

Terms and Conditions of Multiple Milestones Home Support Service

The terms and conditions outlined below are our promise to you, what you should expect of us and what we aim to provide to you and your family.

Our promise to you, the family:

- To provide expert and professional support for your Higher Order Multiples
- To track your children's development in line with the EYFS milestones
- To follow up to date British government and NHS guidelines
- Safeguarding your family will be our top priority
- To maintain your right to Confidentiality
- Regular advance planned home visits and/or Telephone support
- Facilitating practical parenting support both inside and outside the home
- To ensure all Volunteers have up to date DBS checks, valid first aid and safeguarding certificates
- We will not provide medical advice
- Connect you to other professional agencies as and when you need them
- Help you navigate the appropriate benefit and tax reliefs for your family

Multiple Milestones are covered by insurance to provide home support to families including basic first aid in the home, Multiple Milestones will signpost to outside agencies for families who require medical advice.

Your promise to us, the charity:

In order to protect our charity and volunteers, we ask that you read and agree to the following terms and conditions of receiving our support.

- You are happy to receive support from the Multiple Milestone team to work on multiple specific issues and are open to us liaising closely with you to facilitate support.
- You will support our multi agency approach to family centred care by providing us with the relevant contact details for your Health visitor and/or Social Worker at the point of registration
- You agree not to contact your volunteers personal phone number outside the date of a home visit, all communication should be directed through their volunteer email address.
- All the information you provide us will be honest and accurate to the best of your knowledge.
- The volunteer is not to be requested to do domestic cleaning or babysitting
- To work on goals set by the volunteers to the best of your ability
- Contacting Multiple Milestones immediately with any changes to circumstance
- Making us aware of any health and safety risks prior to visits
- Your volunteer cannot stay at your residence past 9pm, unless arranged in advance by the charity.

By giving your consent to these terms, you agree to uphold and maintain these terms and conditions, as a way of ensuring we can provide a high level of care, consistently throughout your journey with us. We wish to support and guide you with the best service possible.

