

## EXCURSIONS AND EMERGENCY PROCEDURE

In general, each group coming to the Château are going out one day during the week. They have the choice between a lot of visits to do : local market, Mt St Michel, Bayeux's Tapestry, D-day beaches, ...

### BEFORE YOU GO

If you are taking a group out, you need to read the document « **fiche de sortie** » before the d-day. If you have a doubt regarding an information, note that the « **fiche de sortie** » is the more up-dating document (not the school program or the transport list) If the time are not the same, warn the office and check the driver is aware of the right one. If you have any question regarding your day out, see as soon as possible the persons in charge of the organization of the excursion (and not 5 minutes before your departure !!)

It's on your duty to collect the maximum of information about the place you are going to with your group. Think of the meeting points, the price of the entry for the museum, where are the toilets ? are they free ? where will you have the picnic ? ... You can find those information by talking to other animateurs or by looking in the file place in the local animateur.

Think of knowing your itinerary and knowing the time needed to get to the different place all along the day. Remember that you will be in a coach = take the biggest road possible and preview 30 to 45 minutes delay. You need to know the different ways in case you need to guide the coach driver...

Take all the equipment that you will need for the day :

- Your first aid kit + toilet paper
- Emergency phone numbers
- Phones numbers of the place you will visit
- Money in case of a problem
- Stickers with the chateau phone number for the kids

Thirty minutes before you leave, you need to collect your picnic directly at the kitchen (pavillon). Make sure it is complete, especially regarding the sandwiches. Bring your picnic directly into the coach if possible, or leave it around the château (plonge or outside) **but NOT on the sun !!** You also need to take some water with you. 10L and 20L jerrycans are available in the "plonge". You can take them, checking with other anim' on excursion the same day.

Make sure the coach driver has arrived. Take this opportunity to make sure he/she has all the right information for the day trips, the itineraries, ...

### WITH THE GROUP

At the right time, go to the letters to meet your group. Make sure everybody is here and that they have all the right equipment. Be particularly vigilant on **their clothes**, especially as the weather can change quickly in our area.

Introduce yourselves to the teacher and check the information for the day. If needed and possible, you can make some small adjustment but try to respect as much as possible the itinerary present on the "fiche de sortie", to respect the work done and the time passed on

them for one instance.

The driver should have an updated **list of passengers** aboard. You can find this list in the key box, face to the office. Check with the teachers that the list is correct and remember to add the name of all the staff joining the trip. If you are with a French coach company, there is a big chance that you will have to take it yourself to the coach. Don't forget to bring it back to the box at the end of the day.

When you leave the Château, the **teachers still have the full responsibility of their kids**. You are here to help them and make sure the day is running smoothly. You will have to guide the teachers, give the safety instructions to the kids and make sure they are behaving properly.

#### **Safety rules and instructions regarding behavior to give to the kids :**

- Be respectful = be calm, don't run or shout, be polite and punctual, ...
- Stay in small groups and avoid to be too many in the same shop
- Give them a clear meeting point with a clear meeting time. **Always stay around this meeting point in case of a problem.**
- Remind/explain them what they can NOT buy = knife, bb gun, alive animals, fire work/firecracker, cigarettes, alcohol, ...
- Give them the advice to check the money the shop keepers might gave them back

#### **Safety points on which staff should be more vigilant :**

- **Keep counting the kids regularly** : before to get in the coach, in the coach, out the coach, at the meeting point, while walking, ...
- When you walk around, remember you have 40 persons behind you. Take a rhythm than everybody can follow and stay on the pavements. You need to lead the group. Be extremely vigilant when you need to cross a road. Always cross on the zebra crossing. Place an adult on each side of the road to calm down crazy drivers..
- Avoid to give the opportunity to the kids to cross the road by themselves. If they are big enough and the teachers are requesting to allow them crossing the roads during their free time, remind them (kids AND adults) to look on both sides of the road BEFORE crossing (if they are British, remind them as well that we drive on the other side of the road in France)

#### **If a kid is missing, follow those following rules :**

- Stay calm and get close to the teachers to work with them to solve this problem
- An adult must stay at the meeting point, and an other one to check the area with more attention on the ways the group had been
- If possible, bring the rest of the group into the coach where it will be easier to count and supervise them
- Try to find out who saw the kid missing for the last time, what he/she is wearing, does he/she have a phone, ...
- If you can't find the kids in the 10 minutes, call the château to have some more support.

#### **Picnic :**

When you are on excursion, the kitchen will give you a document to fill the temperature of the sandwiches and a thermometer. **Just before you hand them out**, you need to check the temperature of one sandwich per cold box. It shouldn't be more than 4°C over the temperature at the departure. If it is over, don't hand them out. Check the others and call the chateau if you are missing some (call the kitchen directly).

In extreme circumstances, if you missing something in your picnic, buy all the necessary and keep the receipt to be reimbursed by the Château.

Your group might be on a « market mission » when they have to buy their picnic themselves (it will say on the "fiche de sortie"). In this case, we provide bread, butter, crisps and each kids will receive 3€ to complete their meal. Don't forget to take the envelop with the money in the office before you leave... Staff (anim + driver) will still have a sandwich provided by the kitchen.

### Visits :

In general, schools are paying the visits themselves. Exception will be noted on the "fiche de sortie". The animateur is here to make sure the visit run smoothly. Go with the teacher to the welcome desk to help them paying the visit. If you or the teacher decide to cancel a visit, be aware that the provider could ask to still be paid. Make sure the teachers are aware of this before taking those kind of decisions...

