

LIC PRINCIPLES OF SAFETY

- 1.** We are a warm, welcoming, and inclusive community
- 2.** We value the safety and wellbeing of our staff, volunteers, and associated support (Our people)
 - Making reasonable adjustments as required
 - Providing support through our HR systems and Employee Assistance Program (EAP)
 - Having champions within our team of staff and volunteers who focus on key areas of health and wellbeing
 - Providing the framework, support, and training necessary
- 3.** Our priority is to maintain the safety and wellbeing of people on our premises and delivering external services through risk assessments and mitigation
- 4.** Our people take personal responsibility to ensure the safety of themselves and others
- 5.** We acknowledge that the London Irish Centre (LIC) does not work in isolation. We are a source of support for our local system, but we may also require the support of system partners
- 6.** We will treat people with respect and our expectation is that we will be treated with respect also. However, there are behaviours that we will not accept.
- 7.** We are a learning organisation and are committed to looking for ways to improve

LONDON IRISH CENTRE TOLERANCE STATEMENT

WHAT WE CAN EXPECT OF EACH OTHER

- Be **respectful** in our language and our behaviour
- Treat each other with **kindness** and **understanding**
- Be **polite** and listen to each other
- Treat each other with **dignity** and **respect**, whoever we are, however we choose to live our lives and whatever our differences

WHAT YOU CAN EXPECT OF US

- A warm **welcome**
- A **professional** and appropriate service
- Clear **communication**
- Staff and Volunteers who are **trained** and supported to deal with all enquiries and situations at the centre
- A **guarantee** that your data is safe and secure with us
- **Prompt alerts** when appointments/events are cancelled or rearranged
- A **promise** that we will see you as soon as we can and help you in the most appropriate way

WHAT WE EXPECT OF YOU

- **NEVER** treat our staff, volunteers or other people using our centre in an abusive manner
- **Agreement** that if you behave in a way that is distressing or harmful to our staff, volunteers or other people using our service that you will leave the centre when asked to do so
- **Knowledge** that we will call the police if your refuse to do so when asked
- **Understanding** that as a professional organisation we have a duty of care to follow up on any concerns we may have of you being at risk of harm to yourself or others

BEHAVIOURS WE WILL NOT ACCEPT

- Racial abuse
- Any form of prejudicial behaviour
- Physical violence
- Sexual behaviour
- Bringing weapons into the building
- Drug taking on our premises

