

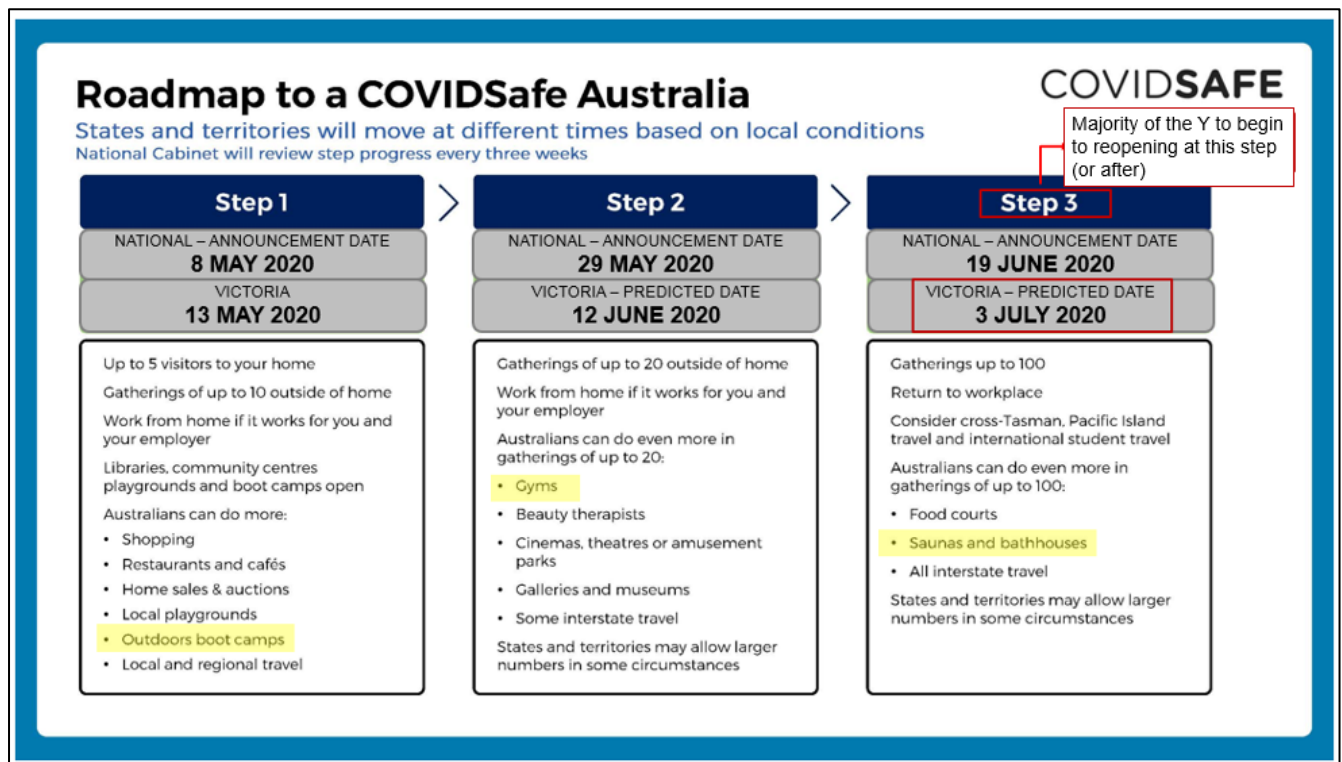
YMCA update for staff and volunteers - Thursday 21 May

Speakers: Pauline McGillivray, Amanda Locke, Nicole Rudden

Pauline

- Hi everybody and thanks for your time this afternoon. My name is Pauline McGillivray, I am the Chief Corporate Services Officer and I am joined by Amanda Locke, Chief Operations Officer and Nicole Rudden, General Manager of Risk, Safety, Environment, Quality and Governance. Martina will join us during the Q+A for any HR related questions.
- Carolyn is unable to be here for today's webinar due to a prior commitment and sends her best wishes to you all.
- Today we will be providing an update on the following topics:
 - Amanda will provide a restart update
 - Nicole will provide a COVID-safe workplace update
 - And I will provide some positive highlights from the last week.
- We will then open up for questions and answer as many as possible as usual. I'll now handover to Amanda for an update on how we are progressing towards restarting our facilities

