

# Housekeeping Policy

## Introduction

The LIFE-FORCE Centre Housekeeping Policy aims to ensure the smooth running of the Centre while its facilities are used by Staff, Team Counsellors, Independent Therapists, Independent Organisations, Tutors and visiting Trainers, hereafter referred to as Service Providers. As such it is the responsibility of all Service Providers to ensure these housekeeping requirements are adhered to at all times by their clients/students/participants, hereafter referred to as Service Users, as applicable to the activity undertaken.

### 1. Building Security

Both entrances are fitted with a security key pad and the code is '2512' which is operational at all times. It is important that all clients and participants are informed of the number in advance of their first visit to the Centre.

### 2. Key Box Codes

Service Providers are provided with the security code for the key box and the emergency back door outside key box. Room keys are available from the key box and should be returned to the box and placed on the correct number hook immediately after use. Please do not remove these from the premises.

### 3. Fire Alarm

Service Providers should read the Health & Safety PowerPoint handout and ensure they instruct their Service Users on hearing the fire alarm to leave the building by the nearest exit.

### 4. Basement Kitchen

The basement kitchen is a public area and may be used by staff, practitioners, clients and participants to wait, make a drink or eat food.

### 5. Tea & Coffee

Hot drinks are 50p each and the money should be put in the pot and the drinks should be consumed in the basement kitchen and not carried up and down stairs or taken into therapy rooms. Participants on LIFE-FORCE training courses do not need to pay for hot drinks during course times. Please wash up and put away after use.

### 6. Rainbow Room Kitchenette Area

The kitchenette facilities in the Rainbow Room are only to be used by participants during training days. Food and drink may be consumed in this area but must not be taken into the seating area. Participants should be instructed to only bring bottled water to training sessions and tea and coffee mugs must not be placed on the carpet.

### 7. Lunchtime Arrangements

For course bookings the Service Provider should arrange the time of the lunch break with the office and check the lunch notice on the course day. If two courses are using the premises on the same day then the lunch break for the Coral and Rainbow Room groups will be 12 noon and 1pm respectively. The Coral Room group uses the Basement Kitchen for lunch and tea breaks and the Rainbow Room group uses the kitchenette area but can also use the Basement Kitchen if free on the day. Tea breaks must be arranged on arrival with the other Service Provider so these are scheduled at different times. Service Providers can bring their own tea or coffee or pay 50p/hot drink to use the Centre's supplies. Please leave kitchen areas clean and tidy, wash up and put away all kitchen utensils including mugs and glasses and take all food away at the end of each training day.

### 8. Heating

The heating control is in the Opal Room, on the first floor by the toilets, and the door code is '2810'. Turn the handle anti-clockwise to open the door. Follow the instructions on the wall above the control unit. The heating can be put on for 1 hour if required by pressing the '+1HR' button on the left, or set to on all day by pressing 'SELECT' to show 'ALL DAY' (this is inside the Control Box - flap down), but must not be set to 'ON'. The thermostat is on the first floor outside the Coral Room and can be turned up or down to adjust the temperature of the building, but should be re-set to 20°C at the end of a training day.

### 9. Drugs & Alcohol

Service Providers and Service Users should be aware that at no time should alcohol be consumed or recreational drugs be used on the premises.

#### **10. Children & Young People**

Service Providers should ensure their clients/participants do not leave children and young people unattended on the premises without prior arrangement.

#### **11. Fire Doors**

Fire doors may only be propped open for the purposes of carrying equipment, or if a member of staff is in attendance. These must be kept closed at all other times and this includes the front and back doors. The Rainbow Room door may be left open during the day but should be closed by the last person to leave the building.

#### **12. Smoking and Candles**

The Centre has a no smoking, vapours and candles policy. Smoking can take place outside the building at least 20ft away and there is a blue pot outside the back of the building on the far wall for cigarette ends.

#### **13. Music & Interactive TV Presentations**

The Centre has a no music policy in the upstairs and ground floor therapy rooms. However, electronic TV or laptop presentations can be presented at a volume that would not disturb other therapists providing counselling sessions anywhere in the building.

#### **14. Spare Toilet Rolls & Tissues**

If required, spare toilet rolls and tissues are located in the basement kitchen in the cupboard under the sink.

#### **15. Car Parking**

All Service Providers should be familiar with the local car parks and parking restrictions outside the building so they can inform their clients/participants accordingly. A Car Parking Information sheet is available in the foyer leaflet rack.

#### **16. Disabled Parking**

Blue badge holders can park outside the front of the premises in East Hill for up to 3 hours. Disabled clients/participants who cannot manage the front steps can be dropped off outside the rear entrance and enter the building via the disabled ramp.

#### **17. Bicycles, Mopeds & Mobility Scooters**

Bicycles should not be brought inside the building but can be left outside the rear of the property and secured by the bike hooks provided. Mopeds and mobility scooters may be parked at the rear of the property provided they do not restrict or obstruct the three staff parking spaces.

#### **18. Dogs**

Service Users who have a guide dog or helping dog may bring these dogs onto the premises and into the ground floor therapy or training room. Pets can only be brought onto the premises with prior permission from the office. Owners should bring a blanket for them to lie down on during the visit.

#### **19. Messages**

All Service Providers should check the noticeboard outside the office for messages upon arrival and before leaving the Centre.

#### **20. Lost Property**

Service Providers should aim to ensure Service Users do not leave items of property on the premises. Lost property is kept for 6 weeks under the sink in the Rainbow Room and valuable items kept in the office.

#### **21. Locking Up**

Service Providers should ensure they are familiar with the locking up procedure which is located on the noticeboard outside the office and identifies which who will be last to leave the building and are therefore responsible for locking up.

#### **22. Health & Safety**

Service Providers are required to abide by the Health & Safety Policy and read the PowerPoint training and ensure all Service Users are instructed accordingly.

#### **23. Emergency Contact Numbers**

All Service Providers should keep the emergency contact numbers on their mobile phone so they can contact the designated persons if needed: Martin Chester - 07710 763100, Alison Scrutton – 07909 787676 and Julie Tappenden - 07710 484911.