

# Procedure

## *Admissions and Departures*

### *1. Admissions*

- 1.1. Opening and closing times of non-accommodation based projects will be clearly advertised outside of the building
- 1.2. When it is time to open the project, a minimum of two volunteers will be on the door of the Project to ensure persons apparently under the influence of alcohol or drugs cannot access the building. In this instance the volunteers will provide takeaway provision ensuring all persons that present at the non-accommodation based project receive basic needs support.
- 1.3. Only persons over the age of 18 can access the building. If a guest appears to be under the age of 25 years old, volunteers will ask the guest to verify their age before access is permitted. If the guest is unable to prove they are aged 18 or above, the lead volunteer / paid member of staff will assess a guest's age before allowing access. If in doubt, basic need provision will be provided to take away from the building.
- 1.4. Volunteers aged 17 can access the building with written consent from parent or guardian. Under no circumstances can persons under the age of 17 access the building.
- 1.5. Each project will have a maximum amount of people that are allowed to access the building at any one period of time. This figure will be agreed and reviewed through a co-produced general risk assessment. Each guest will be given a token by the volunteers at the door as they access the building. The guest will submit this token in exchange for food. A second volunteer will keep track on guests leaving the building using the designated clicking device. This will enable the volunteers to ensure no more than the maximum amount of people can access the building at any given time. Any guest that presents to the non-accommodation based project during periods where the building has reached capacity will not be turned away without an offer of basic need support. This provision will be provided for guests to take away.
- 1.6. All non-accommodation based projects have open and restricted access rooms. A guest / volunteer can identify an open and restricted room by the colour of the posters displayed on the door / walls of the room. Greens rooms are open access, guests, volunteers and employs are free to roam in these rooms. Yellow rooms are for passing through only. Red rooms are restricted, only persons with clearance from lead volunteers can access these rooms.

## 2. Departures

- 2.1. Once a guest has received the support they have accessed the building for, the lead volunteer will ask the guest to leave the building to ensure others can access the Service. This will be particularly important during busier periods of operations
- 2.2. Non accommodation based projects has strict conditions of stay that must be adhered to at all times. In the event a guest / volunteer or employees breaks a condition of stay;
  - 2.2.1. The person that has observed the infringement must report what they have witnessed to the lead person
  - 2.2.2. The lead person will approach the potential offender and ask to speak to them in the most private place available. The lead person must not do this alone, this must be done accompanied by one other senior staff / volunteer
  - 2.2.3. The lead volunteer will make an assessment on whether to allow the potential offender to remain in the building or ask them to leave
  - 2.2.4. The lead person will produce a written report of the incidence and decision made; this report must be submitted to Management within 12 hours.
  - 2.2.5. Senior Management will write a letter to the potential offender detailing the decision that has been made and will make a decision on any potential extended period of exclusion from the project
  - 2.2.6. Senior Management will be responsible for sharing this information with the lead volunteers across all 6 days of operations.
  - 2.2.7. Excluded persons are still permitted to come to the front door of the project to access basic need provisions but they will not be allowed to access the building for the period of time as agreed by Senior Management
- 2.3. During the agreed and advertised closing time, all guests must leave the building. The lead volunteers will be responsible for directing all guests away from the building.
- 2.4. The lead volunteer will check the building to ensure all persons have departed before locking up.

## 3. Summary

It is the desire of Sanctuary trust and affiliates to serve all persons that present at our open access building. However, for the health and safety of all our guests, volunteers, external professionals and paid staff we are obliged to restrict access to those persons that infringe on the agreed conditions of stay. In these circumstances we will make every effort to provide basic needs support from outside of the building, for the duration of a guests temporary exclusions from access the building.