



PIPPINS COMMUNITY CENTRE AXMINSTER

Pippins Community Centre, COVID-19 Policy Statement – 1st October 2020

Coronavirus is an illness that affects the respiratory system, symptoms can be mild or moderate, but also severe or fatal. To reduce social contact to control the spread of the disease, protect the NHS and save lives, the government has issued and revised national guidance to protect health – including regulations and requirements for the safe use of multi-purpose community facilities.

The Pippins Operations Team are committed to ensuring that all requirements are fully met at Pippins for all users, staff, volunteers and visitors. These arrangements will be in place for the foreseeable future and will be revised as new guidance is issued or changed. We recognise that the communal nature of our facilities makes Pippins a place that is vulnerable to the spread of coronavirus (COVID-19). Our practice aims to ensure that Pippins is also a safe workplace for staff and licensees and that we meet our duty of care to volunteers.

This policy statement and our on-going risk assessments are for dealing with the current Covid-19 situation in September 2020 and informs management decisions about safe practice. It will be kept under constant review by the Pippins Operations Team. This will involve identifying any anticipated risks that might affect our operations in the future, as an important part of our risk management strategy.

We aim to reduce risk by requesting that all visitors to Pippins refrain from entering the building should they, or any of their household have displayed any of the symptoms within the recommended quarantine period. A poster to this effect is displayed at the entrance to the building.

We keep up to date with HSENI advice to workplaces in this fast changing situation: <https://www.hse.gov.uk/coronavirus/index.htm>

It is critical that everybody observes the key behaviours:

- **HANDS** - Wash your hands regularly and for at least 20 seconds.

- **FACE** - Cover your face in enclosed spaces, especially where social distancing may be difficult and where you will come into contact with people you do not normally meet.
- **SPACE** - Stay 2 metres apart where possible, or 1 metre with extra precautions in place.

Essential Practices from September 2020:

1. That everyone carefully follows **hand sanitising routines** on entering and leaving the building – washing hands carefully for at least 20 seconds. Signs and posters are displayed to build awareness of good handwashing techniques and the need to increase handwashing frequency. Hand sanitiser is provided in multiple locations – in reception areas, each room, kitchens, washrooms and for use outdoors.
2. That everyone wears **face coverings** at all times which fully cover their mouths and noses. User group participants and visitors should wear masks throughout the duration of their session, other than when eating and drinking. Face coverings can be removed if users are undertaking exercise or an activity where it would negatively impact their ability to do so.e.g Fit Again's clients; or if they are exempt due to illness or disability to not wear one. Advice 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 is promoted.
We are mindful that the wearing of a face covering may inhibit communication with people who rely on lip reading, facial expressions and clear sound, and will make arrangements to meet individual's needs as required.
3. It is mandated that all groups in attendance must collect data on all of their attendees for '**Track and Trace**' purposes. Therefore we will:
 - ask at least one member of every party of customers or visitors (up to 6 people) to provide their name and contact details.
 - keep a record of all staff working on their premises and shift times on a given day and their contact details.
 - keep these records of customers, visitors and staff for 21 days and provide data to NHS Test and Trace if requested.
 - display an official NHS QR code poster, or direct all group attendees and visitors to the venue QR code in the Pippins entranceway, so that customers and visitors can 'check in' using this option as an alternative to providing their contact details.
 - adhere to General Data Protection Regulations (GDPR).
4. Measures will be in place to ensure all users of our facilities follow the guidelines on **social distancing**, including strict adherence to social distancing of 2 metres or '[1 metre with risk mitigation' where 2 metres is not viable – for example at pinch points, entrances and exits where one-way routes will be put in place. The size and circumstances of the Centre will determine the maximum number of people that can be accommodated while also facilitating social distancing.

5.The ‘Rule of 6’ – It is against the law for people to gather in groups of more than 6 whether indoors or outdoors. **As a community facility, we can host more than 6 people in total, but no one should visit or socialise in a group of greater than 6.** Separate groups of six using different rooms / spaces must not then intermingle while at Pippins.

