

SPC SAFETY PLAN

Best Practices for Opening our New Studio Space



Throughout this difficult year, while theatres and musical teaching centres across the country have been closed, our thoughts have been with our communities and our students. Whether it be the virus itself or the consequences of the virus on the workforce and the economy, the impacts have been deeply felt by everyone.

Public health experts tell us that it will take some time for life to return to a sense of normalcy - here we are, 1 year in, and normal is new and constantly being “reinvented”. However, we cannot stop enjoying life until what once was “normal” returns... What we can do, is take what we know now about the virus and give people the tools they need to be safe, responsible and create environments designed to curb its spread.

Shepherd Private Coaching is excited for our new steps forward to opening this fabulous space! We can't wait to see you in Performing Arts Camp 2021! JOIN THE PAC!

Preparing for the moment when we can open our doors to the New Studio, Miss Lauren and Shepherd Private Coaching has been working to develop a plan that will allow us to safely welcome you into this brand new and expanded space. Our “Seven-Point Safety Plan,” puts your health and safety at the centre of all we do. It is a comprehensive, multi-layered approach resulting from months of guidance from public health experts. It addresses everything from employee screening, masks, cleaning and air quality! Our new expanded studio space was designed to bring people together and to share common experiences because the human desire to connect is very real. We will still celebrate one another, continue to discover new things and find joy in the moment. But we must do so safely.

In-Person programming will not look the way we have previously been accustomed to for a while, and that’s not only okay, it’s critically important. Miss Lauren has worked diligently, and is proud of this comprehensive plan that will allow all Shepherd Private Coaching students and families to Participate Safely. While there is no proven playbook for the current challenges we face, you have my commitment that we will continue to be driven by data, science and public health guidelines as we evaluate and evolve our safety protocols and policies.



We are confident in our company’s deep operating experience, our expertise in safely managing public gatherings, the integrity of our leadership team and our studio families’ desires to experience the arts safely. We have tremendous confidence that the students and families of Shepherd Private Coaching will rise to this challenge and will be here, and ready, to provide the service and experiences for which we are trusted, renowned and beloved.

Using current health guidelines, and last year’s cohort capacity for Summer Camp programming, SPC Studio will be open this summer for Performing Arts Camp

“MUSIC IS LIFE ITSELF.”

-LOUIS ARMSTRONG

On behalf of all of Miss Lauren, Shepherd Private Coaching, and our new instructors coming this Summer Season (and beyond), we look forward to seeing you again soon.

LAUREN SHEPHERD
 Owner, Shepherd Private Coaching
 BA Hon, MFA
 RCM Certified Teacher
 Licensed Zumbini® Instructor

Throughout this pandemic the focus at Shepherd Private Coaching has been on the health and safety of our communities, and students. As we prepare for our new future at the studio, our priority is opening in a manner that puts health and safety at the centre of our operations. We believe we can balance the customer service our students and families have come to expect from Miss Lauren and Shepherd Private Coaching, with the urgent need to apply the knowledge we have about the virus that causes COVID-19 and adapt our environment accordingly.

In accordance with guidance and directives from the World Health Organization, Centres for Disease Control and Prevention (CDC), Canadian and Ontario Health Departments where we operate – we have outlined our "Seven-Point Safety Plan." As our knowledge of the virus and how it is transmitted evolves, so will our protocols. All new and current instructors will undergo detailed training and briefings on these health and safety protocols before welcoming students into our new studio space, and again as they evolve, so we can provide the safest environment possible.

SEVEN-POINT SAFETY PLAN

Over the past months, we have certainly missed holding in-person programming –as evidenced by the e-mails, social media engagements and phone calls we have received – we know you have missed us, too. During this unprecedented time, you may have seen our consistent efforts to stay in contact with you, pledging we would open when, and only when, in accordance with Canadian, Ontario, and local directives, it was safe to do so. We have developed a multi-layered, seven-point plan designed to deter the spread of the virus, protect our families and instructors, and help us rapidly respond if a student, guest or instructor shows symptoms or tests positive for the virus. Using this approach, Shepherd Private Coaching is creating an environment that puts health and safety at the forefront of all that we do.

1. SCREENING, TEMPERATURE CHECKS, INSTRUCTOR TRAINING



Pre-Screening Forms, Links, and More!

