



**Memo:** BalletNova's Updated COVID-19 Safety Precautions and Client Guidelines

**As of:** August 10, 2020

This memo provides important details as it relates to COVID-19, precautions taken by BalletNova, and what you can expect when entering our studio.

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**Outline of Our Safety Precautions and Protocol Related to COVID-19, Sections Include:**

- I. Expert Knowledge based on Science and Evidence
- II. Preparing our Building, Facility, and Administrative Procedures
- III. Staff and Faculty Procedures
- IV. Expectations of our Clients / Dancers / Parents

**I. Expert Knowledge based on Science and Evidence**

Our precautions are prepared and implemented using only expert evidence-based knowledge. We engaged Phil Harper, a Certified Infection Prevention Expert, to support us in developing our COVID-19 precautions and updated procedures. Phil is the Owner-Operator of WellNest Professional Cleaning, our new janitorial provider. WellNest is one of the DC Metro Area's leading and most reputable janitorial providers.

Our precautions are built using the following resources:

- Virginia's Safer At Home: Phase Two and Phase Three Guidelines for All Business Sectors
- The Centers for Disease Control and Prevention (CDC)
- The Worldwide Cleaning Industry Association (ISSA)
- The Global Biorisk Advisory Council (GBAC), a division of ISSA
- The Academy of Cleaning Excellence (ACE)

**II. Preparing and Maintenance of our Facility for Classes**

We have invested heavily in the preparation of our facility to maintain a clean environment for our dancers and staff. Our preparation and planned maintenance include:

- **Occupancy limits with smaller class sizes.** In accordance with Virginia's Safer at Home guidelines, we have created a class schedule that limits occupancy to no more than 75% of our facility's occupancy while still maintaining a minimum of ten feet of physical distancing between all individuals within the studio rooms. Please expect to hear further details from us on class schedules going forward.
- **Adjusted class schedules.** We are adjusting our schedule to accommodate occupancy limits as noted above and include a 15-minute cleaning and disinfecting period between



studio room use. This will allow for proper cleaning and disinfecting of the barres, including a sufficient “dwell time” for the disinfectant to work as noted on the label. Additionally, our updated schedule will allow for as much social distancing as possible within the hallways and common areas while maximizing class options for our clients. Please expect to hear further details from us on class schedules going forward.

- **Social distancing markers within studios.** We are following Virginia’s Safer at Home Guidance of maintaining ten feet distance between all patrons within our studio rooms. We have marked each studio to indicate dancer and instructor placement in order to remain ten feet apart. All of our instructors have been trained on the importance of social distancing and our implemented procedures.
- **Online scheduling and payment for adult classes.** We will no longer be accepting walk-in adult registrations. All registrations will be online with online payment. We will not be accepting cash or check until further notice to remove this potential person-to-person contact.
- **Students will be entering through all studio doors based on the class location.** We will be guiding all patrons to use the closest door to the assigned studio room. Signage has been placed to assist with studio location. Teachers and / or staff will assist in ushering students to the individual studio room.
- **Restricting access to common areas.** We will not be allowing anyone to enter into our party room until further notice. This area will be roped off. Patrons are encouraged to enter and exit our facility quickly without lingering. All chairs are placed ten feet apart, however, all administrative registrations and billing will be performed virtually, and we encourage patrons to enter and exit through the closest door to their assigned studio room.
- **Signage through facility.** We have purchased, created, and placed signage throughout our facility to provide public health reminders regarding symptom screening, physical distancing, hand-washing, and face coverings.
- **Restricting use of exercise bands, mats, and other equipment.** All exercise equipment will be locked in our storage closet until further notice. We encourage dancers to bring their own bands, mats, and any other props needed. Our curriculum has been adjusted to remove these items; however, we still encourage dancers to bring their own and adapt their stretching and techniques accordingly.
- **Hand sanitizer stations.** We have provided hand sanitizer stations at all facility entry / exit points as well as studio and dressing room entry / exits. We encourage patrons to bring their own hand sanitizer as well.
- **Increased cleaning and disinfecting.** We have increased our cleaning and disinfection procedures. All disinfectant products used are included on EPA’s List N: Disinfectants for Use Against SARS-CoV-2 (COVID-19). Added cleaning and disinfection procedures include:
  - Cleaning and disinfecting the barres between each use. Our class schedule will incorporate a 15-minute cleaning and disinfecting period between studio room use. This will allow for proper cleaning and disinfecting of the barres, including a sufficient “dwell time” for the disinfectant to work as noted on the label. This includes after classes and after private lessons.



- Increased touch-point disinfection (door handles, restrooms, tables, water fountains, etc.) throughout our facility.
- WellNest Professional Cleaning will be performing daily cleaning and touch-point disinfection procedures throughout the facility during a dedicated daily “Cleaning and Disinfecting Period.”
- **Tenant cooperation.** Our tenant has agreed to abide by our procedures noted within and will be performing enhanced cleaning and disinfection procedures after their classes as well. We are in constant communication with the tenant’s management to ensure compliance with our procedures. They have also participated in all of our trainings.
- **HVAC and air filtration.** All systems have been properly serviced through regular summer maintenance in June 2020. We have been in in-depth discussions with our HVAC professional regarding best practices, infection prevention, and pandemic response and have implemented his suggestions within the HVAC system in our facility.
- **Carpet cleaning.** Our carpets are vacuumed routinely through our janitorial service.

