

Guidelines for Parents having Supported Contact at Living Springs Family Centre



A. You will be responsible for:

- The care and safety of your own child/children and should be aware of their whereabouts at all times.
- Your child/children should not be left in the care of other visitors. Living Springs staff & volunteers on duty will gladly help you out in any way they can.
- You are responsible for providing food for yourself and your children and possibly a spare set of clothes for your child/ren, just in case. Drinks are always available.

Living Springs does not allow chewing gum/ bubble gum, or lollipops on the premises.

- You are here to enjoy your time with your child/ren and we want you to make the most of that special time, however, it would help us greatly and be a superb example to the children if you could tidy up toys, plates, mugs as you go along.
- You will be allocated a room dependent upon availability on the day and the size of your family, but you are free to use the toilet, kitchen, dining room and playground, but your child/ren must be supervised at all times.
- Other rooms are out of bounds. Please respect the privacy of other families visiting Living Springs.
- PLEASE KEEP VALUABLES WITH YOU AT ALL TIMES OR ASK STAFF TO LOCK THEM IN THE OFFICE.

B. Visiting:

Visitors may come by prior arrangement only and must be agreed with Living Springs staff and your solicitor. No person will be allowed entrance unless Living Springs has been given full details beforehand.

Professional visitors such as health visitors, doctors, solicitors may visit, but prior arrangement is a must.

C. Violence / Aggression

The use of violence either physical or verbal towards a member of staff, volunteers, other residents, other visitors or children is not acceptable behaviour. A violent incident will be taken seriously and action will follow which could include informing your solicitor and asking you to terminate your visit and leave Living Springs.

D. Discriminatory behaviour

At Living Springs we have people from many different backgrounds and life experiences. We treat all families with respect as to their race, nationality, gender, sexual orientation, age, family structure, religion, culture and class, mental and physical ability. We will not allow anyone to discriminate against others and will actively deal with any discrimination that occurs.

E. Smoking

With regard to the law on smoking in public places, Living Springs' premises is a no smoking environment therefore smoking is not allowed within the Centre.

If residents are found smoking in the Centre other than the designated smoking shelter outside, action will be taken.

F. Alcohol

Living Springs is an alcohol “Zero Tolerance Zone”

The drinking of alcohol by visitors is not allowed at Living Springs. Should any person be found consuming alcohol on or off the premises, or alcohol be found in their possession, action will be taken which could result in the contact session being terminated and you being asked to leave Living Springs.

Contact will be cancelled if upon arrival any person is suspected of being under the influence.

G. Drugs/Solvent Abuse

The use of drugs and solvents is strictly forbidden unless drugs are prescribed by the doctor. Should any person be found using drugs or solvents or should drugs/solvents be found in their possession on or off the premises action will be taken which could include terminating the contact and asking you to leave Living Springs.

Contact will be cancelled if upon arrival any person is suspected of being under the influence.

If consumption of alcohol or the use of drugs is suspected, Living Springs will ask you to turn out your pockets and show the contents of your handbag and make available any other personal belongings. By signing these House Rules you are giving your consent.

H. Medication

All medication, prescribed or un-prescribed is to be handed in to the office for safe keeping in the office medical cabinet in accordance with Living Springs’ Health and Safety rules.

I. Fire Alarm

- If the fire alarm sounds, gather up your family, leave all belongings and proceed calmly out of the building
- meet on the front car park for role call. A member of staff or volunteer will assist in the evacuation.
- **Fire exits: Front door and Back door.**
- If you are already in the playground do not re enter the building but make your way to the front car park.
- Do not re enter the building until advised to do so by the fire service or a member of Living Springs staff.

J. Confidentiality & Disclosure of Information

Living Springs will handle all your information and records confidentially.

If an occasion should arise where information disclosed is deemed by staff or volunteers to be potentially harmful to the children then this will be reported to the Centre Director or deputy immediately and the Centre Director or deputy will relay the information to the referring social worker or emergency duty team. If circumstances dictate, Police will also be informed.

K. Use of Media Equipment

This list, although not exhaustive, will include cameras, mobile phones, laptops, PSP’s. The use of any such equipment which could record or photograph or otherwise pass on private and confidential information outside of Living Springs is prohibited during all contact sessions (Supervised, Supported, Venue users).

L. Living Springs Policies & Procedures

Living Springs Policies and Procedures form the basis upon which we operate as a Contact Centre. They include our own guidelines for safe contact within our buildings and grounds and also updated statutory regulations by which we abide under the terms of OFSTED. These are available to all. Please ask at the office.

Declaration

I have read these Guidelines (3 pages) or have had them read to me. I understand these guidelines and agree to abide by them during my visits to Living Springs. I have been given a copy of these guidelines for my records.

Visitor

Name.....

Date.....

Signature.....

Visitor

Name.....

Date.....

Signature.....

Visitor

Name.....

Date.....

Signature.....