



Carer Access Guide

Edinburgh Leisure - Our Purpose:

'To make a positive difference to communities by creating opportunities for everyone to Get active, stay active and achieve more.'

Introduction

This guide aims to outline Edinburgh Leisure's commitment to provide access for carers when they are on site supporting our customers. This guide also outlines the roles and responsibilities of a carer when they are on site. We recognise that carers are people, some in an employed capacity on a formal basis whilst others are family and friends. We realise that the type of support needed by individuals can vary greatly, from help with transport and mobility to emotional and social.

Objectives

The key objectives for Edinburgh Leisure are:

- To **welcome** everyone into our venues
- To **care** about the customers who need additional support to engage in our activities.
- To be **passionate** about the importance of physical activity, sport and health development.
- To be **proud** to make our activities as accessible as we can.

What we expect of a Carer

You will:

- Register with Edinburgh Leisure as a carer.
- Provide support to an individual with additional support needs.
- Be on hand to support the individual during an activity.
- Pay to participate if the individual you are supporting does not require support during an activity.

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Carer Registration

Please complete the following to allow us to register you as a carer:

Your Name:		Date of Birth:	
Address:			
		Postcode:	
Email:		Phone:	
Name of person you support:		Date of Birth:	
Address:			
		Postcode:	

Data Protection: Edinburgh Leisure is the data controller, which means that we'll keep your details safe and won't release them to other companies for marketing purposes. Personal data, including your photograph, will be held by Edinburgh Leisure to identify the card holder.

Payment Options for Carers

- When an individual needs additional support to access Edinburgh Leisure activities, facilities and programmes they must register their carer. Once this has been completed we will allow you, the carer, entry with the individual they are supporting
- Carers can gain access to the gym and swimming pool when supporting an individual
- If you wish to **attend** a fitness class to participate yourself, you can do this by paying for the class at the time of the booking
- If you are in receipt of Carer's Allowance you can purchase a Discount Card which provides you with discounted access across Edinburgh Leisure. This can be used whenever you are participating in activity
- Further information is available at reception or online at www.edinburghleisure.co.uk

Carers Guidance

For your visit to be as enjoyable as possible we would ask you to follow the guidelines below when using our facilities:

- Ensure that the individual you are supporting pays for the appropriate access
- Take personal responsibility for the individual you are supporting and stay with them at all times.
- Support the individual to take part in activities as required
- Seek assistance from Edinburgh Leisure staff as required to participate safely
- If you are supporting an individual who is a wheelchair user, please ensure you have been shown the location of the evacuation chair.
- Please inform reception of any changes in registered carers.