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Keeping Everyone Safe

Welcoming you to Wisdom Centre

Information for Guests, Visitors, Friends and Staff

Wisdom CENTRE

Keeping Everyone Safe

Dear Guest, Visitor and Friend,
A very warm welcome to Wisdom Centre. We hope you and your families have kept well throughout this unsettling time.

Thank you for choosing our charitable organisation for your work, meeting, group or quiet day. During this difficult time, we are doing everything possible to ensure the safety of guests, visitors, friends and staff. Whether you are a regular visitor or new to the Centre, your safety is our top priority. Many of our guests are vulnerable or caring for others; mindful of our duty of care we have always strived to achieve exemplary standards of hygiene. Now these are more important than ever, we are carefully following government guidelines and our meeting rooms have all been assessed for safe maximum capacity. We have also put in place additional precautions such as UV-C and steam cleaning, and screens where needed so guests can be as safe and comfortable as possible in the Centre.

We reopened the Centre in August for small meetings and look forward to welcoming slightly larger groups in September.

We are working in partnership with group leaders who use Wisdom Centre. All current activities at the Centre have been risk assessed. All activities are subject to strict maximum numbers. If your group is joining us for the first time, thank you for supporting us, we will complete the required risk assessment with you to help keep everyone safe.

With kindest wishes



Wisdom Centre Manager

Welcoming You

If you are about to visit the Centre please take the time to read our ***Keeping Everyone Safe* information**. This information is sent out at the time of booking and is also available upon arrival. Government guidance on Covid-19 is being updated regularly; our reception staff will communicate any changes relevant to your booking or visit.

All guests, visitors and staff are required to use hand gel on entering the building. A safety screen has been installed at reception and 2 metre social distancing is in place. We ask that face coverings are worn in our reception area and corridors which are a relatively enclosed public space.

There can only be one person at reception at a time unless you are accompanied by others from your household or social bubble. Our reception staff will ask you to confirm that you feel well before you pass the reception desk. Please give your name to reception staff. If you are arriving for a personal 1 to 1 / appointment/ meeting, our staff will sign you in. If you are here for a group meeting or training day you will be directed to your room and your facilitator will sign you in. Wisdom Centre is following Track and Trace guidelines.

While you are with us we will be taking care of your safety. Door handles and hard surfaces are cleaned at regular intervals throughout the day and after guest use.

Behind the scenes our staff are in socially distanced work areas, with protective screens if needed or working from home. Staff are asked to take their temperature before beginning work to check for any indication that they may be unwell.

Where social distancing is not possible, for example where guests with additional needs require assistance we have task relevant PPE (Personal Protective Equipment), so we can give you the help needed.

How can you help?

Guests, visitors and friends can help us in a number of simple ways.

Before leaving home you could consider checking your own temperature. If your temperature is 37.5°C or above this is a sign that you may be unwell. If feel you may be unwell, please contact us straight away. To protect others, please do not visit us at this time. If you are visiting for a quiet day our reception staff will rearrange your visit. If you are with a visiting with a group please contact your facilitator. If you have an appointment with a counsellor or spiritual director please make contact with the person you usually see. If you are unsure contact reception and we will advise you.

If you've come into close contact with any person in the past 14 days who has or is suspected to have COVID 19 we ask you to self-isolate at home and contact your GP or NHS Direct.

If you are visiting to Wisdom Centre with members of your own household or social bubble, please advise us so we can seat you together, we are only able to welcome a small number of guests and it is useful to be able to safely seat people together

During your visit please wash your hands regularly or use the hand sanitisers located around the building. Please observe current government social distance guidance: 2 metres apart whenever possible, or 1 metre (wherever 2 metres is not possible) with risk mitigation which includes the wearing of a face mask or visor (please bring these with you). We have clear distancing markers and a one-way system in some areas. Our reception staff will offer directions and guidance.

If you experience any feelings of being unwell during your day or session at Wisdom Centre, please inform reception, another member of staff, your group leader or counsellor immediately. We will give you appropriate assistance.

Our Dining Room

Wisdom Centre has a Five Star Food Hygiene rating. We have put additional measures in place to ensure our guests can enjoy Wisdom Centre's usual hospitality with confidence

Dining Tables: We will only have 2 guests to each dining table unless guests are from the same household or social bubble. You will have a seat with a name card so it is important to let us know if you would like to share a table with another guest from your household/ bubble. We can also seat friends or family members together who need to be socially distanced. Please talk to our receptionist at the time of booking or before arrival. Tables will be thoroughly cleaned between each use.

