



Re-opening the Fernhurst Centre post Lockdown

The Fernhurst Centre is pleased to have re-opened on 7th July once lockdown eased.

Activity in the Centre

- The Centre initially opened for refreshments only and just in the mornings. The management will assess demand, monitor public health and related issues resulting from re-opening and take feedback from visitors and volunteers. The decision to increase opening hours or offer courses will be kept under review.

General Protective Measures Undertaken

- Removal of many of the tables and chairs to ensure social distancing when seated; social distancing kept at 2metres.
- One-way system for entry and exit, contact details of visitors taken for Test and Trace purposes.
- The Volunteer will normally wear a mask when dealing with the public and will wear disposable gloves or frequently undertake handwashing and/or sanitising. Disposable masks are available to visitors.
- Volunteer regularly cleans tables and areas/items touched 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 use limited, printing from customer's device allowed with subsequent printer controls and keypad cleaning.

Volunteer Training and Supervision

- The Centre relies on its wonderful volunteers for counter duties and specific notes have been drawn up to cover special measures on re-opening post lockdown.
- 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 sanitiser on entering the Centre
- Unreasonably refuses, when asked, to leave their name and telephone number for test and trace purposes
- 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.

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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 and, in due course, other aspects of activity. 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.

July 2020