



## JIGSAW CONTACT SERVICE INFORMATION FOR FAMILIES



St Michael's Fellowship is an independent charity based in South London that has been supporting families for over 100 years. We have recently had the opportunity to develop our services to include a space for parents to have either supervised, supported or unsupervised contact with their children.

While you are here, you are encouraged to use the space as if you were in your own home. We have created a homely space, including a kitchen, lounge and bathroom for you to be able to spend time with your child/ren as you would at home.



When you first use the contact space, a member of staff will show you around and what equipment we have that you can use. If you have any questions at any time, feel free to ask. If you would like to see our policies and procedures, please ask a member of staff.

## What we would like from you...



While you are using our contact space, we would ask that you agree to the following:

- **Violence and Threatening Behaviour:** any type of violence and threatening behaviour (Verbal or physical) towards us, towards the children or towards each other will not be tolerated. We may end the contact immediately if this behaviour is observed and your ongoing contact may end at this Centre.
- **Racist, Sexist, Bullying and any other Discriminatory Behaviour:** We will not accept any of these behaviours towards ourselves, towards the children, or towards or about other people. The contact may end immediately if such behaviour is observed and your ongoing contact may end at this Centre.
- **Smoking:** Jigsaw Contact Services is a No Smoking Building. If you are a smoker, we ask that you smoke outside and away from the building.
- **Alcohol:** No alcohol is allowed to be brought into or consumed in the centre. If we are concerned that you might have been drinking alcohol prior to the contact beginning we may not allow the contact to go ahead.

- **Visitors:** The contact is for the adults and children stated within the working agreement signed by all parties at the beginning. If you would like other family members or friends to attend contact please have this agreed with the contact supervisors and relevant professionals if required, such as social workers at least 24 hours before the contact is due to start.
- **Being on time:** Please make sure that you give us enough notice if you need to change or cancel a session or visit. We need at least 24 hours notice. If you are more than 15 minutes late for the contact it may be cancelled.
- **Complaints:** If you have any complaints or concerns please talk to a member of staff.