Amanda



- Hi everyone, thanks Pauline. Last week we provided an overview of the three step COVID-safe roadmap released by the Federal Government and the predicted dates the Victorian Government has set as we slowly begin to reopen businesses and services across the state.
- We also communicated that the majority of our business **will only be able to reopen from or after step three** of the COVID safe roadmap. It is predicted that we will move to step 3 in July.
- **I'd like to reiterate this point, as it has not changed since last week. I know that for many of you, you simply want to know a date that you can expect to return to work. And while we cannot give this to you, we will continue to provide you with updates on how things are progressing.**
- We are working with project managers across each sector to determine the timeline for reopening. This is a huge undertaking and must be done in a coordinated and planned approach.
- Being COVID-safe and reopening our facilities is a shared responsibility. And as such we are working with our local government and other industry partners throughout this process to ensure we are all on the same page.
- We are also undertaking some industry advocacy in sectors including aquatics, health and wellness, gymnastics, and skate parks on how we can operate our facilities safely as well as in a financially sustainable way.
- The South Australian Aquatics and Leisure Centre (known as SAALC) was the first public pool in South Australia to reopen during COVID-19, with lap swimming commencing just this week. The team at SAALC worked with IT to trial a new platform for online bookings and there is potential to roll this out more broadly at our other sites. In Victoria we are looking to SAALC to learn from as they are a few steps ahead.
- Please remember that South Australia are in a very different position with far less COVID-19 confirmed cases and are receiving directives from the South Australian State Government.
- Next week grades prep, 1 and 2 will return to school in Victoria, which means the Children's Programs team are busy getting ready for this expansion of demand for our Outside School Hours Care program.
- We appreciate your patience as we work towards reopening. Internally we are undertaking significant pieces of work to be ready, including COVID safety and hygiene practices, financial modelling, and our procedures for bringing staff back into the workplace as and when we need to.

- As well as preparing for staff to return and ensuring our workplaces are COVID-safe, we are also undertaking research with our recreation customers to understand their needs, expectations and concerns at this time. The research will be completed over coming weeks to understand :
 - Customer sentiment, attitudes, and behaviours around health and recreation
 - Future engagement with these services
 - Expectations as we come out of the lockdown and into the 'new normal'
- I'll now handover to Nicole who will provide an update on COVID safety.

Nicole

- Hi everybody, thanks Amanda. I'd like to begin with the most important message: That is, that everything the YMCA does is with the safety of our staff and communities as our first priority.
- We have a responsibility as an organisation to ensure that the health and safety of our communities is put first at all times. We also have a responsibility to ensure we are doing everything possible to help flatten the curve and reduce the chance of exposure to coronavirus.
- What this means, is while we may hear from different government representatives that particular services can open from a certain date and with numbers of people gathering, this does not automatically mean that it applies immediately to the YMCA.
- We take safety really seriously and need to be fully prepared and ready to reopen in the safest way possible before doing so.
- What will this look like? We are developing new safety procedures and checklists to ensure all our workplaces are COVID-safe. This has involved consultation with industry experts, compliance to government requirements and safety measures, and understanding the resources and necessary requirements for an organisation of our size.
- The following slides provide a snapshot of the things we are needing to take into consideration for implementation:

Restart – Risk and Safety

- All facilities will be 'COVID-safe' before reopening.
- Pre-start and re-opening checklists have been developed which will include social distancing requirements and other COVID-safe measures.
- Staff will be required to complete the COVID-Safe online training provided by the Department of Health and Human Services and complete a COVID-Safe

commitment statement to ensure that everyone understands what COVID-safe looks like at YMCA Victoria.

- Staff and patron COVID-safe expectations and rules will be displayed at all facilities and communicated via social media and websites.
- Personal protective equipment and hygiene supplies will be provided. Things like gloves, hand sanitiser, disinfectant wipes, tally counters. Managers will be communicated with to determine what is needed at their sites in the coming week.

