



Covid-19 related precautions at the Fernhurst Centre

The Fernhurst Centre has implemented social distancing and public hygiene measures to allow it to open to the public and keep visitors safe. Subject to specific Government restrictions which require the Centre to close, the management will keep the Centre open for refreshments, home working and courses.

General Protective Measures Undertaken

- Removal of many of the tables and chairs to ensure social distancing when seated; limited use of the smaller rear training room.
- One-way system available for entry and exit, if busy. Contact details of visitors taken for Test and Trace purposes and Centre specific QR code visible in many locations.
- Volunteer regularly cleans tables and areas/items handled by public. Perspex screen at counter where most volunteer/visitor interaction, including payment, takes place.
- Use of hand sanitiser required on entry by visitors and masks should be worn until a visitor is seated for refreshments.
- Disposable cups used and only packaged food on sale; other non perishable goods remain on sale in cellophane packages.
- Payment by card is strongly encouraged, otherwise exact cash payment, no change given.
- Computer and printing allowed with subsequent printer controls and keypad cleaning.

Volunteer Training and Supervision

- The Centre relies on its wonderful volunteers for counter duties and specific cleaning protocols have been drawn up to cover cleaning and other protective measures.
- Volunteers are actively encouraged to participate in formulating Volunteer practice and to report on unusual or notable aspects of their rota duty.
- The health and safety of volunteers and that of visitors to the Centre is paramount and volunteers are asked to stay at home and contact the Manager if they feel unwell before or after a rota duty.

Toilet Use

- Use of the Centre's toilet is strongly discouraged as the Public Toilets immediately behind the Centre are open. Only visitors to the Centre who have bought refreshments and consumed them in or immediately outside the Centre may use the toilet.

Visitor Compliance

Volunteers, on behalf of the Fernhurst Centre, may refuse admission to any visitor who:

- Appears to have symptoms of Covid-19 or is otherwise obviously unwell
- Does not, when reminded, adhere to the Centre's social distancing policy
- Will not, when asked, or without good reason use hand sanitizer on entering the Centre
- For any other reason should not be in the Centre or is disturbing other visitors
- In an emergency, for example, an accident or medical emergency, people do **not** have to stay socially distanced if it would be unsafe to do so.

Test and Trace and Data Protection

- The Fernhurst Centre will support the NHS Test and Trace service by keeping a digital record of Volunteer shift patterns and paper records of visitor contact details and arrival times; the Centre also benefits from CCTV cameras which will help with departure times.
- Visitor contact information will be kept confidential and securely destroyed after 21 days. It will only be shared with officials of the NHS Test and Trace scheme at their request and not used for any other purpose. A notice to this effect is displayed at the Centre

Conclusion

The Trustees and Management believe that there is considerable benefit to the local community in the Centre being open for refreshments, home working and courses. Covid-19 will present a public risk for some time to come but careful planning and supervision can manage this risk and reduce it to an acceptable level for the Centre's visitors. The management will keep alert to changes in Government and Public Health England advice and legislation and act to incorporate any additional required practices into the Centre's agreed procedures.

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