Table Service: We have had to suspend all buffet and self-service meals and refreshments for the time being. Before arrival you will be asked to select a meal choice and this will be served to you at the table. Serving staff will wear a visor. Other than in exceptional circumstances, the same person will look after you throughout the day.

Refreshments. Our staff will serve you with tea, coffee and water. We cannot have self-service refreshments at this time. All biscuits and cakes will be wrapped. We will still serve home made cake, but will wrap it and serve it to you

After your meal/ refreshments: Please do not attempt to clear the table. Our staff will clear used plates, napkins, and cutlery from the table. We will clear once guests have vacated the dining room. We have a high heat commercial dishwasher which sterilizes all crockery and cutlery. We may use paper cups for refreshments rather than crockery on some occasions.

Meetings, Groups and Gatherings

We've made changes to our rooms of working to ensure it's still possible for you to attend meetings and group activities as usual. We advise the use of a face covering where possible.

Please do not move furniture, without asking your host or our reception team. Furniture has been arranged to maintain safe social distancing

Please take care on entering and leaving the room to avoid people bunching around doorways and not observing social distancing.

If you need to use the toilet, please wear a mask to ensure social distancing in the handbasin area.

Reception Waiting Area: Our receptionist will show you to the waiting area. We ask that you arrive no more than 5 minutes prior to appointments to avoid long time periods in waiting areas. If you arrive early, please remain in your vehicle. If you require water our receptionist will serve this to you in a single use cup. Only one person can be in a waiting area at the same time unless in the same family/ social bubble.

Prayer Room: For group use, the Prayer room will **accommodate 12 guests**, 8 where guests spend time are standing (for yoga etc). We will be operating a booking system

for drop in groups to ensure the room does not become over crowded. Wisdom Centre staff/ volunteers will sign you in on arrival. We ask that you bring your own water as we will be unable to provide bottled water and cups in the prayer room. If you need water our receptionist will provide water in a single use disposable cup.

We ask that group participants do not gather around the doorway. Meditators often remove shoes and leave them outside the door, we ask that you arrive a few minutes early to allow time for social distancing to allow all group members time to make themselves comfortable.

When leaving the Prayer room we ask that you use hand gel, this helps ensure the cleanliness of hand rails and passenger lift.

Quiet Room: Usually used for 1 to 1 or 1 to 2 meetings, the furniture has been re-arranged for social distancing. This room will **accommodate 3 to 4 people** (if 2 guests are from the same household/ social bubble). Our reception/ hospitality team will provide water. Reception/ your meeting host will serve this in a single use disposable cup. We will provide tissues in handy packs for counselling sessions.

Sitting Room: Usually used for small groups/ meetings, the furniture has been re-arranged for social distancing. This room will **accommodate 6 to 8 people** (8 if some guests are from the same household/ social bubble). Our reception/ hospitality team will provide water and any refreshments/ catering requested for your booking.

Reception/ your meeting host or a designated helper will serve any refreshments. We will provide tissues in handy packs for counselling sessions.

Hand gel will be provided for safety. Food service will be in our dining room and served by our staff. **See page 4 for our Dining Room guidelines.**

Creative Room: For group use/ activities this room will accommodate **8 people**, the furniture has been arranged to ensure social distancing.

If you are with us for a session and refreshments are to be provided, these will be pre-ordered on arrival and served by our staff or your host. You are not able to serve yourself at this time. Hand gel will be provided so your host can serve you safely.

Guests belonging to creative groups will be given a personal selection of creative materials to work with. Please do not share creative materials with others in your

group. Your host or a designated helper will be responsible for the sink area and cleaning of materials. Baby wipes will be provided on your work station for personal cleansing of hands (removing paint for example). If you need to use the sink area please use the anti-bacterial hand sanitiser on your work station before using the sink area. At the sink area ensure social distancing.

If you need help with your creative work your facilitator/ instructor will wear a visor so close contact work can be done safely.

When needing to use the toilet facilities, we ask group members not to gather around the washrooms. The floor is marked at two metre intervals. We suggest that group leaders provide extra small breaks or encourage guests to briefly leave the session when needing to use facilities rather than queue during a coffee break.

