

Safety, Confidentiality & Standards

At The Blue Hare Therapies, we are committed to providing a safe, respectful and professional environment for everyone who uses our services. The following standards outline how we support safety, privacy and wellbeing within our building.

Safeguarding

At The Blue Hare Therapies, safeguarding is central to how we work. We are committed to providing a safe, secure and supportive environment for all individuals who use our services.

- All practitioners working within the building hold appropriate qualifications, professional registration (where applicable), enhanced DBS clearance, and are clinically supervised in line with the requirements of their professional and regulatory bodies.
- Practitioners follow recognised safeguarding guidance and act promptly if there are concerns about safety or wellbeing.
- Where necessary, information may be shared with relevant services to protect an individual from harm.
- We work collaboratively with families and professionals to support the safety and wellbeing of those using our services.
- If anyone using the building has a safeguarding concern or would like to report something, this can be done discreetly by contacting the Director of The Blue Hare Therapies via email at: **hello@tbht.co.uk**

Confidentiality and Privacy

We understand how important trust and privacy are in therapeutic work.

- Personal information is handled in accordance with professional standards, UK data protection legislation and guidance from the Information Commissioner's Office (ICO).
- Sessions take place in private, confidential spaces designed to support emotional safety.
- Information is only shared where required by law, safeguarding responsibilities, or with appropriate consent.
- We are committed to protecting the dignity, confidentiality and privacy of everyone who uses our services.

Health and Safety

Your safety and comfort while using our building are very important to us.

- The building is regularly maintained to meet health and safety standards.
- Practitioners are responsible for managing appropriate risk assessments relevant to their professional work and client needs.

- Parents, carers and visitors are responsible for supervising children when they are not in a therapy session.
- The Blue Hare Therapies does not provide supervision for children outside of scheduled sessions.
- Visitors are encouraged to take reasonable care when moving around the premises and using shared facilities.
- If you have any health or safety concerns while using the building, please contact: **hello@tbht.co.uk**

Fire Safety

We take fire safety seriously to ensure everyone in the building is protected.

- The building is equipped with fire safety systems and clearly identified escape routes.
- In the event of a fire alarm, the building must be evacuated immediately.
- The designated evacuation point is outside the building at Sarah Mains Estate Agents.
- Any safety concerns or incidents should be reported immediately.

Our Code of Conduct

We aim to create a respectful, welcoming and professional environment for everyone who visits The Blue Hare Therapies.

We ask all visitors and building users to:

- Treat others with respect, dignity and courtesy.
- Respect the privacy and confidentiality of others within the building.
- Maintain appropriate noise levels to support a calm and therapeutic environment.
- Share information responsibly and in line with confidentiality and safeguarding expectations.
- Use shared spaces responsibly and follow guidance provided by staff where necessary.

Behavioural Expectations Within the Building

The Blue Hare Therapies is designed to be a calm and therapeutic environment.

To support this, we expect everyone using the building to:

- Move around the building in a quiet and considerate manner.
- Maintain a low level of noise to respect therapy sessions taking place.
- Communicate politely and behave in a manner that reflects respect and dignity.
- Take responsibility for their own behaviour while using the building and its facilities.

For the safety and wellbeing of all: violence, aggression, threatening behaviour or harassment towards any individual will not be tolerated. Any behaviour that places others at risk or disrupts the safe running of the building may result in removal from the premises.

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This document is subject to periodic review. For the most current version please contact us directly.