COVID-Safe and social distancing

(The follow will be tailored to suit each facility where necessary)

- All staff, visitors and members of the public will be temperature checked prior to entering a facility.
- Maintaining 1.5 metre and 4m² social distancing or modification of environments to ensure social distancing is possible – eg. Removal or closure of seats.
- Decal stickers on floors.
- Sneeze screens.
- Booking systems will be in place: We have a responsibility to record all visitors at our sites. This is more important than ever before if there is a confirmed case of coronavirus to be able to identify and trace to limit the spread.
- Identification of all spaces and the capacity limits of each space (eg. Meeting rooms, fitness rooms, dining halls).
- COVID-Safe Operating Procedures are being developed for programs, tasks and facility areas (eg. fitness classes, adventure activities, spas and saunas).
- There will be increased cleaning of facilities and in the event of a confirmed case a de-contamination clean of the area or facility will be undertaken.

Suspected or confirmed case of COVID-19 at work

If the suspected or confirmed case of COVID-19 is at work



1. ISOLATE

Isolate the person from others, provide them with a disposable surgical mask if available and isolate them in a separate room.



2. TRANSPORT

Ensure the person has transport to their home or medical facility.



3. ESCALATE

Notify your manager immediately, manager to escalate to ELT. Initiate Critical Incident Process.



4. INFORM

Manager to ring the national COVID-19 hotline (1800 020 080). Follow the advice of health officials.

CRITICAL INCIDENT TEAM (CIT)



5. CLOSE / ISOLATE

CIT to determine the level of isolation or closure of site, staff or public to be evacuated from area / site.



6. IDENTIFY

CIT to identify who at the site had close contact with the infected person in the 24 hours before that infected person started showing symptoms. Send those people home to isolate. Allow employees to raise concerns.



7. CLEAN

CIT to determine the level of cleaning required. Engage cleaning company Smart Clean to conduct decontamination clean (0422 289 744).



8. REVIEW / OPEN

CIT to review: risk management controls relating to COVID-19, whether work may need to change and if site can re-open. Keep employees and public up to date with what is happening.

If the suspected or confirmed case of COVID-19 (Staff or Public) is not at site when diagnosed – START AT STEP 3

In the event of a suspected or confirmed case of COVID-19

- We have an 8 step process that is displayed on the screen. The eight steps are to isolate, transport, escalate, inform, close/isolate, identify, clean, review and reopen the facility if it was closed.
- This process is located on the COVID-19 resources website for staff to view.

EAP

- Please remember to take care of yourself during this time. Managing our mental and physical health during challenging times like these is so important.
- EAP – Our Employee Assistance Program is available to you 24/7 and provides so much more than just traditional counselling. EAP can be accessed through Lifeworks – our external provider – by visiting the Lifeworks website or by calling 1300 361 008

Pauline

- Thanks Nicole. There have been some highlights from the last week that we'd also like to take the opportunity to share with you today. While as an organisation we are going through an extremely difficult period, and as individuals we are also facing challenges we may never have faced before, we feel it is important to highlight the achievements and positive stories we are still creating during this time.

Highlights: Community Activation Award

This week it was announced the Y won the **Community Activation Award in the 2020 Australian Fitness Awards**, for our partnership program with the Wangaratta Council.

The winning program was the **Walk To School Program**, where 2,370 local students walked, rode or scooted a combined total of 30,630kms together to school.

Congratulations to the team involved at Wangaratta YMCA.



- Firstly, this week it was announced the Y has won the Community Activation Award in the 2020 Australian Fitness Awards, for our partnership program with the Wangaratta Council. The winning program was the Walk To School Program, where 2,370 local students walked, rode or scooted a combined total of 30,630kms together to school. Congratulations to the team involved at Wangaratta Y.

