

SAFEGUARDING POLICY STATEMENT

At The Cloisters, we want you to feel safe in the knowledge that you're in our expert care.

The Cloisters recognises that we operate in an environment where child and vulnerable adult protection issues are increasingly high profile.

Everyone working in close proximity to children and vulnerable adults should must pay due regard to safeguarding themselves by recognising and observing a simple code of practice.

This document applies to Employers, employees, Board Members, visiting guests and volunteers.

CODE OF PRACTICE

All of our clients should have an approved code of practice for dealing with matters relating to child and vulnerable adult protection. The Cloisters staff should be aware of its existence, and everyone may have access to it through the General Manager.

This policy is issued not only for the protection and proper treatment of children and vulnerable adults, but also to facilitate the protection of staff.

Within this policy, employees includes Board Members, visiting guests and volunteers.

GUIDELINES

- At no time should an employee be alone in the same room as a child or vulnerable adult.
- At no stage should an employee be alone with a child or vulnerable adult in a confined area or area where the door is closed. (Except if you have an Enhanced DBS Disclosure).
- There should be no physical contact with any child or vulnerable adult.
- Any contact with a child or vulnerable adult outside the parameters of your normal duties should first be cleared with the General Manager.
- Employees are always encouraged to be friendly and positive and to respond to reasonable requests, also being as helpful as possible.

- Employees should be vigilant at all times. Asking unknown visitors whether they can assist them and reporting such visitors to the venue.
- Employees should immediately refer any poor behaviour or unacceptable attitudes to a staff member of The Cloisters, reporting to the General Manager. Under no circumstances should the employee take unilateral disciplinary action, nor attempt to scold a child or vulnerable adult.
- Employees should at no time use aggressive or obscene language towards or in the presence of children or vulnerable adults.
- Avoid favouritism. Do not single out one client/guest in a group because you know their name. This could upset people who are feeling isolated or unhappy.
- Do not accept any gifts from clients/guests.
- Employees are advised to consider very carefully any situation, which could give rise to any allegation whatsoever, and to avoid such situations completely.

- Should an employee have any concerns whatsoever, they should report them to either General Manager or a Board Member.