



## Induction information - Please keep this information safe

Thank you for being part of Islington Centre!

Here is some important information that you need to be part of the Centre. Please read it carefully and please contact us if you need any help understanding anything. We look forward to working with you.

### Who's who at the Centre

Meet the staff:

- Andy - Manager
- Anna - Fundraiser
- Anya - ESOL Tutor and Community Liaison
- Martha - ESOL Tutor and Volunteer Manager
- Stephen - Support Service Coordinator
- Gwen - Support Service Volunteer
- Shannon - Reception Lead and Administrator
- Session Leads - These are the people who lead the different sessions:
  - Joanna - Speak Street
  - Jane and Sita - Art and Writing
  - Romain - Choir
  - Monica and Joan - Book Group
  - Nicola - Yoga
  - Michele - Knitting
  - Sheldon - Gym and Exercise Session

### There have been many changes since Coronavirus!

As you know we had to close the Centre and move all our activities and services ONLINE and operate remotely through phone, WhatsApp and internet.

### The new TIMETABLE starts on Monday 14th September 2020

#### We are sending you:

- (1) Registration Form
- (2) Induction Form
- (3) Induction Information
- (3) Timetable

**Please complete the forms and send them back to us using the envelope included.**

**You can also complete the forms online on our website: [www.islingtoncentre.co.uk](http://www.islingtoncentre.co.uk)**

**(We have also emailed the forms to you if we have an email address for you)**

**You must complete every section on the forms.**

**Please contact us if you need help filling in the form.**

**We must receive both forms by FRIDAY 2nd October 2020. Thank You!**

**If we don't receive the form then we CANNOT register you for the new term from September 2020.**

## What has changed?

We have a variety of online sessions throughout the week.

You will be invited to attend the Centre sometimes on a Wednesday. Please see AT THE CENTRE section below.

We have planned the sessions so you can attend as many as possible. This will help you to improve your English and to practise with other people and continue to be part of our community.

### **NEW and IMPORTANT:**

You must attend a **MINIMUM** of **THREE SESSIONS** within each week to continue at Islington Centre.

This is to help you continue learning, to continue helping you and to keep our community together.

We are sorry but we have limited places and if you don't attend then we can give your place to someone else to help them.

If you haven't attended sessions for 2 weeks then we will contact you to check that everything is all right.

Be ON TIME for your sessions!

If you arrive late to a class you will not be allowed to join the class. You can wait until the next session. Please respect that this is to help everybody.

The CUT OFF time will be 5 minutes after the session has started.

## Staying in Contact

Please contact us if you have any questions or would like help with anything.

Please ensure you **have your phone switched on and please answer the phone**. We work very hard to keep in contact with everybody but it is important that you answer the phone. If we cannot contact you, you may have to wait until another available time. If it is not convenient to talk then please call us back as soon as possible.

It is important that you put all our phone numbers in your phone. We suggest that you enter the following into your phones:

Contact Name in Phone:	Phone Number:	Email Address:
Islington Centre - Andy	07448 332 972 (Lyca)	islingtoncentre@gmail.com
Islington Centre - Anya	07424 504 469 (Lyca)	anya.islingtoncentre@gmail.com
Islington Centre - Martha	07458 301 942 (Virgin)	martha.islingtoncentre@gmail.com
Islington Centre - Stephen	07458 301 944 (Virgin)	stephen.islingtoncentre@gmail.com
Islington Centre - Gwen	07547 794 161 (O2)	gwen.islingtoncentre@gmail.com
Islington Centre - Shannon	07438 857 691 (Lyca)	shannon.islingtoncentre@gmail.com

**IMPORTANT:** Please tell us if you change your phone number.

## A Photo of you!

Please send us a photo of yourself with your full name. This can be by phone, WhatsApp, email.

**(Please note:** This will be private and NOT shared with anyone. It's to help us all to recognise you during Zoom calls.)

Here are pictures of us:



**Stephen, Andy  
Gwen, Shannon  
Anya, Martha, Anna**

**All the following Sessions/Activities count as a Session:**

Session/Activity	Do I need the internet?
ESOL Lesson (Divided levels A + B)	Yes
English Lesson	Yes
English One-to-ones (Worksheets)	No
Conversation Zoom Class	Yes
Support Service Timetabled Session	Yes
Speak Street English Zoom Session	Yes
Speak Street Art Session	Yes
Art and Writing activity	No
Art and Writing Zoom Class	Yes
Book Group Zoom Class	Yes
Choir Zoom Class	Yes
Yoga Zoom Session	Yes
Guitar Zoom Session	Yes
Knitting Activity	No
Knitting Zoom Class	Yes
Gym Zoom Session	Yes
Befriender Phone Call	No
Call from your Group Leader	No

**Please note that not all sessions are available all the time. Please see the website for up to date timetable information.**

### **English and ESOL Language Classes**

You can access English Classes in different ways:

Online classes through Zoom.

Completing Worksheets sent to you by staff or volunteers

A phone call with staff or volunteers

Please see the timetable for the times of the classes.

Please speak to Anya or Martha if you would like to talk about the best English classes for you.

### **Support Service**

Stephen is the Support Service Coordinator and helps clients with their problems to help them to focus on their learning and achieving their goals. If you have a problem or an issue then you should contact someone and you will be put in the Support Service QUEUE. We will call you at the next available time to help you as best as possible.

Stephen is also leading timetable Support Service Sessions which focus on a different area each week.

