

JNC COVID-19 Safety Plan



The Junction Neighbourhood Centre (JNC) has developed this COVID-19 Safety Plan¹ to help create and maintain a safe environment for our clients, community members and visitors and our staff and volunteers². It has been developed in consultation with our staff and is designed as one of our strategies to help slow the spread of COVID-19 and indicate to our clients and community members that you can safely visit our centres and participate in our services. This plan may be updated in the future, as restrictions and advice changes, and at any point in time it will follow the current COVID-19 Public Health Orders. The latest version at any point in time will be on our website at www.jnc.org.au

BUSINESS DETAILS	
Business name	The Junction Neighbourhood Centre Inc (JNC)
Plan completed by	Janet Green, General Manager with input from Management Team and Coordinators
Plan approved by	JNC Board
Date of last update	23 July 2020

GUIDANCE FOR BUSINESS

GUIDANCE	ACTIONS
Wellbeing of staff and customers	
Exclude staff, volunteers, visitors and clients who are unwell	<p>Ongoing communication requesting clients, participants and staff stay home if sick or have recently been in close contact with someone confirmed positive for COVID-19 including:</p> <ul style="list-style-type: none"> • Posters on entrances, in all JNC centres and spaces JNC is hiring • Information in flyers and other written materials about our services • Information on our website and social media • Use of verbal screening tool when services are booked, confirmed and at the start of every service (I.e. on entry to a centre, before a person joins a group or participates in a service)
Provide staff with information and training on COVID-19, including when to get tested, physical distancing and cleaning, and how to manage a sick visitor.	<p>All staff to do the Dept of Health COVID-19 Infection Control online training and other training as relevant.</p> <p>Regular communication to all staff by email reminding of when to get tested, importance of physical distancing and arrangements for their specific workplace, cleaning arrangements and use of PPE.</p>

¹ This document is based on the NSW Government's COVID-19 resources for workplaces found at <https://www.nsw.gov.au/covid-19/industry-guidelines> and includes items from the general, office environment and community centres templates.

² Terms clients, community members and visitors in this plan refer to people who participate in JNC programs or groups, are clients of our services and who visit our centres or outreach locations. Terms worker and staff refer to paid staff and people who volunteer in our services or programs

GUIDANCE	ACTIONS
	<p>Have a supply of masks available at any time we are providing services for use should a client display cold or flu like symptoms. This is to enable them to wear the mask while they travel to seek testing/treatment. Situations where staff are required to wear masks are to be specified in safe work instructions, but staff may choose to wear masks at other times if they wish.</p>
<p>Make staff aware of their leave entitlements if they are sick or required to self-isolate</p>	<p>Staff are regularly updated on the need to not attend work if they have flu like symptoms and to seek testing immediately. Staff have access to working from home options where appropriate and to Paid Pandemic Leave if they are required to have COVID testing and/or required to self-isolate.</p>
<p>Communicate regularly with staff to remind everyone that you should not attend work if unwell with respiratory symptoms or fever. Encourage testing of all staff with symptoms in line with advice from NSW Health.</p>	<p>Procedures in place for staff to report if they display symptoms of COVID -19, if they have been confirmed positive with COVID -19, or if they have been in close contact with someone confirmed positive with COVID -19. To be recorded in a confidential way in their staff record. Staff regularly reminded of NSW Health advice re testing if they have symptoms and requirements to self-isolate while waiting for test results or if they have been in close contact with a person who tested positive to COVID-19.</p>
<p>Display conditions of entry for clients and visitors (website, social media, venue entry points)</p>	<p>Signage on each centre and spaces being used by JNC for programs with conditions of entry:</p> <ul style="list-style-type: none"> • indicating people cannot enter if they have cold or flu like symptoms, or are required to self-isolate • setting out physical distancing requirements of the space include maximum number of people in the space • indicating where to wait if numbers reach physical distancing limits for that space
<p>Physical distancing</p>	
<p>Restrictions on number of people in our centres, offices and spaces for programs, based on one person per 4 square metres. Measures we are putting in place to avoid crowding and close proximity where practicable</p>	<p>To avoid crowding and meet physical distancing based on 4 sq m per person the following have been put in place:</p> <ul style="list-style-type: none"> • All spaces/rooms in JNC centres have been measured and maximum number of people for each space has been identified; displayed in each space/ room • When JNC hires external spaces for programs or services, information on the size of the space and the hirer's requirement for maximum number of people is sought and is used for planning and to manage registrations

