

Community Matters

Information sheet

Example of comms to share with your Hirers/visitors/community

This is a very broad example of comms that you might want to use when letting people know you are reopening, so use it only as a starting point for anything you intend to send out and adapt it accordingly to your audience and your preferred method of communicating. It is only intended as a general contact piece, hirers, staff, visitors will need additional information so tailor these to a more focused audience.

Staff

This may be relatively simple if you have a small team, but it should not be overlooked. The current situation will bring challenges and concerns that should be dealt with promptly and thoughtfully. Where you are splitting and/or staggering teams ensure communication between all teams is open and clear.

Hirers

Will need a reviewed/updated hire agreement that takes into account the control measures and other changes resulting from your Covid-19 Risk Assessment and your new expectations from them - as we have all been less active recently it is more important to check everyone's readiness to reopen and restart activity, so ensure that you allow enough time to check hire agreements - risk assessments from hirers must Covid-19 guidelines, any insurance or other certification that they provide you with such as Public Liability should be checked to ensure it is in date.

Consider how you will monitor compliance both of hirers and visitors.

Visitors

People are likely to need to behave differently when you reopen. Tell them clearly what you are doing, what they can now expect from you - card payments only for example. Tell them what you will expect from them - adherence to your new social distancing and hygiene processes. You will need to explain what these are.

Try to communicate as much of the changes as possible to everyone prior to them visiting to avoid people forming queues when they arrive to ask questions at the time of their visit.

Consider how you are going to deal with any queries - email, telephone... build in capacity for this to happen in a timely manner. If you are inundated with queries that you cannot handle prompt people will keep trying to get in touch which will compound the problem

Other partners you should contact;

Insurers, local authority, neighbouring businesses, neighbours

All of these people need to know that you are reopening and that they are aware and satisfied of the steps you have taken to ensure your organisation is Covid Secure and will be operating safely.

Keep in contact with all of the above and make sure you include them in any relevant changes as time passes.

Example general email communication

We're reopening

COVID SECURE - WHAT'S NEW?

We are reopening on XXXX *amend to indicate re-opening date XXXXX* and we have a few new procedures in place that you need to familiarise yourself with before you visit.

We will be reopening our centre in phases over the next few months. Our 'First Phase' of reopening will be for members only. Please ensure that you read all the information, We look forward to welcoming you all back. If you would like to get in touch beforehand please email XXXX *give some way of contacting prior to visits to minimise face to face questions and potential queues of people wanting to ask questions when they arrive (if you do get lots of questions from hirers/visitors rethink your comms in that area) XXXX*

Preparation for reopening:

Our team are preparing the centre to ensure that we operate with COVID secure measures in place.

We have completed COVID secure Risk Assessments and implemented changes to operational procedures.

The most significant change is that everyone will need to XXXX *fill this with any relevant information such as pre booking - if you are introducing pre booking the following may help explain your reasoning and promote the benefits to encourage visitors to support you XXXX*.

This will reduce the queues and will help us manage our significantly reduced capacity, ensuring those inside the centre can maintain COVID secure measure, including social distancing. This will guarantee that if you book a slot you will not be turned away due to our lower capacity limit. This is especially beneficial if you are travelling a long distance to visit the centre, so you won't be disappointed.

Please be assured that the following measures are there to help prevent the spread of COVID-19 and to protect our visitors, staff, our friends and family and the wider community.

As part of our COVID Secure Measures we will now need you to do the following:

- Please stay home if you have any symptoms of COVID or if anyone within your household has symptoms. We will be temperature scanning everyone, including staff, on arrival, every visit as an additional measure. So if you are not feeling 100% well please do stay at home.
- We fully support the government's latest announcement to wear face masks/coverings in shops, in addition to hospitals and public transport. From the 24th July everyone should already have a face mask/covering, so from our first day of opening on the 25th July we believe that we should follow the highest standard. We anticipate that you would only be wearing your face mask/covering for approximately 5 to 10 minutes, in our reception, corridors, stairs and toilets. We do not expect you to wear a face mask/covering in your activity session but you may wish to do so. We have additional signage throughout the centre with information to remind you where to wear your face mask/covering.
- Sanitise your hands before entering and leaving the building (dispensers are provided). Please ensure that you thoroughly wash your hands regularly too.
- Follow all new informational/instructional signs and respect social distancing when arriving and at the centre, entering reception and moving around the centre. Use the signed 'passing points' where 2 metres social distancing is not possible.
- On arrival, once inside reception please check in using our self check in scanner AND check out before you leave. Please remember to queue responsibly and social distance from other visitors.
- Visitors are responsible for remaining socially distant when using the centre, if you see someone not respecting social distancing please report it to one of our team on reception immediately.
- We can no longer refill your water bottles or your reusable coffee cups so please bring your own water. We will have bottled water available to buy in the coffee shop, along with cold drinks, coffee and cakes.
- The coffee shop will have minimum seating spaced out to comply with social distancing, please do not move any seating and wait to be assigned a table.
- We will only be accepting card payments NOT cash. We will be able to take contactless payment up to £45.
- If possible please do arrive ready for your activity and only bring what you need to use.
- You will see an increase of PPE being used in various roles throughout the centre for our team. We will also continue to carry out our regular cleaning of frequent touch points throughout the centre.
- We have a perspex screen fitted on reception and in the coffee shop to ensure that our team and our members are protected where face to face transactions take place.
- Lockers will be available to use, you need to bring your own lock. DO NOT leave things overnight in the locker. Sanitise your hands before using the lockers. When you have finished your activity please wash your hands thoroughly before emptying your locker.

- We will provide blue roll and sanitising spray to clean your lockers before and after use

We will be regularly monitoring and reviewing our new policies/procedure so please be aware that things may need to be changed. We will keep you all fully up to date with everything as we reopen in phases. Please ensure that we have your current email address to stay connected. Follow us on social media for the latest updates. As we are already aware of, government guidelines can change quickly, so please bear with us and be patient with our team. We will all need to learn our 'new normal', we are all in this together for the benefit of our community.

Kind regards,

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