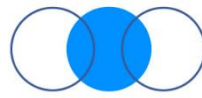


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|----------------------------|------------------------------------|
| <b>Code</b>                | <b>WR.001</b>                      |
| <b>Title</b>               | <b>Waiting Room Policy</b>         |
| <b>Status</b>              | <b>Active</b>                      |
| <b>Prepared by</b>         | <b>Stuart Hanson</b>               |
| <b>Approved by</b>         | <b>Dorian Roberto Ramirez Sosa</b> |
| <b>Date Approved</b>       | <b>01.06.2020</b>                  |
| <b>Revision Number</b>     | <b>Version 1.3</b>                 |
| <b>Date last amended</b>   | <b>01.06.2022</b>                  |
| <b>Date of next review</b> | <b>01.06.2024</b>                  |
| <b>Contact Officer</b>     | <b>Stuart Hanson</b>               |
| <b>Distribution Status</b> | <b>Controlled</b>                  |



## **WAITING ROOM POLICY**

This policy applies to all centres where mediation is carried out.

For the safety of our clients and staff, we have a few general rules about our waiting areas:

- Only clients are allowed to wait in waiting rooms. If someone has driven you to your appointment, they can provide us with contact information and we will call them half an hour before you are done with your appointment.
- Small children are only allowed in a carrier seat or stroller. Unless they are over the age of 12 or in the care of another adult, children are not permitted to stay in the waiting room while you are in your appointment.
- No food or drinks are permitted in the waiting room.
- All phones must be turned off or set to silent while you are in the mediation venue.

### **Information for Clients**

The mediation venues offer neutral and safe ground for clients taking part in family mediation. It is neutral, friendly and confidential.

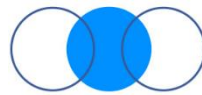
- There will be other clients in the room having contact.
- Staff and mediators are not there to take sides or give advice.

### **Arrival at the Centre**

On arrival you will be met by one of the admin staff or mediator and taken to a waiting area. If you wish to wait in a separate waiting area from your ex-partner, please make this known to the member of staff and mediator, as the majority of premises have two separate waiting areas available.

- Separate arrival and leaving times can be arranged. Please make staff aware of this request.
- Everyone on the premises is booked-in at arrival and booked out when they leave
- It is important for everyone to be punctual. If you are unable to keep your appointment or you will be late please let staff know.
- Please also inform us by leaving a message on our answer phone if we do not pick up.

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## **Waiting room**

We have two waiting areas for clients if needed.

- Carers and individuals supporting the client should remain in the waiting room at all times and not enter the rest of the centre.

## **In the mediation room**

Please note the following expectations:

- Mediation will not take place if you appear to be under the influence of alcohol or drugs.
- No smoking inside the building.
- Clients are not allowed in the kitchen area.
- Parents are responsible for the safety and supervision of their children at all times.
- Please be careful with hot drinks.
- We will not tolerate offensive language or behaviour.
- Company policies are available on request.

## **Online provision**

Many service users opt for online mediation. This is usually conducted via Zoom or WhatsApp video. WhatsApp video does not have the provision for a virtual waiting room. Zoom does have this function and it is company policy that the mediator will put service users into the waiting room in the following circumstances:

- One participant arrives earlier than the other.
- Participants arrive before the start time of the mediation session.
- The mediation is conducted in shuttle.
- The mediator needs to speak to a participant about their conduct in a meeting.
- The mediator requires a break, or discussion with a co-mediator.

It is to be noted that when in the waiting room, the participants cannot see one another.

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