



We're here to help you with

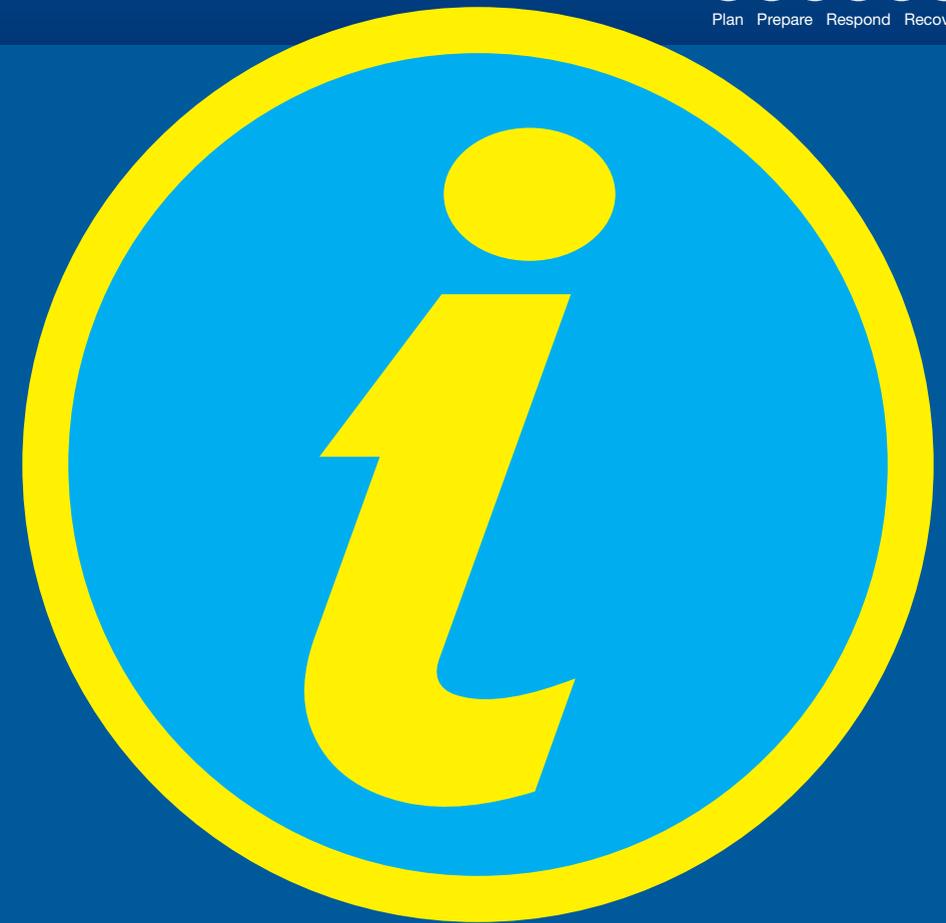
-  Transport
-  Making a phone call
-  Finding accommodation
-  Communicating
-  Medical help, First Aid
-  Animals and Pets
-  Children

We regret:

-  We do not provide beds here
-  We do not allow animals other than assistance animals in the centre
-  No smoking. Smoking area is outside

 **Please tell us if you leave – even if temporarily**

Should you need any further advice or information, please ask a member of staff or see the notice board



Help us to help you

Please read



Why am I here?

To ensure your safety during the incident. We regret the circumstances that have brought you to this centre however our skilled staff will provide you with practical help and support.

Please remember this centre has been set up quickly, in response to an emergency. We will do our best to provide for everyone in the centre.

This is a short-term facility to ensure your safety and wellbeing. We provide you with refreshments, light meals and snacks whilst you make your own arrangements to enable you to move on from the evacuation centre. Depending on the incident and duration, a decision will be made about how long the centre can remain effective as there are no sleeping provisions.

Help us help you while you're at the Evacuation Centre

- 1 Complete your registration form – pets also need to be included
- 2 Hand your completed form to a member of staff
- 3 Take a seat – refreshments are available
- 4 Familiarise yourself with fire exits, toilets and the outside smoking area
- 5 Inform a member of staff if you go outside
- 6 If you wish to go elsewhere, complete the leaving section on your registration form and hand to a member of staff

Should you need any further advice or information, please ask a member of staff or see the notice board

Why do I have to register?