Informal or formal adult social groups, clubs and activities can gather in groups no greater than 6 in adherence to social distancing rules. Activities where there is a significant likelihood of groups of six interacting, and therefore breaking the law, should not take place in a community facility.

Support groups such as victim support and mental health groups can take place in gatherings of groups of 15 (subject to the capacity of the room space) in a COVID-19 secure community facility if organised by a business, a charitable, benevolent or philanthropic institution or a public body to provide mutual aid, therapy or any other form of support to its members or those who attend its meetings.

Everyone must adhere to social distancing rules at all times, ie. must maintain a 2m distance from anyone not in their household.

There are exceptions where groups can be larger than 6 people. These include (list truncated to highlight exceptions relevant to the Pippins setting):

- for work, or the provision of voluntary or charitable services
- registered childcare, education or training
- supervised activities provided for children, including wraparound care, youth groups and activities, and children's playgroups
- providing support to a vulnerable person
- wedding and civil partnership ceremonies and receptions – up to 15 people
- exercise classes, organised outdoor sport or licensed outdoor physical activity, and supervised sporting activity (indoors or outdoors) for under-18s
- support groups of up to 15 participants – formally organised groups to provide mutual aid, therapy or any other form of support. This includes support to victims of crime, recovering addicts, new parents, people with long-term illnesses, those facing issues relating to their sexuality or gender, and those who have suffered bereavement.

6.Meetings - where meetings can take place digitally without the need for face-to-face contact, they should continue to do so. Where Pippins' community facilities need to be used for physical meetings, these meetings should be managed within the social distancing guidance and meet the Rule of 6 principles.

7. Use of Pippins as a Place of Worship

National Guidance for places of worship was published on 24th September 2020

<https://www.gov.uk/government/publications/covid-19-guidance-for-the-safe-use-of-places-of-worship-during-the-pandemic>

Limits for communal worship (including prayers, devotions or meditations led by a Minister of Religion or lay person) should be decided on the basis of the capacity of the place of worship following an assessment of risk.

People must not mingle in a group of more than 6 (other than with those they live with or have formed a support bubble with). Groups of six can be kept separately during public worship.

Pippins supports both of the church families that gather here to be:

Sensible – Responsible – whilst making it **Possible** to gather safely and worship.

For supervised children's activities, numbers are limited to the number of people who can safely social distance in the venue in line with COVID-19 Secure guidance.

Church support groups can take place in gatherings up to a maximum of 15 people in a public place, if the support group is organised by a business, a charitable, benevolent or philanthropic institution or a public body to provide mutual aid, therapy or any other form of support to its members or those who attend its meetings. This is an exemption to the legal gatherings limit of 6 people.

This includes, but is not limited to, providing support:

- to victims of crime (including domestic abuse)
- to those with, or recovering from, addictions (including alcohol, narcotics or other substance addictions) or addictive patterns of behaviour
- to new and expectant parents
- to those with, or caring for persons with, any long-term illness, disability or terminal condition or who are vulnerable
- to those facing issues related to their sexuality or identity including those living as lesbian, gay, bisexual or transgender; and
- to those who have suffered bereavement

Support groups not covered by this exemption can still take place if they do not breach the gatherings limit of six people. This means that for other groups, in a COVID-19 Secure venue or outdoor place, there can be more than six people in total present, but social interaction and shared activity must be limited to groups of six. Where this is unlikely to be possible, no more than six people should attend. Anybody who is working in facilitating the group or attending for work purposes is not included

Further guidance for marriage ceremonies, funerals and significant life events are available online.

8. Office spaces

To help contain the virus, office workers who **can** work effectively from home should do so over the winter. **But we support those who are lone working in their offices to continue working safely from Pippins.** Where an employer, in consultation with their employee, judges an employee can carry out their normal duties from home they should do so.

