

# Visual Guide to iClear

Information on accessing the building



Hi

We are looking forward to seeing you for your appointment with Clear in Dewsbury at Empire House.

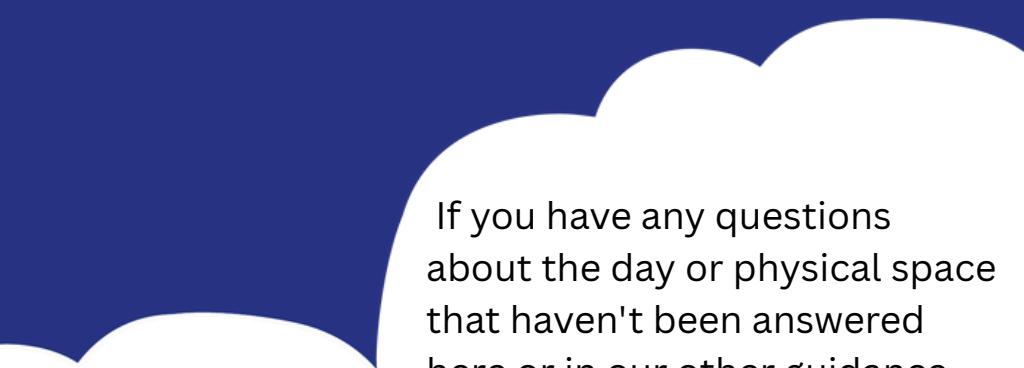
This visual guide will give you an overview of what to expect when you come along.

It will cover:

- Arriving at Empire House, Dewsbury
- Lifts and stairs
- Accessing the office space
- The rooms
- Refreshments
- Toilets
- Sensory environment

Through the Visual Guide, Clear aim to alleviate some of the stress associated with attending somewhere for the first time.

We work in partnership with Carers Count, who kindly share their building with us so we can run this group in a welcoming, accessible space. Their support allows us to offer sessions in a comfortable environment that's easy to find.



If you have any questions about the day or physical space that haven't been answered here or in our other guidance material, please get in contact.

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# Clear @ Empire House, Dewsbury

## (situated within the Cloverleaf / Carers Count office)



### Arriving at Empire House

The appointment will take place at Empire House, Dewsbury. The address is:

4th Floor  
Empire House  
Old Wakefield Rd  
Dewsbury WF12 8DJ

The entrance to Empire House can be found on the side road that runs along the left-hand side of Dewsbury Town Hall.

### Travel

- **Dewsbury Bus Station** is approximately 60 metres away from the Empire House building. The walk involves crossing South Street at a junction where a pedestrian crossing point is available.
- **Dewsbury Train Station** is just under half a mile away, requiring a downhill walk to Empire House and an uphill return to the station.
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**The building does not have a car park**, but a three-hour **free car park** is available nearby at the Railway Street Retail Park (located just off the A638).

Other **car parks** available, which allow longer stays and are close to the building, include:

- Wakefield Old Road Car Park
- Cliffe Street Car Park
- South Street Car park

Most local parking areas allow you to pay by cash or use the RingGo app.

You will **enter the building** through the double doors on the front. There is no reception desk upon entering.

**The building is wheelchair accessible.**

# Lifts and stairs



## Coming through the main entrance

When you enter the building through the double doors, you will find two sets of lift doors on the left-hand side. Straight ahead, there are double doors that take you to the steps.



### Lift

Select floor 4 to take you to your Clear appointment. Select \*Lower Ground (LG) when leaving your appointment.



### Stairs

Your appointment is on floor 4.

Please note that on each floor, there are two sets of steps. Each individual set has around 10 steps (approx 20 steps per floor). There is also an Upper ground floor to account for..



# Office Entrance



## Entrance to the office space

When you reach floor 4. the doors will be to the right of you.



## Buzzer system

On the buzzer system, press the button next to 'Group room' and wait to be let in.

Once the door is open, go through and make your way along the corridor to your left towards the 'Group room'.

There is no waiting area, you go straight to the room.



# Meeting rooms



## Group room

The group room is on the right-hand side at the end of the corridor.

It is a large room with multiple tables and chairs. Please find somewhere where you feel comfortable sitting.



## 1 to 1 appointments

1 to 1 appointments take place in a smaller room. The room is on the left-hand side at the end of the corridor.

In the room, there is a sofa, as well as a small table and chairs. You will have the option of where to sit in the room.

# Refreshments



## Kitchen

When you arrive, or during the appointment, you may wish to help yourself to a hot or cold drink.

The kitchen is off the same corridor as the Group room. If you are coming from the office entrance, the kitchen is on the left-hand side. If you are coming from the Group room, the kitchen is on the right-hand side. The kitchen door has a sign that reads 'kitchen' on it.

The mugs and glasses are located in the cupboard above the sink, and cutlery can be found in the drawer under the sink. The kettle, along with teas, coffee, and squash, can be found on the worktop. Milk is located in the fridge.

An urn may be provided in the Group room where you can also make a hot drink.

Please leave the kitchen how you find it 😊.

# Toilets



## Toilets

There are separate toilets for males and females, each with multiple toilets within them.

The entrances to the toilets are both on the 4th-floor landing.

Please note that a **code is required to enter the toilets.**

The code can be found on the office side of the office entrance door. Please note the code before using the toilet.

Some people find it helpful to take a photograph of the code, and others prefer to write it down.

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# Exiting the building



## Exiting the office space

When you leave the office space, please press the door release button.



### Lift and stairs

If it is before 5 pm, please exit via the Lower Ground entrance that you used when arriving.

If it is after 5 pm, please exit via the alternative exit on the Upper Ground floor.



### Alternative exit (after 5 pm)

When you reach the Upper Ground floor, turn right and proceed along the corridor to the door that leads outside.

You will come out slightly higher up the road (Old Wakefield Road) than when leaving through the door that you came in by.

# Sensory Environment



We would like you to feel as comfortable as possible.

Throughout a one-on-one session, stand or sit as you feel most comfortable.

## Sound

There will be varying degrees of noise in a group session. You are able to bring noise-cancelling earplugs or ear defenders, should you find them helpful.

## Lighting

The rooms are lit with standard overhead fluorescent lights that sit in the ceiling. It is not possible to dim the lights or only have selected lights on in the room. There is natural lighting available in the rooms, and blinds can be lowered or raised.

## Time-out

It is fine if you find that you require some time out during the session. Just let the member of staff know, and they will pause the session. There is an area off the group space that can be sat in to 'take 5' if needed.

## Your learning requirements

If we are speaking too quickly, or if you require instructions broken into smaller steps, or repeated, please let us know. We will do our best to adapt to your learning needs.

**We encourage you to bring any sensory items you think you may need to help manage with the environment or make your time easier to manage.**