If you are on a visit that the château is paying totally or partially (crêperie for example), don't forget to take the envelop at the office with the payment for it. You will need to bring a bill with the name of the Company on it = Class Tours Limited. A receipt won't be enough !!

**Be punctual on your visits.** Take the phone numbers of the sites you will visit to be able to warn them if needed. Be aware that some provider could refuse you the access to their site if you are late, especially on the busy period (may to august). Try to anticipate and be fussy on their punctuality. Take 15 to 30 minutes delay when you give them a meeting time and keep 30 to 45 minutes delay on your itinerary.

When you arrived, give the exact number of person in your group. Bookings are made in advance, so it could have an impact on the final bill for the school. In each site, there are free entry for group leaders, but usually there are limited. The first one should go to the animateurs. You shouldn't have to pay for your entry.

For the coach park of Mt St Michel, you will get a ticket at the entrance when you get in. Keep it with you all along the visit. On the way back from the Mont, go with the teacher to pay the coach park fee directly on the machine next to the free toilets or in the "point info" (the building close to the toilets). You will still need the ticket to get out the coach park. Don't forget to give it back to the teacher after you pass the barrier (or bring it to Colette if the chateau is exceptionnaly paying for it).

If you go to a beach with your group, **please let the lifeguard know you are here**. We are not allowed to supervise any swimming activity as we don't have the qualifications. But you might get the right to let the kids putting their feet into the sea, **never higher than the knees** !! The lifeguard can forbid you to do so if the beach is too crowdy. Be careful and vigilant if you take those kind of initiative. Always have 1 adult for 10 kids + 1 staff supervising from outside. Limit the number of kids close to the water. And remember that

you need to have the **lifeguards agreement** to do so.

If you are going to the "creperie", the driver is welcome to join you. In general, the restaurant will offer them their meal. If not, pay for it by adding their meal to your payment (and to the bill !). If he doesn't want to join you, he will have to sort his/her meal by himself.

### **Other advice and information :**

If you have a problem while you are on excursion, **get the office informed as soon as possible**. After 5 :00pm you may reach the answer machine. Leave a message and don't hesitate to call the kitchen if you have a big emergency (you should have the phone number in your first aid kit).

All the château staff members have the right to buy a drink for each half day passed on excursion. You need to keep the receipt and give it to the office to be reimbursed (put the name of the school on the receipt).

Don't forget to organize **toilets break regularly** all along the day. Kids don't realize the distance and time they will have to wait. Try to memorise quickly the best toilets areas and their place to help you running smoothly this part of your day.

### **BACK TO THE CHATEAU**

One of your rôle and responsibility during excursion is to make the day a memorable one for the group, kids and adults. The biggest difficulty is to **manage the time** and to accord it to the group expectations, the visits and the château organization.

You can say that you are late if you can't arrive before dinner time / activity. So don't expect to be back for 5 o'clock (or 12 o'clock if you are going out only in the morning). You also need to make sure that the school is enjoying its day out. It might be the only one they have during their stay. If the weather is good on the beach where you are having your picnic, let them enjoy it and make sure to be back for 2:00pm for the afternoon activities. That is a perfect example of a good excursion management.

If you are late, call the château as soon as possible so we can warn all the person involved (anim, kitchen, ...).

**As soon as you are back**, fill the excursion feedback and give it to Darren or the duty person.

**As soon as you are back**, tidy all the left overs from the picnin : get all the robbish to the bin behind the barbecu + bring the ice boxes and other left over to the kitchen + empty the jerrycan and drop them in the "plonge"

It is **impossible to cover all the sites** we use for our excursion during your training period. You will have some shadowing on some excursions. After that, to help you to organize your excursions, you will need to collect the information by yourselves using the file in local animateur, sharing experiences of other animateurs, ...

### Risk Assesments

Hazard	Risk	Persons at risk	Level of probabilit	Control Measure	Outco me
Medical necessary forgotten	Allergic reaction (asthme, ...)	Group	Big	Before each departure, the anim will check the info and check that the kids have their inhalor, epipen, ...	Low
Wrong clothes	Getting ill / insolation / fall / blister	Group	Medium	The animateur will check the clothes the kids are wearing is adapted to the day before departure.	Low
Hot day	Insolation Dehidration	Group	Low	The animateur will ask the kids to wear a hat, put some sun cream on regularly and will encourage them to drink water oftenly.	Low
Crossing roads	Injury caused by a vehicle	Group	Medium	The animateur will explain the limits, identify the pedestrian area and forbid to cross big roads during free time. He will remind everyone that in France we drive on the right side of the road.	Low
Road accident	Injury caused by a choc	Group	Low	The animateur will make sure that all the kids are wearing their safety bell all along the way.	Low
Kid is lost Late	One kid is missing	Group	Low	The animateur will give safety rules (sticker with château phone number per kid, stay in small groups) ; limits for the free time to not passed ; time and a meeting point easy to find and access to. Depending of the age, a teacher might stay with them all of the time. Kids will be counted regularly, at each meeting point and more.	Low
Thief or lost of a bag	Money lost or personal items	Group	Medium	The animateur will remind the kids regularly to be carefull with their personal stuff and will advice them to close their bags carefully. We don't encourage people to have their wallet in their hand.	Low
Forbidden items	Injury caused by the object	Group	Medium	The animateur will explain clearly the list of the forbidden items and will take them from the kids if needed.	Low
Dishonest shop keeper	Money given back not right	Group	Low	The animateur will advise the kids to check the money given back by the shopkeepers. He/she will stay available if kids needs to have somebody coming with them.	Low