

Emergency Rest Centre



Welcome to the Emergency Rest Centre, set up and staffed by Dudley Council and members of local voluntary organisations.

Your stay at the centre is a temporary measure until you are able to return home or to alternative accommodation.

Every effort is being made to enable you to return home as soon as possible. Until then, we hope that you will be as comfortable as possible.

Rest centre staff will endeavour to provide up to date and accurate information regarding the incident and the ongoing actions currently being undertaken by the emergency services and council. Information will be distributed via notice boards or announcements at regular intervals.

The rest centre staff are managed by a council officer and each staff member or volunteer can be identified by high visibility jackets and/or tabards and identification badges.



Registration

The most important request we make is for you to register your presence in the centre. You will have been issued with a self registration card on your arrival.

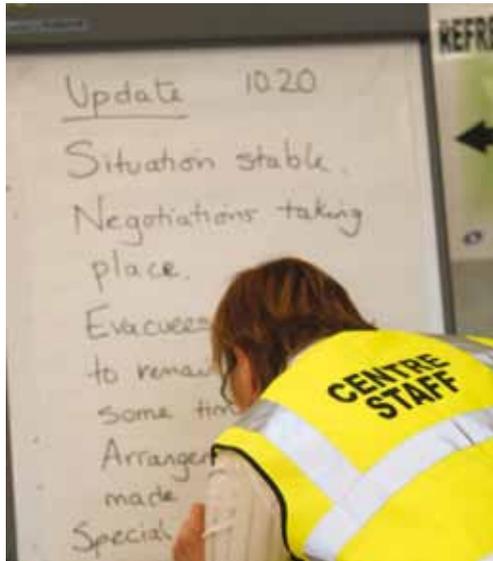
We simply ask that you complete the card as soon as possible (staff are available to assist if required) and return it to the registration desk. Once this is completed you will be issued with an identity card entitling you to use the centre facilities and ensuring security.

For prolonged incidents or those where criminal activity has taken place, a more detailed registration form may be required. These forms are only intended to help rest centre management provide the police with casualty information where applicable, and allow a response to enquiries about your own welfare by relatives who may be concerned.

Any information gathered is treated confidentially and will only be used for rest centre management purposes by the council and by the police.

Signing in and out of the rest centre

Following rest centre registration, you can come and go as you please. For instance you can go to work, school, shopping, visit friends etc but please sign in and out at the registration desk each time you leave and return and show your identity card when requested. This is necessary because we need to know how many people are in the rest centre for administration and safety reasons.



Facilities and services

First Aid

Trained staff are available to deal with minor injuries. Please contact a member of the rest centre staff.

Religious requirements

If you require a place to practice your religion or a quiet area, please ask a member of staff.

Toilet facilities

Toilet and washing facilities are available.

Refreshments

Light refreshments and meals (where necessary) will be provided free of charge.

Valuables

Please note your property and valuables are entirely your responsibility. You should not leave your possessions unattended.

Designated areas

Where possible, a children's play area will be provided, as well as a designated area for the elderly. We ask that you do not use designated areas for any other purpose.

Pets

In the interest of safety and hygiene we may ask that your pets be left in a designated pet area. Alternatively, care for pets can be arranged.

Overnight stays

If you are told you will not be able to return to your home today, the council may provide bedding for as many people as possible. We appreciate this may not be very comfortable and offer little privacy. You are of course welcome to make your own arrangements to go elsewhere but please leave a forwarding address at the registration desk in case you need to be contacted.

Special requirements including dietary and medical needs

Please inform staff of any special requirements or needs to make your stay more comfortable. This may include dietary requirements or any medical needs.

Some people may suffer from the effects of an emergency and may need immediate access to social and psychological support. Dudley's Crisis Support Team provide welfare support and meet the emotional needs of those affected. Please speak to a member of staff.

No smoking

As with all public buildings in England, smoking is not permitted in the rest centre. A designated smoking area will be identified outside.

Children at school or nursery

If the need arises, schools and nurseries will be contacted and arrangements will be made to safely care for children until you can be reunited.

Contacting family and friends

Wherever possible, telephones will be provided for you to contact family and friends to advise them of the situation. Anyone having difficulty contacting relatives should discuss it with rest centre staff who will be happy to assist where possible.



Time to leave

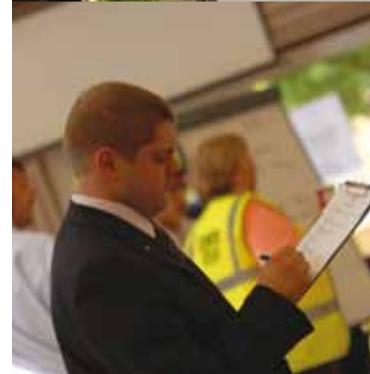
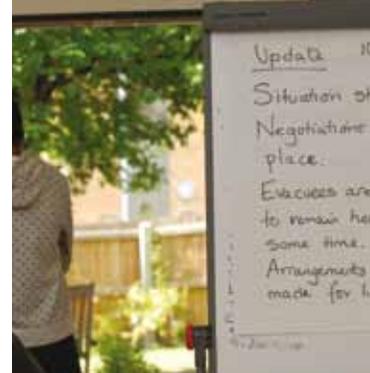
You may be leaving because the emergency is over, to go to another rest centre or because you have arranged somewhere else to stay. Whatever the reason, please let rest centre staff know that you are leaving and where and how you can be contacted.

Please remember to take all of your belongings with you.

Inappropriate behaviour to staff

Remember, staff are here to assist you. While we realise this will be a time of stress and anxiety, any abuse to staff will be met with zero tolerance and you will be asked to leave.

We thank you for helping the staff to ensure that everyone's time in the centre is as pleasant and comfortable as possible. Please remember if you have any difficulties or require assistance, do not hesitate to contact any member of staff.



If you require any assistance with regards to this document or would like to request a translated copy, an interpreter or a large print version, please contact a member of staff.

Dudley Council

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