

# The Hummingbird Centre Guidelines



*Registered charity number 1156595*

## Car parking

- The main car park is the next left after The Hummingbird Centre (when driving along Station Road from Bicester). The parking area is then in the yard to the right.



- Please sign in with your registration number at the centre.
- Cars must display a Hummingbird parking permit.
- Please park only in Hummingbird designated areas.
- Please remember not to park on the pavements outside the centre as this creates obstructions for the neighbouring properties and causes problems for people trying to turn out onto the road.

**Thank you for your co-operation**

## Alpha cars

- Alpha cars provides a free local taxi service to and from the centre for people from Bicester and the surrounding villages who are unable to drive.
- This service is available during our standard opening hours (Tuesday to Friday, pick up in the am are **10.30, 11.30 and 12.30 for taking you home its 12.45, 2.30 and 3.45**).
- The service goes from your home to the centre and back, Alpha Cars are unable to take you to a different location, if you do they will charge you.
- Those travelling from further afield or attending outside our normal opening hours need to find their own transport to The Hummingbird Centre.
- If you require Alpha Cars, please contact The Hummingbird Centre to arrange this. If you wish to share a journey to/from the centre with another guest, please telephone and let Alpha Cars know this in advance or ask a volunteer at the centre to do this on your behalf.



# Attending the Centre

## Signing in

- All visitors are requested to sign the register at reception when they arrive and when they leave. This register is used to ensure everyone has left the building should it need evacuating.



## Fire Procedures

- In the event of a fire, guests must leave the centre immediately through the nearest available exit. Do not stop to collect belongings.
- Make your way round to the courtyard behind the activity barn (Grange Mews offices) and a team member will check everyone is present.



## Illness

- We recognise that people will want to come to the centre regularly for support and friendship but please do not come if you have any illness which may be contagious, even in the early stages. Some guests may be undergoing treatments which make them susceptible to germs and infections and we want to keep everyone as healthy as possible by limiting the spread of bugs.

## Further services and information

### Seeing you outside the centre

- If Mechelle or any of our volunteers see you outside the centre, we will not approach you in the first instance. Please don't feel offended or feel you have been ignored. This keeps the centre's boundaries clear and if you are with other people, we have no way of knowing if you have shared with them about your cancer journey. We can of course say hello if this has been instigated by you.

### Community nurse

- We have a community nurse available to provide support and advice for those experiencing cancer or people caring for loved ones at home. Please ask at the centre for further details

### Pastoral Care

- Carol is our local Church of England vicar and she can offer a listening ear and a confidential opportunity to talk through any concerns. She is happy to sit and listen, irrespective of a guest's faith background.

### Counselling

- Confidential counselling services are available at The Hummingbird Centre. Please ask at reception for further details.

## Complementary Therapies

- Guests must bring their appointment card for each session.
- Guests are able to have six free sessions with a complementary therapist. These can be booked up to six weeks in advance (one session per week maximum).
- After six sessions, guests are requested to make a suggested minimum donation of £5.00 per session. Sessions can only be booked one week in advance.
- Guests who have had more than twelve appointments (unless they are on a specific therapy/counselling plan) cannot book in advance and need to contact the centre on the day to check for appointment availability.
- If you are unable to make an appointment, please contact the centre, preferably giving at least 24 hours' notice. The Hummingbird Centre reserves the right to withdraw the offer of therapy to guests who have missed or cancelled appointments more than three times without giving 24 hours' notice.
- Therapists will wait a maximum of 10 minutes before offering a session to someone else. Sessions will only last for the time of the booked appointment and cannot be extended for those arriving late.
- If The Hummingbird Centre is unable to offer the therapy at an appointed time, it will be rescheduled as soon as possible.
- Please note, appointments may be cancelled at short notice if a therapist becomes unavailable so please contact the centre before coming, especially if you are only coming for your appointment or are travelling a long way.
- The Hummingbird Centre retains the right to cancel an appointment made by guests who have had more than six appointments if more critical priorities are seen to exist. A minimum of 24 hours' notice will be given.

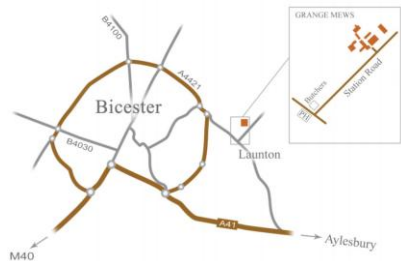
# How to find us

**Opening Times:** Tuesday - Friday: 10am - 4pm

**The Hummingbird Centre:** Grange Courtyard, Station Road, Launton, Bicester. OX26 5DX

**By Bus:** From central Bicester bus S5

**By Car:** Take the Bicester ring road, and follow the signs to Launton. Go through Launton village and turn left at the crossroads by the pub. We are 600m along the road on the left.



**By Taxi:** Alpha Cars provide a free taxi service to and from The Hummingbird Centre for those living in Bicester and some of the surrounding villages. Contact The Hummingbird Centre to arrange.

**To find out more about our services, please contact us:**

**Tel:** 01869 244244

**Email:** [mechelle@thehummingbirdcentre.org.uk](mailto:mechelle@thehummingbirdcentre.org.uk)

**[www.thehummingbirdcentre.org.uk](http://www.thehummingbirdcentre.org.uk)**

Registered Charity Number: **1156595**

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