

# How we are keeping you safe at Broad Street Hall

## COVID-19 Frequently Asked Questions

### *How is Broad Street Hall ensuring my safety?*

The safety of our staff, volunteers, hall users and visitors are our number one priority. We have reviewed our processes and procedures and have implemented several measures to ensure we can open safely.

These measures are listed below, but government guidance can and may change, meaning our safety measures may change too;

- We have reduced our group/hall user capacity in line with social distancing requirements, this may result in smaller group numbers and some groups, activities or services not being available
- Face coverings are not compulsory; however, some members of our team may choose to wear them. We encourage hall users and visitors to wear face coverings where possible.
- We have plenty of hand washing facilities, including sinks and hand sanitiser at the entrance and in the main rooms.
- We have an increased cleaning schedule which seeks to disinfect high-frequency touch points, such as tables and chairs, taps, handles, lift buttons and handrails
- In our toilet facilities, we ask our hall users and visitors to follow social distancing, and if cubicles are engaged please queue outside. We ask hall users and visitors to remember to wash hands before and after using our toilet facilities. If you need to pass another person whilst entering or exiting, in line with government guidance, we ask that you turn your back to them as you walk past. Our staff and volunteers will regularly check toilet facilities, ensuring they are clean and soap dispensers are full.
- We ask that we all work together to follow social distancing guidance. Hall users and visitors who persistently disregard social distancing guidelines will be asked to leave.
- If you lip read, please let our staff know so that we remove face masks for you
- We ask that any children in your group are supervised to ensure they can follow social distancing guidelines.
- Staff and volunteers have been trained on the implementation of new safety measures, ensuring we are compliant with government guidelines for opening safely. Please pay attention to instructions provided by our staff or volunteers. We may put extra temporary measures in place to safeguard you.
- If you are not feeling well with either one or more of the symptoms of Covid-19, please do not use Broad Street Hall. Stay at home and follow government and NHS 111 advice. We will be here to welcome you back when you feel better.

***Why have you reduced capacity?***

The safety of our hall users and visitors is our top priority and we will be operating at a reduced capacity to ensure social distancing can easily be adhered to.

***Am I be required to wear a face mask?***

We will continue to review this in line with government guidelines but currently face coverings are not compulsory; however, some members of our team may choose to wear them. We encourage hall users and visitors to wear face coverings where possible.

***Are events, fun days or community and family activities still taking place?***

Although Broad Street Hall is reopening, all events, fun days or community and family activities are currently postponed. We shall provide an update on these activities when possible via our website and social media channels.

***Can I book a room at Broad Street Hall?***

Both of our buildings are available to hire; however, our rooms have a reduced capacity to ensure social distancing. We will only be able to take bookings with a maximum capacity of 20 people.

***Will I be able to get refreshments when I visit Broad Street Hall?***

We ask that groups provide their own refreshments as kitchens will be unavailable.

***I have a question which is not mentioned – what can I do?***

Please email [coordinator@broadsthall.co.uk](mailto:coordinator@broadsthall.co.uk); our Community Coordinator is a Covid-19 Community Champion and is able to help you with your questions and queries. *Please note any enquiries received during the weekend or on bank holidays will be responded to on the next working day.*

We thank you for your understanding.