



CORONAVIRUS (COVID-19)

WYTHALL COMMUNITY ASSOCIATION RETURN PLAN GUIDANCE FOR CUSTOMERS

Introduction

Wythall Community Association is fully committed to the Government's lockdown position. We must ensure that we continue to adhere to the Government's guidelines and adopt social distancing procedures in our properties to protect the safety of our customers and WCA employees.

We remain committed to serving our customers in the safest way possible during these challenging times. We have therefore created this guidance document outlining the safety measures that are being introduced within all buildings.

Please take time to read this document and help us to protect everyone's safety.

Management controls

Symptomatic	We ask that no persons who may be symptomatic or live with someone who is symptomatic attend the property, this includes clients, visitors and contractors. Symptoms include fever, shortness of breath and continuous cough. Please refer to government guidelines for when it is safe to return to work.
Cleaning	All of our buildings have undergone extensive deep cleaning and disinfection throughout common areas. Our ongoing cleaning regime will continue to give specific focus to high touchpoints, i.e. door handles, knobs, light switches, countertops, phones, toilets, taps, sinks, handrails, etc.
Personal Hygiene	Everybody must continue to manage safe personal hygiene at all times. Hand sanitiser will be provided throughout the buildings, including entrance/exit points within the properties.
Access / Egress	Signage will be placed at all entrance points and throughout the buildings so that clients and visitors can familiarise themselves with the rules around social distancing. Floors will be marked out indicating 2-metre spacing where possible.
Visitors Deliveries	Advanced notice must be given to General Manager of any visitors / deliveries to the site before their arrival, with contact details. All visitors should be notified of the safety procedures where practical to do so. Deliveries should be dropped off at an agreed location and staff should maintain social distancing with delivery personnel.
Kitchen areas	Social distancing measures will be implemented.
Toilet areas	To maintain social distancing toilets should be used on a one in one out basis. No more than 1 person waiting within the toilet area. Any ladies using the toilet upstairs should ensure the stairs are clear before they climb
One-Way Procedures	Our premises will be using a one-way system where possible, which will allow all customers to safely navigate around the premises maintaining social distance guidance. Where this is not possible users must adhere to social distancing measures.
Smoking Area	Staff and visitors must adopt safe use of the shared smoking areas, where provided, maintaining social distancing measures.

Legionella	The buildings have been largely unoccupied for some time, meaning that the water systems have not been flushed through but our supply comes from the rising main. The risk is extremely low.
Emergencies	In the unlikely event of an emergency please ensure that you are aware of the site-specific emergency procedures.
Face Coverings	Wearing a face covering is optional and is not required by law, including in the workplace. For those that choose to wear one, it is important to use face coverings properly and wash your hands before putting them on and taking them off.
User Risk Assessment	All organisations booking the facilities have to provide a Covid-19 user assessment to the General Manager.

Additional Guidance and Supporting Information

Please refer to the following hyperlinked documents for additional information.

- The HSE's website: <https://www.hse.gov.uk/news/coronavirus.htm>
Contains details regarding Coronavirus latest information and advice
- GOV.UK guidance on Working Safely during COVID-19:

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/5-steps-to-working-safely>

Help & Support

If you require help and information regarding the contents of this guide then please contact the General Manager, details as follows:

Alan Griffin alan.griffin1@icloud.com mobile: 0773771575