

Policy

Non Accommodation Admission/Departures

1 Admissions

- 1.1. In line with the Company's Equal Opportunities policy anyone who is homeless or under the threat of becoming homeless can access Sanctuary Trust non accommodation project relevant to their status, circumstances and needs.
- 1.2. Non accommodation Projects are open access; all guests over the age of 18 years old can access the building. Volunteers can access the building aged 17, with written consent provided by parent or guardian.
- 1.3. Each project will determine the maximum amount of guests / volunteers that can access the building at any one time, a general risk assessment will be conducted and reviewed every 6 months to identify maximum capacity
- 1.4. Each non accommodation Project will set out its own operational opening and closing times. Guests are only permitted access to the building during agreed opening times.
- 1.5. Employees / Volunteers must report the use of the building to Operation Manager before accessing the building

2 Departures

- 2.1. All guests and volunteers will leave the building at agreed closing periods
- 2.2. All Employees, volunteers and guests must adhere to a set of conditions of stay while accessing the building
 - 2.2.1. The ROC is an alcohol and drug free house – strictly no alcohol or drug use on site.
 - 2.2.2. The ROC is an open access Centre, but guests are only allowed in the Centre during opening hours. Opening times will be displayed at the entrance of the Centre and are subject to change.
 - 2.2.3. Guests can access open rooms freely, you can tell if a room is an 'open room' by looking on the door – if you see a green poster with the words 'open room' you are allowed to access the room freely. Guests can only access restricted rooms if accompanied by a paid member of staff or lead volunteer. Restricted rooms are labelled 'restricted area' in colour red.
 - 2.2.4. For the comfort and safety of our guests, abusive or aggressive behaviour is not permitted.
 - 2.2.5. Wilful damage of property is not permitted. Any guest that wilfully damages property will be excluded from the centre until they have made a contribution towards repairs.
 - 2.2.6. Guests are responsible for their own personal belongings. Please keep all your personal belongings close to you; the ROC is not responsible for any lost or stolen items.

- 2.2.7. Weapons are not permitted in the ROC.
 - 2.2.8. Smoking is not permitted anywhere inside the building.
 - 2.2.9. All guests are encouraged to familiarise themselves with the ROC fire procedures; this is displayed on the notice board near the dining area.
 - 2.2.10. Guests must adhere to the equal opportunities policy – this document is displayed on the notice board near the dining room.
 - 2.2.11. Guests are not permitted to play music or cinema via loudspeakers. Any personal media playing device should only be listened to through headphones.
 - 2.2.12. We encourage clients to have their say as we are always looking to improve. Comments and complaints forms are available on request and we always welcome clients' views.
 - 2.2.13. For safeguarding reasons, no person under the age of 16 is permitted to access the ROC. Persons aged 16/17 must submit consent from a parent or guardian before access will be granted
 - 2.2.14. No pets are permitted in the ROC.
 - 2.2.15. ROC expects all volunteers and / or volunteer groups that use the facilities at the ROC to adhere to a volunteer agreement.
- 2.3. The breaking of any of the agreed conditions of stay may result in temporary exclusions from Non accommodation based Projects (as set out in non-accommodation based admissions and departures procedures)
- 2.4. Employees / lead volunteers reserve the right to close the Project at any time without notice if deemed operationally necessary to do so.