

# **KEYNSHAM & DISTRICT MENCAP SOCIETY**

## **SETTLING IN POLICY**

**All children and adults are unique and the amount of time that a member takes to settle into our club can vary enormously. Therefore, members will be given time to settle in at their own pace, so as to make them feel welcome, safe and confident in a new environment.**

Members new to the club will be greeted in a warm and friendly manner. They will be introduced to all members of staff and told about any other regular visitors to the club.

Members will be informed about the clubs' routines and the programme of activities. They will be shown around the building, told where they can and cannot go, and have both registration and signing out procedures made clear.

Ground rules to be explained to the member and they will be encouraged to ask questions and raise any concerns. The member will be told about the fire evacuation procedure and the locations of all fire exits, according to the provisions of the Fire Safety policy.

Parents/carers are offered the opportunity to stay with the member for a period of time as appropriate.

All staff will supervise members new to the club to ensure that they are happy in their new surroundings. The appropriate level of such supervision should be judged according to the member's age, maturity and previous experiences.

Staff will ask on a regular basis how a member is feeling, what activities they enjoy and if they are unhappy about anything. Likewise, if a parent/carer feels that there is a problem during the settling in period, they should raise this with the Club Leader.

Staff will always be available to discuss any concerns or other issues with parents/carers regarding the member and their attendance at Club. If parents/carers wish to meet with the Operations Manager, they should make an appointment to come to the office for a chat.

***Reviewed: August 2026***

***Next Review: August 2027***

***Version 1.0 (under new document-control process)***