



# COVID-19 CUSTOMER SAFETY POLICY

## **POLICY STATEMENT**

At The Dance Matrix we are committed to providing a safe and healthy environment for our faculty, dancers, and parents/guardians. For the safety of our faculty, dancers and parents/guardians, we have taken significant steps to ensure that our premises are ready for our customers use on a limited basis with physical distancing protocols, personal protective equipment available, posted maximum occupancies and cleaning procedures in place.

## **ESTABLISHED MAXIMUM OCCUPANCY**

Our established occupancy limit is 10-12 dancers, 3 members of our faculty and 5 parents (for our younger dancers). This occupancy limit is not to exceed 25 individuals consisting of the total number of dancers, faculty, and parents.

We have established maximum occupancy at any given time within the studios and lobby area as follows:

Studio A: maximum 10-12 dancers and 1 faculty member

Studio B: maximum 4-6 dancers and 1 faculty member

Lobby: maximum 3 faculty members and 5 parents (for our younger dancers ONLY)

Change room: maximum 6 dancers

## **PHYSICAL DISTANCING PROTOCOLS**

In our lobby, studios and change room – physical distancing is clearly marked.

There will be 15-minute intervals between classes or sessions to allow for safe entry and exit into/out of the premises

Customers will be asked to wait outside the front for their classes to begin – we have clearly marked a physical distanced waiting line outside the studio door.

The entrance to the studio will be locked while classes are in session. One of our faculty will unlock the door during the 15-minute interval between classes/sessions to allow dancers to exit the premises before the next group of dancers enters the studio space.

## **USE OF PERSONAL PROTECTIVE EQUIPMENT (PPE) & HEALTH AND SAFETY OF OUR FACULTY**

Faculty have been provided access to PPE supplies to adequately protect themselves – this includes masks, face shields, gloves, and hand sanitizer.

Faculty will be required to stay at home if they are not feeling well, we have committed to providing sick pay for those that require it.

All dancers and parents are free to utilize any personal masks, gloves, etc. when entering the studio premises – we will have masks, gloves, and hand sanitizer available free of charge for those that require these items.

We have a table set up in the lobby for the distribution of masks, gloves, hand sanitizer and personal wipes. There is a specific disposal bin for used PPE at the entrance to the studio.

We have hand sanitizer placed strategically around all areas available for use by our customers.



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## **CLEANING PROTOCOLS**

We have implemented cleaning protocols for all studios, common areas and surfaces. This includes our customer washroom, studio change room, the two studios, equipment, common tabletops, light switches, stairway handrails, door frames, door handles and ballet barres.

We have removed all unnecessary tools, equipment, tables, chairs etc.

We have removed our communal water dispenser and coffee maker from the lobby.

For any of our classes that require the use of mats; mats will be cleaned between each use, they will be assigned to our dancers on a numerical basis and the same mat used throughout the dancers' class.

## **CONTACT TRACING**

The Dance Matrix will maintain a list of the contact information for all individuals entering the studio premises.

Parents/Guardians of all dancers will be required to sign an agreement that requires the immediate reporting to Helen McDougall (our studio manager) any contact or positive testing for the COVID-19 virus that has occurred within their family bubble.

Should we receive any reports of COVID-19 contact or positive testing, we will immediately notify all parents of dancers in attendance with the dancer who is being reported on.

## **CUSTOMER EXPECTATIONS**

Sign an agreement on behalf of your dancer(s) with respect to our contact tracing protocol.

All faculty, dancers and parents entering the studio will abide by the physical distancing protocols put into place.

All dancers will bring their own water bottle filled with water (we have removed the water dispenser from the lobby), or bottled water will be available at a cost of \$1 per bottle.

There will be no communal sharing of food items among our dancers. All snacks and food brought into the studio must be in plastic zip lock style bags and/or containers that are to be taken with the dancer when leaving the studio.

We will not have cubbies available for the storage of shoes and other dance items – all required shoes and other dance items are to be brought to the studio in a bag for each class and are to be taken home after each attendance at the studio.

Our supply of new and used shoes has been removed from the lobby. Any of our customers who wish to purchase any our shoe supply or other dancewear needs can obtain these items on an appointment basis – please speak with our studio manager to make arrangements for obtaining these items.

If your dancer is sick or showing signs of coughing, sneezing, fever etc. parents will commit to keeping them at home. We are prepared to offer a credit for any classes missed that have been paid for should your dancer show any signs of illness that require you to keep them at home.