

The Dockland Settlements

Community Centre Code of Conduct

Welcome to our community centre! We are committed to creating a safe, inclusive, and welcoming environment for all staff and users. This Code of Conduct outlines the expected behaviour and guidelines for everyone participating in our community centre activities. By entering our premises, you agree to follow this code.

Respect, Inclusivity and communication.

1. **Treat Everyone with Respect:** Treat others the way you want to be treated.
2. **Inclusive Language:** Use respectful language. Avoid offensive, discriminatory, or derogatory remarks.
3. **Support for Special Needs and different abilities:** Be mindful of those who may need assistance.
4. **Parents/Guardians/Carers Responsibility:** Ensure children follow the Code of conduct.
5. **Courteous Behaviour:** Consider the impact of your actions on others.
6. **Effective Communication:** Address conflicts constructively.
7. **Feedback:** Provide constructive feedback.

Safety and Security

8. **Child Safety:** Parents/Guardians/Carers are responsible for their child's supervision at all times.
9. **Safety of Children during Sessions:** Instructors are responsible for child supervision at all times during sessions where parents/guardian/carer are not present.
10. **Emergency Procedures:** Familiarize yourself with emergency procedures, including evacuation routes and first aid locations. Follow instructions from staff in case of emergencies.
11. **Buggies/Scooters/Bikes:** Use designated areas to park buggies, scooters, and bikes. Do not leave them in reception area. Do not ride inside.
12. **Walkways/ doorways:** Do not leave items in walkways/doorways to ensure a clear and safe entrance/exit for all.
13. **No Running:** Walk calmly inside the centre.
14. **Reporting Concerns:** Report safety concerns promptly to a member of staff.

15. **Personal Belongings:** We are not responsible for personal belongings. Keep them in sight or use lockers.

Facility Etiquette

16. **Maintain Facility:** Avoid breaking or damaging items. Treat the furniture and equipment with care.
17. **Furniture and equipment Use:** Use furniture and equipment for its intended purpose only. Refrain from jumping and/or standing on sofas/tables.
18. **Report Damaged Equipment:** Promptly report any damage to a member of staff.
19. **Avoid Wastage:** Use resources responsibly.
20. **Tidying Up After Yourself:** Clean up after yourself and your child. Leave the area, the way you would like to find it.
21. **Trash:** Dispose of trash in designated bins.
22. **Spillage:** Promptly report spillages to a member of staff.
23. **Changing Facilities:** Use toilets and changing rooms for changing purposes. Do not undress in public spaces to respect the privacy and comfort of everyone.

Privacy and Confidentiality

24. **Respect Privacy:** Respect the privacy of others.
25. **Photo consent:** Do not film or photograph others, without their consent.
26. **Confidentiality:** Maintain confidentiality regarding sensitive information.
27. **Personal Information:** Do not share personal information about others without permission.

Compliance with Policies

28. **Adherence to Policies:** Follow all policies and guidelines.
29. **No Smoking or Vaping:** Strictly prohibited on the premises.
30. **Alcohol and Substance Use:** Strictly prohibited on the premises.
31. **No Pets Allowed:** Except guide dogs/ service dogs.
32. **No Fighting:** Physical or verbal altercations are strictly prohibited on the premises.

Failure to adhere may result in warnings, suspension, or exclusion. Let's create a vibrant and respectful community environment!