



Member of the National Association of Child Contact Centres

Rules for the Child Contact Centre

(It is important that everyone is aware of any rules we have at our Centre. All volunteers are informed at their induction and all families are told before they start using our Centre.)

The following rules are also based on those in the NACCC Information Leaflet for parents and carers:

- Parents are responsible for the safety and supervision of their children at all times while at the Centre. No child may be left without a parent in attendance
- A child can only be taken from the Centre during a visit if this is stated on the referral form, or with written consent from the resident parent
- Relatives and friends can only attend if they are named on the referral form
- Anyone under the influence of, or carrying, alcohol or drugs will not be allowed on the premises
- There must be **no** arguing in front of any of the children
- Any person displaying violence, bad language, intimidation or aggression inside or directly outside the Contact Centre will automatically lose their place at the Centre
- Aggressive and intimidating conduct towards volunteers will not be tolerated and may lead to the place being withdrawn
- Mobile phones are not to be used whilst contact is taking place so that full attention is given to the children
- Video or still photography of your child/children can only take place with the permission of the resident parent and under the direction of the Co-ordinator or Team Leader. Any video or still photography recorded at the Centre must not be uploaded to, or published on, any social media account or website. No other child or adult may be photographed at the Centre at any time.
- Please tell us if you make other arrangements for contact or if you will not be coming on a particular day
- Please also advise us of any changes to your mobile number for emergency contact

Please do enjoy spending time with your child/children at our Contact Centre

Files containing all our Policies and Procedures are located in the resident parent entrance and in the main hall.