

Within our Serendipity groups, it is of the utmost importance that every member feels safe, welcome and included. To ensure this is happening at the groups, we have compiled a list of guidelines that we ask our members, volunteers and staff to adhere to.

If you have any concerns within the group, please make a volunteer or member of staff aware and we will help you.

Any behaviour that is abusive, physically or verbally or any incidents that involve emergency services because of this behaviour will result in an immediate suspension from the group while an investigation is undertaken by Autism Hampshire.

Please report any instances of abuse to a staff member or volunteer at the group or email serendipity@avenuesgroup.org.uk, and a member of the team will contact you.

Members, volunteers and staff are expected to be responsible for the following -

- 1- No touching other members or volunteers/staff without explicit consent
- 2- Take turns when talking and listen to each other
- 3- Be respectful and kind to other members, volunteers and staff
- 4- Avoid shouting across the room and if the group is busy, please be mindful of how loud we are talking.
- 5- Be respectful of other members belongings, do not touch without explicit permission
- 6- If you are listening to music or watching videos on a personal device, it is essential that headphones are used to avoid disturbing other members.
- 7- Please help tidy and clear up after the group if you can.
- 8- Let Autism Hampshire staff know if you are planning to bring someone to support you within the group.
- 9- If you need to answer a phone call, please find a quiet area to do this. If you are unsure of where, staff/volunteers will be able to help
- 10- Respecting the venue and any staff within the venue in which the group is held
- 11- If you would like to invite a new member to the group, they will need to fill out our Member Registration form and will be invited to the group by a Coordinator.

People supporting members within the groups are expected to follow these guidelines and additionally:

- 1- Any 1:1 support that the person you are supporting needs is your responsibility. Volunteers and staff cannot provide 1:1 support.
- 2- Please stay with the person you are supporting when in the group
- 3- We would appreciate your support in ensuring that the member you are supporting is following the guidelines

Additional staff and volunteer responsibilities include-

- 1- Making members aware of any changes to the group such as potential cancellations as soon as possible.
- 2- Mediating minor disputes within the group that members are unable to resolve themselves.
- 3- First aid trained
- 4- Recording any incidents within the group and following Autism Hampshire policies and procedures.

Social media and contact outside of groups.

The Serendipity team will always contact you through our email which is serendipity@avenuesgroup.org.uk

Please use the above email address for any questions or concerns you may have that you would like to talk to staff about. This inbox is monitored by the Serendipity team, and we will reply to you as soon as possible.

The Serendipity team do not oversee any WhatsApp groups or any other social media chats or in person meet ups that may take place outside of the planned groups we coordinate.

Autism Hampshire cannot provide you with any contact details for other members of the group.

Health conditions, support needs, sensory needs.

If you have a health condition that may impact you within the group and require assistance with, please make us aware prior to attending the group. The information you provide us with will be shared with the Serendipity staff members to ensure that any staff within the group will be able to provide assistance if needed.

Support needs

If you require 1:1 support within the group, we ask that you bring a trusted person or support worker with you to provide that support. Staff and volunteers cannot provide 1:1 support.

Any member is welcome to bring support along with them to the groups, please make us aware before the group.

Sensory needs

We want our groups to be inclusive to everyone, therefore if you have any sensory needs that you think will impact you within the group, please make staff aware prior to attendance. We will do our best to support the sensory needs of every member.