Community Centre Re-opening FAQs

**Welcome**

The Parish Council is constantly reviewing this guidance and policies. However, the following advice is correct as of 23 July 2020. Please note as the situation progresses, we will continue to review our approach and it is subject to change in the future.

We can’t wait to welcome you back when you are ready. This is the information we feel will reassure you of what will be in place when we re-open on Monday 27 July 2020. We want you to make an informed decision about your return to our buildings.

Snapshot - to ensure safety of all those entering our buildings, we have, in-line with Government guidance, implemented the following:

* We have installed hand sanitising stations throughout the buildings
* Social distancing is being promoted throughout the centres, including queuing arrangements
* Signs have been installed to encourage social distancing and hand sanitising
* Hirers will be reminded to clean key touch points and equipment before and after their hire
* There will be programmed intervals between hire to allow hirers to clean key touch points and equipment before and after use
* Limited access to the toilets and put in place additional cleaning routines

To help us keep our centres open we will need customers to follow our guidance. This is to ensure your and our safety. Should you have any queries regarding this please contact the Parish Office by emailing [enquiries@fairoak-pc.gov.uk](mailto:enquiries@fairoak-pc.gov.uk)

The following FAQ’s will help you on your return to our buildings

**Our buildings: cleanliness and social distancing**

In order to ensure that our buildings are safe we have implemented the following cleaning requirements: -

* Hirers will be provided with antibacterial wipes and bin bags in order to clean key touch points such as door handles and surfaces and equipment before and after use
* Hire bookings have been programmed 30 minutes apart to allow for cleaning time, as well as minimising footfall in the building
* Our caretakers whilst not able to clean between each hire, will clean the buildings thoroughly at the start and end of each day, in addition to a thorough clean of the toilets during the day
* In order to minimise risk of virus transmission the kitchen facilities have been closed
* To ensure social distancing can take place not all toilets will be open
* Hand sanitiser is provided at the entrance to all buildings and in each room
* One-way systems have been implemented to ensure social distancing
* Floor markers, setting out social distancing have been placed inside and outside our buildings
* Posters encouraging regular handwashing will be displayed and liquid soap and paper towels along with hand sanitiser has been provided
* Signage explaining requirements have been placed inside and outside of the buildings

**Toilets**

In order to ensure safety of those using our toilet facilities we have introduced the following measures:

* Posters will be displayed to build awareness of good handwashing technique, the need to increase handwashing frequency, to avoid touching your face, and to cough or sneeze into a tissue which is binned safely, or into your arm if a tissue is not available.
* Social distancing markers in corridors where queues could potentially form
* Reduced capacity – limited entry approach, with one in, one out
* To promote good hand hygiene, suitable handwashing facilities (liquid soap and paper towels) will be provided
* Main hirers will be responsible for cleaning door handles and toilet seat prior to the start of their hire. The Council will also increase toilet cleaning through the day.
* In order to keep the facilities well ventilated, where possible/appropriate doors will be fixed open
* An up-to-date cleaning schedule will be displayed
* Extra waste facilities (bins) will be provided

**Arriving and leaving our buildings**

Hirers – please arrive 15 minutes before your booking. Encourage people attending your event to arrive no more than 10 minutes before your activity starts. If you/they arrive early, please consider waiting in your car or if waiting outside the building, use the floor markers when queuing to enter the building.

For people attending the building for sports activity, we would ask that you arrive dressed for your activity and then change and shower at home.

When entering the building please use the hand sanitiser at the main entrance.

To aid the safe flow of people around the centre and to avoid congestion, we have introduced one-way systems at entrances and exits, so your route around the buildings may be different from normal. Signage will guide you. But for purposes of clarity: -

Woodland Community Centre – enter via the main entrance, and if using the Oak Hall exit via the fire escape at the back of the Hall. If using the Acorn Hall, please exit via the white French doors to the front of the hall.

Horton Heath Community Centre – enter via the main entrance and exit the hall via the fire escape marked to the side of the building.

Parish Office Conference Room – enter via the main room entrance and exit via the toilet corridor.

**Other requirements/changes**

Capacity – in order to ensure social distancing, we have introduced a maximum capacity for each of the rooms in our buildings as follows: -

Woodland Community Centre Oak Hall = 52

Woodland Community Centre Acorn Hall = 38

Horton Heath Community Centre Hall = 33

Parish Office Conference Room = 13

Vulnerable people - Certain groups of people are at increased risk of coronavirus (COVID-19), including all people aged 70 or over. As such these individuals are advised to stay at home as much as possible and, if they do go out, to take particular care to minimise contact with others outside their household. Maintaining social distance and regular handwashing is advised.

Music & singing – we ask that hirers and their attendees take steps to ensure that they do not raise their voice to each other. We ask that hirers refrain from playing music and singing that may encourage shouting due to volume of noise. This is because of the potential for increased droplet transmission.

Ventilation – where it is safe and appropriate to do so, we ask that hirers fix doors open during their hire period to allow for ventilation.

Shared objects/equipment – in order to reduce contact in our buildings we ask that any fitness equipment used is placed at an appropriate distance. If dancing, use temporary floor markers to ensure social distancing. We would advise everyone to avoid the use of shared objects unless they can be cleaned or sanitised between users.

Refreshments – as our kitchens will be closed to the public, we ask that you bring your own refreshments with you and take them and any litter away with you.

Spectators/Children – we ask that attendance by spectators and non-participating children be avoided.

**If someone becomes unwell**

Should someone become ill when in one of our buildings we ask that they go to the isolation room. In the Woodlands Community Centre this will be the Leaf Room and in Horton Heath Community Centre the Committee Room. A Covid-19 first aid box and hand washing facility will placed in these rooms.

Should someone become unwell notify the Council immediately by calling Martin Johnson, Operations Manager on 07904961883

**NHS test and trace**

The Council has sought advice from the Information Commissioners Office (ICO) regarding the NHS test and trace. As is our usual practice hirers will be asked to provide their contact details to the Council upon booking and our current privacy policy covers the retention of this data. However, the ICO has advised that hirers consider obtaining contact details of individuals attending their sessions and a form has been produced for hirers use should they wish. Attendees do not have to provide you with their personal data. However, if they do, hirers must keep this for 21 days and then safely and securely destroy the data.

**Individual’s responsibility**

The Council has implemented a lot of changes in order to safely re-open its buildings. When introducing these changes, we have looked to undertake a balanced and proportionate approach, whilst following the relevant Government guidelines. However, our new safety procedures will only work if we all play our part. In addition to respecting Government guidelines, we would ask that you be kind to one another. If you feel unwell, please stay at home. We hope that the measures that we have put in place reassure you of your safety. But if you have any queries or concerns, please do not hesitate to contact us on [enquiries@fairoak-pc.gov.uk](mailto:enquiries@fairoak-pc.gov.uk)

Thank you