



Code of Conduct

For Staff, Trustees and Volunteers

(Reviewed May 2021)

Hilldrop Community Centre employs a Code of Conduct for all patrons of the centre. We ask that everyone using the centre adhere to this policy to ensure a safe and pleasurable environment for our users and staff.

1. Smoking, alcohol or illegal drugs will NOT be allowed in the Community Centre.
2. No abusive, threatening, obscene language or physical abuse will be tolerated.
3. No personal firearms, knives or weapons of any kind (including concealed) will be allowed in the building.
4. If an accident, injury or robbery occurs, report it to staff immediately and call 999. A written report should be filed within 24 hours and given to the Head of Centre, who will notify the Hilldrop Management Committee.
5. Use of public access computers and/or internet so as to: cause harm to others or violate the law; encourage others to violate the law; or to view, transmit or download sexually explicit pornographic materials or child pornography, is strictly prohibited and will be prosecuted
6. Items for public display (e.g. brochures, flyers, and other materials) must be approved by Centre Administrator and/or Head of Centre before displaying.
7. Personal mobile phones, video and other recording equipment are prohibited throughout the site unless given written permission to do so and also consent of those being recorded.
8. CCTV is in operation throughout the site and patrons are made aware of this.
9. Minors under the aged of six must be closely attended by an adult at all times.
10. Animals are not permitted inside the building, except for service animals. Staff may ask if it is a service animal and what it is trained to do.

- 11. Patrons creating a disturbance by: engaging in disruptive conversation above normal conversational noise levels; deliberately making excessive noise; shouting or talking in a disturbing fashion; or gratuitously using profanity or engaging in other disruptive conduct that constitutes a nuisance to other individuals will be asked to leave.
- 12. Patrons are allowed to use the kitchen area but must leave the areas in a clean and tidy condition.
- 13. Patrons must follow all food handling guidelines when preparing personal refreshments; and acquire a L3 food hygiene certificate if preparing food for the community
- 14. The telephone is a business phone. Patrons wishing to use it must be approved by the centre management.
- 15. Organisations or individuals may not use the Centre as a mailing address, telephone contact, or for storage, without prior approval of the centre management and/or trustees

Any person violating these rules of conduct, constituting a public nuisance, or otherwise misusing the facility, can and will be asked to leave by any centre staff member. If the person does not leave once asked, the staff will call 999 to have the person removed. These persons may be banned from future use of the facility, either temporarily or permanently, depending on the nature of the incident.

Please Note: This Code of Conduct may be subject to review and may be amended at any time.

I have read and understood the above

Name:

Position:

Signed:

Date: