

## Coronavirus (COVID-19)

### Frequently Asked Questions (FAQs)

#### 1. Is St Ives Village still operating as usual?

St Ives Shopping Village is here to support the community during this time and is operating business as usual. We assure you the wellbeing and safety of our customers, retailers, community and staff is our highest priority.

#### 2. Have there been any confirmed cases of the Coronavirus (COVID-19) at St Ives Village?

No, there have not been any confirmed cases. Every precaution is being taken to ensure the public safety of our customers and retailers, with additional cleaning being conducted throughout The Village (see below).

A dedicated COVID-19 Committee has been set up to actively monitor and respond as this situation unfolds.

#### 3. What precautions are St Ives Village taking regarding the prevention of the spread of the Coronavirus (COVID-19)?

In addition to our standard practices, we are conducting additional cleaning and will continue to closely monitor the evolving situation and follow the advice of the Government Health Authorities. These include:

- Providing sanitiser dispensers in the common areas.
- Increasing cleaning rotations across high touch points (including common areas, lifts, bathrooms)
- Adhering to safe distancing practices in The Market Room by reducing the number of tables
- Encouraging retailers, contractors and customers to promote good hygiene practices through retailer communications and decals in bathrooms, entrance doors, lifts and at customer service desks.
- In addition to our current cleaning contract, we have engaged a deep cleaning specialist to apply a specialist virus protection product to all common area surfaces. This product provides protection for a period of 7 days and will be re-applied every 7 days until further notice.
- Air Conditioning systems meet the Australian standards and provide fresh air running through the system providing good ventilation throughout the Centre.

#### 4. What can you do to help?

Practising excellent hygiene is the best precaution to prevent the spread of COVID-19, including:

- Washing your hands often, with soap and water including before and after eating, and after going to the toilet.
- Using hand sanitiser provided or carrying hand sanitiser and using it as needed.
- Covering your mouth and nose when coughing and sneezing, but not using your hands rather use your elbow.
- Dispose of tissues immediately in bins and use a hand sanitiser after disposing, or wash your hands.
- Avoid personal contact with others – shaking hands, touching faces, and other contact.
- If you are feeling unwell or have cold or flu like symptoms, stay home and self isolate and seek advice from medical authorities
- We encourage customers to practice safe distancing in common areas, in The Market Room and other high traffic areas

**5. How do I receive updates and information regarding COVID-19 at St Ives Shopping Village?**

Please refer to [www.stivesvillage.com.au/coronavirus](http://www.stivesvillage.com.au/coronavirus) for any updates regarding St Ives Village. We will also send updates via our electronic newsletter (eDM), register your email address online or by emailing [info@stivesvillage.com.au](mailto:info@stivesvillage.com.au).

A dedicated Committee has been set up to answer any enquiries regarding COVID-19 and can be emailed at: [wellbeing@stivesvillage.com.au](mailto:wellbeing@stivesvillage.com.au)

**6. Is the events and activity program still operating?**

The Monday morning kids activities and workshop activities have been temporarily postponed until after Easter. This situation will be reviewed and we will advise customers of any additional changes.

**7. Are school holiday events proceeding?**

The events for the April School Holidays have also been postponed. Plaster Fun House will be operating on Level 1 [insert dates]. Tables will be set up with 1.5 metres distance in between to minimize any risk to attendees. This is not a free event, prices will start at \$6 per painting.

**8. Has there been any changes to trading hours?**

Yes, Woolworths and Coles have changed their trading hours as follows:

*Opening Hours:* 7am – 8am: Community Hours for Pensioners and Disability Permit Holders. Open to the public from 8am

*Closing:* 8pm daily (including Thursday night and weekend trade)

*Thursday night trading:* Retailers have been given the option to trade until 8pm on Thursday nights temporarily. This will be reviewed on an ongoing basis.

**9. What should I do if I am feeling unwell or have been in close contact with someone who has a confirmed case of COVID-19, or have recently returned from overseas?**

If you have flu-like symptoms, you should seek medical advice.

The Australian Department of Health also advises close contact cases should self-isolate. If you develop flu-like symptoms you should seek medical assistance.

*A close contact is someone who has been face to face for at least 15 minutes, or been in the same closed space for at least two hours, as someone who has tested positive for the COVID-19 when that person was infectious*

If you have returned from overseas effective 16 March 2020, you are required to self-isolate.

You should not visit St Ives Shopping Village during this period.

**10. What is the procedure if there is a case reported at St Ives Shopping Village?**

In the event of a confirmed case of COVID-19, we will follow the guidance and directions of the emergency services and government health authorities. If a retailer becomes aware of any confirmed cases of COVID-19 within their tenancy, they must contact us immediately. There is a response plan in place that will be actioned and we would work with our retailer and the Health Authorities to support any required public communication.

**11. How do I get more information about COVID-19?**

For further information and general updates on COVID-19, refer to [www.health.nsw.gov.au](http://www.health.nsw.gov.au), [www.health.gov.au](http://www.health.gov.au) or call the Health Information Line: 1800 020 080.