



# cork foyer

RESIDENT'S HANDBOOK 2011



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## WELCOME TO CORK FOYER

This guide provides you with loads of useful information about life at Cork Foyer. Moving into a new place can be exciting but can also be a bit scary too. To try and make the experience a bit easier, you will be allocated to a Key Worker, who will be on hand to help you when you need advice, support or just someone to chat to.

Your Key Worker will work closely with you during your stay at the Foyer, and they will try and make sure that everything is going smoothly. If you do have any problems or if there is anything you need to know that is not covered in this guide, then please ask your Key Worker who will try and help.

**REMEMBER**, if your Key Worker is not around, then please ask another member of staff - all staff are here to help!!!

## WHEN YOU MOVE IN

When you move into Cork Foyer, the staff will need the following from you:

- First week's Personal Contribution payment towards heating and lighting
- Personal Public Service Number
- Proof of income, benefits received, or last two pay slips - if employed
- Proof of eligibility for rent allowance and Social Housing

Unfortunately, you will need all these things so you can move in. If your benefits are not due until a few days after moving in, don't worry, we can arrange a day to pay your first Personal Contribution payment. You will also need to bring with you your bedding, pots and pans etc. The Foyer sometimes keep a small stock of household items to help you out in emergencies.



# RESIDENT'S CHARTER

This charter explains our responsibilities to each other during your stay in the Foyer. Your stay in the Foyer is conditional on you keeping to this agreement, as we work together in the interest of your development.

## WHAT YOU CAN EXPECT FROM US

- To live in safe, secure and well maintained accommodation free from unnecessary intrusion
- To receive a confidential service and have your privacy respected
- To live in an environment free from harassment
- To be treated fairly, regardless of your race, ethnic origin, nationality, religion, culture, gender, sexual orientation, disability
- To be treated with respect and to be consulted about the decisions which affect your life
- To have your voice heard through the means of resident participation and the complaints procedure
- To have your complaints acted upon swiftly and effectively
- To receive the support you require to achieve independent living by the end of your stay at the Foyer
- To receive the support in accessing available employment, education and training opportunities
- To receive advice on available resettlement opportunities, ultimately enabling you to be resettled in the community
- To have reasonable access to training and other facilities

## WHAT WE EXPECT FROM YOU

- To adhere to the terms and conditions of your Licence Agreement
- To comply with the Foyer Codes of Behaviour and make sure that your visitors also comply with the Codes of Behaviour
- To adhere to your Individual Support Plan, which you have agreed to, and to attend regular Support Plan Reviews
- To attend and participate in development programmes which are designed to raise your Independent Living Skills
- To attend interviews and meetings as reasonably required by the Foyer staff or associated training providers in order to achieve the objectives specified in your Individual Support Plan or Training Plans
- To keep the Foyer staff fully informed of any change in your circumstances. This is particularly important where employment and training are concerned

## LICENCE FEE COLLECTION

Your Key Worker will advise you of any Welfare Benefits that you might be entitled to and will help you to apply for them. The level of Rent Allowance awarded will depend on your current circumstances which are individually assessed by a Welfare Officer.

If you are not entitled to full Rent Allowance, your Personal Contribution payment will increase to ensure you still meet to the full weekly Licence Fee.

It is the resident's responsibility to pay their full Licence Fee. The staff should not have to chase around after residents asking for money.

If there are changes in your circumstances you will have to tell a member of staff and the Department of Family and Social Affairs/Welfare Officer immediately.

You can pay your Licence Fee at the Reception. Failure to pay your Licence Fee will result in you being sent a warning letter. This will happen after 2 weeks, 4 weeks, 6 weeks and 8 weeks. The Foyer will give you lots of opportunities to pay your Licence Fee arrears. However, if you don't, you will be asked to leave the Foyer.

### Other Costs

When you move into the Foyer, your Key Worker will issue you with a key and fob. If you lose your key or fob you will be issued with another one but you will be required to pay €10.00 for each replacement.

# SECURITY

We want our residents here at the Cork Foyer to feel safe and secure at all times. CCTV monitors the Foyer, both internally and externally. Staff are on duty 24/7, 365 days a year.

Entry to the Foyer is via the main entrance only and the front door operates on an electronic key system. All other external doors to the Foyer are alarmed.

You must never lend your keys to anyone, including other residents/friends.

We recommend that you leave your keys at reception before you go out, to ensure that you don't lose them. Staff will open the door electronically on your return.

For Security reasons, we recommend that you close all your windows and lock your room door every time you leave your room, even if you go to the kitchen.

**The Foyer strongly recommends that you take out personal contents insurance to cover against accidental damage, fire and theft.**

# CODES OF BEHAVIOR

We have lots of rules at the Cork Foyer, just so things will run smoothly for all the residents. These rules are compulsory and all residents are expected to abide by them.

## SECURITY & SAFETY

- Residents are not permitted to lend their room keys to any other person
- If a room key is lost, or damaged, it must be reported to reception immediately and a charge will be made for a replacement
- It is your responsibility to ensure that you lock your room door and windows when not occupying your room
- You are expected to adhere to the Foyer Health & Safety Policy & Procedures, including the Fire Procedure
- You must not put others at risk by tampering with fire fighting equipment, CCTV equipment or any other safety or security equipment
- You must not put others at risk, through irresponsible behavior, which includes horseplay or intoxication from abusing/ misusing alcohol, drugs, and other mind altering substances both legal and illegal.
- On entry to the Foyer, you must declare all offensive or illegal weapons in your possession
- **Offensive weapons** i.e. pen knives, swords, machetes, b.b guns etc will be stored in a lockable cupboard until you leave the Foyer when they will be handed back to you after signing a disclaimer
- **Illegal weapons** will not be allowed into the Foyer and should they be found in your possession on the premises or in the vicinity of the premises, you will be reported to the Gardaí and your Licence will be terminated
- Use of the Training Room will be through a strict booking system unless supervised by a member of staff or a tutor. Staff may let Residents borrow items from the Training Room or Office on the understanding that the items will be used responsibly and brought back directly after use
- You are only permitted to smoke in your own room or in a designated external area. Ash trays must be used at all times
- All windows must remain on the safety latch at all times. Residents under no circumstances should sit on or leave objects on window sills



# VISITORS

- Visitors on the premises are a privilege and are at the total discretion of the Management. If you are not adhering to the terms and conditions of your Licence, visitor sanctions may be imposed on you
- Visiting times are: Sunday - Thursday 9.00am - Midnight, Friday - Saturday 9.00am - 1am
- Visitors should sign in before 10.00pm, visitors signing in after 10pm are at the discretion of the duty member of staff
- All visitors must call at reception. They will not be allowed further access unless you come to meet them. Should the duty member of staff have further concerns around the visitor, access to the building may be denied
- All visitors must sign in and sign out when entering or leaving the building. If a resident or their visitor choose to ignore this rule and a visitor is found in the building, action will be against the resident(s) who are accompanying the visitor
- You must accompany your visitors at all times. Visitors are not allowed to enter the common room without prior consent of a member of staff, they must also be accompanied by the resident they signed under. Visitors are not allowed in the IT room at any time
- Foyer residents are permitted to have a maximum of two visitors at any one time. There is a strict policy in place for visitors under the age of 18. This must be adhered to at all times. At the first visit, visitors must complete a personal information index card along with a copy of their signature for verification. Thereafter, the visitor must sign in using their full name and signature
- A barred visitor list will be held behind reception and updated on a regular basis. Visitors on the barred list will not be allowed access into the building. Should you request to have a visitor whose name is on the barred list, the member of staff on duty will deny access to your visitor and inform you that he/she is included on the barred visitors list. Should you wish to appeal against this restriction, you should follow the complaints procedure
- Residents are reminded that visitors are a privilege and not a right and if the Foyer has sensitive or confidential information about your visitor, you may not be given a full explanation
- Former residents who have been evicted will not be allowed to visit the Foyer unless they are attending supervised training. All cases will be assessed individually
- Residents are responsible for the conduct of their visitors at all times. Visitors may be barred or restricted if their conduct is unacceptable. Residents whose visitors do not adhere to the rules will be placing their Licence at risk. If you have any concerns about the conduct of your visitor whilst in the Foyer, you should ask them to leave the Foyer or seek assistance from a member of staff
- If a Visitor is left unattended the sponsoring resident will be asked for a satisfactory explanation. Should the duty member of staff not be satisfied the visitor may be asked to leave the premises and maybe placed on the barred list



## OVERNIGHT VISITORS

- Overnight visitors will only be allowed to stay at the Manager's or Project Worker's discretion. An overnight request form must be completed and approved between the hours of 9am and 5pm, Monday to Friday. Night staff may allow overnight stays in the event of an emergency situation. Even though permission may have been given for an overnight visitor, any duty member of staff may deny access to visitors should they have a concern
- You are only permitted to have one overnight visitor any 2 nights in a 7 day period
- Residents will not be given permission to have an overnight visitor until they have completed 8 weeks residency at the Foyer successfully

## ILLEGAL SUBSTANCES (DRUGS)

- The possession, use or sale of drugs or paraphernalia will not be tolerated anywhere in or around the Premises
- Residents/Visitors found to be in breach of this rule will be asked to leave immediately, and will be barred from the premises permanently
- A resident further places his or her Licence at risk if his or her visitors are involved in the use or sale of drugs
- Any illegal substances or drugs paraphernalia will be handed directly to the Gardaí
- All residents and visitors are advised that it is our policy to co-operate fully with the Gardaí in the case of drug possession, use or sale on the premises
- Any illegal substances or drugs paraphernalia will be handed directly to the Gardaí.

## ALCOHOL/AEROSOLS/GLUE

- Alcohol or alcohol products are strictly forbidden on the premises or in the vicinity of the premises without prior consent of the Foyer Manager. If found with unauthorised alcohol or alcohol products, you will be issued with a Written Warning and possibly place your Licence in jeopardy. You will be asked to remove the alcohol/products from the premises immediately. The Manager will permit alcohol on designated special occasions that are supervised. Examples of special occasions are Christmas Day, planned BBQ etc. Birthdays are not deemed to be special occasions
- Any resident who enters the Foyer and has been drinking heavily will be asked to go quietly to their room and remain therein, if they fail to do so and cause a disturbance, the Gardaí will be called and the resident may be charged
- If any resident demonstrates violent or aggressive behaviour through being intoxicated or they are unable to make their own way back to their room, access to the Foyer will be denied, Gardaí will be called and the resident may be charged. If a resident is intoxicated and demonstrating violent or aggressive behaviour whilst inside the Foyer, the Foyer will request Gardaí assistance to remove the intoxicated resident for the safety of all concerned. This type of behaviour could also result in the resident being charged
- Any visitor, who in the opinion of the duty staff, have been drinking heavily and/or are in the possession of alcohol will be refused entry to the Foyer
- Unacceptable behaviour exacerbated through alcohol consumption will not be tolerated by the Foyer and the strongest possible action will be taken against offenders
- Any resident found misusing aerosols or glues will be in breach of the Foyer Substance Misuse Policy and their licence will be terminated

## ANTI-SOCIAL BEHAVIOR & RESPECT

- Foyer residents and local neighbours have the right to live peacefully. Threatening behaviour or abusive language to staff, other Foyer residents, visitors, or members of the local community will not be tolerated. Immediate action will be taken against the perpetrators and it could result in your immediate eviction
- The Foyer is a training facility and noise must be kept to a reasonable level at all times
- Residents must not cause nuisance or annoyance to other people or allow it to be caused in or around the vicinity of the Foyer
- Residents must not drink alcohol within the vicinity of the Foyer or congregate in groups that could be intimidating to others
- Residents must adhere to all Foyer Policies and Procedures, including the Foyer Equal Opportunities Policy and Harassment/Anti-Bullying Policy
- The telephone, vending machines or any other Foyer equipment must be treated with respect
- Residents or visitors will be reported to the Gardaí if they cause criminal damage to Foyer property
- Please do not forget you are responsible for your visitor's actions whilst in or around the Foyer and you could place your Licence at risk
- The Foyer must not be used for any illegal activity i.e. harbouring stolen goods
- All forms of anti-social behaviour are logged and the information may be passed onto the Gardaí



## DRESS CODE

- Appropriate footwear and clothing must be worn in public areas in the Foyer. No slippers or night wear are to be worn in public areas including TV room and corridors. A shirt must be worn at all times, even in warm weather

## BALL GAMES

- Ball games such as football, basketball, rugby and other such ball games are not allowed to be played in or around the Foyer premises at any time

## RESIDENT'S COMMITMENT

- Residents must attend all agreed training, education or development activities in order fulfil their Personal Support Plans/Development Plans
- Residents must attend all pre booked key working sessions. Written warnings will be issued for non attendance



## LICENCE FEE

- You are responsible to ensure that you meet the full Licence fee each week. It is therefore important that you inform the staff of any changes to your personal circumstances, especially around training or employment. Failure to do so may result in you accruing large arrears. Advice will be given around budgeting
- You are required to pay your Licence fee on time each week or as arranged at the commencement of your Licence



## FOYER STAFF

The welfare and security of Foyer residents remains our highest priority. The Foyer is therefore staffed 24 hours a day, 365 days of the year. The staff team has been carefully selected for their experience, knowledge and qualifications, ultimately striving to provide the best possible service throughout your stay.

Meet the core staff team...



**Barry Waddingham**  
Foyer Manager



**VACANT**  
Deputy Foyer Manager



**Susan Edwards**  
Project Worker



**Ruairi O' Farrell**  
Project Worker



**Catherine McAdoo**  
Administrator



**Paul Carroll**  
P/T Night Premises  
Supervisor



**Richard Meagher**  
P/T Night Premises  
Supervisor



**Jerry Slattery**  
P/T Night Premises  
Supervisor

The core staff team is also supported by a dedicated team of Relief Support Workers:

**Patrick Fitzsimmons**  
**Paul Carroll**  
**Trish Jones**  
**Denis Murphy**  
**Conor McCormack**

**Phil O'Reagan**  
**Daniel McIntyre**  
**Pat Horgan**  
**Jerry Slattery**



# ANCILLARY SAFETY STATEMENT

The Cork Foyer will seek to provide insofar as it is reasonably practical a safe residential, training and working environment for its service users, employees and others who may be affected by its activities. The Cork Foyer is fully committed to implementing the requirements of the Cork City Council Safety Statement and fully subscribes to all relevant Acts and Statutes, including:

- Safety, Health and Welfare at Work Act 1989/2005
- Safety Health & Welfare at Work (general applications) Regulations 1993
- The Factories Act 1980, Section 34

**To this end, The Cork Foyer will so far as is reasonable and practicable:**

Provide a safe living, training and working environment, safe plant and machinery and safe systems of work for its employees, service users and others who may be affected by its services.

Make arrangements for ensuring safety and absence of risks to health in connection with occupying Foyer accommodation and floor space.

Provide such information, instruction, training and supervision as necessary to ensure the health and safety of all employees, service users and visitors.

Ensure that the Cork Foyer, under Cork City Council control is maintained to an acceptable standard of safety and without risk to health.

Provide and maintain arrangements for the emergency evacuation of premises in cases of fire or other emergency.

## INDIVIDUAL RESPONSIBILITY

- All service users of Cork Foyer must be aware of their individual responsibility
- To take reasonable care of their own health and safety and for the health and safety of others who may be affected by their acts and/or omissions
- To cooperate with the Foyer in carrying out any requirement imposed on them by good practice
- Not to interfere intentionally or recklessly with or misuse anything provided, in the interest of health, safety or welfare
- To notify a member of staff immediately if they notice a health and safety problem in or around the Foyer

## RESPONSIBILITY

The overall function of Health & Safety has been assigned to Cork City Council Directorate of Recreation Amenity & Culture.

The Foyer Management Committee has the responsibility to ensure that the Foyer operates within current legislation, Policy & Procedure.

The Foyer Manager is responsible for ensuring that day to day health, safety and welfare within the Foyer environment is adequately managed, controlled and monitored.

**Legislation states that it shall be the duty of every employee while at work:**

- Take reasonable care for his/her own safety, health and welfare and that of any other person who may be affected by his/her acts or omissions while at work
- To cooperate with his/her employer and any other person to such extent as will enable his/her employer or the other person to comply with any of the statutory provisions
- To use in such manner so as to provide the protection intended, any suitable appliance, protective clothing, convenience, equipment or other means or thing provided (whether for the use alone or for the use by him/her in common with others) for securing his/her safety, health or welfare while at work
- To report to his/her employer or his/her supervisor without reasonable delay, any defects in plant, equipment, place of work or systems of work, which might endanger safety, health or welfare, of which he/she becomes aware
- No person shall intentionally or recklessly interfere with or misuse any appliance, protective clothing, convenience, equipment or other means or thing provided in pursuance of any relevant statutory provisions or otherwise, for securing the safety, health or welfare, of which he/she becomes aware

## FIRE SAFETY

- All furniture and soft furnishing used in the Foyer are flame resistant and meet current Fire Regulations
- If you wish to bring small items of your own furniture into the Foyer, you should first speak to your Key Worker to ensure they conform to the current fire regulations. A label attached to the item of furniture or furnishing should identify this. The item will be checked by the Foyer staff.
- All portable electrical appliances purchased and owned by the Foyer are numbered, registered and checked annually by a qualified electrician
- Portable electrical appliances, which belong to you, are not included in the annual check. Portable electrical appliances include any item, which is plugged into a 13-amp socket. These may include hair dryers, lamps, irons, computers, video recorders and hi-fi units
- Any item belonging to a resident, which in the opinion of the staff, is considered to be unsafe or defective, will not be allowed on the premises
- Any item belonging to a resident, which is found to be in use and, in the opinion of the staff, is considered to be unsafe or defective, will be disconnected and removed. Such equipment may be retained in a safe place at the Foyer and a receipt issued to the owner. This will be returned to the owner on departure from the Foyer
- The Foyer is fitted throughout with smoke alarms and fire break glass points, in addition to fire fighting equipment - all safety equipment must never be tampered with
- Fire safety checks and practice evacuation drills will be conducted by staff on a regular basis
- You will be shown the fire evacuation procedure and location of emergency exits, alarms, fire fighting equipment and the fire collection point when you first move in. The Foyer fire evacuation procedures will also be positioned around the Foyer in strategic positions
- Chip pans will not be allowed in the Foyer. Oven chips or deep fat fryers are a safer alternative
- When cooking do not leave the kitchen unattended
- Ovens and hobs should be cleaned regularly
- Only smoke in designated areas and always use ashtrays
- Do not burn candles or incense sticks in the Foyer at any time - this is a safety Hazard
- Rubbish must not be accumulated
- Switch off and unplug electrical appliances before you go to bed, especially your TVs
- Do not smoke in bed
- Do not overload sockets



