



## FAMILY CODE OF CONDUCT

We are very fortunate to have supportive and friendly families at our events.

We expect everyone attending our activities to work together to ensure a safe and positive environment for our families, staff and volunteers.

### **We expect those attending to show respect and concern for others by:-**

- Being respectful of the Family Centre ethos and being inclusive and supportive.
- Welcoming new people and making sure they are included.
- Considering the safety and enjoyment of everyone attending an activity.
- Working together with the Family Centre for the benefit of children and families. This includes approaching the Family Centre to resolve any issues of concern.
- Managing your family and your child's behaviour so that it is not disruptive, aggressive, unsafe or offensive.
- Respecting the environment and premises at all activities, whether in The Family Centre offices, or any other location.
- Complying with any procedures, or health and safety requirements at activities, as advised by The Family Centre, the venue and the activity organisers.
- Advising The Family Centre in advance about the additional needs of any attendee.
- Making sure an adult parent or carer remains on site at all family activities (this includes sign language classes) and is responsible for their child's behaviour and wellbeing at all times.
- Making sure that young people are registered in advance if they wish to attend the youth club – this includes completing the required medical information.
- Advising The Family Centre of any changes to personal information or circumstances, including changes in the health of young people that will attend the youth club.
- Not bringing any medicines, prescription or non-prescription, to family activities unless absolutely necessary for emergency use. If you need to bring medicines to an activity please speak to the session leader on arrival and agree how to store them safely.
- Booking and paying for activities by the published deadline.
- Paying for activities that have been booked, unless reasonable notice of cancellation has been given.
- Contacting the office in advance to discuss concessionary charges – no discounts will be given unless pre-booked and agreed.
- Completing all registration forms and Evaluation Forms requested, in a timely manner.

**In order to support a peaceful and safe environment, The Family Centre cannot tolerate:-**

- Disruptive or unsafe behaviour which interferes with the operation of our activities.
- The use of offensive language or gestures.
- Threatening, offensive or aggressive behaviour.
- Wilful damage or destruction of property, or negligent behaviour that results in damage.
- Abusive or threatening emails, phone, video or social network messages.
- People accessing The Family Centre's activities or premises whilst under the influence of drugs or alcohol.
- Smoking at activities, including electronic cigarettes, other than in designated areas.
- Theft of property from The Family Centre, families, workers or premises where events are held.
- Behaviour that makes other families feel unwelcome.

**The Family Centre reserves the right to:**

- Ask a family to leave an activity if this code is breached.
- Ask a young person to leave a youth club activity if their behaviour is unacceptable.
- Refer matters to the appropriate authority, in line with our Safeguarding Children Policy.
- Suspend or cancel access to our services in the case of a serious breach of this code.

**We trust that parents and carers will assist the Family Centre with the implementation of this code and thank you for your continuing support.**