

Information for Evening Counselling

Wells Place CENTRE

WELCOME TO WELLS PLACE CENTRE

Please read carefully, this document has been updated to provide you with the latest safety information.

PLEASE OBSERVE
SOCIAL
DISTANCING AT
ALL TIMES.



@Wells Place Centre



www.wellsplace.org.uk





WELCOME TO WELLS PLACE CENTRE

Please take some time to read through our room user information pack.

This document has been updated with important COVID19 security measures to keep our customers, staff and volunteers safe.

It also contains:

- Emergency Evacuations Procedures
- WiFi Code

Measures put in place at Wells Place Centre to prevent the spread of COVID19 coronavirus.

(A full risk assessment is available on request.)

- Every room is deep cleaned after each use including any equipment hired.
- All communal areas are regularly cleaned throughout the day.
- Disposable antibacterial wipes are available in washrooms and 'Hot Touch' areas such as water dispensers to encourage users to wipe down after use.
- Our pens at reception are cleaned after each use.
- Facemasks are provided in First Aid kits in case of emergencies.
- Adopted a 'one way system' around the building.
- Allocated a separate entrance and exit to and from the building.
- Allocated a separate entrance for the Coffee Shop (Desborough Hall entrance on Desborough Road).
- Updated our emergency evacuation procedures to emphasise the need for social distancing.
- Installed additional signage around the building to remind customers, staff and volunteers to keep 2m distance.
- Put up various screens to avoid transmission of the virus.

Please ask at reception if you would like to see our risk assessment or visit our website www.wellsplace.org.uk.

COVID19 prevention guidelines for Counselling Sessions booked at Wells Place Centre.

Please take time to read the following safety measures Wells Place Centre has put in place to minimise risk of the spread of the COVID19 coronavirus.

Please:

- Wear a face covering in all the public spaces in the building.
- Use the sanitiser provided on entering and exiting the building and meeting rooms.
- Only 1 person allowed in the lift at the time.
- Keep to the left on the stairs.
- If washroom is occupied queue outside.
- Wash your hands regularly.
- No more than 2 people socially distanced on any of our landings if using it for a 'break out' space.
- Your room has been set up adhering to 2m social distancing. To keep you and your delegates safe do not move the chairs/tables.
- Wipe the water machines with antibacterial wipes provided after use.
- If you or any of your delegates feel ill with the symptoms of COVID19:
If a washroom is required please use the disabled toilet on the first floor **only** as this has been set aside for quarantine purposes. The affected person is requested to leave the building immediately/as soon as possible and Wells Place staff have to be alerted as the bathroom needs to be locked and deep cleaned. Please also follow this up with an email to info@wellsplace.org.uk stating the date and time of your booking.
- All group leaders are required to keep a register and contact details of all delegates for 'track & trace' purposes.
- Exit the building turning right at the bottom of the stairs (please follow signs) the group leader does need to sign out at reception prior to leaving the building.

Please note that it is the counsellors' responsibility to make sure the room is cleaned between each client. To help keep you and your client as safe as possible please use the tick list provided. You are welcome to keep this sheet for your records.

We politely ask that you and/or your client take any (contaminated) waste such as gloves and face coverings home and dispose of responsibly.

ROOM CLEANING CHECKLIST.							
	Time cleaned:						
Door handles							
Door 'push plate'.							
Chairs							
Table							
Sanitiser bottle/dispenser							
Flipchart stand if used.							
Flipchart pens if used.							
Window handles if used.							

COVID19 Coronavirus symptoms and precautions. (source: World Health Organisation)

Most common symptoms:

- fever.
- dry cough.
- tiredness.

Less common symptoms:

- aches and pains.
- sore throat.
- diarrhoea.
- conjunctivitis.
- headache.
- loss of taste or smell.
- a rash on skin, or discolouration of fingers or toes.

Serious symptoms:

- difficulty breathing or shortness of breath.
- chest pain or pressure.
- loss of speech or movement.

Seek immediate medical attention if you have serious symptoms. Always call before visiting your doctor or health facility.

People with mild symptoms who are otherwise healthy should manage their symptoms at home.

On average it takes 5–6 days from when someone is infected with the virus for symptoms to show, however it can take up to 14 days.

If you or any member of your household show any of the above symptoms you must self-isolate for 7-14 days.