**If you discover a fire, break the glass of the nearest emergency fire point, which will activate the alarm and contact duty staff who will call 999.**

- Only tackle a fire if safe to do so
- Do not stop to collect belongings
- Close all doors behind you
- Follow the Foyer evacuation procedures and leave the building
- Do not re-enter the Foyer until told to do so by the Fire Officer

# CORK FOYER POLICIES

A summarised resident policy and procedure brochure will be issued to you when you first move into the Foyer. Your Key Worker will go through each one individually with you.

Policies and procedures will also be displayed on the notice board and in information leaflets.

If you are unclear on any of the Foyer policies, just ask a member of staff who will be more than happy to help you.

## DISCLOSURE

Basic details will be kept on a card index system. This will contain the following information:

|  |                            |
|--|----------------------------|
| Name / Photograph  | Date of Arrival            |
| DOB  | Date of Departure          |
| PPS Number   | Name and Address of GP     |
| Last Address (if known)                                  | Move on Address (if known) |
| Name of a person to contact in the event of an emergency |                            |

This information will be shown to the Gardaí or paramedics, if necessary. There is only one circumstance beyond this when confidence will not be kept and this is when your safety or the safety of others is at risk. If practical, you will be told why this information cannot be held in confidence and the Foyer Manager will decide who needs to be informed and how best to support you.

If you ask a member of staff to arrange a service from another agency, then your consent to the disclosure of any personal information will be obtained before the information is given. Similarly, if you wish to move to another Foyer, your permission to pass on the personal information to that Foyer will be obtained.

All Foyer staff are bound by the Confidentiality Policy and any breach will be seen as a serious issue, which may, result in disciplinary action being taken.



## ROOM CHECKS

- In order for the Foyer to maintain Health and Safety requirements and ensure that there is no damage, your room will be inspected at every Licence review and sometimes more frequently, if the staff have any concerns. Your Key Worker, accompanied by you, will carry out these checks and reasonable notice will be given before these checks take place
- Some flexibility on time will be given on most occasions, but should this not be possible, then permission will be given by the Foyer Manager for the check to be carried out
- On some occasions when staff strongly suspect that a resident has broken house rules, the Manager/Deputy Manager along with a Key Worker will come and check your room. They are usually looking for signs of drug use, consumption of alcohol on the premises, unauthorised visitors or stolen items etc. Staff may also invite the Gardaí to be present
- See Resident Privacy policy for more information around staff access to rooms



## REPAIRS & FURNITURE

- All repairs or faults must be reported to the reception, where the staff will give you a maintenance request form to complete
- If your room must be entered to carry out repairs, your permission will be sought. In the event of an emergency, this is not always possible. The Foyer Manager will then leave a note saying why staff had to enter your room and what repair work has been done
- In your absence, your Key Worker or another member of staff will accompany the contractor to your room
- Under no circumstances should you paint or wallpaper your room or adapt/deface Foyer fixtures and fittings
- All posters should be put up using blutak
- If you wish to put up shelving, you must ask a member of staff
- An inventory of your room will be agreed with you when you move in
- Vandalised or missing items will not be replaced until paid for
- Any accidental damage should be reported to the Foyer Manager immediately otherwise it will be assumed to be vandalised or missing in these circumstances the cost for the replacement will be charged to the resident
- Limited space for storage is available. Please ask your Key Worker for details

## USE OF OFFICE FACILITIES

Cork Foyer provides 24hour access to the use of its office facilities if it helps towards your own personal development. Just ask a member of staff if you need to use:

- Photocopier
- Shredder
- Laminator
- Digital camera
- Video camera
- Laptop computer
- Essential stationery
- Foyer safe to store valuables

**Residents who abuse these facilities may have access withdrawn in the future.**

## TELEPHONE

- You may give the name of your Key Worker and the Foyer telephone number to your Employer, Tutor, Training Provider or Social Worker etc. Personal calls may not be received on the Foyer phones
- Personal messages will be taken and put in your mail box
- A pay phone is available for resident and visitor use
- You will only be allowed to use an office phone if it is directly related to your personal development. Staff will not relay messages over the phone on your behalf



