

## Visitor Guide

### We hope you have an enjoyable visit

Our primary responsibility is to ensure the welfare and safeguarding of our children and adult learners - we expect all staff, volunteers, contractors and visitors to share this commitment.

**Please note:** when signing-in you are agreeing to abide by our guidance to ensure safe visiting



## JIGSAW CODE OF BEHAVIOUR

**When visiting any of the Jigsaw sites please follow our Code of Behaviour**

- Treat everyone with respect
- Act as an appropriate role model
- Remember that someone else might misinterpret your actions, no matter how well intentioned
- Do NOT exchange personal emails, text messages, phone numbers or give out personal information about yourself
- Do NOT make physical contact or engage in inappropriate banter or verbal remarks
- Follow the information about keeping everyone safe, as set out in this leaflet

## DISCLOSURE & BARRING SERVICE (DBS)

All Jigsaw staff, as well as regular visitors, contractors and volunteers are subject to DBS checks. This is to help ensure that unsuitable people are prevented from working with children or adults at risk.

**It is, therefore, important that you remain with your host at all times unless we confirm we have a DBS clearance for you.**

## PERSONAL INFORMATION and POSSESSIONS

- Our **Visitors and Contractors Privacy Notice** is available from the Admin Team at **Jigsaw School** [reception@jigsawschool.co.uk](mailto:reception@jigsawschool.co.uk), or **JigsawPlus** [reception@jigsawplus.co.uk](mailto:reception@jigsawplus.co.uk).

This Privacy Notice sets out how we collect and use personal information about you during and after your visit, in accordance with the UK General Data Protection Regulation (UK GDPR).

- Jigsaw cannot be held responsible for any loss or damage to vehicles and/or personal possessions whilst you are on Jigsaw premises.

# KEEPING EVERYONE SAFE

If you are feeling unwell and/or if you have a temperature please postpone your visit to Jigsaw.

When visiting any of the Jigsaw sites please remember

- **On arrival sign in** at Reception and wear your Visitor's badge at all times
- **On departure sign out** at Reception and return your badge

## Jigsaw School

- Parking in front of the school is **only available between 10am and 3pm**, at all other times visitors can use the main car park adjacent to the runway
- Phones and other devices with camera/recording access must be **turned off** and left in a secure locker in Reception

## JigsawPlus

- Phones and other devices with camera/recording access must be **turned off** and left in a secure locker in Reception
- Filming, recording (audio/visual) or the taking of photographs is not permitted whilst on-site
- Support the safe use of ICT throughout Jigsaw and respect copyright, data protection and intellectual property rights
- There may be times when we require visitors to move away from the area they are in. If such a request is made please follow your hosts instructions quickly and understand this request is necessary to best support our learners and staff. You will be escorted to the new location.

If you see anything that gives you cause for concern, or have any questions, please speak to a member of the **Safeguarding Team - contact details can be found on the noticeboard in the Reception area.**

**Everyone has a responsibility for child protection and the safeguarding of children and adults at risk**

**DON'T THINK "What if I'm wrong?"  
- THINK "What if I'm right?"**

## OTHER INFORMATION

**Accessibility:** Ahead of your visit, please let us know if you may require adjustments to be made to support access to relevant areas of our site, eg. first floor meeting rooms, wheelchair access/ramp etc.

**Accessible toilets:** Located in the Reception areas at Jigsaw School and JigsawPlus.

**Accidents and incidents:** Please report these to Reception.

**Fire and emergency evacuation:** If the fire alarm sounds, please leave the building immediately by the nearest safe exit. Our staff will direct you to the nearest fire assembly point.

**First aid:** Please ask at Reception if you need assistance.

### PLEASE NOTE

Jigsaw operates a **NO SMOKING** policy throughout its buildings and grounds - this includes the use of Vape-style equipment and smoking inside a vehicle.

For more information please visit  
[jigsawtrust.co.uk/visitor-information/](https://jigsawtrust.co.uk/visitor-information/)