



Gateshead Clubhouse

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Welcome Pack

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Gateshead Clubhouse: questions and answers for new members

When is the Clubhouse open?

11 AM to 4:30 PM Monday to Friday and 12.30 to 4 PM Weekends

Will I have to go to groups/activities when I'm there?

No, while we have a regular timetable of activities you are under no pressure to attend them, it's your choice. The only limits on your attendance is the opening times.

With the Clubhouse being a staff free service who is in charge when I'm there?

There are always at least two 'Member Reps' on duty when the Clubhouse is open, while we do not offer one-to-one support they will try to help you with any problems or questions you have.

What is a Member Rep?

They are Clubhouse members the same as you, but they wanted to give something back to the Clubhouse Community and are doing this by being Member Reps. Without them the Clubhouse would not be able to run.

So who manages the Clubhouse?

The clubhouse is managed by an elected group of members who meet regularly. As the clubhouse is a registered charity this group of members are called the trustees.

How can I get in touch with the Clubhouse?

You can ring us on 0191 4409033 or email gateshead.clubhouse@gmail.com

How will I know what is going on at the clubhouse?

We have a timetable of regular activities on the noticeboard and as a leaflet, there are also posters on display for events and days as well as our website <http://www.ourgateshead.org/gateshead-clubhouse> and our Facebook page <https://www.facebook.com/GateheadClubhouse>

Hello and Welcome to Gateshead Clubhouse

A User-led Community Hub

Essentially the term community hub we believe is quite apt – often service users will call in to meet up with friends and go elsewhere as well as attending some activities or eating at the cafe. Our aim has always been to provide the positive side of having a building-based service while recognising that if left in isolation these kind of services can be institutionalised and stagnant, the input of external people, activities and new members is akin to having freshwater run into a stream.

The vision sees the Clubhouse as being a venue where people are always welcome on their own terms. The belief is that people need a safe harbour where members have the assurance that they are in control about what level of activity and participation they wish to engage in, without the fear they will have to move on before they choose to, or are ready to leave. In this way the Clubhouse could then be in a position to truly support people to build up their own resilience and, in a suitable time-frame, be able to move on with their lives.

The Clubhouse, in a truly personalised way, will mean different things to different people. For some it will be about becoming part of running something unique, a very empowering experience in itself, and a place to meet for friendship, where people will always be welcomed with a smile. For others it will be part of their recovery as they undertake peer led courses, join in social activities and, when ready, move their lives in new directions– knowing that they always have a place of support if needed.

The Culture of the Clubhouse

The culture of The Clubhouse will be determined by its membership. Peer Support will be the key focus, with an emphasis upon:

- People making an individual choice about attendance and participation in activities – they would no longer be time limited in terms of their involvement in the Clubhouse
- A greater membership participation in terms of the running of the clubhouse. This would include:- financial management, maintaining the health, safety and cleanliness of the building, strategic and operational management
- A determined effort being made to use Peer Support approaches that would help to develop activities both in terms of community based opportunities and in- house courses

Working in Partnership

Other organisations and services are encouraged to engage with The Clubhouse which provides a welcome, friendly and open environment. A warm welcome and assistance will always be given to those professionals offering training, those who wish to engage in consultation, those seeking a greater understanding of people with mental health issues and those supporting people to move on with their lives.

The Clubhouse members also recognise that partnership means seeking support, advice and guidance from partner organisations around areas such as risk assessment, ensuring excellent safeguarding policies and supporting robust financial procedures. These partnerships are integral to The Clubhouse success.

The Journey Continues

The final destination of the journey is a truly user-led service which is highly innovative, flexible in what it offers, empathetic and life changing. We know that with the skills, confidence and experience that our members have achieved over the last few years that we are in an excellent position to bring our vision to life.

On a more practical level

We are open five days a week 11 AM to 4:30 PM, the community cafe will be open up to 4 PM in these days and all members are welcome to

attend when they wish. They will also be able to use the Internet free of charge. We have at least two 'Member Reps' on at All Times who Will ensure Clubhouse tasks and duties are allocated fairly as well as answering phones and Administration.

The following activities are running now (July 2015) – hearing voices group, cooking group, art group, crafts group, women's group, men's group, mindfulness sessions. As well as these mainly peer led activities there are frequent nights out, day trips (using public transport) and occasionally a few days away (using mainstream coach companies etc).

On top of the above activities we are planning to invite carers to use the community cafe alongside our members. We also have extremely good relationships with local museums and art galleries, Gateshead health trainers, harp art, user voice and others, where those organisations book our rooms and open their services to our members both in the clubhouse and out in the community. We also book out rooms to virtually any organisation, but those that run activities such as art and invite our members to attend will pay a reduced amount or nothing.

GATESHEAD CLUBHOUSE

CODE OF CONDUCT SUMMARY

Why do we need a code of conduct?

- The Clubhouse aims to provide a safe and pleasant environment for those needing support.
- Members have agreed that a standard of acceptable behaviour needs to be set by all members, volunteers & carers and that everyone needs to agree to follow them.
- It is important that all members, volunteers and visitors are treated with equal respect within the Clubhouse.

The Code of Conduct policy has been constructed by members of the Clubhouse to ensure that there are procedures in place to address certain inappropriate behaviour. A Committee will meet to investigate any alleged breach of the Code of Conduct and to discuss appropriate action with individuals concerned. The Committee will consist of AT LEAST 4 PEOPLE, usually consisting of members; however on some occasions there may be confidentiality requirements that restrict the Committee to consist of Trustee members only.

All incidents which require the input of the Committee will be dealt with on an individual basis, the wellbeing of any individual will always be given consideration. However, the interests and wellbeing of the Clubhouse community are paramount.

Behaviour which is not acceptable:

VIOLENCE

THREATENING BEHAVIOUR / BULLYING / MALICIOUS GOSSIP

DAMAGE TO PROPERTY

SEXUAL HARRASSMENT

OTHER DISCRIMINATORY BEHAVIOUR: A person is found to be making racist, sexist, homophobic remarks or behaving in a way that is deemed to be demeaning or insulting.

THEFT

BEGGING

INAPPROPRIATE USE OF THE INTERNET

ILLEGAL DRUGS

INTOXICATION

SELLING TOBACCO OR CIGARETTES

PRIVACY: No one at the Clubhouse can photograph, video or record by other means, any individual or activity without the expressed consent of all concerned

HOW TO BEHAVE: Members as well as volunteers are expected to take the necessary steps to ensure that the Code of Conduct is adhered to and challenge any behaviour that is contrary to its letter or spirit. If any member has difficulty with the meaning or implication of any part of the Code of Conduct they should contact a member rep for support.

September 2014

GATESHEAD CLUBHOUSE CODE OF CONDUCT POLICY

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CONFIDENTIALITY

It is important to respect the privacy of all members and for this reason:

- People are asked not to repeat conversations or incidents which happen inside the Clubhouse.

There are 3 areas where members in general and also member reps, are legally bound to pass on information on to relevant agencies e.g. Social Services, Police and Community Mental Health Teams.

- Any illegal activities.
- Child protection Issues.
- Disclosure of harm, either to self or others.

All other information will be shared with a member rep on a need to know basis only.

Behaviour which is not acceptable.

VIOLENCE.

Physical attacks upon members, volunteers or visitors will NOT be tolerated within the Clubhouse. The police may be informed and the person will be excluded for a period of time. Following exclusion the person will be invited to attend a review – the person may then be allocated a probationary status – attendance restrictions may be put in place and behaviour monitored.

If further incident occurs the above will be repeated.

THREATENING BEHAVIOUR / BULLYING / MALICIOUS GOSSIP.

Any behaviour which threatens the well being of others e.g. intimidation and verbal harassment to include:

1. Unwanted and inappropriate questioning of the mental and physical health of others.
2. Using offensive or threatening language and swearing.
3. Using personal remarks of a slanderous or insulting nature, either said directly to the individual or about them to others.

Depending upon the severity of the incident:

- Investigation to take place.
- Mediation to take place if appropriate (if 1 – 1 situation)
- Committee to decide exclusion period, if appropriate.

DAMAGE TO PROPERTY:

Depending upon the severity of the incident:

- Police may be informed.
- Person requested to leave the premises immediately.
- Person to receive a written warning.
- Committee to decide exclusion period.

All of the above may be imposed at once, or if the incident is minor the second two to be implemented.

If a further incident occurs, the Committee to meet and decide appropriate further action.

In all cases, the clubhouse will seek full reimbursement from the member for any damage caused.

DISAGREEMENTS

It's human nature to be social and sometimes this can lead to disagreements. Any member who feels they are being coerced into doing any action they prefer not to do, they should try to get further

members involved in the discussion. If the member still feels they may be being taken advantage of, they should discuss this with a member rep or trustee.

SEXUAL HARRASSMENT:

This includes unwanted touching, innuendo and other personal comments. Remember that behaviour acceptable to one person may make another person uncomfortable. Sensitivity is important in all our dealings with others.

- Police may be informed.
- Investigation to take place.
- Mediation to take place if appropriate.
- Committee to decide exclusion period, depending on the severity of harassment.

OTHER DISCRIMINATORY BEHAVIOUR:

The Clubhouse promotes equality for all and celebrates diversity and difference in all its forms. The Clubhouse wants to ensure that all members, volunteers and visitors are never treated less favourably or with disrespect because of any personal attribute. (This can include, but is not limited to, their gender, race, cultural, ethnic or national origins, colour, religious beliefs, sexual orientation, marital status, domestic circumstances, appearance, political beliefs, age, diet, disability, physical or learning difficulty, spent or non-relevant convictions or educational history.)

If a person is found to be making racist, sexist, homophobic remarks or behaving in a way that is deemed to be demeaning or insulting:

- Mediation to take place if appropriate.
- Requested to leave the premises immediately.
- Person to be given verbal/written warning.
- Committee to meet and decide on appropriate action.

One or more of the above may be imposed depending on severity of the incident.

THEFT:

This is to include money or property belonging to members, volunteers or visitors or Clubhouse equipment.

Depending on the severity of the incident

- Police may be informed.
- Verbal or written warning may be given, and/or

- Exclusion for a certain time.

BEGGING.

This covers asking members, volunteers or visitors for personal items, for example money or cigarettes.

If a person is found to be behaving in this way they will be

- Requested to leave for the day with possible further minimum exclusion period.
- Given a written warning.

If a further incident occurs, the committee is to meet and decide appropriate further action.

INAPPROPRIATE USE OF THE INTERNET.

The following type of sites are considered UNACCEPTABLE.

1. Pornographic material.
2. Material portraying violence.
3. Material promoting terrorism.
4. Material promoting racism / sexism or other discrimination.
5. Sites that are likely to contain viruses and / or Malware.
6. Dating websites.
7. Use of gambling websites.
8. Any material that may be demeaning to another member or volunteer.

The Clubhouse will monitor the use of sites and take action if inappropriate use occurs.

- Depending on the severity of the breach the person may be given a verbal warning on the 1st instance.
- A Committee will be convened to discuss an appropriate sanction.
- If there re-occurrences, the person may be excluded from the computer suite for a certain amount of time.
- If a crime has been committed the matter will be reported to the police.

ILLEGAL DRUGS.

If a person is found to be using illegal / non prescribed drugs on the premises, or is reasonably considered to be under the influence of illegal / non prescribed drugs.

- They may be requested to leave for the day with possible minimum exclusion period being set.
- They may be given a written warning.

If a person is found to be selling illegal / non-prescription drugs on the premises.

- Police will be informed.
- Person to be excluded for a certain amount of time, followed by a review.

INTOXICATION.

- Alcohol is not to be consumed on the premises and any person considered to be under the influence of alcohol will be requested to leave the premises for the day.
- If the incident reoccurs the committee will meet to decide upon appropriate action.

TOBACCO AND CIGARETTES

- Tobacco and cigarettes (in any quantities) are not to be bought or sold on clubhouse premises.
- Smokers may only smoke in the clearly designated smoking area outside the clubhouse and must use the ashtrays provided.

PRIVACY.

This covers the use of cameras, videos, (including those on mobile phones), and other recording devices within the Clubhouse and at activities organised by the Clubhouse at other locations.

No member, volunteer or visitor at the Clubhouse can photograph, video or record by other means, any individual or activity without the expressed consent of all concerned.

It is the responsibility of the individual who is photographing or recording to prove that permission has been given.

Where a person has not gained permission-

- Depending on the circumstances, the person may be given a warning on the 1st instance, but a malicious breach would be treated more seriously.
- A Committee will be convened to discuss and agree an appropriate sanction.
- If this reoccurs exclusion for an amount of time in the 1st instance and additional time for a further breach.

HOW TO BEHAVE

Members as well as volunteers are expected to take the necessary steps to ensure that the Code of Conduct is adhered to and challenge any behaviour that is contrary to its letter or spirit.

If any member has difficulty with the meaning or implication of any part of the Code of Conduct they should contact a member rep for support.

If any member wishes to make a complaint about unacceptable behaviour experienced or witnessed by another person within the Clubhouse they should, in the first instance,