KENMARE FAMILY RESOURCE CENTRE LTD

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POLICY & PROCEDURES FOR GROUPS USING THE FAMILY RESOURCE CENTRE

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MARCH 2017

1. GUIDELINES & CODE OF BEHAVIOUR

1.1 Kenmare Family Resource Centre provides a safe, friendly, open and confidential environment free from discrimination and inequality. All those using the Centre’s facilities must comply with the Centre’s policies regarding health & safety, child protection etc. If a group has their own procedures in place & want to follow those, this must be agreed in writing before the group start using the centre.

1.2 The Groups using the centre must be responsible for their behaviour, acts & omissions, at all times. The behaviour of group members must be respectful, non-threatening & appropriate to a public, community building.

1.3. Any voluntary organisation, state agency or business (in this order of preference) may use the Centre’s meeting rooms with the consent of the Project Co-Ordinator. Insurance, indemnification, health and safety and the protection and promotion of child welfare will be of consideration when deciding whether to make the Centre available and under what conditions.

1.4. Any voluntary organisation, state agency or business using the Centre is obliged to fill in a Meeting Space Booking Form as outlined in Appendix 1.

1.5. Voluntary organisations, state agencies or businesses planning to advertise an event that they hope to run in the Centre must have the advertisement approved by the Co-ordinator.

1.6. These facilities may not be used for any activity prohibited under Irish or European Law.

1.7. Voluntary organisations, state agencies or businesses must not interfere with, or use, office equipment and materials without the approval of a member of staff.

1.8. Voluntary organisations, state agencies or businesses must provide their own materials (i.e. flip chart paper, markers etc.), unless otherwise agreed.

1.9. The use of alcohol or any banned substances on the premises is strictly prohibited. Equally, those members using the centre, will be asked not to attend under the influence of alcohol or drugs. Those under the influence of substances will be asked to leave the premises for that day.

1.10. Kenmare FRC is a non-smoking community facility. We would ask smokers not to smoke in the facility or its environs.

1.11. The Centre cannot take any responsibility / liability for accidents caused by the use of any materials or equipment that have been brought into the Centre by individuals or groups for their own use.

1.13 Health & Safety procedures require that all groups document and sign a report on any accident or incident that occurs. See Apprendix 2. The Voluntary Board of Directors must be updated on all Incident records at the Board of Director’s meeting.

1.14 The Centre meets all statutory health and safety requirements.  Any faulty equipment, furniture or materials should be brought to the attention of staff as soon as possible and if they pose an immediate health or safety hazard, they should not be used

1.15 All groups & individuals must take responsible for any damage caused by them, while using the centre.

2. HOW YOU CAN BOOK A ROOM

2.1. Rooms can be booked with the Centre in the following ways:

* **By phoning the centre on : 064 6642790 / 087 7086641**
* **By emailing on : info@kenmarefrc.ie**

* **By calling into the Centre and speaking with the Administrator or Co-ordinator.**

2.2 All organisations will be required to supply some basic information, per the Meeting Space Booking Form attached in Appendix 1.

2.3 All rooms must be booked in advance. Please inform the office, if the group will not be using the space at an agreed time so it may be available to others.

2.4 Keys must be collected from the office during office hours and returned before 1.00 pm the next day, unless otherwise agreed. The person who collects the key is ultimately responsible for opening-up and closing the premises.

2.5 A key register must be signed, to hand out keys & on their return

2.6 Keys cannot be copied or cannot be handed to another party. Keys must always be held by the designated person of that group.

2.7 Only those organisations that have booked and collected keys have access to the meeting rooms, unless otherwise agreed.

2.8 Keys may be given out on a longer-term basis to facilitate ongoing groups out of office hours. This must be agreed with the co-ordinator & the key register signed.

2.9 Before leaving the premises the voluntary organisation, state agency or business that was using the room is expected to ensure that:

* They have signed in to the FRC sign in book
* Chairs and other furniture are returned to their original position
* Dirty cups, plates, cutlery etc. are all stacked in the dishwasher. When the dishwasher is full, groups are asked to put on the machine.
* Floors and surfaces that have been used must be swept and cleaned
* All materials or equipment brought in and / or used by groups must be removed or placed in the storage space provided
* All lights and equipment are switched off, including bathroom light
* All windows are properly closed
* Nothing is left turned on, including electric heaters
* Toilets and meeting spaces are vacated
* All doors are locked.
* Alarm codes are set

3. RENTAL RATES

We have a number of options for renting rooms and are flexible in order to accommodate the requirements of voluntary organisations, state agencies or businesses. All proceeds from any rent collected goes towards the running other programs from the centre. Rental rates range from €10 - €15 per hour

4. HEALTH AND SAFETY ISSUES

Any voluntary organisation, state agency or business using the Centre will be provided with a summary of the Centre’s Health and Safety Statement and Policy, and will be expected to understand and follow its recommendations and regulations.