We have implemented both instructor and family screening measures to assess signs and symptoms of infection and the possibility of recent exposure to someone infected with the virus. These will be accessed via Google Forms, the links will be clearly posted in the studio as well as sent to all participating families. Instructors are currently and will continue to go through temperature checks before entering the studios. Instructors are also asked to answer a series of screening questions about any current symptoms and recent exposure to COVID-19-infected individuals. Instructors that are not well or who reside with an infected individual will not be allowed to work.

We ask that students abide by a similar self-screening protocol prior to arriving and during your Lessons. If you have reason to believe you may have been exposed to the virus, we strongly urge you to follow Canadian guidelines for self-quarantine and not travel to our studios. We will look forward to welcoming you once the self-quarantine period is complete.

If you develop symptoms during your stay, we have personnel on staff and protocols in place to assist. Instructors will receive comprehensive training on new health and safety protocols, on proper wearing of personal protective equipment (PPE) and reinforced training on the importance of handwashing, cleaning and physical distancing guidelines. We will install physical signage to both train and remind our students and instructors of the proper protocols.

2. MANDATORY MASKS AND PERSONAL PROTECTIVE EQUIPMENT (PPE)



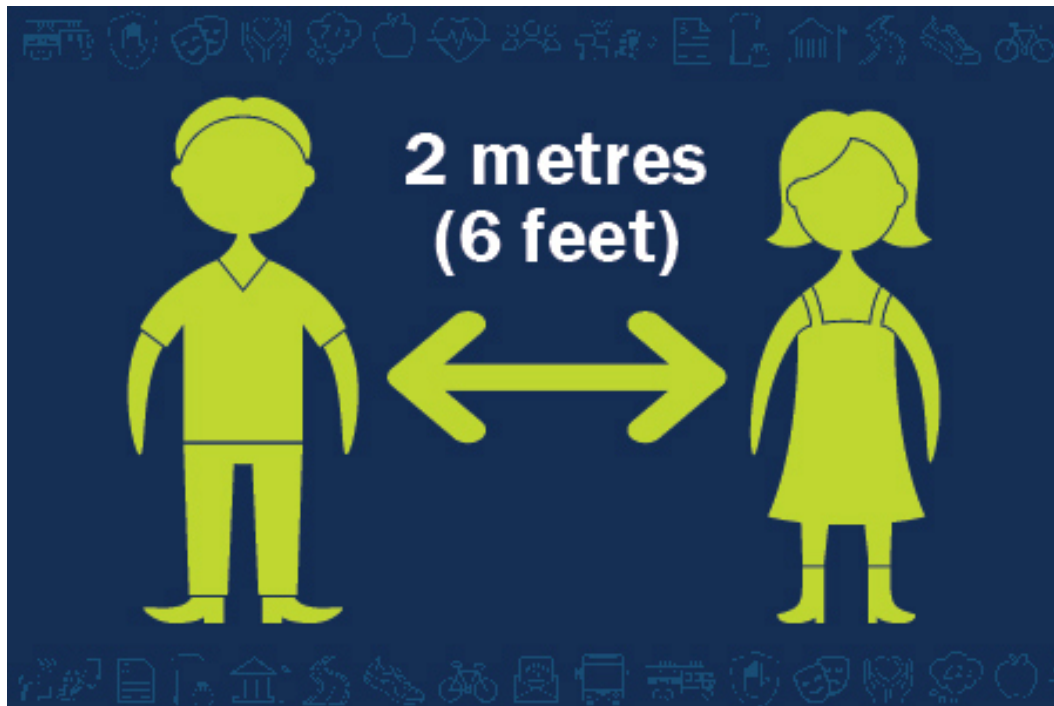
Masks, Hand Washing, Sanitization and More!

Instructors will be provided and required to wear an approved mask and/or face shields when in the studios. Shepherd Private Coaching will also require students over the age of 5 yrs to wear masks in public areas and will offer masks and/or face shields to any guests who need one, free of charge. Students/Participants between the ages of 2-5yrs are strongly encouraged to use a mask if they are able. Students may be required to wear masks when appropriate physical distancing or barriers cannot be maintained. Gloves will continue to be worn by instructors who require them to do their jobs, such as instructors who clean public areas. Additional categories of instructors required to wear PPE will be identified by experts as the case may change.

•**Drinks:** We ask everyone to bring in their own bottled water or beverage. We ask when students are drinking to minimize the amount of time masks are removed. Water bottles with built in straws make this process much easier, especially for our younger participants.

