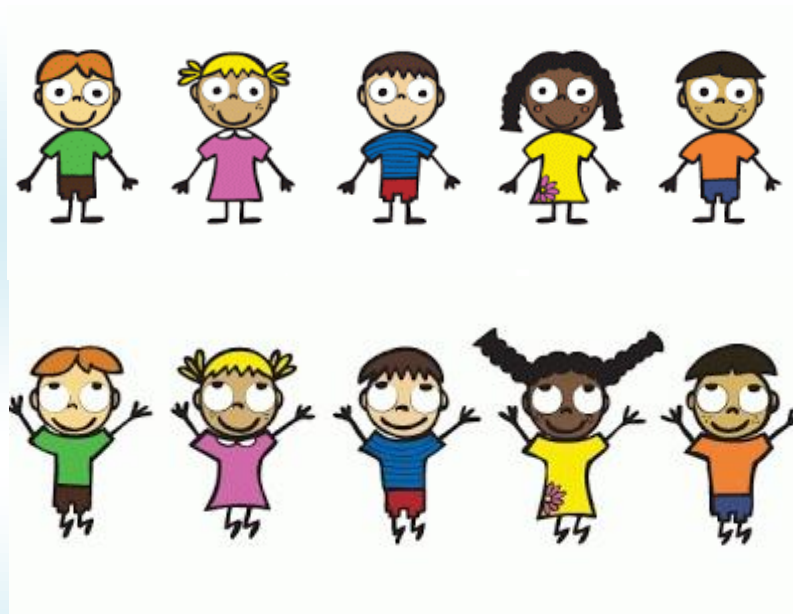




UNIQUE CONTACT AND COMMUNITY  
SERVICES LTD

# FAMILY WELCOME PACK

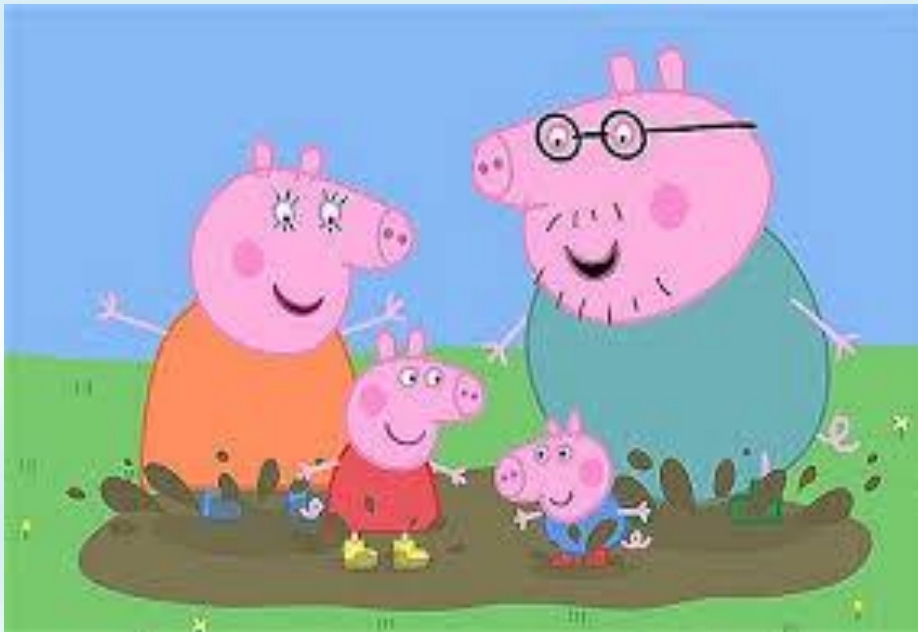


Unique Contact and Community Services  
City Gate House, 5<sup>th</sup> Floor  
246-250 Romford Road  
Stratford  
London E7 9HZ

**Tel:** 020 8519 4606, 079337 56217, 07464812789, **Email:** [info@uniquecontactandcommunityservices.com](mailto:info@uniquecontactandcommunityservices.com)

