

KIM Groups

What to expect



'Knowledge, Inspiration, Motivation'
Gwybodaeth Ysbrydoliaeth Ysgogiad



Welcome to KIM

We want to create a safe and welcoming environment for you and so ask you to support us in the following:



Listening and speaking

It's ok not to talk in the group, you can still gain a lot from listening. Be aware of yourself, if you have a tendency to talk a lot it may mean that other people don't get the chance to join in as much as they would like to.

Group confidentiality

For everyone to feel secure please value each other's privacy. What is discussed in the group should stay in the group.

Please don't discuss outside the group who else attends, remember not to say other's names, where they come from, what they talk about and so on.

Please let the office know if you are unable to attend a session.

Personal information

Please think carefully about any personal information you share. It may be tempting to discuss very personal issues but this may have a negative effect on others in the group. KIM groups do not focus on our problems but finding new ways of coping and moving forward.

If there is something personal you want to discuss or you are concerned about something that has been raised please speak to a member of staff or volunteer.

Also remember that 'once it's out it's out!'

Online Communication

Please be mindful when using online methods to connect with KIM. We do not monitor our website, FaceBook, Twitter or KIM Portal outside of our office hours. Please do not send friend requests to other KIM clients via any KIM platforms.

Staff and volunteers

Our policy is that KIM staff and volunteers are not allowed to give out their address or phone numbers to individuals receiving support from the service. Staff and volunteers are not permitted to give lifts as a normal part of KIM's service so please don't ask for one.

Please don't be offended if a staff member or volunteer doesn't acknowledge you outside of KIM. This is to maintain your confidentiality. It will be your choice to acknowledge them if you wish.

Sharing phone numbers

Be careful about sharing personal information with other individuals in groups e.g. personal phone numbers, email address, social media details, or addresses. This is a personal choice, however, we would advise you not give out this information to anyone until you feel that you know the person well enough. Don't feel under pressure to share this personal information.

If someone has shared their details with you please respect their privacy and be considerate about how you use it—calls late at night are often not appreciated!

Please contact the office if you need to discuss any difficulties you are experiencing, please don't off load to others who may already have their own issues to contend with.

Drugs and alcohol

Anyone attending a session under the influence of drugs and/or alcohol (or suspected of) will be asked to leave that session.





Outcomes

In order to get funding KIM needs to prove that our groups are helping. Please let us know if any positive changes happen for you as a result of coming to KIM. However small they may be, they are very important to us. e.g. You may start going out of the house more for the first time, you may start a new hobby or you may rely less on your GP. Please let a volunteer know your positive outcomes at your group or ring the office.

Concerns, complaints and compliments

If you are unhappy about any aspect of KIM's service please let us know. KIM has a Problem Solving Procedure that you are welcome to use if you feel that we need to address an issue.

Your positive feedback will also be gratefully received.



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**If you have any questions please contact us
THE HUB, PARK LANE, HOLYWELL, CH8 7UR**

01352 872189

info@kim-inspire.org.uk

