

YMCA update for staff and volunteers - Thursday 29 May

Speakers: Carolyn Morris, Nicole Rudden, Martina Smythe

Carolyn

- Good morning everybody and thanks for joining us today.
- Thanks to Pauline, Amanda and Nicole for presenting last week's webinar while I was away at a specialist appointment.
- This week I am joined by Nicole and Martina to provide an update. Of course, since last week the Government have made a new announcement that skate parks and lap swimming can reopen sooner than expected, so I know many of you will be waiting to hear details on what this means for the Y.

As well as this, we will cover off:

- The safety expectations and protocols for staff when returning to work,
 - A Virtual Y update
 - And information on staff support for returning to work after up to 10 weeks of time away from the business due to Covid-19
- As usual we will answer your questions once we've provided our updates, so please use the Q&A function and we will get through as many as possible.
 - I am sure many of you will have seen the announcement from Premier Daniel Andrews as well as Stephen Marshall and other state leaders that restrictions will ease from Monday 1 June and in Victoria again from 22 June. This is exciting news and many of you will be wondering what it means for our sites.
 - It goes without saying, we are really excited to reopen our facilities in line with easing of government restrictions. We've missed our customers and we've missed the communities at Y's across Australia.
 - From 1 June in Victoria it was announced that skate parks, outdoor sports courts and pools for lap swimming can reopen, and as you know in South Australia SAALC have been open for the last 4 weeks.
 - Since this announcement, we have been working with Councils on when they would like us to reopen and provide services. While as an organisation we are ready, we must consider safety, equity of access and commercial viability before reopening. These are the things Councils are taking into consideration when deciding on the best time to reopen.
 - In line with the Victorian Premier's announcement, we will be opening Y-managed **outdoor sports courts** for casual bookings and **skate parks** have

already been opened by Councils but will not necessarily be staffed by the Y. Hot of the press Riverside will open tomorrow. If you are required to return to work for these any of services, your manager will have already reached out to you in order to give you three days' notice.

- Regarding **lap swimming**, the government has announced pools can reopen with a 20 person limit per pool and a maximum of three people per lane. Change rooms are to be closed with the expectation that visitors shower first at home, head to the pool, swim, then jump back in their car to drive home and shower there. Of course toilets will be available.
- Saunas and spas will remain closed.
- As I mentioned in my email earlier this week, despite the Premier's announcement, it was likely our pools will reopen at different times, and as the week has progressed this has proven to be true.
- I can now confirm that the **only Y-managed pool** that will reopen on Monday is South Gippsland SPLASH at reduced hours and capacity.
- Staff at South Gippsland SPLASH who are required to return to work on Monday will have been communicated with directly by their manager.
- We are well prepared to reopen, particularly due to our learnings and experience with reopening the South Australia Aquatic and Leisure Centre a few weeks ago to great success.
- In order to meet the government's restrictions, like we implemented at SAALC, a booking system will be in place for all reopened recreation centres like South Gippsland SPLASH, where visitors can book a lane and time in advance. This will mean we are able to enforce the capacity limits, as well as record all visitors to the pool so that we have their details.
- As for other recreation centres we manage, we are still in the process of working with Councils to determine the date for reopening our pools. As soon as we have this information confirmed it will be communicated with you. Not opening on 1 June does not necessarily mean that the facility will wait until 22 June, some Councils are considering opening before this date. Please note, when dates are confirmed they will be progressively published on our emergency.ymca.org.au.
- We are really excited that more of our services are beginning to reopen, and to see our customers and communities be able to thrive again. Our Digital and Communications teams are working hard behind the scenes to update all centre websites and social media with updates as soon as possible for

customers. We will also be emailing all recreation members by the end of the week to let them know the current reopen details for their centre.

- Speaking of our customers, we know from our research in the last couple of weeks that while they can't wait to return to our facilities and see you again, our customers have high expectations on how you, our staff, in centre will manage and enforce social distancing and hygiene practises.
- I'll hand over now to Nicole who will take you through the staff requirements in this new COVID-safe environment.

Nicole

- Thanks Carolyn. As we begin to reopen more services and facilities, it's important to remind ourselves that safety is everybody's responsibility.
- This has always been the case at the Y, and during COVID-19 this has not changed. The only thing that has changed is the way we practise safety.
- The following slides demonstrate some of the COVID safety work that has been occurring on a site to site basis and provide some examples of how things are going to look from a safety perspective when you begin to return to work.

The Y's 6 COVIDSafe Commitments

In order to be COVIDSafe at all Y facilities, we are committed to:

Temperature Scanning

Temperature scanning will occur at all Y facilities. Staff, visitors and patrons will be scanned upon entry.

Social Distancing Requirements

A distance of 1.5m between people throughout our facilities and programs. All spaces have been measured and 4m² capacity restrictions are in place for all facilities and spaces. Staff, visitors and patrons will be counted as they enter and exit facilities. Removal of seats and equipment has occurred to ensure social distancing.

