



ELHAP Visitor's Policy and Procedure

Policy Statement

The ELHAP Board of Trustees assures all visitors a warm, friendly and professional welcome to ELHAP (A Special Needs Adventure Playground), whatever the purpose of their visit.

ELHAP has a legal duty of care for the health, safety, security and wellbeing of all service users, volunteers and staff. This duty of care incorporates the duty to "safeguard" all service users from subjection to any form of harm, abuse or nuisance. It is the responsibility of the Board of Trustees and senior staff to ensure that this duty is uncompromised at all times.

In performing this duty, the Board of Trustees recognises that there can be no complacency where child/vulnerable adult protection and safeguarding procedures are concerned. ELHAP therefore requires that **ALL VISITORS** (without exception) to comply with the following policy and procedures. Failure to do so may result in the visitor's escorted departure from the ELHAP premises.

Policy Responsibility

The ELHAP Manager is the member of staff responsible for implementation, coordination and review of this policy. All breaches of this procedure must be reported to the ELHAP Manager.

Aim

To safeguard all service users under ELHAP's responsibility during opening hours. The ultimate aim is to ensure that service users at ELHAP can access and enjoy adventure play or Day Service opportunities, in an environment where they are safe from harm.

Objectives

To have in place a clear protocol and procedure for the admittance of external visitors to ELHAP which is understood by all staff, volunteers, trustees, visitors and parents and conforms to child/vulnerable adult protection and safeguarding guidelines.

Where and to whom the policy applies

ELHAP has a responsibility for all its service users anywhere on the ELHAP premises during any opening hours to ensure that the security of the premises is appropriately maintained at all times.

The policy applies to:

- All staff employed by ELHAP.
- All volunteers at ELHAP.

- All external visitors entering ELHAP during opening hours.
- All Visiting Group staff, volunteers and their users.
- All Trustees of ELHAP.
- All parents and carers.
- All service users.
- Building & Maintenance and all other Independent contractors visiting the ELHAP premises.
- Independent contractors who may transport service users on minibuses or in taxis.

Protocol and Procedures

Visitors to ELHAP

All visitors to ELHAP will be asked to bring formal identification with them at the time of their visit. They must follow the procedure below.

- Once on-site, all visitors must report to the front door. No visitor is permitted to enter ELHAP via any other entrance under any circumstances.
- At the front door all visitors must state the purpose of their visit and who has invited them. They should be ready to produce formal identification upon request.
- All visitors will be asked to sign the Visitors Record Book which is kept in the reception area (front hallway) at all times making a note of their name, organisation, who they are visiting, their entry time and their car registration.
- All visitors will be required to wear an identification badge - the badge must remain visible throughout their visit.

Visitors will then be escorted to their point of contact **OR** their point of contact will be asked to come to reception (front hallway) to receive the visitor. The contact will then be responsible for them while they are on site. At no point can the visitor be allowed to move about ELHAP unaccompanied and unsupervised.

On departing ELHAP, visitors **MUST** leave via reception (front hallway) and:

- Enter their departure time in the Visitors Record Book alongside their arrival entry.
- Return the identification badge to reception.

Unknown/Uninvited Visitors to ELHAP

Any visitor to the ELHAP site who is not wearing an identity badge must be challenged politely to enquire who they are and their business on the ELHAP site.

They should then be escorted to reception (front hallway) to sign the Visitor's Book and be issued with an identity badge. The procedures under "Visitors to ELHAP" above will then apply

In the event that the visitor refuses to comply, they should be asked to leave the site immediately and the ELHAP Manager (or senior staff if not available) should be informed promptly.

The ELHAP Manager or Senior staff will consider the situation and decide if it is necessary to inform the police.

If an unknown/uninvited visitor becomes abusive or aggressive, they will be asked to leave the site immediately and warned that if they fail to leave the ELHAP grounds, police assistance will be called for.

New Staff, Trustees and Volunteers

All new staff, trustees and volunteers will be asked to comply with this policy by staff on their first day of work or volunteering.

