



GENERAL BEHAVIOUR STATEMENT AND POLICY

SNAPS provides opportunities for therapy, fun, friendship and enjoyment for children with additional needs, their brothers and sisters and parents, grandparents and carers and other supporters. Our aim is to be a fully inclusive and transparent charity.

We want to provide a safe, welcoming and fun environment for the whole family and therefore we expect that all employees, contractors, volunteers, Trustees, parents, carers and children show respect, acceptance and tolerance to all who attend SNAPS sessions.

Very occasionally, some sessions might not be suitable for some children. Either for a particular child on a particular day or at that stage of their development. This might be obvious to the parents, employees and volunteers just from the description of the experience provided by the session, and the parents/carers experience of their child's reaction to similar environments. Or it could also become gradually obvious during a SNAPS session. If the environment and experience we were able to provide on that occasion causes a child to become distressed or to behave in a way likely to cause distress for the other children in the session, it might be necessary to end the child's participation on that occasion. If a child's reaction is thought to be likely to cause a risk to their own safety, or to the safety of others during the session, we might also need to end the child's participation on that occasion.

We would hope to be able, through discussion with the child, family and employees, to provide a more suitable offer on another occasion to meet the requirements. For example, we could modify the experience provided in the session, or on a planned future occasion, to better meet the child's needs if we have the resources to do so. In some group activities it may not be possible to make all the adaptations necessary for one child as SNAPS must consider the needs of the whole group and therefore, we may suggest that other activities (possible on a one-to-one basis) may be more suitable. In extreme circumstances, we may have to advise that SNAPS is not the right environment for a particular child or family at that time; where this is the case, we will work with the family to find another suitable activity or provision if possible.

Everyone at SNAPS wants to make our sessions a great experience for all the children who attend and their families. We have gained lots of experience over the many years that we have been running sessions, but we really do need the specific knowledge of parents and carers to help make this happen. Therefore, we welcome any advice or feedback about services we offer, what we could provide in the future, and what we could try to do differently or as extra support for your child or other children with similar additional needs, to make it a better



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experience. As a charity, we have limited resources, so cannot always make the adjustments necessary but we will do our best to make it as inclusive as possible for everyone who comes to SNAPS to take away a great experience.

SNAPS' employees and volunteers are entitled to work in a safe and fear-free environment and therefore any aggression shown by parents, carers or other family members towards employees or in any other way at SNAPS' sessions will not be tolerated and the individuals will be asked to leave immediately.

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