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Ensure indoor group activities such as classes or group sessions have no more than 20 participants plus the instructor or facilitator and any assistants per space and comply with one person per 4 square metres.	Maximum group size for indoor activities set at 20 people; 4 sq metres per person is used in planning and taking registrations/bookings.
Ensure visitors and clients using community spaces comply with 1.5 metres physical distance where practical such as through staggered seating or appropriate table layout. People who live in the same household are not required to distance. Move or block access to equipment and seating to support 1.5 metres of physical distance between people.	Rooms used for community-based activities or services are set up in ways that ensure 1.5 metres physical distancing using a number of strategies <ul style="list-style-type: none"> • Limiting the number of chairs put out in the room or space and spacing them 1.5 metres apart • Arranging tables and chairs to ensure 1.5 metres distancing
Where it is practical and safe to do so, review tasks, activities and classes that usually require close interaction and identify ways to modify these to increase physical distancing between participants	Each group or program to have an individual Safe Work Instruction that identifies how the tasks, activities and classes are to be modified to ensure physical distancing, to reduce the sharing of equipment e.g. <ul style="list-style-type: none"> • For tai chi to space people out in the room • For beading or craft group to not share resources and craft materials • For workshops, use of a demonstration technique or videos by the tutor or trainer to aid in teaching or guiding an activity.
Ensure activities are non-contact as much as practical including huddles or other activities that cause crowding in the space. Accidental contact may occur but no deliberate body contact	Not specifically relevant to JNC activities except for <ul style="list-style-type: none"> • Tai Chi class – space people out in the hall with at least 1.5 metres between each person; use signage on the floor where participants to stand • Playgroup and other programs for young children - parents are required to attend playgroup sessions and are encouraged to ensure children are socially distancing
Calculate the floor area in an open plan office and meeting and interview rooms to determine the maximum number of people who can safely occupy the space (one person per 4 square metres). Clearly display signs at entrances with the maximum safe capacity for each space or room.	All office spaces in JNC centres have been measured and maximum number of people for each workspace and meeting rooms has been identified based on one person per 4 square metres Signage in place at entry to and within each room or space indicating maximum number of people
Reduce crowding wherever possible and promote physical distancing with markers on the floor including where people are asked to queue.	Markers are on the floor in areas where people may tend to gather, e.g. in reception areas, indicating where visitors are to gather, and around photocopier/other office machines
Assign workers to specific workstations and minimise worker movement between these stations, where reasonably practical. If not practical, workstations and shared office equipment should be wiped down with detergent/disinfectant or disinfectant surface wipes between users.	Staff have been allocated to workstations or desks with the following in place: <ul style="list-style-type: none"> • no more than one person works at a desk each day • staff are instructed to wipe down surfaces at their workstation on arrival and when they leave • cleaning schedule has been amended to ensure that full clean of each desk is done by cleaner between use by different staff members or