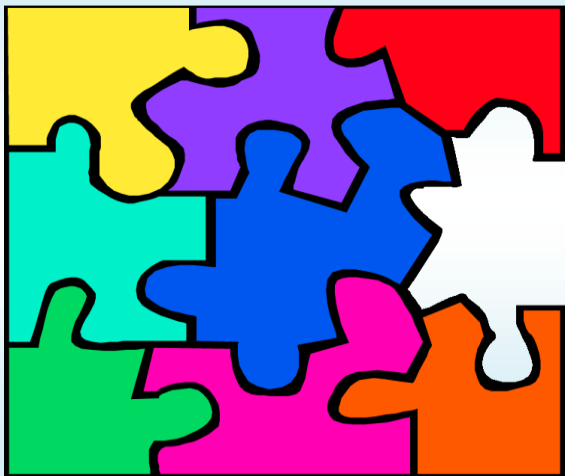
**Unique Contact and Community Services is a child contact centre. Here at UCCS, we provide a safe and secure environment for children to engage and make contact with their parent(s) and family members who they do not live with.**

**We are committed to bringing families together in a child friendly environment where they can build and maintain a relationship with their child.**



**UCCS is an equal opportunities centre where many families come together to spend time with their loved ones, you will meet lots of different families who also use the centre.**

**When you attend the centre, our friendly staff will show you around the centre and its facilities. We have a range of well-equipped rooms suitable for your family's needs.**



**Each room has a variety of games and toys for the family to use. Every room has its own changing and feeding facilities with comfortable seating areas provided.**

**Our supervisors at the centre are here to assist you and make you feel comfortable and safe.**



**For supervised sessions a supervisor will remain in the contact room for the whole session**

**For supported sessions a supervisor will periodically check to ensure that everything is okay.**

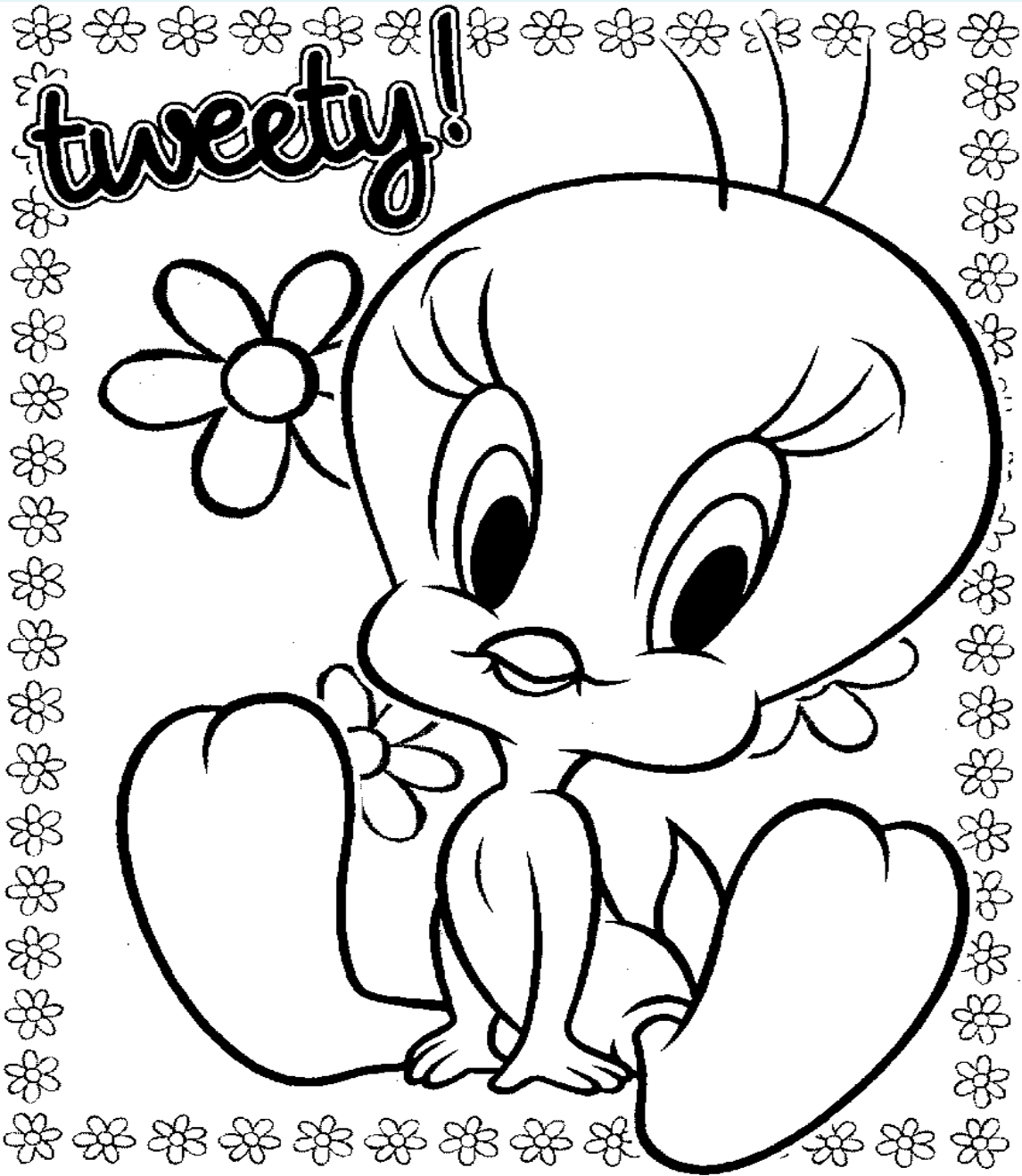
**If at any point you would want the session to end or you need a break, you are free to let us know.**



