runaways: Campers that are violent toward other campers or Leaders will not be tolerated. If a child becomes violent and out of control, the Leaders should remove the other campers and or themselves from the immediate area until the child can be calmed down. If a child continues to have violent outbursts they will be removed from the program, after discussing the situation with the parent.

If a child runs away from the Camp Location / Off Location Activities, the Leaders is to immediately make the Directors aware of the situation.

Missing Child: If a child is discovered/suspected missing, the following steps must be taken immediately:

1. Gather the campers and do a head count
2. **Immediately** notify any of the Directors, and if on a field trip, immediately notify the facility in which you are visiting; for example, if you are on a field trip at Bowling, **immediately** contact the available Director (Sports Coordinator) and alert them of the situation.



3. The designated Director should then designate Leaders to check restrooms, snack bars, arcade areas, etc., for the missing child.
4. The designated Director must then **immediately** contact the Regional Director and/or Corporate. After speaking with the Regional Directors / Corporate listed above wait further instructions.

BAD BEHAVIOR

Leaders must make any of the Directors aware FIRST of any Bad Behavior.

Leaders should always be firm yet fair when speaking to a camper concerning undesirable behavior. Leaders must be aware of their tone when speaking to a camper. **We are ALM Sports, not a boot camp!** It is unacceptable to insult, ridicule, put down or call a child a name. Whenever speaking to a camper keep your personal opinions to yourself, deal strictly with the facts of the current situation. Directors will be consistent when disciplining campers. All campers are to be treated equal; the rules should apply to all campers with the consequences the same for each camper. Campers want and need consistency.

The only acceptable forms of discipline are speaking with the child and parent, putting a child in time-out, taking away a field trip/special activity, and/or giving out Disciplinary warnings (written notice to parent).

Physical discipline of any kind **will not be tolerated!** Physical discipline includes but is not limited to making the child run, hold his/her arms or legs in the air, standing during time-out, pushing, hitting, kicking, or grabbing.

Time outs should be one minute for each year of the child's age. For example, an eight-year-old child should be in time out for eight minutes. If a child is left in the time out for an extended period, it defeats the purpose of a time out. Time out works if used properly.

3 STRIKE RULE for Campers

#1: VERBAL warning to Child & Parent: Verbally communicate with the parent regarding the situation and remind both parent and child of our ALM Rules & Regulations which is vital for us to maintain our quality assurance.

#2: WRITTEN warning letter to Parent: Please attach both the 1st and the 2nd incident report form with a letter stating the campers second warning and the Camp is now concerned of the safety for the child other campers, Leaders and program.

#3: CALL PARENT STRAIGHT AWAY

fill out the 3rd incident form and call the parent straight away for them to come and collect their child - and let them know unfortunately we can longer have the child at camp anymore. No Refunds



INCIDENTS

ACCIDENTS / MEDICAL

All Directors will deal with simple injuries and recognize more serious injuries and work with a camper that is coming back from injury. Directors will not provide or administer any medical material for any participant; Unless otherwise Discussed and Medical Form is Signed off by the parent allowing the Secretary to Administer.

GUIDELINES FOR DEALING WITH AN INCIDENT/ACCIDENT

- Stay calm but act swiftly and observe the situation. Is there danger or further injuries?
- Listen to what the injured person is saying
- Alert the first- aider who should take 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 that they are adequately supervised.
- Do not move someone with major injuries. Wait for the emergency medics.
- Contact the injured person's parent/guardian / Complete an incident/accident report form.

C – are they **conscious**?

O- are they **oxygenating / breathing**? (if the answer is yes to these two questions, move on)

A- **ask** where does it hurt?

C- **control** the area that is painful

H – make decision if you need to call for immediate medical assistance and have the child taken to **hospital**.



Symptoms

Heat Exhaustion – weakness, dizziness, profuse sweating or rapid pulse.

What to do – Call for emergency medical assistance, have the camper rest in the shade with their legs elevated and replenish fluids.

Heat Stroke – High body temperature, red hot but dry skin; also, a rapid pulse, difficulty in breathing, convulsions, collapsing.

What to do – This is a medical emergency and can be fatal; immediately call for medical assistance; place the player in the shade and cool the body by removing layers of clothing; while waiting for help to arrive massage the lower body with ice.

