

Housekeeping Policy

Introduction

The LIFE-FORCE Centre Housekeeping Policy aims to ensure the smooth running of the Centre while its facilities are used by Management, Staff, Team Counsellors, Students on Placement, 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 keypad and the code is **2512** which is operational at all times. It is important that all Service Users are informed of the number in advance of their first visit to the Centre.

2. **Key Box Codes**

Service Providers are given the security code for the key box, spare 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 and not removed from the premises. If a room key is missing from the key box, the room can be unlocked by using the key from the spare key box and then be left unlocked, with a note left in the key box accordingly. The office must be informed who will aim to locate the missing key.

3. **Health & Safety**

Service Providers are required to abide by the Health & Safety Policy, read the PowerPoint training and complete the Health & Safety Test, so that they can ensure all Service Users are instructed accordingly.

4. **Fire Alarm**

Service Providers should ensure they are fully aware of the fire evacuation procedures so that on hearing the fire alarm they can instruct their Service Users to leave the building by the nearest exit.

5. **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: Nicole Joyce – 07799 678549, Martin Chester - 07710 763100 and Alison Scrutton – 07909 787676.

6. **Basement Kitchen**

The basement kitchen is a public area and may be used by Service Providers and Service Users to wait, make a drink or eat food.

7. **Tea & Coffee**

Hot drinks are 50p each and the money should be put in the Honesty Pot. They must be consumed in the basement kitchen, not carried up and down stairs or taken into therapy rooms and washed up and put away after use.

8. **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. Any accidental spillages should be left and reported to the office straight away.

9. **Lunchtime Arrangements**

For course bookings the Service Provider can take the lunch break at a time to suit the training. The Rainbow Room group uses the kitchenette area but can also use the Basement Kitchen if available on the day. Tea breaks can be taken at a time to suit the group. Service Providers can bring their own tea or coffee or pay 50p/hot drink to use the Centre's supplies. The kitchen areas should be left clean and tidy, with all kitchen utensils including mugs and glasses washed up and put away, and all food taken away at the end of each training day.

10. **Heating**

The heating is controlled by a Hive Hub and is pre-set to heat the building Monday to Sunday during opening hours. If the building is either too hot or too cold the Service Provider should text Nicole Joyce 07799-678549 who will adjust the temperature accordingly. After using the rooms, the radiator thermostats should be left set at **number 3** April-October and **number 5** November-March.

11. **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.

12. **Children & Young People**

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

13. **Fire Protection Doors**

All doors are fire protection doors, except the toilet doors, and may only be propped open for the purposes of carrying equipment or if a member of staff is in attendance. The fire doors 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 & evening but must be closed by the last person to leave the building & does not need to be locked.

14. **Smoking and Candles**

The Centre has a no smoking, vaping 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.

15. **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 carried out at a volume that would not disturb other therapists providing counselling sessions anywhere in the building. The Centre does not have a TV licence therefore live TV, BBC programs on iPlayer and Live Streaming Services can only be watched on a device that is battery powered and not plugged into the mains and the person has a current TV licence at their home address.

16. **Spare Toilet Rolls & Tissues**

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

17. **Waste & Recycling**

All Service Providers should follow the **Recycling & Environmental Policy** and encourage Service Users to do the same. Therapy Room bins should only be used for paper and tissues and it is appreciated if these are emptied before leaving. If the Service Provider, or their Service User, put any other items in the bin then it is the Service Provider's responsibility to take these out of the bin and recycle or dispose of them in the toilet general waste bin before vacating the room.

18. **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 on our website.

19. **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.

20. **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.

21. **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. Also, group participants need permission from the training provider to bring pets to a training session. Owners should bring a blanket for them to lie down on during the visit.

22. **Messages**

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

23. **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.

24. **Locking Up**

Service Providers should ensure they are familiar with the locking up procedure which is located on the noticeboard outside the office. This is because if they are the last to leave the building then they are responsible for locking up. If they are in doubt then they should lock up and ensure they put the key back through the letter box, as then no one can be locked in by mistake.