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	<p>volunteers staff are instructed to remain at their workstation unless there is a specific reason to move around, not to gather or huddle around a desk and not to move closer than 1.5 metres to another person</p>
<p>Put plans and systems in place to monitor and control the numbers of workers, volunteers and clients on site at any given time to allow for physical distancing.</p>	<p>Plans in place for staff to work in six designated teams across the three JNC sites, with</p> <ul style="list-style-type: none"> • no more than the maximum number allowable under the 4 square metre rule rostered to work in that centre or space on a particular day • staff working rostered days in the office as a risk management strategy in case there is a COVID-19 contact, in order to be able to ensure business continuity (with any remaining balance of days working from home). <p>Controlling the number of clients on site is managed via</p> <ul style="list-style-type: none"> • Signage identifying number of people in each space • JNC staff constantly monitoring the number of people present and asking people to wait outside if necessary • Using booking systems for services and group activities that limit the number of people based on the capacity of the space or room
<p>Use flexible work arrangements where possible, such as working from home or other locations, early and late shifts to reduce peak periods</p>	<p>JNC staff work in six teams rostered to work in the centres on specific days. Most staff are doing a combination of in centre and working from home, with a number of staff mainly working from home. Staff have been reallocated to different centres and spaces.</p> <p>No issues with peak periods for arrival/departure as no JNC centres have lift access and numbers of staff working at each centre/space on any one day is limited.</p>
<p>To maintain social distancing consider physical distance, barriers or other controls to ensure staff and visitors at interaction points stay at a safe distance or are separated by a barrier such as a sneeze guard at a service counter. If not practical, clean regularly with detergent/ disinfectant.</p>	<p>To manage physical distancing for people entering the JNC centres:</p> <ul style="list-style-type: none"> • At Reception at the Maroubra centre leave a table in front of the window/counter to ensure 1.5 metre distancing. Have one of each of the key brochures available on the table • At the Bondi Junction office place a marking on floor where visitor making enquiry is to stand and a chair if it is a longer visit. • At the Glebe Centre the door to the JNC office is closed and any visitor (tradespeople, other staff from the centre) are asked to knock and wait in the corridor maintaining 1.5 metres distance.
<p>Where reasonably practical, ensure staff maintain 1.5 metres physical distancing at all times (including meal breaks)</p>	<p>Staff at all centres to:</p> <ul style="list-style-type: none"> • sit at allocated desks which have been allocated to ensure physical distancing

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	<ul style="list-style-type: none"> • In meeting rooms or other spaces used for breaks only sit on the chairs in the room and do not move them closer. • Only one person at a time in all kitchen spaces.
<p>Instruct clients and group members to comply with physical distancing requirements at all times (minimum 1.5m distance), including from visitors. No physical contact should be allowed i.e. no shaking hands.</p>	<p>Staff regularly reminded about compliance with physical distancing.</p> <p>In all group activities or workshops, group members are reminded about all aspects of physical distancing and group leader (volunteer or staff member) is responsible for ensuring physical distancing is maintained throughout the group session or workshop.</p> <p>Visitors to JNC centres and programs reminded about physical distance via signage and verbally.</p>
<p>Ensure any communal areas where people gather such as BBQ or kitchen facilities maintain capacity limits of 1 person per 4 square metres and appropriate physical distancing</p>	<p>In all kitchen spaces located within JNC centres, only one person in the space at a time. Signage in spaces to remind people of this.</p>
<p>Use telephone or video for essential meetings where practical.</p>	<p>Zoom or Skype are used for all internal team meetings, planning meetings etc. All staff have access to these platforms either via laptops, PC camera or mobile phone.</p> <p>JNC staff to attend external meetings via Zoom, Teams or other video links wherever possible. If there is a reason for staff to attend external meetings face to face</p> <ul style="list-style-type: none"> • details of the COVID Safe Plan for the external organisation to be obtained including arrangements for physical distancing and provided to the staff member's manager. A copy must be saved for future reference. • the manager needs to approve this attendance in advance.
<p>Where reasonably practical, stagger start times and breaks for staff members to minimise the risk of close contact</p>	<p>Staggered start and finish times are not relevant and there are no lift or other access issues at JNC centres though in practice with flexible work arrangements this generally happens.</p> <p>Lunch breaks staggered to ensure centre coverage and physical distancing in kitchen etc – organised by site leader each day.</p>
<p>Review regular deliveries and request contactless delivery and invoicing where practical.</p>	<p>Contactless delivery encouraged for all deliveries</p> <p>Requests made to suppliers for electronic delivery of invoices.</p>
<p>Consider signage near lifts and passenger travelators directing clients and workers to maintain physical distancing wherever practical.</p>	<p>N/A (no lifts or travelators)</p>
<p>If staff or workers need to travel together in the same vehicle:</p> <ul style="list-style-type: none"> • Encourage passengers and drivers to spread out, using front and back seats • Workers should only handle their own bags and tools/equipment where possible 	<p>Procedures in place for use of JNC vehicles:</p> <ul style="list-style-type: none"> • Cleaning procedures for use by all staff and volunteers in any vehicle, wiping down all surfaces that may have been touched at beginning and end of the trip.

