

## liveArgyll Carer Access Guide - Leisure

### Introduction

This guide aims to outline liveArgyll's commitment to providing 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 sometimes 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 liveArgyll are:

- To **welcome** everyone into our venues
- To **care** about the customers who need additional support to take part in our activities and ensure our staff are suitably trained
- To **support** all members of the community to access leisure to support their physical and mental well-being

### What we expect of a carer:

- Register with liveArgyll 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

### Payment Options for Carers

- When a paying member or customer needs additional support to access liveArgyll activities, facilities and programmes they must register their carer. Once this has been completed we will allow you, the carer entry with the individual you are supporting.
- Carers can gain access free of charge to all liveArgyll gyms and swimming pools 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 booking. If you are in receipt of a Carer's Allowance you will be able to join our concession scheme which provides you with discounted access. This can be used whenever you are participating in activity. Further information is available at reception or online at [www.liveargyll.co.uk](http://www.liveargyll.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 liveArgyll staff as required to participate safely
- If you are supporting an individual who is a wheelchair user, liveArgyll staff will provide the necessary equipment to facilitate access into the swimming pool
- Please inform reception of any changes in your carer status



### Carer Registration

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

Your Name:				Date of Birth:		
Address:						
				Postcode:		
Email:				Phone:		
Type of Carer:	Personal/Informal		Registered Carer		Professional Carer	
Name of person you support:				Date of Birth:		
Address:						
				Postcode:		

**Data Protection:** liveArgyll will keep your details safe and won't release them to other companies for marketing purposes. Your personal details will be held by liveArgyll to identify the carer only. For further information on our Privacy Policy please visit <https://liveargyll.co.uk/privacy-policy/>