If it is essential for staff or volunteers to work in the office, we will ensure that workers maintain social distancing guidelines wherever possible, including while arriving at and departing from work, while in work and if travelling between locations in the course of our work. Our mitigating actions will include:

- further increasing the frequency of hand washing and surface cleaning
- keeping the activity time involved as short as possible
- using screens or barriers to separate people from each other
- using back-to-back or side-to-side working (rather than face-to-face) whenever possible
- reducing the number of people each person has contact with by using 'fixed teams or partnering' (so each person works with only a few others)
- staggering arrival and departure times
- following one-way entry and departure routes
- Ensure good ventilation of fresh air in enclosed spaces at all times

9. Outdoor spaces

COVID-safe practices of social distancing, face coverings, cleaning and communications will be applied to the use of the outdoor spaces at Pippins – particularly to protect people who are of higher risk.

- we will identify the key design issues and potential temporary interventions required for social distancing in our outdoor spaces - this will be particularly important in the spaces where high levels of footfall are expected for different activities.
- we will review the levels of footfall and activity in spaces with intensive usage by our user groups
- we will assess the key social distancing issues, risks and potential conflicts, and consider the interventions that can be made to mitigate and reduce the social distancing issues, level of conflict, and risk.
- we will identify guiding movement through the spaces and the potential need for any enforcement measures such as at entrance areas, and will supervise and assist adherence to these arrangements
- we will consider the implementation of temporary physical interventions, timings and any implications that will be required and determine the necessary management of spaces and interventions
- we will also ensure all maintenance issues of cleaning and repairing are upheld.

We will monitor the use, management and maintenance of our outdoor spaces, and the effectiveness of these measures; and then review and re-consider the phasing in and out of interventions.

10.Capacity of spaces

On-going risk assessment determines the maximum capacity of our rooms and hire spaces while maintaining social distancing according to the relevant guidelines. We also identify points of high risk in the building and mitigating actions to address identified risks. The Operations Team and Centre Director also consider what changes might be needed to enable safe access to the building.

These changes may include:

- making use of multiple exit and entry points: to modify the one-way flow in and out of the premises, with appropriate floor markings or signage. Any changes to entrances, exits and queues will take into account the need to make reasonable adjustments for those who need them, such as people with disabilities.
- managing the arrival and departure times of different group so as to reduce the pressure at exits and entrances.
- queue management: the flow of groups in and out of the premises will be reviewed and carefully controlled to reduce the risk of congestion. It may be necessary to introduce socially distanced queuing systems.

11.Continuing COVID-Safe practices and procedures:

- The building, including kitchens and cloakrooms will be deeply cleaned daily by our housekeeper.
 - The building will be well ventilated to replenishment of fresh air into the building and rooms in use. User Groups and Licensees are advised to ensure fresh air flow into rooms in use – by opening doors and / or windows.
 - Sanitising products will be made available at multiple locations, including the entrance / exit of the building. Clear signage will advise centre users to cleanse their hands regularly (every 20 minutes)
 - ‘Together Devon’ will have access to their own two rooms, of which they have exclusive use, through a separate, locked door.
 - Licensees will have sole use of their rented spaces and able to maintain personal cleansing arrangements
-
- The ladies loos are isolated for use by Together Devon CLIENTS only – and labelled accordingly. They will remain locked and will be cleaned every Wednesday morning after the Hub has met on a Tuesday.
 - All volunteers and Together Devon Recovery staff on Tuesdays, will use the Disabled Loo downstairs.

- The downstairs Disabled Loo on other days will be used by any persons using the centre (Centre Director, the Maintenance Team, any contractors, Job Club Team, United Response Students and Staff, The LIFE Community, Axminster Methodist Church). This toilet is cleaned every weekday by our housekeeper.
- The upstairs Disabled loo will be used by Fit Again staff and clients, Footwear Elite staff and client and any visitors using the upstairs space.
 - _ The Men's loos remain locked and out of use until further notice.
- Any maintenance or other contractors will only be able to visit Pippins by appointment and will be given access by the Centre Director, Housekeeper or Office Team, who will ensure compliance with new hygiene practice and other restrictions.
- For all groups preparing food every possible measure must be taken to ensure that there are no potential Covid-19 hotspots in the kitchen. There is plenty of hand sanitizer and anti-bac spray that must be used regularly.
- Hand washing in the hand wash basin must be done regularly.
- All food / mugs must be covered over with the acrylic cake domes and / or clean tea towels to prevent any droplets falling onto the food. We recommend that each group uses the rear worktop as a food serving space and places dirty dishes to the right of the sink in order to manage the space effectively.