## VENDING MACHINE

- A coin operated vending machine is available for use in the residents common room
- Empty cans and wrappers should be put in the bin, not left around the Foyer
- Speak to the staff if you have any favourite products that you would like to be stocked
- If a vending machine is not working properly, speak to a member of staff

## RUBBISH

- Each resident is responsible for ensuring their rubbish is placed in the bins, which are located in the Court Yard. The removal of kitchen rubbish will be shared between residents
- Rubbish must not accumulate in your room or any public area
- All residents are to adhere to the Foyer recycling policy
- Residents will receive a formal warning if they discard rubbish or cigarette butts in external areas, or throw them from windows

## POST

You will be issued with a key for your post box. Any parcels that arrive for you will be held behind the reception. All residents will be expected to sign for the receipt of their parcels. Valuable items such as mobile phones and money will not be accepted behind Reception and should not be stored in your mail boxes.

Your postal address is:

Name: \_\_\_\_\_

Room #: \_\_\_\_\_

Cork Foyer

Assumption Road

Blackpool

Cork, Ireland



## COMPLAINTS

- Cork Foyer aims to provide a high standard of service to its customers. However, if we get things wrong we want to know about it and we will try and put things right
- You will be given a copy of Cork Foyer Complaints Policy and an information leaflet when you move in
- If you are dissatisfied with any part of the service that you receive from Cork Foyer you are entitled to make a complaint
- Complaint Forms are kept behind Reception or you can ask your Key Worker
- If you need any help completing the Complaint Form please ask a member of staff
- The Complaint Policy or leaflet details how your complaint will be dealt with
- Cork Foyer does welcome complaints, as this is an important way for us to improve our service

## CLEANING

- You are required to clean your own room, shower room and toilet
- Residents are also required to take joint responsibility for cleaning their kitchens/kitchen equipment. A system for cleaning kitchens will be worked out between residents and staff
- Kitchens and hallways are checked regularly by a member of staff
- If you fail to keep your room and kitchen to a reasonable standard of cleanliness then you could be putting your Licence at risk and the Foyer Manager may refuse to allow your visitors in the building

## TV & Microwave Purchase Scheme

The Foyer operates a TV and Microwave purchasing scheme. Please ask your Project Worker for more details. Please be aware that you are responsible for obtaining a Television Licence. Failure to have a valid Licence could result in a large fine. Please ask your Key Worker who will give you details of how to obtain your Licence or change the address on your current Licence.

## VACUUMS & IRONS

Ironing boards are available in the laundry and must not be moved from the laundry. Visitors are not allowed in the laundry area.

Vacuums and irons are kept in the store. You can request these through a member of staff. You will be expected to sign vacuums and irons in and out at the Reception. Please empty the vacuums after use. Thank you.



## RESIDENT'S PARTICIPATION

Cork Foyer believes service user participation will encourage young people to value the Foyer service and make decisions which affect them directly, whilst developing valuable life skills in dealing and negotiating with the organisation.

The Foyer uses a variety of ongoing mechanisms to promote resident participation at various levels. These range from Resident Advisory Committee meetings, General Monthly Resident meetings and arranging activities to representation on the Management Committee and completion of Satisfaction Surveys, ensuring that residents can become involved at a level that suits them.

Some residents have already made decisions around new equipment and facilities, design of the Foyer logo, design of the Resident Handbook and compilation of a Foyer Cultural Diversity Statement. Residents have also assisted in the compilation of health & safety risk assessments for the Foyer premises and reviewed the house rules and other Foyer policies, leading to substantial amendments. Residents are also encouraged to influence the voice of young people by attending appropriate external forums and meetings.

If you feel that you can contribute a voice or would like a say in the running of your home, please talk to a member of staff.



## SUPPORT SYSTEM

The support system is central to your time at the Cork Foyer. It is there to help you be more successful in managing your licence and make good use of your time here. From the first time we meet you, we will work with you to establish your support needs and tailor Support Plans to meet those needs. Support Plans are reviewed by your key Worker every two months, when your needs change significantly, or at your request.

The Foyer will require you to address areas that have been assessed as 'high support' by the application and needs assessment process. In addition, you will also be expected to work towards short, medium and longer training/development and resettlement goals. In order for you to receive the best possible support service, the Foyer may require or recommend that you access specialist external support agencies.

**Remember, the Foyer is there to help you meet your full potential!**

## KEY / PROJECT WORKER

To get the best out of the Foyer you need to work closely with the staff, especially your allocated Key Worker. Together you will agree a Support Plan with future goals and shared responsibilities. It is therefore important that you let your Key Worker know of any changes in your life e.g. changes to welfare benefits, training/education and other personal issues.

