**Verbal Abuse, Drug and Alcohol Zero Tolerance Statement**

Ward Andrews have a zero tolerance policy to the use of drugs or alcohol prior to contact. If a parent appears to be under the influence of drugs or alcohol prior to or during contact we reserve the right to terminate the contact. No refund for the session will be offered.

At Ward Andrews we want an atmosphere of mutual respect and co-operation. It is our view that our staff deserve respect and we operate a zero tolerance policy with regard to threats and aggression towards staff. Whilst we accept that situations can become distressing and emotive please remember we are trying to help you and your child(ren) in a neutral manner. If anyone behaves in a threatening or aggressive manner the contact service will be reviewed and may be withdrawn.

**Data Protection Policy**

Ward Andrews hold data on families we are working with for the purposes of offering a service. We do not disclose this information to 3rd parties such as Cafcass or solicitors without your written permission.

Ward Andrews hold a Cyber Essentials Plus certificate which ensures your data is safe as possible from cyber attack.

Your information is held securely for a period of 2 years and then it is destroyed by shredding.

**Sickness policy**

We have a number of babies and children attend the centre with poor or compromised immune systems. Therefore, we ask that if you or your child is suffering from a contagious illness such as Chicken Pox or a vomiting bug they do not attend the centre until they have been clear of symptoms for 48 hours.

In terms of cold or flu like symptoms we ask that if your child is too ill to attend school or nursery they are not brought to contact however decisions need to be made on a case by case basis depending on the circumstances.

If you or your child become unwell immediately after contact we ask they you inform us so that ensure toys are thoroughly cleaned.

**Cancellation policy**

Due to a high number of cancellations we have had to introduce the following measures

If a contact is cancelled within 48 hours then this session is still chargeable.

If one session is missed due to illness then we may waive the charge however subsequent sessions will be charged 50% to each party. This is unfortunately because occasionally parents will frustrate contact and use the fee structure to cause difficulties to the other party.

If there are three cancellations then we will review the provision of the service as we have other children on the waiting list.

If contact is cancelled we will try and replace the session but cannot guarantee our availability.

Updated June 2020