

**> BE COVID SAFE.  
STAY IN BUSINESS.**

## Your COVID-19 Safety Plan

### Community centres and halls

#### Business details

Business name	TWYFORD HALL INC
Business location (town, suburb or postcode)	16-18 MARKET ST MERIMBULA NSW 2548
Completed by	LIS SHELLEY
Email address	<a href="mailto:comms@thetwyford.com.au">comms@thetwyford.com.au</a>
Effective date	15 October 2020
Date completed	25 October 2020

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### Wellbeing of staff and customers

#### Exclude staff, volunteers and visitors who are unwell.

Communicate to THI, volunteers, contractors and hirers of requirement to exclude self and visitors who are unwell. Check in with all on arrival and take temperature of staff, volunteers and visitors on arrival.

#### Provide staff and volunteers with information and training on COVID-19, including when to get tested, physical distancing, wearing masks, cleaning, and how to manage a sick visitor.

Include in information pack emailed to hirers and on website Hire page. Notices on our website and emails to THI, contractors, volunteers with links to current information at

NSW Health and other relevant 3rd party information.

**Make staff aware of their leave entitlements if they are sick or required to self-isolate.**

Include in induction training package.

**Display conditions of entry (website, social media, venue entry).**

Once hall reopens in December 2020, signs at entrances. Notices on our website and in emails to hirers.

Ensure COVID-19 Safety Plans are in place, where relevant, for:

- **Swimming pools**
- **Cinemas and theatres**
- **Corporate events (if hiring out space)**

Premises with an indoor gym must complete the COVID-19 Safety Plan for gyms and register their business through [nsw.gov.au](http://nsw.gov.au). Premises with food or drink services must complete the COVID-19 Safety Plan for restaurants and cafes and register their business through [nsw.gov.au](http://nsw.gov.au).

Venues taking bookings for weddings, funerals and corporate events should ensure there is a COVID-19 Safety Plan in place for the event. Bookings for significant events can be taken for future dates for a higher number of guests than permitted by the current Public Health Order, but patrons should be advised that their event will need to comply with restrictions in place at the time.

Require hirers running functions to provide event-specific COVID plan.

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## **Physical distancing**

Ensure capacity does not exceed one visitor per 4 square metres of space (excluding staff). Children count towards the capacity limit.

Specific limits apply for weddings (150 patrons), and funerals, memorial services and gatherings after such events (100 patrons). Ensure no more than 30 people per table, and that attendees remain seated for the event as much as possible.

When hall reopens in December 2020, signage at entry and each room. Hall max 38. Supper room max 5. Kitchen max 3. Every second cubicle in ladies toilet to be locked. Corridor outside toilets to include signage to manage queue distancing. Website and signs updated with current limits. No more than 30 people per table. Include in information pack emailed to hirers.

**Ensure indoor group activities, such as yoga classes or group counselling sessions, have no more than 20 participants, plus the instructor or facilitator and any assistants, per space that complies with one person per 4 square metres. There may be multiple classes in a room if there is sufficient space to accommodate this and the classes remain separate. Participants should maintain 1.5 metres physical distance where practical.**

Include in information pack emailed to hirers and on website COVID page. Capacity for classes (including dance) restricted to 20 plus instructor/assistants in Hall. Only students allowed entry.

**Ensure any spectators comply with 1.5 metres physical distance where practical, such as through staggered seating. People who live in the same household are not required to distance.**

Limit seats available to hirers. Seating plan to be approved by Ops Manager before setup. Seating to be left out by hirer and sanitised by cleaner before returning to storage.

**Move or block access to equipment or seating to support 1.5 metres of physical distance between people where this is practical. Household or other close contacts do not need to physically distance.**

Seating and tables, if used, to be placed in accordance with agreed floorplan.

**Have strategies in place to manage gatherings that may occur immediately outside the premises, such as with drop off and pick up zones or staggered class start times, and also of staff in meeting or break rooms.**

Include in information pack emailed to hirers and on website Hire page. Hirer to advise customers to stagger pick up/drop off times and discourage gatherings outside venue.

Signage discouraging gatherings to be at each entrance once venue reopens December 2020.

**Reduce crowding wherever possible and promote physical distancing with markers on the floor, including where people are asked to queue.**

Floor decals available to hirers to encourage social distancing for activities

**Ensure any communal areas where people gather, such as BBQ or kitchen facilities, maintain appropriate physical distancing where practical.**

Kitchen limited to 3 people - signage in place.

**Ensure communal facilities such as showers, change rooms and lockers have strategies in place to reduce crowding and promote physical distancing.**

N/A

**Where practical, stagger the use of communal facilities. Strongly encourage visitors to shower/change at home where possible.**

N/A

**Use telephone or video for essential staff meetings where practical. Where reasonably practical, ensure staff always maintain 1.5 metres physical distancing, including at meal breaks and in office or meeting rooms. If staff are not able to physically distance, or work in a role with significant public interaction, strongly recommend they wear a face mask if practical.**

THI and staff meetings to be held by phone or Zoom where practical.