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<ul style="list-style-type: none"> • Have processes to clean the vehicle hand touch areas at the end of each shift with detergent/disinfectant • Encourage workers to set the air-conditioning to external airflow rather than recirculation. 	<ul style="list-style-type: none"> • Arrangements in place for deep cleaning of all vehicles used to transport clients at least weekly. • Air conditioning to be set to external airflow and/or windows open where practical. • Passengers should handle their own bags though JNC workers will assist with carrying any shopping items purchased. <p>Arrangements for transporting more than one person for different JNC vehicles</p> <ul style="list-style-type: none"> • In a car, only 1 passenger, to sit in the rear of the car behind the front passenger seat. • In the bus, driver only in the front, with 3 passengers in the cabin on marked seats. • No passengers in the van. <p>When there are 2 or more people in a vehicle all occupants will wear a mask.</p>
<p>Have strategies in place to manage gatherings that may occur immediately outside the premises.</p>	<p>Locations identified for people to wait and line up at the entrances to JNC centres with physical distancing (symbols on ground at entrances and signage on the door). Staff member available to manage if necessary.</p>
Hygiene and cleaning	
<p>Adopt good hand hygiene practices</p>	<p>Staff and clients reminded of the need to wash hands or use hand sanitiser frequently including on entry to the centre or activity. Hand sanitising stations available at all entry points.</p> <p>Signage placed in bathrooms and at all sink areas on correct procedures for washing hands.</p>
<p>Provide hand sanitiser at multiple locations throughout the workplace and community centre, including entry and exit points.</p>	<p>Hand sanitisers provided in the foyers of all centres, in meeting rooms and in each office space, at exit point.</p>
<p>Provide detergent/disinfectant surface wipes to clean workstations and equipment such as monitor, phone, keyboard and mouse.</p>	<p>Supplies of disinfectant wipes available in all centres and on all desks; staff instructed on wiping and cleaning procedures for workstations/desks with written procedures.</p>
<p>Clean surfaces thoroughly, particularly all high contact areas such as doors, handles, kitchen surfaces and printers with appropriate cleaning agents.</p>	<p>Staff allocated to wipe down surfaces in rooms that are used for client appointments and visits after each visit and wipe doorknobs and entry points twice per day, using antibacterial wipes or disinfectant spray.</p> <p>Cleaner uses appropriate cleaning fluids at recommended strengths and appropriate materials. Cleaner has provided details of products being used.</p>
<p>Ensure bathrooms are well stocked with hand soap and paper towels and have posters with instructions on how to wash hands.</p>	<p>Bathrooms at Maroubra and Bondi Jn centres have paper towel and liquid soap which are well supplied and replenished by the cleaners. Posters on how to wash hands displayed in all bathrooms.</p> <p>The Glebe centre has hot air hand dryers and liquid soap dispensers maintained by landlord's cleaners.</p>