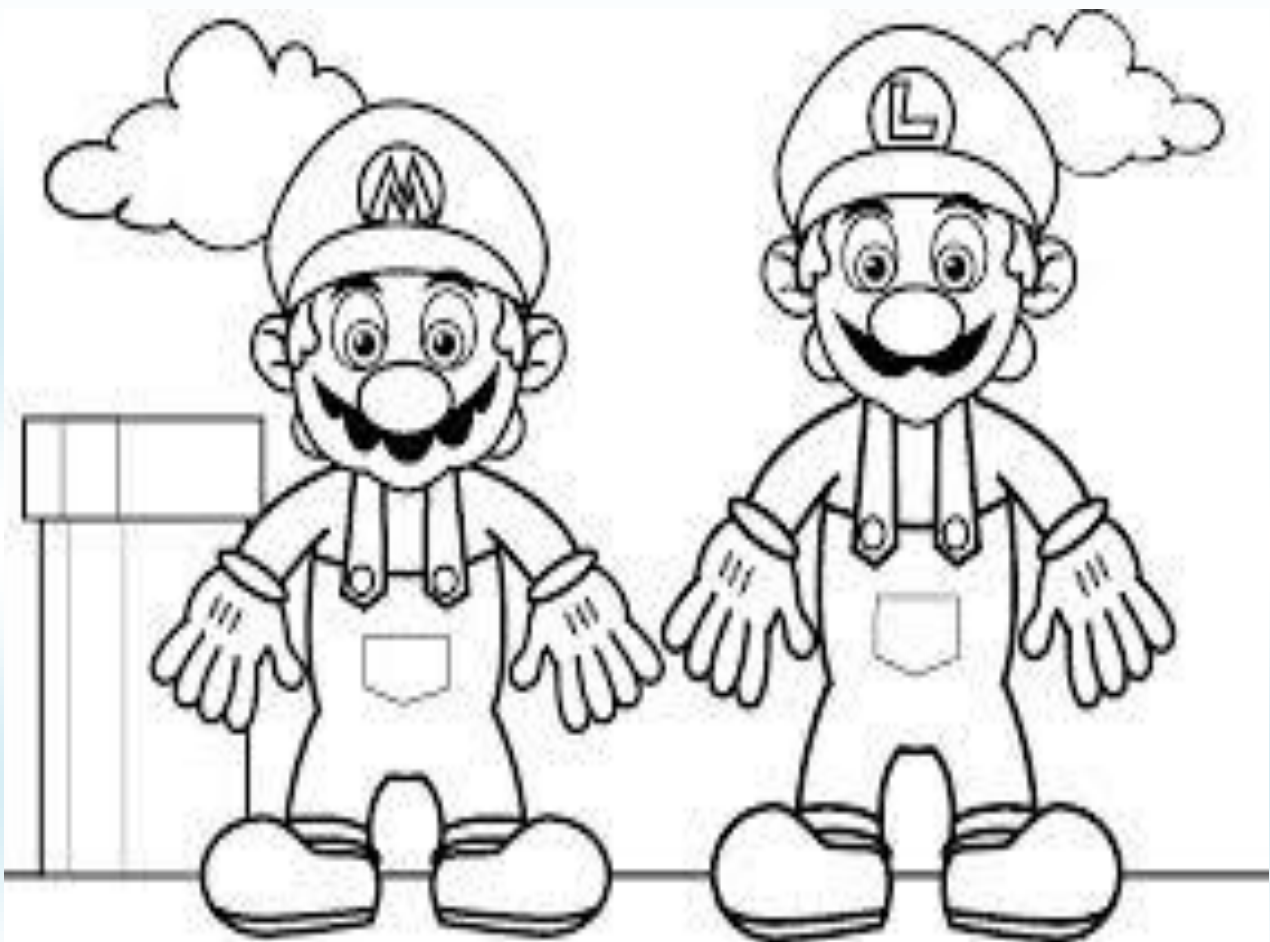
**We know it can be upsetting coming into a new environment and meeting new people, but here at UCCS we will endeavour to make you feel comfortable, safe and ensure that you have a pleasant visit at the centre.**



