

BURTON CONTACT CENTRE

Ground Rules for Resident Person

1. Please do not bring any other person with you unless previously agreed at the information meeting.
2. Once contact begins you may remain in the waiting room or you may wish to leave until the session is finished. If you remain you will be asked to stay in the waiting room. If you leave you must return 10 minutes before the contact session is due to end and it is essential that you provide a contact number so that we can get in touch with you if necessary.
3. Any person displaying violence, bad language, intimidation or aggression inside or directly outside of the contact centre will automatically lose their place at the centre.
4. Aggressive and intimidating conduct towards staff will not be tolerated and may lead to place being withdrawn.
5. Any person arriving at the centre under the influence of drugs or alcohol will be asked to leave immediately and will lose their place.
6. Smoking is not permitted inside the building.
7. You must not access any other part of the building apart from the waiting room and the toilet if you are the person escorting the children.
8. If you do not attend 2 contact sessions without informing the contact centre of a valid reason, your place will be allocated to another family.
9. Children are the responsibility of parents at all times. Staff are at hand to help if needed.
10. If contact has been delayed for whatever reason, the session may still go ahead only for the remaining time left.
11. Visitors must arrive 10 -15 minutes prior to the escorting person and child arriving. The visitor may be asked to stay behind 10 -15 minutes after the session has ended.
12. Videoing is **not** allowed on our premises. We do not allow photographs to be taken within the centre unless the other parent consents and permission from a staff member has been obtained. For Child Protection and Safeguarding reasons no photographs of other children, adults or staff are allowed
13. Please DO NOT bring any balls balloons, flying toys, toy guns etc to the centre.

14. Please note staff do not write reports or comment on contact sessions unless we feel there is a safeguarding issue. Only dates and times of attendance will be given out upon request.
15. Please do not ask your children to pass gifts or belongings, money or messages (either verbally or written) to your ex partner.
16. Supported contact is a temporary measure used to re-establish trusting relationships. You are expected to move on and make your own contact arrangements in the near future.

By signing this document, I agree to abide by the Contact Centres procedures as set out above.

Signed:.....

Print Name:

Date: