

CONFIDENTIALITY

The centre does not make any written or verbal reports to referring agencies about contact, apart from the dates and times of attendance. The only exception to this is if we believe that a child is at risk, or if a member of staff, volunteer or centre user is at risk of harm.

Cloona Child Contact Centre promotes equality of opportunity. The centre is open to all regardless of race, gender, sexual orientation or religion.



SERVICES PROVIDED INCLUDE:

SUPPORTED CONTACT PARENTAL SUPPORT

Please do not hesitate to contact us if you require any further information on any of our services.

CONTACT CENTRE INFORMATION AND LOCATION

Ionad Na Fuisioige
6 Summerhill Rod
Belfast
BT17 0RL

Opening Times
Saturday 10.00am—12.00pm
Wednesday 5.00 to 7.00pm
Mobile No
07887391607

Email: cloonachildcontactservices@gmail.com

Office Address: **124 Stewartstown Road**
Belfast
BT11 9JQ



Member of National Association of Child Contact Centres
Registered Charity NIC 104601

CLOONA CHILD CONTACT SERVICES



Supported Family Contact

**Information Leaflet for Parents and
Family Members**

WELCOME

Cloona Child Contact Centre is a child centred organisation and children are the focus of our work. Separating is painful for families. Throughout the separation process children need to maintain relationships with both parents, and we ask that you put your children's need first. We understand that this may be difficult, so we will do all we can to make it easier for you.

VISION

Our core vision is that the children and the parents participating in the work of our Centre will achieve personal growth and live in positive, meaningful relationships with each other, after parental separation.

MISSION

Our mission is three-fold:

- **To empower children to navigate a path through the process of family change(s).**
- **To provide a safe and supportive environment where children can express their wishes and feelings, have their voices heard, and know that their parents recognise their needs for future contact on a consistent basis.**
- **To create the conditions where parents and other significant people in the child's life accept responsibility for providing constructive role models for the child when living through a turbulent period of change in family life.**

Families are actively encouraged and supported to adopt an alternative approach to dispute in order to resolve conflict.

WHAT IS A CHILD CONTACT CENTRE?

A Child Contact Centre is a safe, neutral environment where children can meet parents or extended family members with whom they no longer live in a warm comfortable setting. There are toys, games and facilities to aid interaction between you and your child. Light refreshments are also provided at a reasonable price.

The centre can also be used as a handover point if the visit is to take place outside.

The Centre is managed by trained staff and volunteers who maintain impartiality and confidentiality at all times.



HOW THE CENTREWORKS

Before contact begins parents will each attend an individual information meeting with the contact centre member of staff. Arrangements may be made directly by telephoning 07887391607 or by referral through social workers, solicitors, the court, GP or voluntary agencies.

WHAT DO PARENTS DO?

Arrangements for bringing the children to and from the Centre are the responsibility of the parents. The person bringing the child/ren are not permitted to stay unless by prior agreement with Centre staff.

The contact person is required to be at the Centre 15 minutes before child/ren arrive. Parents do not have to meet if that is their preference.

Parents are asked to abide by some basic ground rules:

- **While at the centre the children must be under the supervision and control of a parent at all times to ensure their safety.**
- **If a parent turns up under the influence of drink or drugs they will be asked to leave.**
- **To avoid upsetting the children, please be on time at the beginning and the end of each session**
- **Please notify the centre if you cannot attend or if arrangements for contact have changed.**
- **The Centre is a neutral venue serving all sections of the community therefore please refrain from wearing any type of clothing or using language that may cause offence to others.**
- **Mobile phones are to be switched off during contact.**
- **The Centre is a non-smoking area.**

Reference to 'parent' may be understood to include other family members or guardians.

If you have any special needs for attending the centre we will be pleased to discuss them at your initial meeting.