5. FIRE PROCEDURE & FIRST AID

All groups using the centre will be inducted by the Co-Ordinator or Administrator on the fire evacuation procedure, use of fire alarms, fire blanket & fire extinguishers. The evacuation procedure in the event of a fire is clearly displayed and groups are encouraged to take note of this.

Groups are responsible for ensuring the room is not over-crowded & that exits are clear at all times

Group’s attention is drawn to the location of the first aid box & emergency contact numbers.

It would be advisable a small number of participants from each group would have some knowledge of First Aid.

6. RESPONDING TO INCIDENTS

1. All incidents / accidents/ emergencies that occur in Kenmare FRC must be brought to the attention of the co-ordinator as soon as possible.

2. Depending on the situation, the co-ordinator may have to contact emergency services, next of kin, seek medical help as relevant.

3. An incident record must be completed

4. In the case of emergencies, the Voluntary Board of Directors will need to be informed.

5. Incidences will always be treated with care, compassion & utmost confidentiality.

6. For the occurrence of on-going or repeated regular incidents with individuals or groups, a course of action will be take in consultation with that group/individual, the co-ordinator & the board of directors.

7. ADDRESSING A CONCERN

In the event of a problem or concern arising, you can contact the Co-ordinator on:

Tel: 087 7086641

Email: susan@kenmarefrc.ie

Please outline your problem or difficulty. These could relate to the following:

* Any Health and Safety issues;
* Cleanliness and order of the room hired;
* Security issues;
* Difficulties within the Group using the Centre;
* Timetable problems etc.

Where it is felt that the issues raised cannot be dealt with by the Co-ordinator, you may be asked to put your difficulties in writing and these will be brought to a meeting of the Voluntary Board of Directors for discussion and resolution.

The Voluntary Board of Directors review policy and procedures regularly. Failure to comply with any of the above may jeopardise your access to the Centre.

Thank you for your co-operation.

Signed for Kenmare FRC: Date:

Signed for Group Using Centre: Date:

This Policy was discussed and ratified at a meeting of the Voluntary Board of Directors on 1ST March, 2017

Date:

Signed by the Chairperson:

**Appendix 1**

**Meeting Space – Booking Form**

**Group Information:**

**Name of Organisation: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Contact Person: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Telephone Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Nature of the work of the Organisation: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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**Please tick one of the following:**

**Voluntary Organisation State Agency Business**

**Other Please specify\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Policy Information:**

**Using Kenmare FRC policy & procedures Yes No**

**Agreement:**

**Using Group’s Own Policy & Procedures Yes No**

**Agreement:**

**Fire Procedures have been outlined Yes No**

**Garda Vetting In Place Not relevant**

**Child Protection Policy In Place Not relevant**

**Child Protection Training In Place Not relevant**

**Min number of adults on site In Place Not relevant**

**Booking Information**

**Date(s) meeting space required: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Time(s) meeting space required: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Number of people attending: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Approx ages & sex of participants: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Insurance Details: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Disabled access requirements: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Any additional requirements (Kitchen facilities, projectors etc.): \_\_\_\_\_\_\_\_\_**

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**Rent agreed & Invoicing of same:**

**Keys: Not needed Yes needed**

**Key Register signed?**

**Signed on behalf of Group: Date:**

**Signed on behalf of Kenmare FRC: Date:**

**Appendix 2**

**Kenmare FRC - Incident Report Form**

**Event / where the incident / accident occurred:**

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**Date:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Location:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**1. Brief description of what happened:**

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**2. Who was involved?**

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**3. Name and contact details for any witnesses:**

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**4. Any injury sustained / damage done to property?** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**5. Who dealt with the situation?**

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**6. How was it resolved / dealt with?**

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**7. Any follow up required?**

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**8. Additional information** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**Signature:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Name**

**(Block letters):** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Date:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_