

Has St Ives Shopping Village had a confirmed case of COVID-19?

Yes, that is correct, we wish to advise you that we have been notified by NSW Health on 29th August at 10:00am that three persons who attended St Ives Shopping Village on the following dates and times have since tested positive for COVID-19:

- **Sunday 23rd August**, between 8.30am – 9.00am at Dr Michael Epstein, Epstein Chiropractors, St Ives Shopping Village.
- **Monday 24th August**, between 2:30pm – 3:30pm at Australia Post, Kidstuff, Blue Illusion & Harris Farm Markets, St Ives Shopping Village.
- **Wednesday 26th August**, between 5.30pm – 6.00pm at Woolworths, St Ives Shopping Village.

On Sunday 30th August, we received an additional notification that another case has tested positive for COVID-19:

- **Friday 28th August**, between 1.00pm – 2.00pm at Coles Supermarket, St Ives Shopping Village

On Monday 31st August 2020, we received additional notifications of two persons testing positive for COVID-19:

- **Tuesday 25th August**, between 10.00am - 10:15am at St Ives Shopping Village, NSW Health is unable to confirm the exact location this person visited as they are unable to obtain this information.
- **Friday 28th August**, at 3.00pm – 3.15pm at Australia Post, St Ives Shopping Village

Why has it taken you so long to notify us?

We were advised by NSW Health at 10am on Saturday 29th August and took steps to notify all concerned immediately following this advice on Saturday 29th August 2020.

Regarding the case on Friday 28th August we were notified by NSW Health on Sunday 30th August at 1pm and took steps to notify all concerned immediately.

Regarding the case on Tuesday 25th August and Friday 28th August at 3.00pm we were notified by NSW Health on Monday 31st August at 1:30pm and took steps to update our website and current facebook post as directed by NSW Health.

I was in the store/centre at that time, what should I do?

The Northern Sydney Public Health Unit has assessed the risk to customers and staff as a low risk (casual contacts). Casual Contacts **are not** required to self-isolate in their homes unless they develop symptoms. Please see attached the casual contact information.

<https://www.health.nsw.gov.au/Infectious/factsheets/Factsheets/casual-contacts.pdf>

What precautions are St Ives Shopping Village taking?

1. An environmental deep clean was conducted overnight on Saturday 29th August in the Market Room and on all common area high touch surfaces throughout the centre.
2. St Ives Shopping Village continued to conduct a nightly environmental deep clean until Sunday 13th September in the Market Room and on all common area high touch surfaces
3. Two additional cleaning staff are on rotation from Sunday 30th August 2020 until Friday 18th September to continually disinfect all high touch surfaces. Please note that this is in addition to our existing extensive cleaning procedures whereby hospital grade disinfectant is applied to all high touch surfaces on a 2 hour rotation

What if I develop symptoms?

If you develop ANY symptoms, immediately isolate and get tested for COVID-19.

Is St Ives Shopping Village closing?

No, NSW Health has advised that closure is not required as the Retailers and The Village have appropriate COVID-19 cleaning practices in place.

St Ives Shopping Village continues to undertake extensive cleaning of their premises and have implemented the following precautionary measures:

- An environmental deep clean took place overnight on Saturday 29th August in the Market Room and on all common area high touch surfaces throughout the centre. This re-occured at close of trade each day until Sunday 13th September.
- An additional two cleaning staff onsite from Sunday 30th August to Friday 18th September to continually disinfect all high touch surfaces in common areas. Please note, this is in addition to our extensive cleaning processes currently in place whereby our team applies hospital grade disinfectant to all high touch surfaces on a 2 hour rotation.

Our Retailers have taken the following precautionary measures in addition to their current extensive cleaning procedures:

- Dr Michael Epstein from Epstein Chiropractors closed for deep clean and reopened Monday 7th September at 7am.
- Blue Illusion decided to close for a deep clean and reopened on Monday 31st August.

- Woolworths will be trading as usual and conducted extensive cleaning from Saturday 29th August for 7 nights on all surfaces from 10pm – 7am.
- Coles conducted a full deep clean from 10pm - 7am on Sunday 30th August and continued to carry out their extensive cleaning process as per their COVID-19 Safety Plan. They have been advised by NSW Health that they may continue to trade and will remain open for their regular trading hours.
- Australia Post closed on Sunday 30th August and conducted a deep clean

Why are you not closing for a deep clean?

NSW Health has advised that closure is not required as the Retailers and The Village have appropriate COVID-19 cleaning practices in place during COVID-19.

St Ives Shopping Village continues to undertake extensive cleaning of their premises and have implemented the following precautions immediately:

- An environmental deep clean took place overnight on Saturday 29th August in the Market Room and on all common area high touch surfaces throughout the centre. This occurred at close of trade each day until Sunday 13th September.
- An additional two cleaning staff onsite from Sunday 30th August – Friday 18th September to continually disinfect all high touch surfaces. Please note, this is in addition to our extensive cleaning processes currently in place whereby our team applies hospital grade disinfectant to all high touch surfaces on a 2hour rotation.

We continue to take extra precautionary measures within the Village to ensure it is extensively cleaned including;

- More frequent cleaning rotations each day with hospital-grade disinfectant used on high touch point areas every 2 hours.
- Hand sanitation stations at key points throughout the centre, for the use of our community.
- Increased number of floor decals advising people to socially distance, as well as regular loud speak announcements to promote this message
- Australian Government-issued information posters in our bathrooms and lifts, which outline crucial information on how you can help stop the spread of COVID-19 and advise how many people to occupy the bathrooms and lifts.
- Encourage customers to wear face masks when in centre.
- All retailers required to have COVID-19 safety plans in place.

I have further questions?

If you have any questions regarding this you may contact NSW Health 9391 9000 or 1800 020 080 and for the latest updates see

<https://www.health.nsw.gov.au/Pages/default.aspx>

What can you do to help?

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

- Wearing a face mask whilst shopping at St Ives Shopping Village
- Washing your hands often, with soap and water including before and after eating, and after going to the toilet.
- We encourage customers to practice safe distancing in common areas, in The Market Room and other high traffic areas
- 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, get tested and self-isolate

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

Please refer to 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. A dedicated Committee has been set up to answer any enquiries regarding COVID-19 and can be emailed at: wellbeing@stivesvillage.com.au

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.

Are school holiday events proceeding?

There are no planned events at this stage in centre. Plaster Fun House and Nextra Newsagency will be providing take home craft packs, and there will be a series of online events as well as a 'Feel Good' Colouring in competition.

Has there been any changes to trading hours?

All major grocery stores are trading as per their normal trading hours
(Coles & WW: 6am – 10pm)

Thursday night trading: Retailers have been given the option to close earlier on Thursday nights temporarily. This will be reviewed on an ongoing basis.

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, www.health.gov.au or call the Health Information Line: 1800 020 080