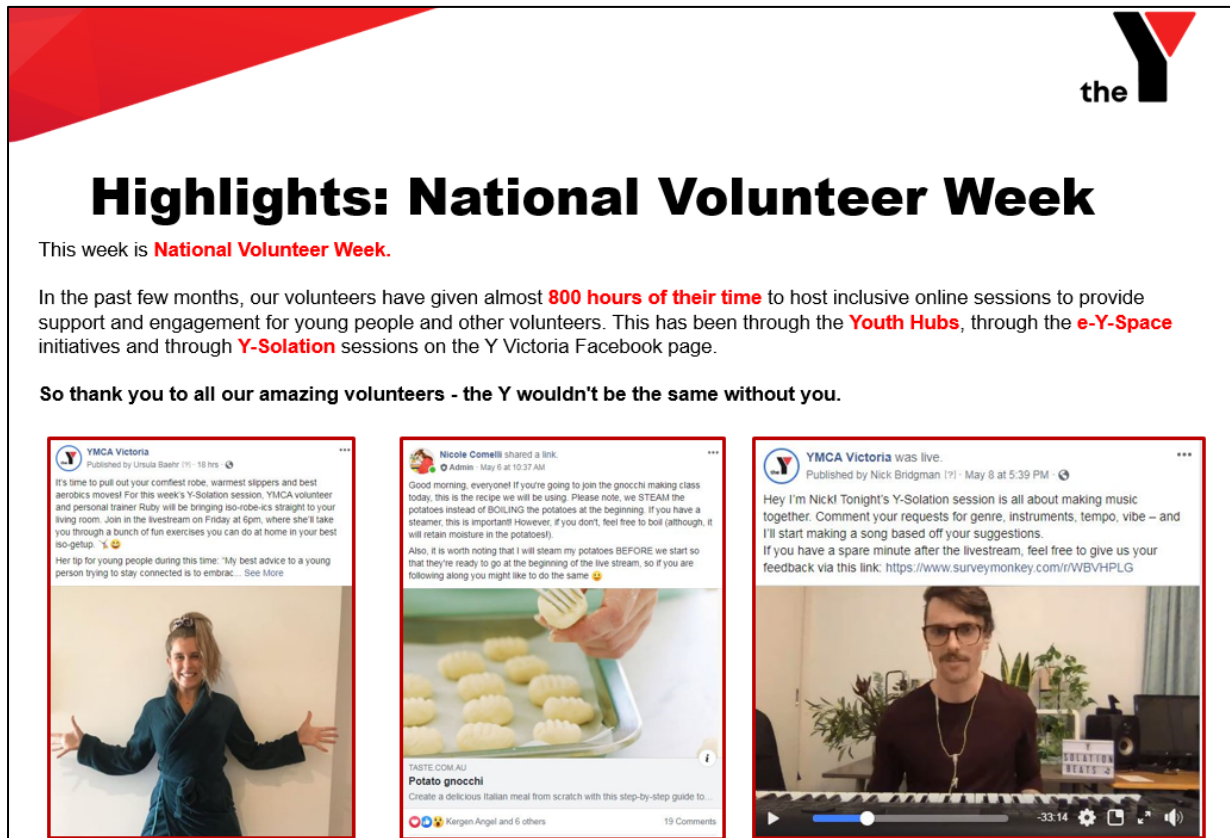
Highlights: Latrobe Youth Space funding

The **Latrobe Youth Space** in Morwell has received **\$4.3million funding from the State Government** to redesign, redevelop and run this space.

This funding will also help to generate up to **50 future employment opportunities** which is wonderful.



- The Latrobe Youth Space in Morwell has received \$4.3million funding from the State Government to redesign, redevelop and run this space. In the past year the Latrobe Youth Space has connected with more than 12,000 young people, so this funding is very exciting as it will create even more opportunities for young people to feel supported and connected – and what better time than now. This funding will also help to generate up to 50 future employment opportunities which is wonderful.




Highlights: National Volunteer Week

This week is **National Volunteer Week**.

In the past few months, our volunteers have given almost **800 hours of their time** to host inclusive online sessions to provide support and engagement for young people and other volunteers. This has been through the **Youth Hubs**, through the **e-Y-Space** initiatives and through **Y-Solation** sessions on the Y Victoria Facebook page.


So thank you to all our amazing volunteers - the Y wouldn't be the same without you.



