

Statement to carers/service users on the arrangements for the New Horizons Club (Dementia Support Service) in the event of Adverse Weather

The New Horizons Club will be open every week (apart from the Christmas/New Year period) between the hours of 9.30am and 4.00pm, bank holidays and weekends excepted.

The safety of our service users, the staff and volunteers is always paramount in how we deliver the service and this statement reflects that.

In the event of adverse winter weather, we will adopt the following procedure

- If we believe that weather conditions are at such a level which could cause danger to service users, staff or volunteers, we will not hesitate in cancelling the service for the required period
- If bad weather is forecast, we will endeavour to give carers an indication about the service to be provided the following day. We will use information provided by the Met Office on their website www.metoffice.gov.uk to assess whether conditions are appropriate to open.
- On the morning, if weather looks as if it may cause an alteration to service, we will undertake to make initial contact with you by 8am (in most cases by text), to give you an early indication of the possible changes to service that day
- Once a more detailed assessment has been made of the conditions on the ground, and the up to date Met Office forecast, we will aim to notify all service users/carers by 8.45am whether the service is operating and whether we are able to provide transport
- We may take the decision to keep the centre open but not provide transport. We may also take the decision that it is unsafe to open at all. Either way, you will be notified accordingly.
- We will aim to contact you by 8.45am. If you have not heard from us by 9.00am you can assume that the service will be operating as normal
- If the service has to be altered in any way, the following charging policy will be applied:
 - If centre is closed, no charge will be made
 - If centre is open, but we are unable to provide transport as requested by you, no charge will be made for that day if you do not attend
 - If centre is open but you do not require our transport, then a charge will be made as normal as the service will still be available to you.
- We will always endeavour to be contactable to discuss the service during the hours of 8.45am – 5pm, Monday to Friday, although there will be periods during this time when your call/text will not be able to be answered immediately. Any calls/texts received outside these times are unlikely to be answered until the appropriate time.