Signage and Instruction

Throughout each facility you will find signage and instructions on how staff and customers can be COVIDSafe. Hygiene signage and floor, seat and bench stickers have been installed to assist with distancing.

Increased Hygiene and Cleaning

Each facility has hand sanitiser stations at entry/exit, in high touch point areas and areas of high traffic. Cleaning has been increased with regular touch point cleans, 24 hour facility cleans and ready for decontamination cleans in the event of a confirmed case of COVID-19.

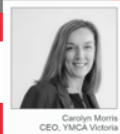
Training for Staff

All staff have been trained in the COVID Safety training provided by the Health department. Staff have also undergone Y Victoria training and signed a commitment to being COVIDSafe. Role-specific training has also been completed to ensure all programs the Y offers within our facilities are COVIDSafe.

Process for a Confirmed Case

In the event of a confirmed case of COVID-19 the Y has an 8 step confirmed case flowchart. This flowchart ensures isolation, reporting, tracing and cleaning occurs before an area or facility can reopen. Everyone who enters our facilities will have their details recorded to assist with case tracing.

Our commitment to community safety – Carolyn Morris YMCA Victoria CEO

Carolyn Morris
CEO, YMCA Victoria

- This slide shows our **six COVIDSafe Commitments**: Temperature scanning, Social distancing, Signage and Instruction, Increase hygiene and cleaning, Training for staff, and our 8-step process for a confirmed case.
- These commitments are being shared with our customers and the public, to ensure our staff and volunteers, and visitors feel confident that we are not only taking this extremely seriously but that everyone will be safe at our facilities.

COVIDSafe facility and area capacity

EXAMPLE

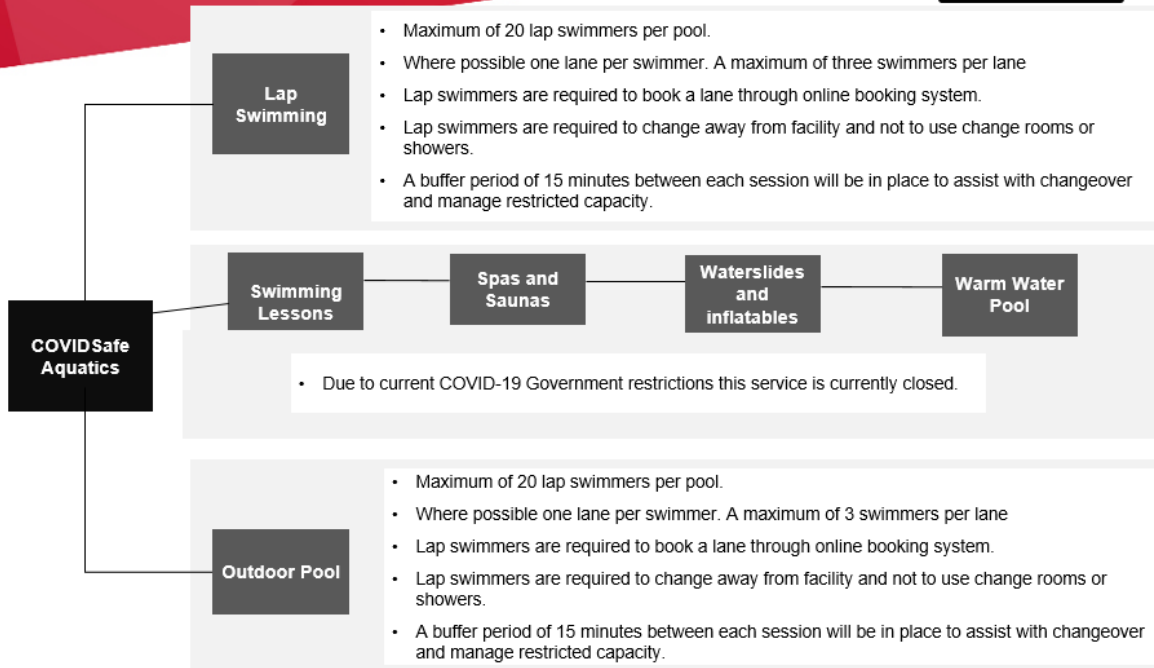
An example of how a facility will record its social distancing requirements for specific spaces based on current Government restriction limits:

[Facility Name] – Social Distance Capacity per Room / Area – 4m ²				
Room / Area	Total area mass in m ²	Total people capacity	Government limits	Open/Closed
Reception / Foyer	80	20	N/A	Open
Fitness Room (Gym)	164	41	N/A	Closed
Group Fitness Room 1	126	31	N/A	Closed
Group Fitness Room 2	88	22	N/A	Closed
Change Room Poolside	76	19	Toilets only	Open
Change Room Fitness centre	32	8	N/A	Closed
Sauna	6	1	N/A	Closed
Indoor Pool Hall	1500	312	20	Open

- The next slide provides an example of the social distancing preparation we are taking. As you can see, each facility must document the total person capacity allowed in each room or area, based on the government restrictions at the time. This is currently calculated based on the 4 metre squared requirement.

