

### **Guidelines for events and activities at Little Havens**

**Cancellations:** If you need to cancel or adjust your attendance, please let us know at your earliest convenience so that we can offer your space to another family. We appreciate your cooperation in helping us manage our capacity.

**Medications and Drugs:** Any medications or drugs brought onto the site must be securely locked away in the designated drugs room. Please ask a member of the care staff to assist you in storing them safely (this includes parents and carers).

**Sign-In Requirement:** Everyone must sign in at the electronic registration system before entering any group or event. This ensures we have an accurate record of attendees and helps us manage the safety and security of the site.

**Personal Belongings:** Please ensure all personal items, including bags, coats, and valuables, are kept with you or stored in designated areas. Little Havens cannot take responsibility for lost or misplaced items.

**Emergency Contacts and Health Information:** Please ensure that all emergency contact details and any relevant health information (such as allergies or medical conditions, this includes parents and carers) are up-to-date and provided to our team before the event or group session begins. If you have a medical condition and may require assistance to administer your medication, please let us know (epi pens, pumps, syringes etc.) Once we are aware, we can allocate the appropriate assistance and inform you of the appropriate receptacles for waste disposal.

**Respecting Others:** Little Havens is a place of support and care for all families. Please be respectful of others in the building, maintaining a calm and considerate atmosphere at all times. Any behaviour that disrupts the environment or compromises safety will not be tolerated.

**No Smoking Policy:** Little Havens is a smoke/vape-free site. A designated smoking/vaping area for visitors is located through the 'sluice' room exit. If you need assistance, please ask a member of our team. All building entrances will be accessed through the main entrance.

**Supervision of Children and Young People (CYP):** Parents and carers are responsible for supervising their children and young people (CYP) at all times. Children and young people should not be left unattended during event or group hours.

**Restricted Areas:** For the privacy of families, certain areas of the care floor will be sectioned off if there are resident CYP or end-of-life admissions. Please do not enter any areas with closed doors unless accompanied by a staff member, such as when using the bathroom or a changing room.

**Building Access:** Between 5:30 PM and 8:00 AM on weekdays, and at all times during weekends, the automatic doors at the entrance will require a pass swipe to exit. If you need to leave the building, please notify a staff member or volunteer, who will assist you. Otherwise, you may be unable to exit and will remain in reception.