•**Changing Shoes:** We will ask guests to place their shoes (should they wish to change them for a class) in one of the bench cubbies, or keep them with their personal belongings (returning them to their bag etc). This helps maintain easy to wipe down surfaces for our instructors once class has concluded.

3. PHYSICAL DISTANCING



Physical Distancing not Socially Distant

A 6-foot physical distancing policy will be in place, with floor guides serving as reminders throughout our studios. From time-to-time, 6-foot distancing will be challenging—in those cases, reasonable mitigating protocols will be implemented, such as face shields for our instructors. Impermeable barriers may be installed in areas throughout studio, where appropriate, for the safety of our students and instructors. Signage will be installed throughout our studios to help guide instructors, families, and students on how to safely practice physical distancing.

It is important to note that in the colour-coded reopening guidelines for the province, the Health & Safety advice directly states that in performing arts facilities “performers and employees must maintain 2m physical distance except for the purposes of performance”.

So what does this ultimately mean?

It means Shepherd Private Coaching is capping class sizes, summer camp cohorts, and the like to ensure that only the same groups of students are gathering in their

spaces, sharing props, and with appropriate PPE usage may come closer than 2m to one another for performance purposes only.

4. HAND WASHING AND ENHANCED SANITIZATION



Wash Those Hands!

Following Canadian guidelines we have already increased the amount of routine cleaning, with a focus on high-touch surfaces in common-areas. We will continue using proven cleaning products in accordance with Ontario guidelines for coronaviruses, bacteria and other infectious pathogens. Handwashing stations, and hand sanitizing station's will be readily available with a visible presence maintained throughout the studios. Signage will be installed throughout the studios to guide and remind instructors, families, and students of the importance of proper handwashing protocols. We have detailed sanitation protocols for our Restrooms. Studio entrance doors and bathroom doors will remain propped open where able to do so.

5. HEATING, VENTILATION, AND AIR CONDITIONING (HVAC) CONTROLS AND AIR QUALITY

We have always placed a high priority on air quality for our students and have reviewed the operation of our HVAC systems to identify additional opportunities to enhance their effectiveness. Rigorous measures in accordance with the established guidelines will help mitigate the risk of virus transmission which have been taken throughout our studios. Fresh air returns have increased air flows. As scientific information becomes available about the virus, and as additional guidance from provincial and local authorities and medical experts evolve, we will continue to review and adjust the operation of our HVAC systems, fully recognizing the important role they have in keeping employees and students healthy and safe.

When weather permits, doors and windows will be opened to allow greater air flow to the outdoors. In addition, HEPA filter air purifier systems will be used in all studios that are for the use of vocal production, and/or choreography or Zumbini® (physical activity).

6. INCIDENT RESPONSE PROTOCOLS

We have many protocols in place that are aimed at reducing the chance that infection will spread on our property. In the unfortunate event a student or instructor tests positive for the virus, we will activate incident response protocols to ensure the infected individual has access to medical treatment, exposed areas are thoroughly sanitized and, when possible, notify those who may have come in close, prolonged contact with the infected individual. Shepherd Private Coaching has personnel on staff to respond quickly in the event of an incident. Families can also refer to our COVID-19 Policies and Procedures page on our website for a comprehensive flow chart set of images to help them understand the procedures in place should signs or symptoms, or possible risk of exposure to the virus occur either at home, or while at the studio.

7. DIGITAL INNOVATIONS



Contactless Check In & Notifications

We are reimagining several aspects of the student experience through technology in order to transition current processes into contactless options for students. The most convenient, contactless way to check-in will be easy as reaching for your phone. Shepherd Private Coaching will be putting the arrival experience into the hands of our families, and students, enabling them to complete the check-in process themselves, and book for certain class lessons, if they so choose. Families will be able to see their arrival time in their Student Portal, make payments, access their digital materials for classes, and receive email reminders for class. Families and students will also complete their pre-screening questionnaires online prior to stepping foot in the studio. Alternatively, for students without smart phones or who prefer to not use one, they can complete the check-in process online using their personal computers at home before leaving for the studio itself.

SHEPHERD PRIVATE COACHING STUDIO PROTOCOLS INSTRUCTOR CONSIDERATIONS

(a) PERSONAL PROTECTIVE EQUIPMENT (PPE): Appropriate PPE will be provided to instructors.

(b) Masks and/or face shields will continue to be worn in accordance with studio policy, which is consistent with Ontario guidance and any provincial or local directives.

(c) Instructors will be allowed to use restrooms and handwashing stations in order to wash their hands more frequently.