[Facility name] - Aquatics

EXAMPLE



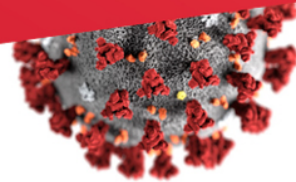
- The next slide is an example of how we are ensuring COVID-safety for a specific service or program. This slide is an example for aquatics, which breaks this service into lap swimming, swimming lessons, spas and saunas, waterslides and inflatables, warm water pool and outdoor pool, and outlines the current government restrictions and Y Victoria's strategies to ensure a COVID-safe environment.

CovidSafe Facility Implementation Sign-Off

[Facility name] has a maximum capacity of number patrons and agrees to the following conditions:

Implementation Action	Details	Date	Manager Sign
COVID-19 Re-Opening Checklist INX Log	Facility has logged the INX COVID-19 Re-Opening checklist		
COVIDsafe Plan	Facility has completed this COVIDSafe Plan		
Sector Risk assessment	Manager has read and understood sector specific COVID-19 Risk assessment and applied control measures		EXAMPLE
Sector Prestart Covid-19 Checklist	Sector Specific COVID-19 Reopening checklist has been completed and recommended safety measures implemented		
Sector Prestart Health & Safety Checklist	Sector Specific Reopening Health & Safety Checklist		
Clean Facility	A deep clean of facility has been completed prior to opening		
COVIDSafe Training	All staff have completed COVIDSafe training requirements		
COVIDSafe Declaration	All staff have completed and digitally signed the COVIDSafe Declaration		

Manager Name:
Agreed and Signed:
Facility Opening Approval By:
Date:



- This slide shows the COVIDSafe implementation sign off process. This is for site specific sign offs on a number of actions which ensure the facility has taken all necessary steps required to ensure it is COVIDsafe. As you can see, each implementation action has a date and manager sign off requirement. These actions are also required to be logged within INX, this allows for assurance activities to take place by the health and safety team and ensure COVID safe implementation.
- As has always been the case, when we're at work, we all have the responsibility to practise proper hygiene – which includes regular hand washing, hand sanitiser and sneezing or coughing into your elbow.
- We all have a responsibility to not come to work if we are unwell or experiencing any symptoms associated with coronavirus. If you come to work with symptoms, you will be sent home again.
- We've heard from other Ys who have reopened facilities, for example in the Northern Territory, that they have been audited by the Department of Health since reopening. I anticipate the same will occur for our own facilities.

- Rest assured, as we have witnessed from other Ys across the country including in the NT and South Australia, that our facilities are successfully delivering COVID-safe services to an extremely high standard that we all should be proud of.
- I'll now hand over to Martina.

Martina

- Hi everybody and thanks Nicole.
- You might have heard recently people have begun referring to coming out of the 'COVID bubble'. This is something that the P&C team have been focusing on too, as we want to ensure that managers and staff are set up with the information and tools they need to ensure that the transition back to the workplace is as smooth and comfortable as possible.
- Many of you have been at home for up to ten weeks now, and we understand that the idea of beginning to return to this new normal may be overwhelming.
- Some of us may not be used to having this much unplanned time off work, and while we have become used to not needing to leave the house to go to work, not having to dress up to leave the house, not needing to worry about packing lunch or factoring in commute times, many of us will soon be returning to our new routines and it might take some time to get used to.
- The P&C team as recently as this morning have been talking to managers to assist them in how to manage what is a difficult time for us all, and are being provided with tools and training to help themselves and their staff come out of the COVID bubble in a supportive environment.
- Please remember, when you are stood up, your line manager will contact you, talk to you about the hours you will be working, the duties you'll be responsible for as well as provide you with your written stand up letter. This will assist you to have a full understanding of what will be happening in your workplace.
- Prior to commencing work, as has previously been mentioned, all staff will be required to complete COVID-safety training. This is to ensure everybody's safety – staff, customers and the whole community. Once you have done the training, this does not mean you will be stood up straight away – it will just mean that are ready to be stood up. You will still be provided with your stand up letter from your manager.

- Over the next couple of weeks all staff will be communicated with regarding the COVID-safe training, that includes staff who are currently working.
- We look forward to all of our staff returning to work as soon as possible in the safest way.
- We will now open it up for questions.

Carolyn

- Thanks everybody for your time this morning.
- Before we finish up, I hope you have seen on Inside the Y that the team have been busy filming content for Virtual Y at state office, where the big meeting room has been converted into a filming studio.
- The team are excited to share this online fitness content with you next week – you will receive an email with the fitness timetable and link to participate before it is launched to the public. So watch this space.
- We look forward to hearing your experience and feedback after you have participated in some of the programming.
- I hope you all enjoy your Friday and have a good weekend.