**"A problem shared is a problem aired".**



# SUPPORT SESSIONS

Support sessions will help you become more responsible for your independence and self-development. This means:

- Being positive about your development
- Planning your own time
- Organising yourself
- Being prepared to address issues
- Setting your own targets and goals
- Thinking about your progress



## SUPPORT SESSION TOPICS

During your key work sessions, Key Workers will address areas such as:

- Personal Support
- Independent Living
- Career Development
- Planning for Resettlement

Topics covered include:

- Money Management
- Health and Hygiene
- Relationship skills
- Self-esteem
- Study skills
- Time management and Goal Setting
- Volunteering
- Job Search and the Workplace

Your Key Worker is the person that you should approach first if you are having difficulties of any kind as they will either help you address issues affecting you or direct you to some one who can.

In addition to your Support Sessions, there may also be workshops and training taking place within the Foyer throughout your stay which may interest you or which your Key Worker may think may benefit you, for example, sexual health, drugs awareness, C.V. writing. Your Key Worker may decide to book places for you if it ties in with your Support Plan. Look out for posters advertising these sessions.

If you work closely with your Key Worker you should get all the support you need to make your time at the Foyer a positive one.

All support plans will be agreed between yourself and your Key Worker with the help and support of other external and internal professionals, if required.

The Foyer will require you to address areas that have been assessed as high support by the needs assessment process. In addition, support plans for resettlement and training/development are mandatory.

# WARNINGS

During your stay at Cork Foyer, you are bound to make some mistakes living under one roof with 17 other young people is not easy. Therefore all residents will be required to live within agreed rules and if these rules are not adhered to, warnings will be issued.

If you breach any of the Codes of Behaviour (rules) or the terms of your Licence Agreement, you will be expected to see either your Key Worker or the Foyer Manager.

You can be issued a First, Second or Third Written Warning. However, verbal warnings or visitor bans may also be issued when deemed appropriate.

## A few examples of why you may receive a visitor ban:

- Not adhering to visitor rules
- Sneaking a visitor in
- Your visitor causing problems with other residents
- Failing to keep rooms and kitchens in a reasonable standard of cleanliness

In the event of a serious situation, e.g. drug use or violent behaviour, the above procedure will be bypassed and an appointment will be made for you to see the Foyer Manager, who will decide on what action is to be taken.

If you are repeatedly in breach of your Licence Agreement or Codes of Behaviour, or if you constantly show a lack of commitment to your Personal Support Plan, your Licence at the Foyer may not be renewed and you could lose your place at the Foyer. Your Licence will be reviewed every 4-6 weeks, which includes the staff considering your conduct.

## A few examples of why warnings may be issued:

- Not complying with the Codes of Behaviour
- Bullying
- Anti Social Behaviour
- Not paying the you Licence Fee
- Misuse of Foyer property/equipment
- Failing to attend training/Key Work Sessions

Copies of all written warnings will be kept on your personal file. A Written Warning will be removed from your file for positive/good behaviour.

You have the right to appeal against decisions taken against you or to complain about any service or actions, or lack of actions by the Foyer and its staff.

A copy of the Complaints Policy and Procedure can be obtained from the Foyer Reception or your Key Worker. It will also be displayed on the Foyer notice board.

# BULLYING

Cork Foyer aims to provide a safe and friendly environment for residents to live free from harassment. The Foyer does not tolerate bullying of any kind. If you feel that you are being bullied in any way you must report it to a member of staff immediately.

The Foyer will give you a copy of the Foyer Harassment and Anti-Bullying Policy and an information leaflet when you move into the Foyer.

Remember that bullying can be anything from picking on someone because of how they look or behave or trying to take money or food from someone.

If you are involved in bullying any other resident, your place at the Foyer will be placed in jeopardy.

The Foyer operates an Anti-Bullying Policy and takes all types of bullying and harassment seriously.

## ANTI DISCRIMINATORY STATEMENT

We as Residents of Cork Foyer believe Anti-discriminatory behaviour brings social, cultural and economic benefits to individuals and communities. We recognise the individuality and diversity of others and that all will be treated no less favourably than anyone else because of their sex, marital status, family status, sexual orientation, religion, age, disability, culture, race and member of the Travelling community. We understand that Discrimination covers actions both intentional and unintentional that amount to abuse and/or harassment of a resident or others, both Staff, volunteer and/or service user. Additionally, it is important to be aware that discrimination on the grounds of sex, marital status, family status, sexual orientation, religious belief, age disability, culture, race and membership of the travelling community is illegal. - **"Foyer Residents"**