### III. Staff and Faculty Procedures

We are requiring all of our Staff and Faculty to comply with the following procedures and precautions:

- **COVID-19 Training.** We partnered with WellNest to train all of our team members around COVID-19, including: Cause, Spread, Impact, Cleaning and Disinfection Procedures, Necessary Precautions At Work, Necessary Precautions Off Work. Included in the two-hour training were multiple graphics from the CDC and Global Biorisk Advisory Council (GBAC). All of our team members were also required to pass a comprehension test. This training includes the risks around travel, public transportation, and other “high-risk” behaviors to protect themselves outside of our facility.
- **Symptom monitoring.** Prior to every class or upon entering our studio, our employees are self-monitoring for symptoms in accordance with the [Virginia Department of Health Interim Guidance on Screening, Monitoring, and Testing Employees Returning to Work](#).
- **Follow CDC guidance if have (or have had) COVID-19 symptoms.** All patrons who have had any COVID-19 Symptoms, which will be addressed in our Symptom Questionnaire, are instructed to follow the CDC’s Guidance on [when you can be around others after you had or likely had COVID-19](#). While more guidance is provided in the link, if you think or know you had COVID-19, and had symptoms, you can be with others after:
  - Three days with no fever **and**
  - Respiratory symptoms have improved (e.g. cough, shortness of breath) **and**
  - 10 days since symptoms first appeared
- **Social distancing.** We are following Virginia’s Safer at Home Guidance of maintaining ten feet distance between all patrons within our studio rooms. We have marked each studio with large X’s to indicate dancer and instructor placement. All of our instructors



have been trained on the importance of social distancing and our implemented procedures.

- **Face coverings.** All of our Faculty and Staff will be wearing face coverings over their nose and mouth. All of our Faculty and Staff have been trained on the proper use of face coverings, including donning, doffing, and laundering.
- **Hand-washing.** All instructors will wash their hands using the proper hand-washing technique before and after each class.
- **Teacher substitute contingencies.** Should an instructor need a substitute for class, which may or may not be due to concerns around COVID-19, we are only allowing instructors who have been through our extensive COVID-19 training process. We will not allow any temporary instructors during this period.
- **Sick leave support staff and teachers.** We have adopted the Families First Coronavirus Response Act (FFCRA), which provides for increased sick leave and Family Medical Leave should a W-2 employee need time off as a result of a COVID-19 concern. We have provided our 1099 subcontractors with the relevant guidance and support to also obtain FFCRA support should they need time off as a result of a COVID-19 concern.
- **No hands-on instruction or form correction.** Our instructors will remain ten feet away from all patrons and will not be performing any hands-on instruction or form correction until further notice.

### III. Expectations and Responsibilities of our Clients/ Dancers / Parents

We expect all of our clients, dancers, and parents to comply with the following procedures and precautions:

- **Complete our COVID-19 Symptom Questionnaire prior to entry.** All patrons and / or legal guardian must complete this questionnaire prior to entry. The questionnaire will be available on our website for clients to print and complete prior to each class. Paper copies will also be available in the studio. Thank you for your patience.
- **Follow CDC guidance if you have (or have had) COVID-19 symptoms.** All patrons who have had any COVID-19 Symptoms, which will be addressed in our Symptom Questionnaire, are instructed to follow the CDC's Guidance on [when you can be around others after you had or likely had COVID-19](#). While more guidance is provided in the link, if you think or know you had COVID-19, and had symptoms, you can be with others after:
  - Three days with no fever **and**
  - Respiratory symptoms have improved (e.g. cough, shortness of breath) **and**
  - 10 days since symptoms first appeared
- **Please park in the front OR back parking lot based on the assigned studio room.** We will be guiding all patrons to use the facility entry / exit door closest to the assigned studio room. Signage has been placed to assist with studio location. Teachers and / or staff will assist in ushering students to the individual studio room.
- **Dressing rooms are closed until further notice.** Please prepare for class at home. Enter the studio through the proper doors and walk directly into the assigned studio. You may prepare and cool down within the studio itself.



- **Maintain at least six feet of social distance within common areas.** Upon entry and throughout our facility, please be mindful of social distancing guidelines. Please stay at least six feet from our staff, faculty, and other patrons.
- **Maintain at least ten feet of social distance during class periods, whether in the studio itself or in the hallway (e.g. en route to the restroom during class).** There is a requirement to maintain at least ten feet of social distance during class. We will mark the studio floors and walls to assist with knowing the distance. Please be mindful of heavy breathing during restroom breaks within a class period. Please wear a face covering as required unless unable.
- **Face coverings.** All patrons within our facility are required to wear face coverings at all times while in the facility, including during class to the best extent possible. Please be mindful that wearing face coverings while exercising may be challenging. It is important to remove the face covering as needed to catch your breath and drink water but to do so in a proper manner through 10 feet of social distancing.
- **Use our updated virtual registration procedures.** Adult registration has been moved entirely virtual. We will not have in-person or walk-in registrations until further notice.
- **Curbside drop-off / pick-up.** Please perform drop-off and pick-up at our entry / exit doors. For the safety and health of everyone in the facility, we are not allowing parents or siblings inside the studio until further notice. See guidance above regarding parking and facility entry / exit. Our team will assist with ushering students in a socially distant fashion to the appropriate location in the studio, as needed.
- **Please bring your own water bottle.** While we have water fountains and these will be disinfected in accordance with our heightened cleaning protocol, please bring your own water bottle(s) for use. BalletNova will not have water bottles available for sale until further notice.
- **Please bring your own hand sanitizer.** While we have hand sanitizer stations at all entry / exit points within our facility, please bring your own hand sanitizer.
- **COVID-19 Coordinator.** Please direct all questions regarding COVID-19 to Kathy Paczak, our Operations Manager. Kathy has been named our COVID-19 Coordinator. While all of our Staff and Faculty are trained on our precautions, Kathy will be most helpful in answering your questions.
- **Be kind and considerate.** No details need to be provided here. We are all in this together.