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Guidance Policy Visitors, Volunteers and Students

Policy Drafted by - Lucy Prew - Centre Manager  
Drafted Date - 1<sup>st</sup> April 2013

#### Review Date

#### Aim

To ensure the safety of children; staffs, other adults and young people on the premises. The standard procedure is for all visitors to enter by the main entrance and to enter their details (**name, time of arrival and purpose of visit**) in the visitors' book at Reception. The Centre administrator, as admitting adult, will take responsibility for the visitor when she is on duty. At other times staff members welcoming are primarily responsible as 'admitting adult'.

The Manager will designate a member of staff to act as admitting adult at times when she knows that the Centre Administrator is unavailable. At no time will children be given responsibility for admitting visitors, although they may assist a member of staff in doing so.

Any member of staff admitting a visitor through any other door is personally responsible for ensuring that the visitor's details are recorded in the visitors' book with time of arrival and of departure.

Particular attention must be paid to this rule if the visitor is not personally known to the member of staff. Staff may enter details for a visitor if they know the visitor.

Unless the admitting adult recognises the visitor and knows his/her business at the Centre, he/she will establish:

- The identity of the visitor (if appropriate by asking for an identification document);
- The purpose of the visit before admitting the visitor to the Centre and will ensure that the visitor
- Enters adequate visitor details in the visitors' book.

If in any doubt about the visitor, (s)he must ask the visitor to wait with security and inform the Centre Manager immediately. Office staff will check the visitors' book during the lunch break and at the end of the Centre day to establish that all visitors entered in the book have a time of departure against their name, or (if not) that they have left the Centre. Staff will note in the book details of any visitor where no time of departure has been recorded or for whom no details have previously been entered. It is the duty of any member of staff to report to the Manager the presence in the Centre building or grounds of any person of whom they are suspicious, giving the best description which they can of any such person

The Manager is responsible for ensuring that the procedures in this policy are followed by all staff. Each Visitor, will be accompanied at all times by a Staff member, this includes;

- Governors
- Students
- Parents
- Volunteers
- Inspectors

Visitors will be given a visitor badge upon arrival, and are not to handle children or be left unsupervised at anytime.

Staff should be courteous, giving tour of building, offering refreshments, suggesting calm and focused groups to pay visit to. Visitors should be aware of where the centre facilities are and of Fire and Evacuation plan.

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following;

**Centre Nurse Location** \_\_\_\_\_

**Visitor Facilities Location** \_\_\_\_\_

**Recreational Location** \_\_\_\_\_

**Please Sign your full name, reason/whom you visit sign in the exact time and please sign out upon departure. Please take a Visitor Badge from the administrator and where this at all times whilst in the Centre.**

**Please be aware the Centre does not take responsibility for any Personal effects.**

### **Fire and Evacuation**

#### **Rainbow Centre**

**Upper floor** Evacuate through \_\_\_\_\_

**Lower floor** Evacuate through \_\_\_\_\_

**Meeting Point** \_\_\_\_\_

#### **The hub Centre**

**Upper floor** Evacuate through \_\_\_\_\_

**Lower floor** Evacuate through \_\_\_\_\_

**Meeting Point** \_\_\_\_\_

**The bell will sound, you are to evacuate with haste remaining with supervisor at all times, you will remain in the area until all children are safely inside then the supervisor will resume your visit.**

**Mobile Phones should be on silent, and do not use in front of any child. There is a main telephone with the administrator, should there be any difficulties.**

**Should you require medical treatment, whilst visiting you will be accompanied to the Centre Medical Room where you will seek advice, treatment from the nurse**