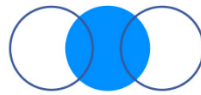


Code	WR.001
Title	Waiting Room Policy
Status	Active
Prepared by	Stuart Hanson
Approved by	Dorian Roberto Ramirez Sosa
Date Approved	01.06.2020
Revision Number	Version 1.2
Date last amended	01.06.2020
Date of next review	01.06.2022
Contact Officer	Stuart Hanson
Distribution Status	Controlled



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, he/she 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 centre.

Information for Clients

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

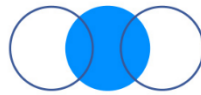
- There will be other clients in the room having contact.
- Staff and mediators are not there to take sides or give advice.

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.

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