

***For the club to foster an inclusive and welcoming environment, all aspects of the club both administrative and active staff and patrons need to take on the responsibility of creating and maintaining a welcoming and inclusive club. As a tennis club administrator you have a great opportunity to try to develop and promote this kind of environment where everyone feels welcome to come and join your club. You have the power to influence the philosophy of the club environment at the foundation level and intern influence how the staff and club members see themselves as tennis players and the other club members as part of a team.***

## **How you can make a difference:**

- Be welcoming and friendly to all who walk through your club.
- Make sure all your policies and procedures are up to date and that all staff are aware of and understand them (specifically the anti discrimination and anti bullying policies).
- Ensure your club has accessibility procedures for the car park, the club itself and the toilets.
- Ensure your club has an emergency procedures plan that takes into account patrons with disabilities, who may need access to ramps and other such equipment.
- Along with the team of staff members create a bright and welcoming environment and attitude that emphasizes the inclusive nature of the club.
- Ensure the behavioural guidelines are clearly displayed in your club for everyone to see and take note of so they understand their responsibilities while they are using the club facilities. Having your behavioural guidelines on display somewhere in the club, stresses to those using the club that ignoring or negating to follow the guidelines will not be tolerated in any way shape or form. It also helps to promote a positive and courteous environment. (Think about providing an audible alternative for those who have limited or no vision).
- Try and get patron feedback wherever possible by using written or spoken surveys that target their needs and desires. This gives everyone using the club a chance to have a say about what needs to be improved or developed further in and around the club. Providing feedback options for your customers and following up on that feedback shows a great interest and concern for their needs, will make you very approachable and will make them feel as though their contribution is much appreciated by the club, this intern will create a very positive staff/clientele working environment.

# Administrators



- Try and make known (by advertising) the inclusive nature of your club. Create flyers, put ads in the local newspaper or magazine and have come and try days specifically for people with disabilities in your community.
- Keep all client details up to date and be sure to know and understand (with regular updates in changes as required) the needs of any clients with a disability and their specific requirement at the club if necessary.