# USEFUL NUMBERS

## Swimming Pools

|                            |             |
|----------------------------|-------------|
| Leisure world, Bishopstown | 021 4346505 |
| Leisure world, Churchfield | 021 4397868 |
| Mayfield Sports Complex    | 021 4505284 |
| Gus Healy Pool, Douglas    | 021 4293073 |

## Recreation Centres

|                                      |             |
|--------------------------------------|-------------|
| Glen Ressource and Sports Centre     | 021 4550511 |
| Knocknaheeny Sports Centre           | 021 4397740 |
| Tramore Road Sports Centre           | 021 4961029 |
| Sam Allen Sorts Complex ,Churchfield | 021 4211688 |
| All Weather Track                    | 021 4545222 |

## Cinemas

|                                   |            |
|-----------------------------------|------------|
| Gate Multiplex, Douglas           | 0214895959 |
| Gate Multiplex, North Main Street | 0214279595 |
| Omniplex, Mahon                   | 0214536666 |
| Kino, Washington Street           | 0214271571 |
| The Reel Picture, Blackpool       | 0214211415 |

## Travel

|                     |            |
|---------------------|------------|
| Bus Éireann         | 0214508188 |
| Cork Rail Enquiries | 0214506766 |

## Faith Communities

|   |            |
|---|------------|
| Bible Baptist Church, Ballincollig        | 0214871234 |
| Charismatic Christian Church, Princes St  | 0214273231 |
| Church of Ireland, Cove St Cork           | 0214272262 |
| Cork Muslim Society                       | 0214320301 |
| Presbyterian (Cork & Aghada)              | 0214891437 |
| Methodist (Youghal)                       | 0214292503 |
| Eastern Orthodox Community of St.Nicholas | 0214841187 |
| Cork Hebrew Congregation                  | 0214870413 |
| Presbyteries, Blackpool church            | 0214501022 |

## Housing

|   |            |
|---|------------|
| Homeless Person's Unit, Drinan St.      | 0214963052 |
| Threshold housing advisory service      | 0214278848 |
| Cork City Council- housing department   | 0214966222 |
| Cork County Council- housing department | 0214276891 |

## Taxi Companies

|                                |             |
|--------------------------------|-------------|
| ABC Taxis, Pouladuff Rd, Cork  | 0214961961  |
| Blue Cabs, Blackpool           | 0214393939  |
| Cork Taxi Co-op, Washington St | 0214272222  |
| Shandon Cabs, Mc Curtain St    | 021 4502255 |
| Sun Cabs, Mayfield             | 0214292929  |

## Helplines, support & Counselling

|  |                            |
|--|----------------------------|
| Childline  | 1800 666666                |
| Youth Counselling Service                                  | 021 4270187                |
| The Samaritans   | 021 4271323                |
| One family   | 1890 662212                |
| Cura (Pregnancy counselling service)                       | 1850 622626                |
| Life pregnancy care services                               | 021 4270445                |
| Rape crisis centre   | 1800 496496                |
| CARI (individuals affected by sexual abuse )               | 1890 9245670<br>01 8308529 |
| G.U.M. STI clinic  | 021 4966844                |
| Women's Aid  | 1800 341900                |
| Victim support   | 1850 661771                |
| OSS - Victims of domestic violence                         | 1800 497497                |
| Gay helpline   | 021 4271087                |
| Garda confidential helpline                                | 1800 666111                |
| Watercourse road Garda station                             | 021 4558260                |
| AWARE (Depression support)                                 | 1890 303302                |
| Youth Health Services                                      | 021 4220490                |
| Health information service                                 | 1850 7420000               |
| Bodywhys (Understanding bulimia nervosa and anorexia)      | 1890 200444<br>01-2835126  |
| GROW (Promoting better mental health)                      | 1890 474474                |
|  | 021 4277520                |
| Suicide helpline   | 1800 742745                |
| Drugs/Aids helpline  | 1800 459459                |
| Drug and alcohol advisory service                          | 021 4212382                |
| Gamblers Anonymous   | 087 2859552<br>01 8721133  |
| Alcoholics Anonymous                                       | 021 4500481                |
| Al-Anon and Al-teen (problem drinkers)                     | 021 4311899                |
| Arbour House<br>(Alcohol misuse, prevention and treatment) | 021 4968933                |
| Narcotics anonymous  | 021 4278411                |
| Department of Family & Social Affairs                      | 021 4806800                |
| FAS jobs Ireland   | 1800 611116                |



Cork Foyer, Assumption Road,  
Blackpool, Cork, Republic of Ireland

**T** 00 353 21 4288524  
**F** 00 353 21 4288536  
**W** [www.corkfoyer.ie](http://www.corkfoyer.ie)



Coiste Gairmoideachais Chathair Chorcaí  
City of Cork Vocational Education Committee