

**Code of Conduct for Room Users – Brandon Centre**

Our values at Brandon Centre are compassion, inclusion and respect. With that in mind, we wish for you and your clients to have the best experience of using our space to deliver a service that upholds these values in turn.

All room users are respectfully asked to follow the following guidelines for room use at

**26 Prince of Wales Road, London, NW5 3LG**

1. Consider with care whether any given client is a suitable one for the building, bearing in mind the nature of Brandon Centre’s regular services for vulnerable young people, nearby proximity of other practitioners and any other relevant factors (such as access and any health vulnerabilities).
2. Be mindful of noise being audible in other rooms and seek to keep any disturbance to a minimum (with the understanding that some noise is inevitable in a shared space of this kind).
3. Be aware of security issues and do not leave valuables or confidential material unattended in any common parts of the building. If valuables or confidential material is to be left unattended then it should be in a consulting room and the door should be locked. All room users should recognise that the level of security operating in respect of common parts is much lower than in consulting rooms, given that other licensees will be using the building at the same time. Any valuable left unattended is at your (or your client's) risk. Brandon Centre accepts no responsibility for such items.
4. Be mindful of fire safety issues and attend such training and ensure you are familiar with such guidance as the building’s fire safety officers shall communicate from time to time.
5. Be aware also of general health and safety issues and take precautions to avoid unnecessary or disproportionate risks arising in the use of the building.
6. Take prompt steps to alert one of the staff of any issue arising in respect of the building (e.g. relating to the state of the toilets, any power supply problems, lighting problems, any leak or other damage to the building, or any other concerns).
7. Only use the guest wifi and internet supply available in the building in a responsible way.
8. Work cooperatively with others in the building to resolve any tensions or issues which arise in connection to the use of the building.
9. Be aware of the location and correct usage of the panic alarm situated in your room, only to be used if you are faced with the threat of violence and are unable to escape the room. We will assist if the alarm is sounded by calling the police but cannot intervene directly.
10. Respect the clinical rooms: no use on candles, tea lights or incense in the rooms.
11. Not to make any alteration or addition whatsoever to the Property.
12. Not to bring any pets onto the premises.
13. No smoking is allowed on our premises.
14. To always wear an identification badge (provided by yourselves) when on our premises to easily distinguish therapists from clients.
15. Ensure proper uses of the door sliders when occupying a room: set the door slider to ‘engaged’ at the start of your room hire and ‘vacant’ at the end. This ensures that you will not be disturbed during a session. However, this requires the co-operation of all users and, particularly, to remember to set the slider to ‘vacant’ when leaving.
16. Not bring clients into the kitchen.
17. Bring your own laptops for notes if needed, as desktop computers are not for use.
18. Provide Brandon Centre with a list of clients for that day to allow Brandon Centre to check their identity before giving access the building.
19. If your client disrupts other clients while in the waiting room, we reserve the right to contact you immediately, regardless of whether another session is taking place.
20. If you are seeing a patient in the last slot of the night, please ensure that you leave the building with our staff to avoid lone working.
21. Brandon Centre will control access to the building but will not provide any reception services. In consequence:
    1. We will not take messages on behalf of your clients or pass messages to your clients. All communication must be directly between you and your clients.
    2. We will not act as front office in relation to your therapeutic practice including via phone, email or in any other way.