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DANCE UNLIMITED
PERFORMING ARTS INC.
CUSTOMER POLICIES
RELATED TO COVID-19

These policies may be updated at any time. Last updated August 27th, 2020

ARRIVAL AT STUDIO

- Faculty and dancers will **NOT** be permitted in the building if they, or a family member at home are not well or are showing any symptoms of illness. This includes but is not limited to; symptoms of a cold, flu, or Covid-19 including a cough, sneezing, runny nose, sore throat, fatigue.
- Dancers are to wait in their car until it's time for their class.
- If waiting outside the building, please do not block the stairwell or the exit door in the walkway.
- Physical distancing **MUST** be in place when on the studio property, including in the parking lot.
- To limit traffic within the studio, dancers 7 and over will enter the studio by themselves. Dancers 6 and under may have 1 parent enter with them, *if necessary*, to prepare them for class but then they must leave the building for the duration of the class. If you have a cell phone, please make sure your cell phone number is current in your Studio Director account, should we need to get hold of you during class. You may update it through the following link. <https://app.thestudiodirector.com/danceunlimitedperformin/portal.sd?page=Login>
- Dancers must **ONLY** use the stairs to access the front door, please **DO NOT** use the walk way as it is an exit only.
- Every person will hand sanitize as they enter the building and be asked if they are experiencing any symptoms as listed above.
- Dancers will arrive ready to participate in class. Only shoes will be changed once in the studio.
- Dance attire must incorporate all genres dancers are taking that day. Example, ballet attire is worn under Hip Hop attire. Dancers cannot change between classes, but may remove layered clothing and place it in their bin.
- Individual bins will be provided to each dancer as they enter building. All items will remain in their bin for the entire time they are in the building. Only dance shoes and water bottles will be permitted in the studio. For older dancers, phones, keys and wallet are permitted. Please do not bring large bags or backpacks into the building. Bins are 12' x 12' so are not big enough to hold large bags.
- Dancers arriving by bus after school with their school bag will place their school bag in a second bin.
- Dancers will enter the building no more than 5 minutes before class start time. This allows us time to disinfect before class starts and between classes.
- Physical and social distancing measures will be followed while dancers are entering the building.
- All those entering the studio must follow floor markings such as arrows and physical distancing markers.
- For dancers and faculty, masks are welcome, but not mandatory. For all others, masks are mandatory when inside the building. This includes parents entering the studio dropping off dancers 6 years and under.

UPON ENTERING STUDIO SPACES

- Each studio has hand sanitizer. Dancers will hand sanitize throughout the class as necessary.
- At the beginning of each class, dancers will be reminded of physical distancing requirements.
- If a dancer accidentally touches their face, they will use the sanitizer provided.
- All faculty and dancers will continue to wash their hands or sanitize if they have multiple classes in a row.
- Studios have been blocked off into spaces to allow for physical distancing and each dancer will be given a specific space to dance in during their class. Space required for each dancer is 6' x 6' however we have allowed more than that.
 - o Studio 1 spaces are 7' x 8'
 - o Studio 2 spaces are 7' x 7'
 - o Studio 3 spaces are 7' x 6'
- No physical spotting, or contact with others will be done.
- Dancers will not execute new skills that require a teacher to physically spot them.
- 6 feet physical distance will always be maintained unless emergency first aid is required. Faculty and staff will use masks & gloves to perform emergency first aid if needed.
- Classes that require mats, each dancer will have their own disinfected mat for the entire class.
- If props are used in class, each dancer will have their personal bag of props that will only be used by them and will be provided by the studio. These will be disinfected after each class and stored at the studio.
- Viewing windows will be closed to avoid unnecessary gathering in common areas.
- No more than 2 people in the office at once. Appointments are mandatory for entering the office.

EXITING THE STUDIO

- When dancers are finished their class, they will change footwear, collect all their belongings from their individual bin, take their bin and place it outside each studio door.
- Dancers will be let out of their class 5 minutes early to give allow us time for disinfecting before the next class.
- Parents must be at the studio immediately at the end of their dancers class for pick up as dancers are not allowed to remain inside the studio once their class is done. Please plan accordingly.
- Parents of younger dancers, please make sure you are waiting outside the exit door area for your dancer to be released from their class.
- The exit door from inside the studio is located at the end of the hallways by studio 2 and 3 doors. From outside it is located to the right of the lower loading bay.

REPORTING FOR CLASS WHEN ILL

- If you have the symptoms of a cold, flu, or Covid-19 including a cough, sneezing, runny nose, sore throat, fatigue you must stay at home. Please call or email us to let us know your dancer will be missing class due to illness.

SAFETY & CLEANING PROTOCOLS

- All portable storage, foyer/lounge tables/chairs, microwave, fridge, have been removed and may not be used.
- Food may not be consumed inside the building.
- Water bottles **CANNOT** be refilled at the studio. Dancers must bring their own, full, water bottle, as they will not be allowed to leave to get a drink from the tap. For those with multiple classes in a row, be sure to send your dancer with enough water for all their classes.
- Those dancers that must have a break to consume food, it must be done outside the studio.
- If a dancer has a break between classes, they must exit the studio and return when it is time for their next class.
- Dancers cannot remain in the building while they are not in a class. We realize this may be difficult for some families but we must follow the guidelines set in place for us.
- Barres, stereo, mats, door handles, light switches, etc. will be disinfected after use.
- Please make sure your dancer uses the bathroom before heading to the studio if possible.
- Bathrooms will be cleaned regularly.
- One bathroom is designated for faculty and staff and the other for dancers.
- The studio will be cleaned thoroughly after classes conclude for the day.
- The studio's HVAC system will always be on during class time ensuring fresh air from outside is brought in to each individual studio.

COMMUNICATION & TRAINING

- If at any point you see room for improvement on safety protocols, please email the studio immediately so a solution can be determined.
- Training is provided to faculty regarding Covid-19, cleaning procedures and work environments.

PROTECTING MENTAL HEALTH

- Dancers may be affected by the anxiety and uncertainty created by the COVID-19 outbreak. It's important to remember that mental health is just as important as physical health, and to take measures to support mental well-being. Here are some resources that can assist with maintaining mental health in the workplace during this time.
- Tips for supporting mental well-being during COVID-19
 - [Tips for supporting your mental health through the COVID-19 pandemic](#)
 - [COVID-19: Balancing public health and mental health](#)
 - [What to do if you are anxious or worried about coronavirus](#)
- Tips for children, youth and parents about COVID-19
 - [BC Children's tips for talking to children about COVID-19](#)
 - [Anxiety Canada's tips for talking to kids about COVID-19](#)
 - [Information about COVID-19 for people age 12-24](#)