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Encourage participants of groups and classes to bring their own water bottle, snacks, exercise mats etc and encourage eating outside if practical.	Group participants are encouraged to bring own water bottles for most groups. For training programs individual water bottles and wrapped biscuits are being provided.
No self-serve buffet style or service of food by staff carrying trays. If food is provided or share-style, one person should be allocated to serve food and practise hand hygiene before and after service.	Generally not relevant as we do not provide meals in our centres. If that happens at any time in the future, we will develop procedures including having one staff member or volunteer designated to serve food and/or use options to provide pre-packaged food for individuals.
Clean cutlery and tableware with detergent and hot water or with a commercial grade dishwasher if available.	At the Maroubra and Bondi Junction centres – all cutlery, cups and plates are washed in a dishwasher on a long cycle with hot water. At the Glebe centre – all washed in hot water with detergent immediately after use.
Clean frequently used areas and indoor hard surface areas at least daily first with detergent and hot water and then with disinfectant. Clean frequently touched areas and surfaces several times per day.	Cleaning arrangements for Maroubra and Bondi Junction centres: <ul style="list-style-type: none"> • Frequency of cleaning by professional cleaner increased (Maroubra: four times per week and Bondi Junction: twice per week). • Staff are rostered to clean and wipe frequently used surfaces twice each day (doorknobs, tables, other touch points) • Staff to wipe down surfaces (tables, desk etc) each time the spaces are used (i.e. after each client or visitor using the space). Cleaning arrangements for the Glebe office space <ul style="list-style-type: none"> • Daily cleaning done by cleaner engaged by landlord (City of Sydney). • Staff are rostered to clean and wipe frequently used surfaces twice each day (doorknobs, tables, other touch points) • Staff to wipe down surfaces (tables, desk etc) each time the spaces are used (i.e. after each client or visitor using the space).
Reduce sharing of equipment where practical and ensure these are cleaned with detergent and disinfectant between use.	Staff are allocated own desk and computer which is not used by another person on the same day. Most staff allocated individual laptops and all staff have individual work mobile phones. Office equipment wiped down as used using antibacterial wipes (e.g. photocopier etc).
Ensure that there is accessible detergent/ disinfectant and gloves for visitors to use, should they wish	Antibacterial wipes and disinfectant available in all public spaces in our centres for use by visitors Gloves (latex free to reduce the risk of allergies) and masks are available for use by visitors on request
Maintain disinfectant solutions at an appropriate strength and use in accordance with the manufacturer’s instructions.	Cleaners provide details of disinfectant solutions being used for cleaning of centres and vehicles and on how they are being used. Staff have access to material safety data sheets for products used for in centre cleaning to ensure that products are used correctly

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Staff are to wear gloves when cleaning or reorganising furniture and wash hands thoroughly before and after with soap and water.	Safe working instructions have been developed to ensure staff wash their hands and don and doff gloves and other PPE as required when cleaning/ wiping or moving furniture.
Encourage contactless payment options	There is no payment for most of our services. Aged services are moving towards contactless payment using Square; cash handling being phased out to avoid contact but at this time if any cash handling is done for list shopping activity then staff wear gloves which are disposed of directly after that contact.
JNC staff to monitor staff and clients at all times for signs of cold and flu symptoms that may be suggestive of COVID-19	Staff are trained to continually monitor and understand that another staff member or client that has any symptoms are excluded from our centres or programs and directed to seek testing or medical advice. All people, including staff, clients or visitors, who enter a JNC centre or attend a JNC program have temperatures taken each day and if there is evidence of fever, they will be directed to seek testing or medical advice.
Record keeping	
Keep a record of name and mobile number or email address for all staff, volunteers, contractors, visitors and clients for a period of at least 28 days. Records are only to be used for tracing COVID-19 infections and must be stored confidentially and securely.	Log kept of all visitors to JNC centres with name, mobile number or email and a record that their temperature has been taken. QR system being installed for no contact recording of visitors. Likewise, same information is collected for clients participating in programs, volunteers working at JNC, all contractors including cleaner and any tradespeople that visit. Arrangements in place to store this securely and to dispose of after 28 days.
Employers should make staff aware of the COVIDSafe app and the benefits of the app to support contact tracing if required.	Staff have been provided with information on the COVIDsafe app. Include reminders in regular emails to all JNC staff.
Cooperate with NSW Health if contacted in relation to a positive case of COVID-19 at your workplace, and notify <ul style="list-style-type: none"> • SafeWork on 13 10 50 • The relevant landlord/Council 	Procedures in place to advise senior management if there is a positive case, for communication with NSW Health and to advise other interested parties including SafeWork and the landlord for the respective premises.