

## EMBRACE REOPENING PROTOCOLS AND PROCEDURES

We are so excited to be back in the studio and see your beautiful faces! To ensure the safety of our students and staff, and in compliance with provincial guidelines, we have implemented specific protocols and precautions. Please read this document thoroughly prior to attending your first class. Your cooperation is greatly appreciated in keeping you and your pole friends safe!

### UPDATE EFFECTIVE AUGUST 1, 2020

All staff and students are required to wear a mask upon entering and exiting the studio, and outside of class time. Masks are not mandatory during exercise and may be removed when your class starts. Masks will not be provided by the studio.

### WHAT WE EXPECT OF YOU

1. **Complete the self-assessment below prior to attending each class.** If you answer “yes” to any of the questions, DO NOT come into the studio and DO NOT attend class.

If an individual answer yes to any of the questions, they must not be allowed to participate in the sport. Children and youth will need a parent to assist them to complete this screening tool.

1.	Does the person attending the activity, have any of the below symptoms:	YES	NO
	Fever	<input type="checkbox"/>	<input type="checkbox"/>
	Cough	<input type="checkbox"/>	<input type="checkbox"/>
	Shortness of Breath / Difficulty Breathing	<input type="checkbox"/>	<input type="checkbox"/>
	Sore throat	<input type="checkbox"/>	<input type="checkbox"/>
	Chills	<input type="checkbox"/>	<input type="checkbox"/>
	Painful swallowing	<input type="checkbox"/>	<input type="checkbox"/>
	Runny Nose / Nasal Congestion	<input type="checkbox"/>	<input type="checkbox"/>
	Feeling unwell / Fatigued	<input type="checkbox"/>	<input type="checkbox"/>
	Nausea / Vomiting / Diarrhea	<input type="checkbox"/>	<input type="checkbox"/>
	Unexplained loss of appetite	<input type="checkbox"/>	<input type="checkbox"/>
	Loss of sense of taste or smell	<input type="checkbox"/>	<input type="checkbox"/>
	Muscle/ Joint aches	<input type="checkbox"/>	<input type="checkbox"/>
	Headache	<input type="checkbox"/>	<input type="checkbox"/>
	Conjunctivitis	<input type="checkbox"/>	<input type="checkbox"/>
2.	Have you, or anyone in your household, travelled outside of Canada in the last 14 days?	<input type="checkbox"/>	<input type="checkbox"/>
3.	Have you or your children attending the program had close unprotected* contact (face-to-face contact within 2 metres/6 feet) with someone who is ill with cough and/or fever?	<input type="checkbox"/>	<input type="checkbox"/>
4.	Have you or anyone in your household been in close unprotected contact in the last 14 days with someone who is being investigated or confirmed to be a case of COVID-19?	<input type="checkbox"/>	<input type="checkbox"/>

If you have answered “yes” to any of the above questions do not participate. Go home and use the AHS Online Assessment Tool to determine if testing is recommended



2. **Arrive ready to pole.** Please arrive already changed into your pole clothes to limit the number of items you bring to the studio and reduce the use of shared spaces.
3. **Leave it at home.** Please do your best to limit the number of items you bring to the studio. Bring all belongings with you into the studio and do not use the cubbies in the lobby. Belongings should be stored in a wipeable, washable, and/or disposable bag.
4. **Wait your turn.** Please remain in your vehicles outside of the studio until your instructor indicates you can enter. This will allow for the class before you to leave and ensure the studio is clean prior to entering.
5. **Arrive on time.** To control the number of students in the studio space, the doors will be locked during classes. ***Late students will not be permitted to join the class.*** Please be aware spectators, children, or anyone not participating in the class will not be allowed in the studio.
6. **Wash your hands.** Upon entering or exit the studio, wash your hands using the soap or hand sanitizer provided. Feel free to bring your own hand sanitizer to make this process more efficient and prevent bathroom line-ups.
7. **Maintain your distance.** Please respect others and maintain a minimum physical distance of 6 feet at all times. Proceed directly to your pole at the start of class. Each student will grab a yoga mat (if they did not bring one from home), mat and/or pole cleaner, and a clean cloth to use throughout the class.
8. **Be courteous.** Do your part to keep our pole family safe. Abide by our safety protocols, use proper equipment etiquette, and minimize the use of scented personal products.
9. **Clean your space.** At the end of class, use the cleaning products provided to wipe down your pole, mat, floor surrounding your pole, and any other equipment you may have touched. Used cloths can be disposed in our laundry upon exiting the studio.
10. **Don't linger.** While we hate to see you go, we need time to prepare the space for the next group of students. After your class, once you have finished cleaning your space, please leave the studio so the Embrace staff can finish our cleaning. We welcome you to socialize outside after class while maintaining social distancing.



## WHAT YOU CAN EXPECT FROM US

1. **Enforced physical distancing.** This means ***no spotting*** during class. Your instructors will guide you through progressions to ensure your practice is safe and within your ability.
2. **Enhanced cleaning protocols.** Our studio has always been regularly disinfected to maintain a healthy environment. We are increasing the frequency of our cleaning, disinfecting high touch surfaces between each class, and increasing the alcohol content of all our cleaning products.
3. **Reduced class sizes.** To ensure physical distancing can be maintained, we have reduced our class sizes. As per our usual classes, poles will not be shared.
4. **Rapid response planning.** Embrace has developed a rapid response plan should an instructor or student develop symptoms of COVID-19 during class.
5. **Reduced intensity.** Our team will provide low intensity warm-ups to avoid increased respiratory rates. We will still ensure your body and muscles are properly prepared for each lesson.
6. **Mental health support.** We understand pole may be a part of your self care routine, but we are not mental health professionals. While we are open to having conversations with our students and providing as much emotional support as we can, if you need support for your mental health and wellness, please contact us and members of our team can connect you with resources.

