



## 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, a fire, 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 has obtained a venue specific QR code as part of the NHS contact tracing app system. It will support the NHS Test and Trace service by encouraging visitors to download the app and sign in using the app QR code scanner or keeping a digital record of Volunteer shift patterns and paper records of visitor contact details and arrival times where the QR Code system is not practical. The Centre also benefits from CCTV cameras which will help with departure times.
- If appropriate, 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.

Updated November 2020



### **FERNHURST CENTRE RISK MITIGATION PLAN FOR REOPENING THE CENTRE DURING COVID-19 PANDEMIC**

1. Background – Coronavirus, Covid-19
  - 1.1 FC immediately set up a committee to manage and implement the applicable Government regulations and advice for the Centre (“the Committee”) which will remain standing until such time as the Government announces a return to normal operations and all Covid-19 have been eased.
  - 1.2 The Committee initially consisted of: John Burrow, FC chairman, Janis Short, trustee Pauline Colcutt, co-manager and Camilla Campbell, co-manager. During second lockdown, 5<sup>th</sup> November – 2<sup>nd</sup> December, Trustee Chris Boobyer replaced John Burrow, retiring Chair, on the Covid-19 committee.
  - 1.3 The Committee communicates on a regular basis to review current Government guidelines, the health and safety risks, and formulate an appropriate risk mitigation approach so as to
    - safeguard FC’s volunteers and its customers
    - review the range of its activities and decide which would initially be viable and appropriately offered to customers
    - draw up guidelines and instructions for FC’s volunteers when attending the Centre
    - organise a training plan for volunteers returning to FC
    - The Committee is mindful of the safety risks associated with the demographic of its customer and volunteer base which consists of a variety of age groups but significantly of an older age profile of individuals who may be more vulnerable to the disease.
  - 1.4 The Committee will monitor all Government advice regarding the closure and re-opening of FC and any issues arising. It will take action where appropriate to improve the procedures and minimise any health and safety risks.
2. Activities
  - 2.1 FC is a Community Resource Centre that provides
    - a. a coffee shop with internet facilities, run by volunteers,
    - b. adult education and leisure courses and workshops
    - c. regular free topical talks
    - d. occasional foreign language film evenings
    - e. hire of meeting rooms and equipment including IT training facilities
    - f. sale of customised stationery, shopping bags, scarves and similar goods and articles
    - g. a small free book service facilityIt also rents out the maisonette above the Centre and a nearby garage.
  - 2.2 The committee has reviewed the activities based

upon Government guidelines and decided that during any Government Covid-19 restrictions affecting the normal operation of FC it will only provide the following services:

- a. Coffee/other drinks using disposable cups/lids and pre-wrapped convenience foods and snacks on disposable plates. Take-away service to be included.
- b. Access to two desk top computers will be available with printing facilities also available from a customer's own device. Each computer and printer will be sanitised immediately after every use.
- c. Adult education courses will be held either on- line or held at FC with strict observance to social distancing measures
- d. Pre-wrapped retail products only will be available for sale namely notelets, scarves and seasonal items.
- e. Use of a separate meeting room for hire as a personal 'home office' space with strict adherence to social distancing rules

### 2.3 The Committee will review the services/facilities

FC is able to offer in line with Government advice on a regular basis and will re-introduce further services as and when it is safe and appropriate to do so.

## 3. Risk Assessment and Risk Mitigation Plan

3.1 FC's risk assessment and risk mitigation plan is attached. This document covers the key issues arising from Government guidelines and safeguards adopted for re-opening the Centre to the public, addressing the risks that are specific to the Centre. It also details the mitigating actions taken by FC to either minimise these risks or substantially reduce them to acceptable levels.

### 3.2 The six key issues addressed include

- Managing the Centre premises and service offerings during applicable Government Covid-19 restrictions
- Social Distancing plan
- Controlling Access to and from the premises
- Cleaning/hygiene regimes
- Preparing the Centre's volunteers, and
- Communication.

3.3 The risk mitigation action plan reflects the outcome of the Committee's discussions and the measures form the basis for the Centre's Covid-19 procedures and instructions to volunteers.

3.4 The Centre's premises have been re-configured to allow for spacing of 1.5 metres between seated visitors. Appropriate supplies of PPE and cleansing agents have been purchased and are available for use; a countertop bespoke perspex screen has been installed at the payment point.

3.5 The Centre will continue to close and reopen (albeit on reduced hours as necessary) in line with Government regulations.

## 4. Conclusion

This document seeks to address the key risks that affect the Centre, its volunteers and visitors and to ensure a safe and clean environment for use by all. It will be updated on regular basis as necessary to reflect any significant changes to FC activities or operations.

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