### **Centre Groups**

There are four Group Leaders:

Anya, Gwen, Martha, Stephen

Everyone at Islington Centre for Refugees and Migrants is a member of a Centre Group.

The Centre Group is a space where you can find out more about the Centre and other places that can help you and let us know about any changes you want for the Centre's work.

Your Group Leader will contact you around 3 times per term to check how you are and to help you if there is something you don't understand about the Centre.

Your Group Leader will contact you by text to confirm who they are.

We are unable to meet at the Centre at the moment but will have a Group Session online every half term where everybody from each group is invited to a session with their Group Leader.

If you are having problems with attending Centre activities, or in other areas of your life, like going to college, going to the doctor, or with your immigration claim, you should speak to your Group Leader who will try to help you and may be able to put you in the Support Service queue.

If you can't attend the Centre because you are sick, or because you have moved, or you have started college, or for any other reason, you should let us know **as soon as you can** by speaking to your Group Leader or calling or texting us on the numbers above, or by email on [info.islingtoncentre@gmail.com](mailto:info.islingtoncentre@gmail.com) . If you do not want to come, or are not able to, we need to be able to know that you are safe, and if there is anything we can do to help you.

### **Support Packages**

Support Packages are ONLY available to Asylum Seekers.

(There are some exceptions to this - please tell us if you think this applies to you)

We will try and continue supporting Asylum Seekers with Support Packages but please do understand that it is very difficult to raise money for this and to help all our clients we may need to lower the amount of money in the Support Packages.

Support Packages are to pay for:

- Emergency Food
- Phone and Data Top Ups
- Travel (including to the Centre's Social Session - invitation only)

Asylum Seekers will receive a Support Package if you have **attended THREE FULL SESSIONS in each week**. This is very important because the Support Package is to support you while you work towards achieving your goals at Islington Centre. We have very limited funds, and so we cannot offer Support Packages when people have not attended.

Support Packages will be given every TWO WEEKS and will be paid into your nominated bank account. If you do not have access to a bank account then you can receive vouchers.

We will send you a text before we send each Support Package.

Note on Travel Expenses:

Travel Expenses have been replaced by Support Packages. This means we can not give any extra Travel Expenses for coming to the Centre or for any other purpose. All the expenses have been included in the Support Packages.

### **What happens if I don't have internet access?**

The Support Packages are to help you top up your phone and internet data to access the classes. If it is still not possible to access the internet, we have created a way to complete your 3 sessions a week that involves worksheets and telephone calls with staff and volunteers.

Please see the list above and the timetable for sessions that do not require internet access.

These include completing worksheets and telephone calls to staff and volunteers.

### **AT THE CENTRE**

#### **Social Meetup at the Centre**

We can use the Centre on a Wednesday for socially distanced and Coronavirus safe social sessions. To help manage the numbers, only **one group** will attend each week. Please see the website and timetable to check which week you can attend. We will text you when you can come to the Centre.

The Social Meetup will be on a Wednesday from 11.00 - 2.00.

#### **IMPORTANT:**

- There are no Sessions at the Centre - it's just for socialising and meeting up.
- You can only come if you are invited.
- We may take your temperature when you arrive and you may not be let in.
- We can't give you extra Travel Expenses for coming to the Centre.

You can only attend the Centre if you have been invited by your Group Session.

Please note that attending the centre is not a session and there are no extra travel expenses. All Travel Expenses are included in the Support Packages.

## **Keep Safe and look after our surroundings**

When you are at the Centre you must follow all the rules to keep everyone safe. This includes:

- Washing and sanitising your hands on arrival.
- Wearing a face mask.
- Keeping 2 metres apart where possible or 1 metre plus with precautions.
- We may need to take your temperature when you arrive.

Please look after the building we are in. Keep it clean and tidy and please let a member of staff know immediately if you see anything that looks strange or dangerous. Please respect that there are other users of the space.

**Please note:** All these arrangements may change depending on any Government advice and are subject to change at short notice.

## **Safeguarding**

Your safety is our priority and we ensure that we make the appropriate checks and each member of the team commits to the Islington Centre Safeguarding Policy available on our website here: <https://islingtoncentre.co.uk>, or you can ask a member of staff for a copy.

## **Whistleblowing**

We have a Whistleblowing policy. Whistleblowing means that we must tell a member of staff if we see something that is not right or if someone is in need or in any type of danger.

## **Health and Safety**

We aim to work in a healthy and safe environment. Please tell us if you see something that is unsafe or that you think might be dangerous.

## **Fire Safety**

Fire Safety is essential in any building. Please observe the fire safety signs around the building. If there is a Fire or you hear the Fire Alarm, everyone must leave by the nearest safe Fire Exit. All three exits onto Cross Street are Fire Exits.

### **Emergency Meeting Point:**

**Exit the building onto Cross Street, TURN RIGHT and meet outside 'PAPER MACHE TIGER' shop.**

## **Comments, Compliments and Complaints**

Please see a member of staff if you would like to make any comments, compliment us or make a complaint. The Comments, Compliments and Complaints procedure is available on request.

## **Privacy Policy and your Data**

Islington Centre for Refugees and Migrants is committed to safeguarding your privacy. We only process your personal data in accordance with our privacy policy which is available here: [www.islingtoncentre.co.uk](http://www.islingtoncentre.co.uk). Anything you tell us will be held in confidence by the Centre staff team.

If we have an event where people may take photographs or film you, or any work that you create, we will ask your permission before the event. We will not show your face, or use your name, if you do not want us to. We hope that this information is useful and please do ask a member of staff or volunteer if you need any further information or if you need any help.