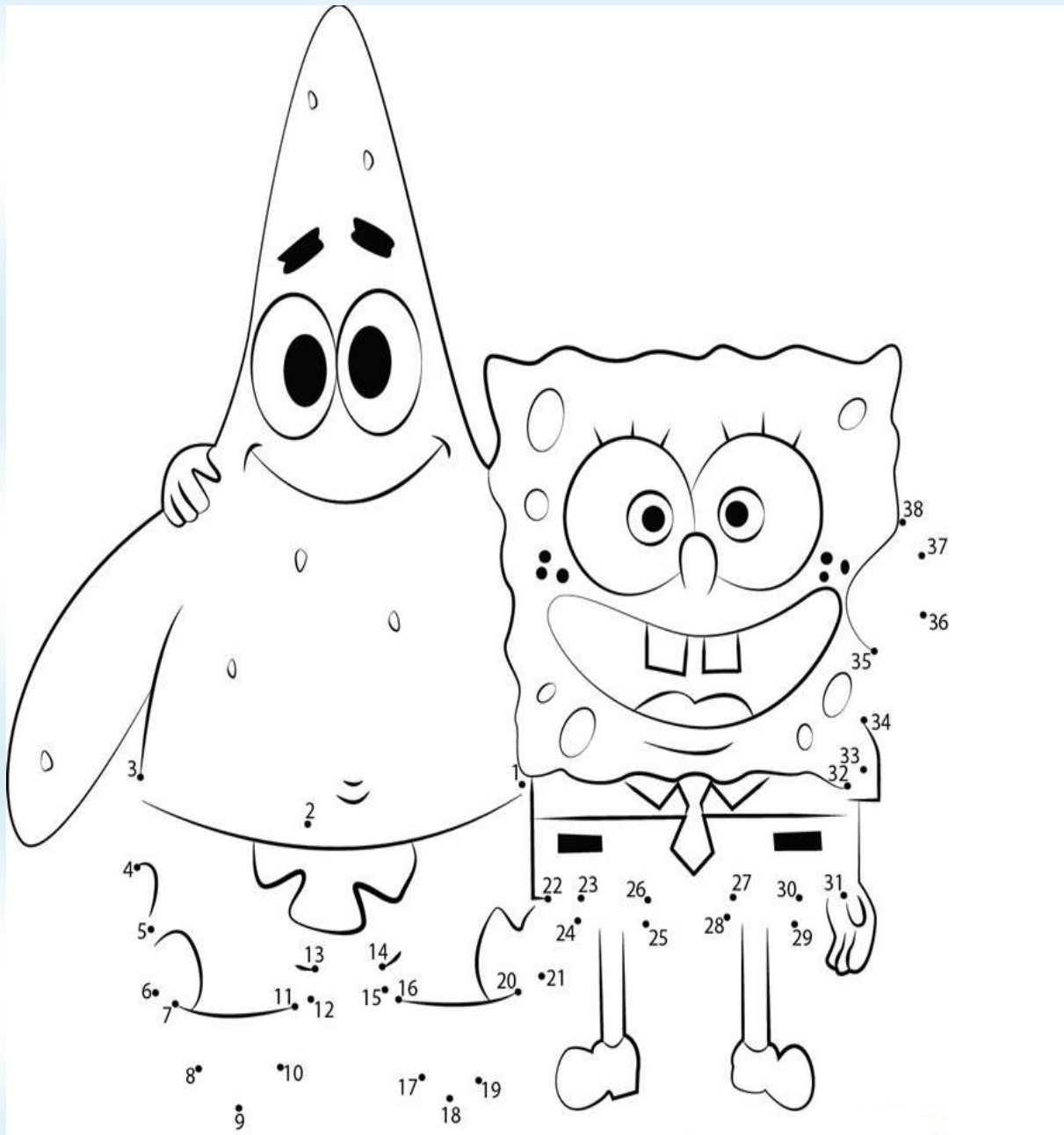
# Have fun colouring



# Have fun colouring



# Have fun connecting the dots

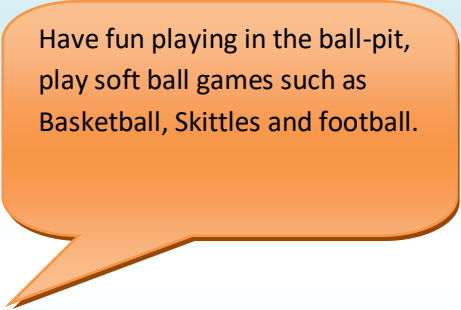




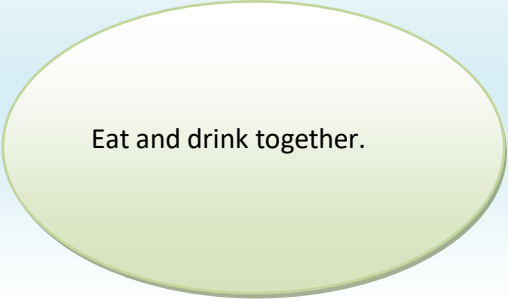
# **UCCS CENTRE RULES**

- 1. Be kind and courteous to everyone.**
- 2. No discrimination on any grounds.**
- 3. Listen to our staff they are here to help you.**
- 4. Zero tolerance of aggression or violence towards staff at the centre.**
- 5. Arrive on time to make full use of your session.**
- 6. If you need to cancel your session, please inform us at least 24 hours in advance.**
- 7. Children should play carefully with the toys and games provided.**
- 8. Please leave the rooms tidy so other families can enjoy the toys as well.**
- 9. Inform staff if you are unhappy or dissatisfied and require assistance.**


# How you can enjoy your time at the centre




Have fun playing in the ball-pit, play soft ball games such as Basketball, Skittles and football.



