

Once alternative accommodation has been arranged for you

Please advise staff at the reception of your forwarding address before leaving in the event you have to be contacted.

If you have any difficulties or require assistance please contact a member of staff.

Please remember:-

- **Have you checked out?**
If you leave the Emergency Rest Centre, even for a short time, please remember to check out at the main desk. If you leave the Rest Centre to stay with friends or relatives you must inform the Housing Relocation Unit.
- **Have you handed in your ID badge?**
Please leave your ID badge at the main desk when you leave the Emergency Rest Centre.

Hopefully your stay in the Rest Centre will be temporary until more appropriate accommodation can be arranged either by Angus Council Housing staff or your friends and relatives. We are aware that this may be a difficult time for you and your family, We hope you will be patient and assist us as much as you can.



Post incident assistance

Should you feel that you require further Assistance once you have left the Emergency Rest Centre please contact the following as appropriate:-

Tayside Police Headquarters
01382 223200

Angus Council
Direct line for Council Services
0845 2777778

All information you provide is treated confidentially.
See data protection poster on the information board



Information supplied by the Emergency Planning Unit Angus Council

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Emergency Rest Centre

Information leaflet for residents



Welcome

Welcome to the Emergency Rest Centre organised and staffed by Angus Council and members of local voluntary organisations. We are here to help in any way we can. Please feel free to ask members of staff for assistance. Staff and volunteers will carry identification badges and/or tabards to help identify them.

The facilities available at the centre are as follows:-

- Light refreshments & meals (when necessary)
- Toilet and washing facilities.
- Nursing mothers' and children's play areas
- First aid facilities
- Care of pets (if required)

Contacting family and friends

Pay phones wherever possible will be provided for you to contact family and friends to advise them of the situation. Unfortunately, these lines will be limited. It would be appreciated if you could keep your calls to a minimum when large numbers of residents are within the centre. Anyone having difficulty contacting relatives, please discuss this with centre staff who will be happy to assist where possible.

Could we ask those of you who have mobile phones to be sensitive to the other Rest Centre users.

Children at school or nursery

Contact will be made with schools and nurseries to ensure arrangements are made for your children to join you.

Registration

You have been given a registration card to complete. It is likely we shall receive enquiries about your safety from relatives. Please fill in this card as soon as possible (staff are available to assist if required). Once this is completed a staff member will collect it and you will be issued with a resident's identity card entitling you to use the centre facilities.

As soon as it convenient for you to do so you will be asked to attend the registration area. This is necessary to record details and note any special requirements you may have. The information from this short interview will also provide the Police Casualty Bureau with accurate details of your whereabouts should any of your anxious relatives contact them. Representatives from Tayside Police will be at the Emergency Rest Centre for this purpose

Housing relocation unit

If it is necessary to re-house you and your family the staff in this area will provide you with information regarding arrangements for the storage of household effects and to arrange alternative temporary accommodation for you and your immediate family where necessary.

Social support and advice centre

Angus Council Social Work will have members of staff available who will be happy to assist with any problems you may be experiencing.

During your stay at the Rest Centre

Following Rest Centre registration, you can come and go as you please, eg go to work, school, shopping, visit friends etc. We would be grateful if you would sign out and in at the main desk each time you leave and return and leave your residents ID. This is necessary because we need to know how many people are in the Rest Centre for administration and safety reasons.

Further information at the Rest Centre

A Rest Centre Information Officer will ensure that you are provided with up to date and accurate information regarding the incident, and the ongoing actions currently being undertaken by the emergency services and local authority. Information will be distributed via noticeboard(s), public announcements or on request from the Information Officer.

