

# Help us to help you

## About your stay at this rest centre

### ● Why are you here?

We've had to move you out of your home for your own safety. This centre has been set up to provide you with a safe, warm place to stay until you can return.

### ● When you arrive

When you arrive you will be given a numbered wristband which we will use to make sure you are registered. It will also allow you to use the facilities and get refreshments while you are here.

We'll need to take a few details from you soon including your name, address and mobile phone number, and details for any other people who live with you. We need these details so that we can answer any queries from friends and relatives. It will also help us to find out if anyone is missing.

### ● Leaving the centre

You're free to leave here whenever you want. All we ask is that if you decide to leave to stay with friends or relatives or make other arrangements that you complete a registration form so that we know where you are going and how to contact you. We will then be able to keep you informed if the situation changes and let you know when you can go back home.



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## ● Information

As soon as we get information about the situation we'll pass it on to everyone in the rest centre.

If you have any questions please speak to a member of staff.

## ● Medical help

Any minor injuries will be dealt with by qualified first aiders at the rest centre. If you have left medication at home please speak to a member of staff.

## ● Children at school

If your children are already at school please leave them there. If you are still unable to return home at the end of the school day we will arrange for your children to join you here at the rest centre.

## ● Pets

Your pet may be allowed in certain areas of the rest centre, if not we will make other arrangements for the care of your pet.

## ● Contacting friends and relatives

If you do not have a mobile phone then our staff will help find you a phone – this will probably be a pay phone.

## ● Please remember

Please be patient, we're doing our best to help you. Please make sure that you have registered your details and that you let us know where you are going if you decide to leave.