Connecting to the Wells Place Centre Guest WiFi

1. In your WiFi connection choose the open network with the name "WPC" and connect to it.
2. When you first go to a webpage you will instead be directed to the following screen:

A screenshot of a mobile web browser interface for guest WiFi access. At the top, a blue banner reads "A password is required to access the wireless network". Below this is a "Guest Password" label next to a white text input field. A "Connect" button is positioned to the right of the input field. A second blue banner labeled "Terms of Use" is visible below the password field. Underneath, there is a checked checkbox followed by the text "I accept the [Terms of Use](#)".

3. Type in the Guest Passcode of 01489 and agree to our Terms & Conditions by pressing "Connect".
4. You will then be directed to your chosen webpage.
5. If you want to connect to something other than a webpage eg your email, you will need to visit a webpage first to enable the connection. You will then be able to connect to your email.

GROUP LEADERS

EMERGENCY EVACUATION RESPONSIBILITIES & PROCEDURES MON-FRI FROM 5PM ONWARDS & SAT

Your responsibilities

1. At the start of your meeting, please point out the fire exit and fire escape route to all attendees. If you are unsure of the route, please ask our receptionist to clarify this for you.
2. If you have a mobility impaired member of your group, please consult with them regarding their preferred means of evacuation in the event of an emergency. They will have received a card at reception explaining their options **and there is also a copy in this pack.** Please note that, if none of your group is a trained user of our evacuation chairs, this option is not available outside of core hours and therefore only options 1 and 3 are available to you.
3. If you have a sight impaired member of your group, please nominate a member of your group to assist them down the stairs and to a place of safety in the event of an emergency.
4. In the event of an emergency, please ensure that all the members of your group have exited the room and are making their way outside. If you have a hearing impaired member of your group, please take special care that they are aware of the fire alarm sounding and the need to evacuate.

Procedures to share with your group

1. If you discover a fire, sound the alarm by using the RED **FIRE ALARM** boxes on the walls and vacate the building. If safe to do so, inform the **WCP MANAGER** or **RECEPTIONIST** of the location of the fire.
2. On hearing the FIRE ALARM, **EVACUATE** the building using the nearest marked FIRE EXIT.

UPDATE: Where possible maintain 2m Social Distancing and the one way system around the building – however, the priority is to exit the building as soon as possible using the nearest exit point regardless of COVID19 measures.

- CLOSE all doors and windows
 - DO NOT use the lift
 - DO NOT STOP to collect personal belongings
3. **ASSEMBLE** outside McDonalds fast food restaurant at the front of the Swan Centre maintaining social distancing as far as possible.
 4. **GROUP LEADERS** are to take a roll call of those in their groups and are to report to the **RECEPTIONIST** to determine if anyone is left in the building.
 5. **DO NOT RE-ENTER** the building until advised by the **FIRE OFFICER** or **WPC MANAGER** that it is safe to do so.

GENERAL PEEPS

EMERGENCY EVACUATION PROCEDURES MON-FRI AFTER 5PM & SAT

Welcome to Wells Place Centre. This card is designed to provide you with information regarding the options available to you in the unlikely event of having to evacuate the building in an emergency situation. Please be assured that if we have organised a fire drill during your visit with us, you will be informed of this in advance and you will not be asked to evacuate the building unless you wish to do so. Please read the following options and indicate to either your group leader or to our receptionist, in confidence, which option you would prefer in the event of an emergency evacuation.

Your options

1. If you feel able to walk down the stairs at your own pace or bump down the stairs on your bottom then we are happy for you to do so. For your own safety and the safety of other building users, please wait until the majority of other users have already descended the stairs. If you would need assistance with this, please indicate this to your group leader who will then nominate someone in your group to provide this assistance. There is an evacuation chair at the bottom of the stairs which you can then use to get outside if needs be. Please note that Wells Place Centre staff are NOT available to assist outside of core hours.
2. The building is equipped with Evac + evacuation chairs – one on each floor. You need to be able to transfer yourself into the Evac + chair in order to use this means of evacuation. There also needs to be someone in your group trained in how to use them as outside of core hours Wells Place Centre staff are NOT

available to assist. If you are not sure whether anyone in your group is a trained operator of these chairs, please ask your group leader.

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3. If neither options 1 or 2 are suitable for you, then your meeting will need to take place on the ground floor. Unfortunately we cannot guarantee to have a room available. Whoever booked your meeting will have been informed of this at time of booking.

Please do not hesitate to ask any questions regarding these options to our receptionist.