## EQUIPMENT ETIQUETTE

- Take extra care to wipe down all equipment used in class. We encourage you to clean your pole prior to use as well as after.
- NO sharing of equipment. If you wish to use a crash mat or other shared equipment, you must wipe it down after use.
- Please feel free to bring your own equipment, including yoga mats, blocks, ankle weights, etc. Ensure your personal equipment is clean prior to bringing it to the studio.
- Your cleaning cloth is for single person use. Please dispose used clothes in the laundry bin at the end of class. Do not share your cloth with others during class.



## CANCELLATION POLICY

We want to stress the importance of staying home if you are sick or showing symptoms. We also understand that there will be waitlists for classes given our reduced schedule. Keeping this in mind, please note our revised cancellation policy below.

- If students are unable to attend class for any reason, they **must cancel at least 4 hours prior to the start of class**. This can be done by removing themselves from the class roster on the ScheduleHouse app or website, or by emailing [lauren@embracepoleart.com](mailto:lauren@embracepoleart.com).
- If a student cancels their class 4+ hours prior to the start of class, the student will have the pass available for use for future classes.
- Class passes for missed classes must be used by the expiry date on the pass.
- If a class is cancelled less than 4 hours prior to the start of the class, it is considered a late cancellation and the pass used for the class will not be returned.
- Pole Addict members who cancel less than 4 hours prior to the start of their class will be charged a **\$5 late cancellation fee**.
- Pole Basic members who cancel from Fitness Classes less than 4 hours prior to the start of their class will be charged a **\$5 late cancellation fee**.
- ***If you have a sudden onset of symptoms within the 4-hour period prior to the start of your class, DO NOT attend class. Please email [lauren@embracepoleart.com](mailto:lauren@embracepoleart.com) or text/call 780-218-2541 for make-up class options.***

If you have any questions about our cancellation policy or any other policy at Embrace, please contact [lauren@embracepoleart.com](mailto:lauren@embracepoleart.com).

## REINSTATING CLASS PASSES

All active class passes on your account prior to the temporary closure will remain valid. If your passes have expired, you have the option to extend them up to December 31, 2020. If you require assistance registering for classes, extending the expiry date of your passes, or have any questions, please email [lauren@embracepoleart.com](mailto:lauren@embracepoleart.com).

All membership contracts were terminated upon our temporary closure without penalty. Understanding that students may have experienced financial hardship during this time, memberships



will NOT be automatically reinstated. You can start a new membership contract through the ScheduleHouse website or mobile app, or reinstate your prior membership by emailing [lauren@embracepoleart.com](mailto:lauren@embracepoleart.com).

For Pole Addict members, please make note of our revised cancellation policy above.



Last updated on July 30, 2020

## FREQUENTLY ASKED QUESTIONS

### ***Do I have to wear a mask when attending class? (Updated July 30, 2020)***

Students are required to mask upon entering and exiting the studio, and outside of class time. Mask are not mandatory for exercising so they are optional to wear during class. Please be aware Embrace will not be supplying masks to students.

### ***I have unused passes from before the temporary closure. How do I use them now?***

All passes on your account prior to the temporary closure remain valid. If you require assistance using these passes to register please email [lauren@embracepoleart.com](mailto:lauren@embracepoleart.com).

### ***My passes have expired since the temporary closure. How do I extend them?***

Expired passes may be extended up to December 31, 2020. Please contact [lauren@embracepoleart.com](mailto:lauren@embracepoleart.com) to extend your passes.

### ***I previously had a membership. Do I have to reinstate it?***

No, we will not be forcing any students to reinstate their memberships. All memberships are terminated at this time. If a student wishes to reinstate or start a new contract, they can re-purchase on the ScheduleHouse app or email [lauren@embracepoleart.com](mailto:lauren@embracepoleart.com).

### ***I do not have childcare. Can my child wait in the lobby while I take my class?***

No, at this time we are only allowing participating students and instructors in the building.

### ***I want to continue classes but am unable to attend in person. Can I attend online?***

Yes, select classes will have virtual options for you to participate in or follow along at home.

### ***I have unused virtual credits. How can I still use these for in-person classes?***

Please contact [lauren@embracepoleart.com](mailto:lauren@embracepoleart.com) if you wish to transfer the remaining dollar value of your virtual class credits to in-person classes.



## **RAPID RESPONSE PLAN**

### **For Students**

If a student shows signs or symptoms of COVID-19 during a class they must:

1. Thoroughly wash their hands
2. Don a mask
3. Promptly exit the building

If a student is unable to drive themselves home or are waiting for a ride, they must wait in the office with a mask on and the door closed until they are able to leave.

The instructor will ensure all surfaces the student may have touch are cleaned prior to continuing the class. If an instructor must administer first aid and is unable to maintain physical distancing, they will wear gloves and a mask. Instructors will repeat hand hygiene prior to returning to class and ensure all surfaces touched are sanitized.

### **For Instructors**

If an instructor show signs or symptoms of COVID-19 during a class they must:

1. Thoroughly wash their hands
2. Don a mask
3. Promptly exit the building

If no other instructor is on site who can safely take over the class, the class will be deemed cancelled. The instructor will inform students of symptom onset, have students clean their areas, and all students will be required to exit the studio. The studio will be disinfected prior to the next use.

Passes will be reimbursed if an instructor is unable to complete a class due to COVID-19 symptoms.

