

Reachout is a friendly and welcoming organisation where members have access to the creative arts and wellbeing activities. Reachout aims to help members by providing everyone with information and support to improve their personal mental health and wellbeing.

**We all need to follow these simple guidelines:**

## **be considerate**



Be considerate to **all** members, staff, volunteers, support workers and partners.



## **be polite**

Be kind, respectful and polite to **all**

## **NO aggression**



Any aggressive or threatening behaviour is **not** allowed



## **or ANY upsetting behaviour**

Harrassing or upsetting another person in the studio is **not** allowed

**These extra measures are now also required due to the ongoing COVID-19 situation. If these guidelines are not followed, you will be asked to leave the studio.**



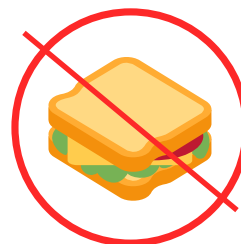
## **face coverings**

Face coverings must be worn at all times

## **hand-washing**



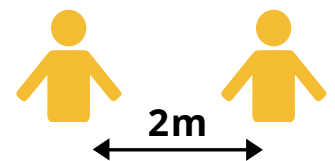
Hands must be cleaned thoroughly **every** time you exit and enter studio



## **no food**

No food can be consumed within the studio at any time. You may bring your own drink

## **2 metre distance**



Physical distancing must be adhered to at all times

Staff cannot advise on personal issues but we can signpost members to local agencies who may be able to assist.

This Code of Conduct applies to all forms of communication including face to face, written, electronic and social media.

The Reachout Complaints Policy is available to everyone. Please ask one of the staff who will be happy to help with any concerns.

**Signature:**

**Date**