YMCA Victoria
Published by Ursula Baehr · 19 · 18 hrs · 🌐

It's time to pull out your comfiest robe, warmest slippers and best aerobic's moves! For this week's Y-Solation session, YMCA volunteer and personal trainer Ruby will be bringing iso-robe-ics straight to your living room. Join in the livestream on Friday at 6pm, where she'll take you through a bunch of fun exercises you can do at home in your best iso-getup. 🧘🏻‍♀️

Her tip for young people during this time: "My best advice to a young person trying to stay connected is to embrace... See More

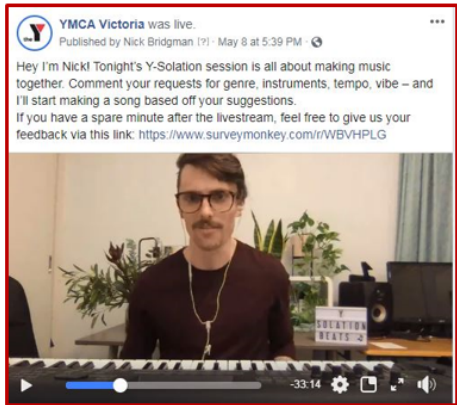


Nicole Comelli shared a link
Admin · May 6 at 10:37 AM

Good morning, everyone! If you're going to join the gnocchi making class today, this is the recipe we will be using. Please note, we STEAM the potatoes instead of BOILING the potatoes at the beginning. If you have a steamer, this is important! However, if you don't, feel free to boil (although, it will retain moisture in the potatoes!).

Also, it is worth noting that I will steam my potatoes BEFORE we start so that they're ready to go at the beginning of the live stream, so if you are following along you might like to do the same 🍝

PHOTO.COM.AU
Potato gnocchi
Create a delicious Italian meal from scratch with this step-by-step guide to...
👍👍👍 Kargen Angel and 6 others · 19 Comments



YMCA Victoria was live.
Published by Nick Bridgman · 17 · May 8 at 5:39 PM · 🌐

Hey I'm Nick! Tonight's Y-Solation session is all about making music together. Comment your requests for genre, instruments, tempo, vibe – and I'll start making a song based off your suggestions.

If you have a spare minute after the livestream, feel free to give us your feedback via this link: <https://www.surveymonkey.com/r/WBVHPLG>

- This week is National Volunteer Week. At a time when the vast majority of our services are closed due to COVID-19, we've been blown away and humbled by the energy and dedication our volunteers have continued to show during these tough times.
- Many of our volunteers usually spend time providing support to others on our programs, but with these programs on hold, they have banded together to support each other instead. In the past few months, our volunteers have given almost 800 hours of their time to host inclusive online sessions to provide support and engagement for young people and other volunteers. This has been through the Youth Hubs, the e-Y-Space initiatives and through Y-Solation sessions on the Y Victoria Facebook page.
- So thank you to all our amazing volunteers - the Y wouldn't be the same without you.

Highlights: Carlton Baths food service

Carlton Baths are finding a way to **continue to support the community** despite their doors being closed.

They have connected with local cafes, such as Tanaka Coffee and Grocers, who have **generously donated meals and fresh produce to give to locals** living in the Carlton housing estate across the road.

Carlton Baths have coordinated this through the Carlton Neighbourhood Learning Centre, and last week **100 meals were delivered to vulnerable members of the community**.

Thank you Carlton Baths!



- And finally, a big shout out to Carlton Baths. Carlton Baths are finding a way to continue to support the community despite their doors being closed. They have connected with local cafes, such as Tanaka Coffee and Grocers, who have generously donated meals and fresh produce to give to locals living in the Carlton housing estate across the road.
- Carlton Baths have coordinated this through the Carlton Neighbourhood Learning Centre, and last week 100 meals were delivered to vulnerable members of the community. This is a great example of community coming together to support one another during times of hardship.
- I hope you enjoyed hearing about these positive stories, we're really proud of what the Y continues to achieve during these challenging times. It's a testament to our people who continue to support communities when the going gets tough.
- Now we will move into the Q+A section, so please type your questions using the Q+A function and we will get through as many as possible.

Pauline

- Thanks everybody for your time again this week. We will be sending out a summary email this afternoon along with the recording of this webinar for those who couldn't make it.

- Finally, as we have mentioned in previous updates, we are launching a Virtual Y and have been busy getting the platform ready for launch. Next week an online group fitness timetable will be shared exclusively with staff and volunteers before launching to customers the following week. The link to participate will be shared via email as well as the timetable and group fitness options available.
- Carolyn will be back next week to provide another update. Enjoy the rest of your week and take care.