



Rights and Responsibilities

Welcome to Bridges Project!

We hope that you are able to use our services and find them helpful. This leaflet outlines what you can expect from us and what we will expect from you.

We pride ourselves on working with young people in a safe and comfortable environment, and we have a number of leaflets and information packs to help you make the most of your time with us. Please help yourself to these leaflets or ask a member of staff to explain what's in them to you.

When you first come to Bridges Project there are a few things you need to consider:

- ◆ Are you 12-25 years old?
- ◆ Do you live in East Lothian or Midlothian?
- ◆ Do you really want to be here or has someone told you that you have to come?

When we are clear that our services are right for you, we'll let you know as quickly as possible how we can help you.

What you need to know

Depending on the service that you want to use, you'll meet with at least one worker to plan things out at the start. You will be told about:

- ◆ Opening times
- ◆ Confidentiality and files
- ◆ Equal opportunities at Bridges Project
- ◆ How to make a complaint
- ◆ How we deal with drugs/alcohol on the premises
- ◆ Fire regulations and health and safety at Bridges Project

You can expect to.....

- ◆ Feel safe, comfortable and secure when using Bridges Project
- ◆ Be treated with respect
- ◆ Be treated equally

- ◆ Be informed of our activities and services
- ◆ Be invited to take part in user groups and consultations
- ◆ Receive a high quality of service
- ◆ Have any complaints you make taken seriously

What we expect from you

To treat all members of staff, young people using the Project and our neighbours with dignity and respect.

To respect the premises and resources of the Project and the property and privacy of our neighbours.

We also expect you to use the project positively by:

- ◆ Turning up on time
- ◆ Letting us know if you can't make a meeting or appointment
- ◆ Working with staff
- ◆ Giving us relevant information
- ◆ Letting us know about things you're not happy about
- ◆ Not using abusive language, even if it's not directed at anyone in particular
- ◆ Not coming in if you're drunk or stoned
- ◆ Letting us know if you feel it's time for you to move on

Respect yourself by respecting others!

What we can't do. . . .

Unfortunately, we can't:

- ◆ Store your clothes, furniture etc.
- ◆ Look after your children
- ◆ Lend you money, cigarettes, computers, etc.
- ◆ Work every evening and weekend!

We'll do our very best to help you but remember that rights come with responsibilities.

If you're not sure about anything in this leaflet or want more details, just ask a member of staff to help.

What we won't tolerate

- ◆ Language or behaviour that is offensive to others
- ◆ Violence in any form towards staff or other users
- ◆ Misuse of drugs/alcohol (including attending under the influence, or possession, use, distribution or sale)

Disregarding these rules may result in immediate suspension or exclusion from Bridges Project.

If you're using prescribed medicines or find it hard to control your use of medication, please speak to a Bridges Project worker. We can only be effective if we understand what's going on!

Contact Details:

Bridges Project
Unit 1
Bogpark Road
Musselburgh
East Lothian
EH21 6RT

T 0131 665 1621
E mail@bridgesproject.org.uk
W www.bridgesproject.org.uk

A company limited by guarantee.
Registered in Scotland SC277102
Scottish Charity No. SC036976