Strains/Sprains – localized pain, limited range of motion, swelling and possible skin discoloration.

What to do – carefully compress ice to the injured area and elevate it above the heart level to help reduce swelling and provide an anesthetic effect.

Discoloration / Fractures – pain, deformity, and loss of function.

What to do – call for emergency medical assistance to transport the player. Do not move the camper.



OBTAIN & MAINTAIN ENROLLMENT

ALM Sports programs invest heavily in their relationships with campers and their families. This starts from the moment the parent inquires about any of the ALM Sports programs. Each family gets the personal attention they deserve. Getting to know campers and parents, addressing any concerns proactively, establishing big brother/big sister relationships—all of these helps to ensure that each child's experience will be successful. This relationship continues throughout your child's camp experience and even long after they graduate. Campers and their families remain deeply attached to ALM Sports due to this relationship and the vast amount of community programs provided. ALM Sports are embedded in the community throughout the camper's childhood with low prices and high value.

CANCELLATIONS

The maximum enrollment of the Program will be that of the maximum capacity of the building or the agreed number by the facility owner and ALM Sports President / Owner Operator.

To cancel or transfer an enrollment of any camp at ALM Sports, parents must present IN WRITING a letter of cancellation or transfer to ALM Sports, at least one week prior to the start date of the camp.

ALM Sports works on a Credit System—NO REFUNDS as funds are immediately allocated for the camp items needed for a successful program

If the parent is forcing the issue have them email us admin@almsports.com

Once a camp session is full ALM Sports establishes a Waiting List. To be added would need to send an email to the Camp director. Being on the waiting list does not guarantee the child attendance to the program – parents will be notified on a first come first serve from the list.



METHODS OF COMMUNICATION

ALM Sports has multiple methods for communication.

Through our Email and SMS Text Parent Database; and has constant communication with parents within the local area, plus our interactive website that displays current information. Newsletters are sent out monthly plus regular submissions on Facebook, Instagram and Youtube.

ALM Sports has a Toll-Free number 1800 388 7962 to get to the right personnel, plus the company and director of Operations personnel email addresses.

From Fall 2020, ALM Sports have utilized the ALM app for full communication with registered parents and more

ALM APP

ALM App is an all in one solution app that ALM utilizes throughout Camp.

Digital Sign in/outs daily for Leaders timesheet and for campers to monitor their attendance |

Allows communication not only between Leaders and Directors but more so Parents to Directors | Photos & Videos can be posted daily for parents to see a snap shot on what their child is doing | Accident and incident reporting any mishaps throughout the day.



ALM Sports prides itself in having good customer relations. it is vital that we treat people with courtesy, helpfulness and understanding to maintain the highest level of customer service.



QUALITY ASSURANCE & PROGRAM EVALUATION

For the safety and protection of the campers, authorized persons will be required to sign in and sign out campers each day of camp via the ALM App.

If there is an unauthorized person claiming to collect a camper; Camp Director will contact the parent via phone to let them know of this situation; upon approval by the parent but prior to releasing the camper; the parent would be required to email us to verify this.

Quality Assurance Promise from A.L.M Sports LLC to adhere to its Mission:

- Health & Safety
- Communication
- Stable, Trained Leaders
- The chance for the local community youth to develop sportsmanship, fun and development skills through exciting, fun and challenging interactions, games, mentoring, activities and competition
- A philosophy based on safety, fun and progression
- Nurturing the youth to become well brought-up citizens
- A learning environment in which campers can study and receive help academically
- Frequent program assessment
- Sports Competitions throughout the Summer

Evaluation Methods.

Corporate / Regional Directors & Directors will

- **Questionnaires / Surveys / Checklists:** conduct spontaneous info gathering from Leaders, campers and parents to compare and analyze with all the data
- **Interviews:** conduct interviews with the campers to find out their feelings towards the camp
- **Observations:** observe specific details within the program to make sure it is adhering to the quality assurance.
- **Customer Feedback:** Obtaining customer feedback helps us reach its goal of continuous improvement. Conveying a responsive attitude is an important part of helping customers feel satisfied with the service they are receiving.
- Communication with the ALM Regional Director / Corporate will be constant.

