

Little Bird SOS

Code of Comfort

Welcome to the Little Bird SOS community. We hope that you will enjoy your time with us. There is no set limit to how long you stay part of our community. Some people enjoy the moment and just come for one session, some come for more and even stay for months or years, that choice is yours.

About us...

We are a non-profit making voluntary community social enterprise. Our work aims to improve the mental health and wellbeing for people living in Leicester, Leicestershire and Rutland. We offer a safe environment delivering arts and crafts workshops and projects that enable people to feel part of the local community.

Values

We value being able to provide a place of refuge, safety and security in a peaceful environment that inspires meaningful creativity helping clients to enjoy life and to give themselves the permission to do that. We encourage community connectivity and positive conversation that supports social inclusion and a sense of not feeling alone.

We are committed to access and opportunities for all, regardless of disability; family status; gender re-assignment, ethnicity; religion or belief; sex; sexual orientation, economic status, age or culture.

We value the importance of health as a 'state of complete physical, mental and social wellbeing' (WHO, 1946) and recognising the value that everyone has a right to access the services we provide.

Sustainability – we value recycling, reusing and eco-friendly arts and crafts and reducing our own environmental impact.

There are a few things to be mindful of whilst you are with us. This helps the community to run peacefully and harmoniously so that everyone leaves feeling revived and refreshed with new energy.

Code of Comfort

We have a code of comfort that help us to generate a sense of safety, security respect, and kindness within the group and expect everyone to take a responsibility in following and actively supporting it...

- **Punctuality** - we realise that not everybody can get to the group on time, and this is ok, but there is a time limit on our room hire so we have to finish on time. We will give a warning about 10-15 minutes towards the end of the session. This is the time to start finishing off your work and help with clearing away, washing cups etc, if you are able.
- **Value** - we are very appreciative that our sessions are partly funded from grants so that we can continue to deliver high quality art and craft sessions however, to make up for the shortfall we have to charge a small amount for each session and cannot make any concessions. We recognised that this in itself is beneficial as it shows respect for the value of delivery and respect for the value of self in making a special time for yourself
- **Respect** - please respect each other, yourself and the workshop facilitator. There are many differences between us including how knowledgeable we are and our life experiences. We need to treat each other respectfully as individuals. This applies across differences of gender, ethnic group and other backgrounds and identities
- **Listen** - please take the time to actively listen when someone else is speaking - avoid side conversations especially at the beginning of the sessions when important information about the activity is being explained. During the workshop, conversation is highly encouraged and we aim to ensure that everyone is included. The workshops are successful if everyone is given the chance to participate, you don't have to speak to the whole group if that's not comfortable for you, but if you do then we expect everyone in the group to listen.

The word listen is spelled with the same letters as silent!

- **Disturbances** - whilst we do not mind if mobile phones are switched on, please be mindful of others if you need to answer your phone. We recommend you go to a different room to take important calls
- **Participation** - group facilitators and volunteers are on hand to ensure that *all* of our clients are able to participate in the group activity. We cannot, however, give one to one exclusive support. If you feel that you need one to one support we are able to accommodate a support worker/friend/volunteer, arranged by yourself. If you would like to do this, we can accommodate this free of charge for the person supporting you but, if that person would like to participate in the activity too, then they will need to pay the full session fee.
- **Discussions** - during the workshops, it is common that everyone will want to tell their stories, express their opinions or concerns and conversation is highly encouraged but please be mindful of the subject of your conversations. Keep them as healthy exchanges rather than personal attacks. Everyone should feel they can contribute in a safe, non-judgemental environment

- **Privacy and confidentiality** - we can learn a lot from each other by sharing our experiences but nobody should feel obliged to disclose anything they feel they want to keep private.
- **Helping** - it can be rather scary to join a new group so we ask that all participants are mindful of this when new people join the group. We will always ensure that everyone feels included in the group as this will help lessen their fears. Sometimes the group facilitator may need to help others if the activity is tricky and if you feel that someone, seated near you is struggling or afraid to ask for help, we ask that you help them overcome their difficulties. To help others is fantastic for your own wellbeing as well as others.
- **Behaviour** - it is fine to stand up, sit down, walk around or fall asleep as long as you don't disturb the others in the group. We do expect you to observe our code of comfort though. Although we understand it can be difficult at times to fit into a group, and we will do our very best to help you settle, we do reserve the right to ask disruptive participants to leave the group if their conduct affects the safety and security of the group.

If you have any questions or want to discuss anything in privacy, please contact us via email or telephone: admin@littlebirdsos.co.uk : 0776 023 2059