

Sunbeam House Services Policy Document	Title: Visitors to Company Facilities
	Effective Date: 01 September 2014



Document Control

Policy Title	Visitors to Company Facilities
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1.0 POLICY:

To ensure that measures are in place to provide a friendly and safe environment for visitors, staff and clients using properties rented, owned and leased by Sunbeam House Services (SHS).

2.0 SCOPE:

All visitors, staff and clients using properties rented, owned or leased by Sunbeam House Services.

3.0 ROLES & RESPONSIBILITIES:

All visitors to properties owned and leased by Sunbeam House Services are required to identify themselves on arrival and outline the purpose of their visit.

All contractors who are carrying out maintenance and repair work at properties owned and leased by Sunbeam House Services are required to produce photographic identification i.e. Safe Pass Card. Staff should record the time of arrival and departure of all contractors who visit a location.

Staff should always encourage friends and relatives of clients to visit and be prepared to liaise with parents and families in a supportive and understanding manner.

Staff should not routinely allow visitors into a location or any premises owned by SHS unless they can identify themselves and prove that their visit is genuine. Visitors should be supervised while on the premises.

Staff should ensure that in the case of an emergency all staff, clients and visitors vacate the premises and are accounted for at the assembly point.

Staff are not permitted to receive visits from relatives and friends while on duty.

No unauthorised visitors should stay in a property rented, leased or owned by Sunbeam House Services overnight.

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Where appropriate, clients should be consulted about visitors in advance. This is particularly important in relation to residential accommodation.

Where appropriate, clients should be aware and adhere to any conditions of their Tenancy Agreement which may relate to visitors.

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