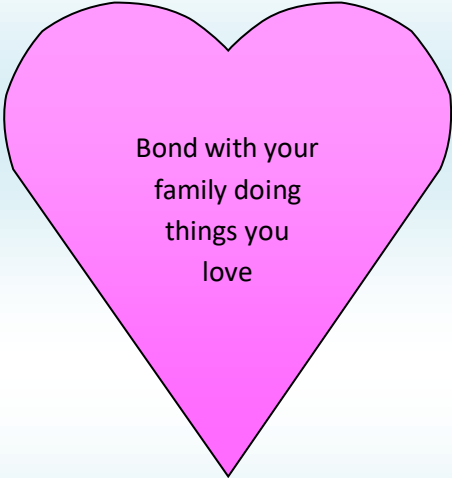
Eat and drink together.



You can play with a range of toys including arts and crafts, puzzles and board games.



You can watch TV, play the piano and a variety of games.



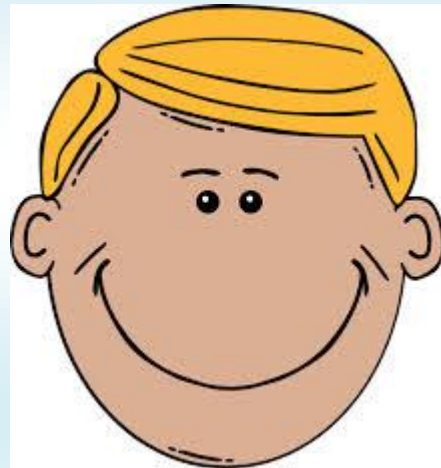
Bond with your family doing things you love

# Children stories



"I like coming to the contact centre because I get to play games and see my daddy."

"I love the contact centre because the staff make me feel welcome and give me sweets."



"I enjoy coming to the centre and spending time with my family. I wish I could have longer hours."

# More children stories



"I love coming to the centre to play on the darts board because I always win against my mummy."

"This centre is so cool; it has lots of toys and games. My favourite is basketball".



"Thanks for helping me to get closer to my mummy and daddy. You guys are the best."