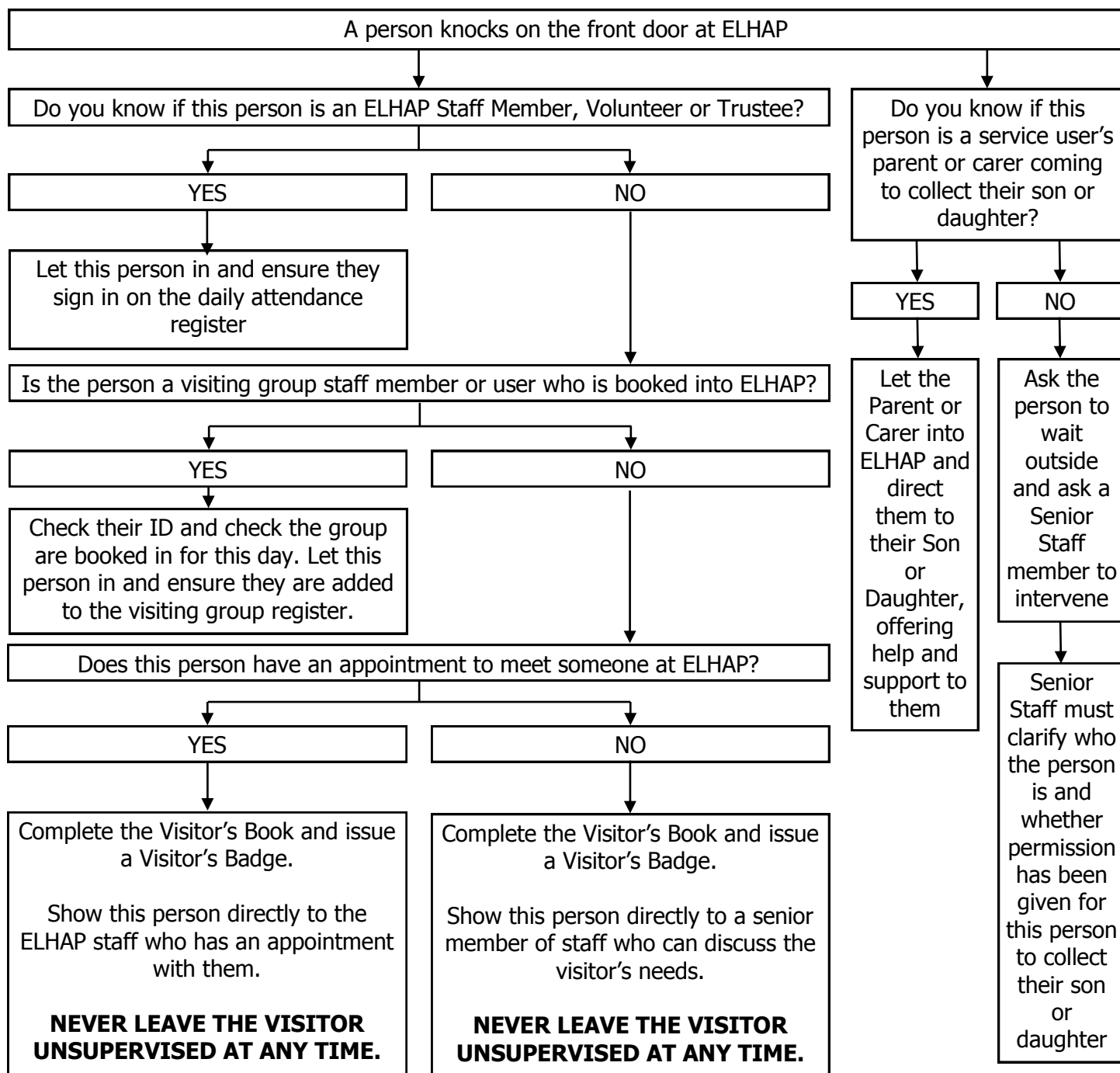
Staff Development

As part of their induction, new staff will be made conversant with this policy for External Visitors and asked to ensure compliance with its procedures at all times.

Implemented by the ELHAP Manager on Friday 1st July 2011

This policy will be reviewed annually.

How to Deal with Visitors at ELHAP



At Playschemes:

- Only Permanent Staff, Team Leaders or Senior Staff can open the front door to deal with visitors.
- If you have to answer the door, ask the Visitor to wait outside and go and find a Permanent Staff, Team Leaders or Senior Staff to deal with the Visitor.

General:

- If you are ever unclear, unsure or worried about a visitor, do not let the person/people in and ask them to wait outside. Always go and ask a senior member of staff for help.
- Never leave a visitor unsupervised at any time.
- Always ensure visitors are signed into the visitor's book and issued a visitor's badge.
- For further information, please read the ELHAP Visitor's Policy.

ALWAYS REMEMBER—IF YOU HAVE ANY DOUBTS AT ALL DON'T LET THE PERSON IN AND ASK FOR HELP FROM A SENIOR ELHAP STAFF MEMBER.