(d) Instructors who previously donned gloves for their work will continue to do so, such as cleaning personnel. Other employees will wear gloves if they work in areas where they will be touching soiled linen or large volumes of cash. If gloves are worn, employees will follow proper donning/doffing procedures and avoid touching their face (and washing hands and changing gloves if the employee must touch their face).

(e) Instructors that need or wish to wear gloves; after finishing lessons and before entering the next lesson, instructors will remove gloves and wash hands with soap and water for at least 20 seconds. If soap and water are not available, instructors can use an alcohol-based hand sanitizer that contains at least 70% alcohol.

(f) Instructors using gloves must avoid touching their face and will wash their hands frequently.

(g) SANITIZING AND DISINFECTING: Instructors will wash their hands with soap and water for at least 20 seconds at the start and end of the lessons, during breaks, and before and after using gloves if applicable. If soap and water are not available, instructors can use an alcohol-based hand sanitizer that contains at least 70% alcohol. Hand sanitizing or handwashing stations will be placed at key instructor contact areas such as private studios, office, and the communal lobby area. Signage will be posted throughout the studio reminding instructors of the proper way to wash hands, sneeze and to avoid touching their faces.

(h) Prior to starting any lesson, instructors will clean/disinfect commonly touched surfaces and tools with an approved disinfectant.

(i) All instructors will receive training (either virtually or through appropriate physical distancing) on COVID-19 safety and sanitation protocols; department specific procedures and training will also be provided.

STUDENT/FAMILY CONSIDERATIONS

- (a) Hand sanitizing or handwashing stations will be placed at student contact areas such as lobbies, the main studio, private studio entrances, meeting and office spaces and exits.
- (b) Students/Families will be strongly encouraged to wear masks in all public areas. Students may be required to wear masks and/or face shields (provided) when appropriate physical distancing or barriers cannot be maintained.
- (c) Health and physical distancing signage will be placed throughout the Studio.
- (d) Instructors will receive clear procedures on how to respond appropriately to potential cases of the coronavirus infection on the property, in accordance with local guidelines, and how to provide full support to students and families in addressing health concerns.

PHYSICAL DISTANCING PROTOCOL

- (a) Students will be asked to practice physical distancing (standing at least 6 feet apart) from other Students while moving around the studio, except where necessary for blocking/choreography for performance.
- (b) Students will be asked to maintain 6 feet of separation while queuing in line at studio lobby, waiting for restrooms, etc. Shepherd Private Coaching will place markers on the floor to indicate proper spacing.
- (c) Studio front desk, business offices, Restrooms will utilize every possible situation to avoid crowds, wherever possible.
- (d) When physical distancing guidelines cannot be maintained (e.g., reception transactions), plexiglass barriers or other suitable alternative will be used where feasible to separate students and or employees (e.g., at front desk or in office chats, etc.) to maintain the 2 meter distance rules.
- (e) Physical layouts will be arranged to provide for appropriate distancing (in studios, restrooms, lobby, entranceways) where feasible.
- (f) Signage will be posted in high traffic areas to remind guests of distancing protocols and other safety practices.

(g) Studios will reduce seating capacities to allow for a minimum of 6 feet between each seated group (parties, families who attend lessons together will be allowed to sit near each other).

CLEANINGSTANDARDS

(a) Cleaning will focus on high touch point areas for high frequency sanitation (e.g., door handles, push plates, crash bars, light switches, countertops, basins, toilets, urinals, faucets, restroom stalls and stall doors, lobby check-in desk, hallways, business offices). High touch surfaces will be cleaned and disinfected regularly, with a more frequent focus on the bathrooms.

(b) Self-service areas available to the students/families (water, tea, coffee etc.) will be cleaned regularly with disinfectant that is approved for use against the virus that causes COVID-19.

(c) Counters and card terminals will be cleaned regularly with approved disinfectant.

(d) Hand sanitizer will be available on the counter for students, as well as instructors.

(e) Studios will have area-specific cleaning guidelines and protocols that meet or exceed provincial protocols.

(f) The frequency of cleaning and disinfecting will be increased in high traffic back of studios areas with an emphasis on the instructors rooms, entrances, restrooms, offices and shared spaces.

(g) Shepherd Private Coaching will provide alcohol-based hand sanitizers that contain at least 70% alcohol. Shepherd Private Coaching will also provide cleaning/ disinfecting products that are approved by the Canadian Government for use against COVID-19.