Conference Room for Training and Meetings: We will do our best to configure the conference room to suit your requirements. There are a number of layout options suggested on our booking form. The conference room will seat 16 people 'classroom' style with social distancing in place and 20 people, 'theatre style'. We suggest delegates wear masks/ visors unless speaking. We have provided a safety screen which the presenter may use if we have the maximum/ close to the maximum delegates in the room. If this is impractical, we can loan you a visor.
Water will be provided in the room. Your host or a designated helper will serve this to you. Hand sanitiser will be provided beside the water station to ensure safety.
Use of projector. We clean the projector remote control and related items after each use. Please use the hand sanitiser provided before touching any item. We suggest only the facilitator(s) use the equipment.
For larger groups of up to 20 it may not be possible to use the tables. In this case we will provide each delegate with a clip board on which to write.
When needing to use the toilet facilities, we ask you not to gather around the washrooms. The floor is marked at two metre intervals. Group leaders will need to provide extra small breaks or encourage delegates to briefly leave the meeting when needing to use facilities rather than queue during a coffee break.

Dining Room: **See Page 4**

Conference Room for Yoga, Sound Bath and Wellbeing Sessions: For Yoga and Soundbath, where guests are using mats, the conference room will accommodate 8 guests. To protect your group leader/ instructor we suggest that you consider wearing a face mask. On entering the building hand gel will be applied and your group leader

will sign you in on arrival. We ask that you bring your own water as we will be unable to provide water at this time. Your group leader may ask you to bring your own mat.
If your session is during the evening we will not open the doors until five minutes before the session. You may be asked to use the alternative 'Rose Garden' entrance; your group leader will advise you at the time of booking. We ask that you use toilet facilities at home where possible as our facilities are not cleaned until the following morning.

Please place any belongings in the location designated by your group leader. We ask that group participants do not gather around the doorway upon entering the conference room, floor markings indicate appropriate social distancing.
If you are a group leader and need to move furniture/ return furniture to its original position, please use the hand gel provided before handling any items in the room.

Indoor Public Spaces and Corridor use on Quiet Days/ Carers days: We have reorganised our public areas to provide spaces where you can sit safely, rest and safely talk with others. Leaflets and other literature are available from reception. We are unable to use indoor leaflet dispensers at present. When larger groups are in the building we may be unable to have seating in the corridors.

Please use indoor spaces responsibly: please don't rearrange the furniture; maintain social distancing at all times; and try to use spaces where fewer people are already gathered.

Outdoor Spaces: Wisdom Centre has wonderful spacious gardens. On a warm day we will make more outdoor seating available if possible. We may also encourage you to take refreshments outside. Upon re-entering the building please remember to sanitise your hands.

Please continue to respect social distancing in outdoor areas taking particular care in the labyrinth, although a beautiful meditative space, the twists and turns can mean close face to face contact can occur. The labyrinth takes around 20 minutes to complete. If you begin your journey a couple of minutes after the person in front and step aside when another guest passes you on the outward direction you should stay safe.

There are also several walks nearby, the Romsey poetry trail, Memorial Park and Warhorse, and Dukes Mill. Please ask reception staff for details.

Our Shop: The shop is open, and proceeds help support our ministry. We are trying to discourage unnecessary handling of the products. Before touching please use the adjacent hand sanitiser outside the toilets. Please ask a member of staff if you would like to purchase anything, we take contactless payments and can total up any purchases at the end of your visit

After your visit

Wisdom Centre/ Your group organiser are required by law to retain your contact details after you leave. If at any time following your stay you either (a) experience symptoms of coronavirus or (b) test positive for coronavirus, you should ensure your doctor is informed and should also follow the guidance of the NHS Test and Trace team. If we are contacted by the Test and Trace team, we will supply them with details of all guests who may have been at risk. If you are with an outside group, or have come for a 1 to 1 meeting, the person hosting you will have your details and we will contact them for the information required.

Wisdom Centre comply with GDPR regulations and your details need only be retained for three weeks for Test and Trace purposes.

Do you have any questions? How we can help

Staff at Wisdom Centre have worked hard to ensure your safety. If you have any questions or concerns our staff are here to help you.

Thank you for helping us keep everyone safe!

Contact us:

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