The information you provide on this form will enable us to keep a record of who is in the centre and those who have made their own arrangements. This will help staff answer enquiries from anxious relatives and friends and will be used by agencies to give you help and assistance if required. When the incident is over all records will be destroyed.

Why have I got a wristband?

This is a simple way of identifying you in the centre and linking you to the registration form you filled in. You can take the wristband off once the incident is over and you have returned to your home or work. If you bring along pets they will also have basic ID. All of this is to 'help us help you' if something happened.

Refreshments

- Tea, coffee, hot chocolate, instant soup and water are available
- Initially we will provide biscuits, chocolates, sweets etc.
- More substantial food will be available should you be at the evacuation centre for some time. It is important you let us know of any dietary requirements

Contacting friends, family or carers

There are no restrictions on the use of mobile phones but please consider others and don't take pictures and/or video without individuals' consent. If possible, telephone facilities will be made available.

Why do I have to tell you if I leave the centre?

It is important that we know where you are, in case relatives or the emergency services need to speak with you. Please let us know if you:

- go outside
- are leaving to go elsewhere - complete the leaving section on your registration form and hand it to a member of staff
- require further updates on the incident

Can I go somewhere else?

- You may leave at any time, but for your own safety and wellbeing please make a firm alternative arrangement. All we ask is that you complete the leaving part of your registration form
- You may decide to stay with friends or family. We also have a list of hotel and bed & breakfast accommodation for the area
- Please be mindful that you are responsible for any costs (e.g. hotel fees)
- If you are unable to cover the costs of alternative accommodation please seek guidance from a Housing Officer

Should you need any further advice or information, please ask a member of staff or see the notice board

What about children at school?

Arrangements can be made for school children to be picked up and brought to the Evacuation Centre. Please inform a member of staff.

What about young children?

If you need assistance with changing or feeding of young children make yourself known to a member of staff.

If the evacuation is likely to go on for some time, a supervised play area can be set up with toys and activities. Please inform a member of staff if you require this. It may take a while to set up. The supervision of your child or children remains your responsibility at all times.

Assistance animals

- You need to register your pets/animals on arrival
- Only assistance animals are allowed in the centre
- You may be asked to take your pet directly to the designated area within the evacuation site
- We have provided portable kennels, carriers, feeders etc.
- Trained staff are here to help and assist
- Pets remain the responsibility of their owners at all times
- Consider other animal owners in the vicinity and remember not everyone is an animal lover and some people have allergies
- Pets should be safe at home for 24 hours, providing you have left enough food and water. Please seek advice from veterinary staff if you have concerns



Are there specialist staff here?

Staff with specialist skills and knowledge are here to help for example:

- Social care staff
- Housing advisors
- Translation
- Signing for hard of hearing
- Voluntary organisations

Emergency Services may also attend if required.



Is there first aid and medical assistance?

- First aid is provided by the Red Cross
- Medical assistance is provided by local doctors, GPs and nurses
- Local health staff can advise on medication and prescriptions



Can I smoke?

All evacuation centre buildings are non smoking this includes the use of e-cigarettes. However there will be a designated smoking area outside. Please ask a member of staff and let us know if you leave the building even for a short time.

Should you need any further advice or information, please ask a member of staff or see the notice board



Update on the incident

- We will try to keep you as up-to-date as possible on the current situation
- Please listen out for announcements as we are in touch with the emergency services and will have information on how soon you might be able to return to your home or place of work



After the incident

Should you need further assistance or information, once you have left the evacuation centre, please contact the number provided on the information board or ask the centre staff before you leave.



Transport

You may well have already been transported here by our emergency transport from your home. We have access to transport providers if you are unable to make your own arrangements. Please contact a member of the evacuation centre staff at the information board if you need assistance. If you would like onward transport to friends, family or alternative accommodation and are ready to leave the centre please discuss with a member of staff.