User Group Leaders and Licensees will be required to have obtained a COVID Prevention certificate and to have undertaken the relevant training. Each user group will be asked to identify a named representative who will hold the certificate. A copy of the course completion certificate must be filed in the Pippins office. Where there is a charge for the course undertaken, this will be deducted from the invoice for the month in which the group or services resumes. A certificated 'Preventing COVID19' online course can be accessed here: <https://www.virtual-college.co.uk/courses/health-and-safety/prevent-covid-19>. User Group Leaders and Licensees must then ensure their team, group and visitors adhere to the COVID prevention guidance and the policies set out in this Pippins Risk Assessment document.

Potential hazard	Who might be affected	Controls required	Additional controls	Action by who / when?	Done
Spread of Covid-19 Coronavirus	Staff Volunteers Visitors Housekeeper Contractors Vulnerable groups – elderly, pregnant workers, those with existing underlying health conditions Anyone else who physically comes in contact with us in relation to our business	<p><u>Hand Washing</u> Hand washing facilities with soap and water in place. Stringent hand washing taking place. Drying of hands with disposable paper towels.</p> <p>Staff and volunteers encouraged to protect the skin by applying emollient cream regularly Gel sanitisers in any area where washing facilities not readily available</p> <p><u>Coughs and sneezes</u> Tissues will be made available throughout the workplace.</p> <p><u>Ventilation</u> The building should be well ventilated with flow of fresh air when occupied</p>	<p>Staff and volunteers to be reminded on a regular basis to wash their hands for 20 seconds with water and soap and the importance of proper drying with disposable towels.</p> <p>Gel sanitiser made available at the entrance to the building – for all staff, volunteers and visitors.</p> <p>Everyone reminded to catch coughs and sneezes in tissues Follow ‘Catch it, Bin it, Kill it’ advice and to avoid touching face, eyes, nose or mouth with unclean hands.</p> <p>User groups, Licensees, and staff reminded to ensure doors and/or windows are opened (where safe to do so) to encourage flow of fresh air</p>	Centre Director Centre Director and Housekeeper Centre Director and Housekeeper Everyone using the indoor spaces at Pippins	

		<p>Cleaning Frequently cleaning and disinfecting objects and surfaces that are touched regularly particularly in areas of high use such as door handles, light switches, reception area using appropriate cleaning products and methods.</p> <p>Social Distancing Reducing the number of persons in any area to comply with the 2-metre gap recommended by the Public Health Agency</p> <p>Taking steps to review work schedules including start & finish time patterns, breaks working from home etc. to reduce number of workers on site at any one time.</p> <p>Conference calls to be used instead of face to face meetings.</p> <p>Wearing of gloves Where Risk Assessment identifies wearing of gloves as a requirement of the role, an adequate supply of these will be provided.</p>	<p>To help reduce the spread of coronavirus (COVID-19) reminding everyone of the public health advice Rigorous checks will be carried out by the Centre Director and line managers to ensure that the necessary procedures are being followed.</p> <p>Staff and volunteers to be reminded on a daily basis of the importance of social distancing both in the workplace and outside of it. Management checks to ensure this is adhered to.</p> <p>Staff and volunteers will be advised to act safely when entering and leaving the building through the main door and also when moving along corridors, and passing others on the staircase and in / out of cloakrooms.</p> <p>Staff and volunteers will be instructed on how to remove gloves carefully to reduce contamination and how to dispose of them safely. Staff to be reminded that wearing of gloves is not a substitute for good hand washing.</p>	<p>Housekeeper</p> <p>Centre Director</p> <p>User group leaders</p> <p>Centre Director</p> <p>User group leaders</p>	
--	--	---	--	--	--