**Review regular business deliveries and request contactless delivery and invoicing where practical.**

All invoicing online via email. Operational business deliveries to hall venue to be contactless.

**Education programs should be conducted in accordance with the NSW Government guidelines on Schools and Childcare. Students do not need to follow strict adult physical distancing guidelines but should follow good hygiene practices. Staff should continue to maintain 1.5m physical distancing from students where practical.**

No education programs until at least May 2021.

High energy dance, such as Zumba or similar classes, can spread COVID-19 if a participant is infected. There should be additional planning around these activities including:

- **Additional physical distancing or smaller class sizes**
- **Cleaning with detergent and disinfectant after each class**
- **Holding these classes in large spaces with high ceilings and good ventilation**
- **If partnered dancing, avoid rotation of partners.**

Only dance classes are being accepted in this category and not before February 2021. Included in hirer's information pack in email on booking.

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## **Hygiene and cleaning**

**Adopt good hand hygiene practices.**

Signage to be in place at entrances, in supper room, toilets and kitchen.

**Ensure hand sanitiser is accessible at the venue entry and throughout the facility or ground.**

Mobile hands-free sanitation stations to be in place prior to hire for use at entrances and in kitchen.

**Ensure bathrooms are well stocked with hand soap and paper towels or hand dryers. Consider providing visual aids above hand wash basins to support effective hand washing.**

Signage in all toilets and kitchen. Cleaner advised to monitor usage and access booking calendar to plan cleaning and restocking for high usage times,

**Encourage participants to bring their own water bottle, snacks, towels, exercise mats etc. and encourage eating outside if practical.**

Included in information pack emailed to hirers and on website Hire page.

**No self-serve buffet style. If food is provided or share-style, one person should be allocated to serve food and practise hand hygiene before and after service.**

Included in information pack emailed to hirers and on website Hire page. Food must be served on individual plates by one person - no shared plates/buffets permitted.

**Clean cutlery and tableware with detergent and hot water, or with a commercial grade dishwasher if available.**

Included in information pack emailed to hirers, on website and in induction training. Commercial dishwasher in kitchen to be used where possible.

**Clean frequently used indoor hard surface areas, including children's play areas, at least daily; first with detergent and water, and then disinfect. Clean frequently touched areas and surfaces, including in communal facilities, several times per day.**

Included in information pack emailed to hirers and on website. Hirers to clean surfaces during hire with liquid provided. Cleaner to clean at end of each hire day.

**Clean areas used for high intensity cardio classes with detergent and disinfectant after each use.**

No bookings of this nature accepted.

**Reduce sharing of equipment where practical and ensure these are cleaned with detergent and disinfectant between use.**

Included in information pack emailed to hirers and on website Hire page. Hirers to clean surfaces during hire with liquid provided. Individuals encouraged to bring own pens, paper etc.

**Ensure there is accessible detergent/disinfectant and gloves for visitors to use, should they wish.**

Cleaner to make these available in the hall before each new hire.

**Disinfectant solutions need to be maintained at an appropriate strength and used in accordance with the manufacturers' instructions.**

Cleaner to ensure solutions of appropriate strength are mixed and made available before each hire.

**People involved in cleaning or reorganising furniture should wash hands thoroughly before and after with soap and water.**

Volunteers, hirers and Cleaner to follow instructions before and after hires. Included in information pack emailed to hirers and on website Hire page.

**Encourage contactless payment options.**

Included in information pack emailed to hirers and on website Hire page. All bookings for THI-staged events will be ticketed online and use contactless payment.

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## **Record keeping**

**Keep a record of name and contact number for all staff, volunteers, visitors and contractors where practical for a period of at least 28 days. Where possible, personal details should be collected in a way that protects it from disclosure to other customers and any paper records must be digitised within 24 hours. Records are to be used only for tracing COVID-19 infections, must be stored confidentially and securely, and provided immediately to an authorised officer on request. Electronic collection (such as QR code) of contact details is strongly encouraged.**

Implement registration page via TryBooking. When hall is reopened in December 2020, QRCode to be placed at entrance and hirers to monitor registration on entry. If visitors do not have a phone, staff can enter details on attendee behalf. Instant access available to The Twyford in case of notification request. Data will be deleted 29 days after registration.

**Make your staff aware of the COVIDSafe app and its benefits to support contact tracing if required.**

Include in information pack emailed to hirers and Induction Package.

**Community centres and halls should consider registering their business through [nsw.gov.au](https://nsw.gov.au).**

Already registered.

**Cooperate with NSW Health if contacted in relation to a positive case of COVID-19 at your workplace, and notify SafeWork NSW on 13 10 50.**

Call THI on 02 64957435 or email [comms@thetwyford.com.au](mailto:comms@thetwyford.com.au) - Ops Manager to provide data to NSW Health and notify Secretary of THI and SafeWork NSW. Any subsequent closure to be notified to relevant hirers, volunteers, staff.

**I agree to keep a copy of this COVID-19 Safety Plan at the business premises**

Yes