		<p><u>Personal Protective Equipment</u></p> <p>All staff, volunteers and centre users will be required to wear face coverings at all times – unless eating, drinking or with exemptions.</p> <p>Where PPE is a requirement for risks associated with specialist health or other intimate care:</p> <ul style="list-style-type: none"> - tight-fitting respirators (such as disposable FFP3 masks and reusable half masks) rely on having a good seal with the wearer's face. - A face fit test will be carried out to ensure the respiratory protective equipment (RPE) can protect the wearer. - Wearers must be clean shaven. 	<p>To minimise the risk of transmission of COVID-19 during face-fit testing the following additional measures should be carried out:</p> <ul style="list-style-type: none"> -both the fit tester and those being fit tested should wash their hands before and after the test. -those being fit tested with non-disposable masks should clean the mask themselves before and immediately after the test using a suitable disinfectant cleaning wipe (check with manufacturer to avoid damaging the mask). -face pieces that cannot be adequately disinfected (e.g. disposable half masks) should not be used by more than one individual. -fit testers should wear disposable gloves when undertaking cleaning of the tubes, hoods etc. and ensure they remove gloves following the correct procedure. 	<p>Everyone using the indoor and outdoor spaces at Pippins</p> <p>Centre Director</p> <p>User group leaders</p>	
--	--	--	--	---	--

	<p>Symptoms of Covid-19</p> <p>If anyone becomes unwell with a new continuous cough or a high temperature while at the Centre they will be sent home and advised to follow the stay at home guidance. The Centre Director and line managers will maintain regular contact with staff members and volunteers during this time.</p> <p>If advised that a member of staff, a volunteer or a member of the public has developed Covid-19 and were recently on our premises the management team will contact the Public Health Authority to discuss the case, identify people who have been in contact with them and will take advice on any actions or precautions that should be taken.</p> <p>Drivers</p> <p>Procedures in place for drivers to ensure adequate welfare facilities available during their work</p>	<p>All those who have had contact with this person will be informed and offered the opportunity to isolate as appropriate.</p> <p>The Centre will be closed for 48 hours for sanitising cleaning.</p> <p>We request that all visitors to Pippins refrain from entering the building should they, or any of their household, have displayed any of the symptoms within the recommended quarantine period. A poster to this effect is displayed at the entrance to the building.</p> <p>Internal communication channels and cascading of messages through line managers will be carried out regularly to reassure and support everyone in a fast changing situation.</p> <p>Line managers / User group leaders will offer support to staff and volunteers who are affected by Coronavirus or has a family member affected.</p> <p>Communicate with companies we deliver to/from to ensure welfare facilities will be available to our drivers.</p>	<p>Centre Director</p> <p>Centre Director</p>	
--	--	--	---	--

		<p>Persons should not share vehicles or cabs, where suitable distancing cannot be achieved.</p> <p><u>Mental Health</u></p> <p>The Centre Director and User group leaders will promote mental health & wellbeing awareness to staff and volunteers during the Coronavirus outbreak and will offer whatever support they can to help</p>	<p>Allowing delivery drivers adequate breaks to avail of proper welfare facilities.</p> <p>Regular communication of mental health information and open-door policy for those who need additional support.</p>		
--	--	---	---	--	--

Supporting information and advice:

<https://www.gov.uk/government/publications/covid-19-guidance-for-the-safe-use-of-multi-purpose-community-facilities/covid-19-guidance-for-the-safe-use-of-multi-purpose-community-facilities>

Posters, leaflets and other materials for display <https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19>

<https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/>

<https://www.nursingtimes.net/news/research-and-innovation/paper-towels-much-more-effective-at-removing-viruses-than-hand-dryers-17-04-2020/>

<https://www.publichealth.hscni.net/news/covid-19-coronavirus>

<https://www.publichealth.hscni.net/news/covid-19-coronavirus>

<https://www.gov.uk/government/publications/covid-19-guidance-on-social-distancing-and-for-vulnerable-people>

<https://www.publichealth.hscni.net/news/covid-19-coronavirus>

<https://www.hse.gov.uk/news/face-mask-ppe-rpe-coronavirus.htm>

In the event of a case of Coronavirus: <https://www.publichealth.hscni.net/>

www.hseni.gov.uk/stress

<https://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing/>

Skills for Health COIVD Awareness training: https://www.skillsplatform.org/courses/7511-coronavirus-covid-19-awareness?_ga=2.73491474.1065145273.1591814120-232056098.1591814120