

# Customer Covid-19 Safety Plan

## **First Level Protection - Elimination (6 feet separation)**

- 1) Classrooms have been reconfigured to provide 6 feet of separation where possible.
- 2) Laser pointers will be used in class and by front desk to assist in maintaining 6 feet of separation.
- 3) Classroom activities have been modified to maintain 6 feet of separation between students.
- 4) Occupancy limits of 100 for the upper floor and 50 for the lower floor have been established.
- 5) **Only students taking lessons (and parents in group classes where parent participation is required) are to be in the building. Parents should drop students off just before their lesson begins and pick them up right after it ends. There will be no waiting rooms available so students should not be left to wait at Carillon for any length of time.**
- 6) Parents are responsible to assess the health of their children before sending them to lessons. Anyone sick with a fever, cold, influenza or Covid-19 should not come to lessons. We will offer a remote lesson option to private students in these cases. All students with Covid-19 symptoms and those who have travelled outside Canada are currently required to self-isolate for 14 days.

## **Second Level Protection - Engineering controls (plexiglass barriers)**

- 1) Group classes - barriers have been installed between adjoining pianos and around the teacher's piano.
- 2) Private classes - a moving barrier is available to separate the student and teacher. The exception to this is the concert room where 6 feet of separation is easily achieved.
- 3) Front desk - barriers have been installed around front desk and the display case.

## **Third Level Protection - Administrative controls (flow and cleaning)**

- 1) One-way traffic flow - all students should enter through the front door. (the back door will be locked) If the student's classroom is upstairs they will go up via the back stairwell (off the showroom). When their lesson is done they will go down

the main stairwell and exit out the back door where they can be picked up.

- 2) Group classes will be let out on a staggered basis to avoid large numbers of students exiting at the same time.
- 3) Alcohol based sanitizer will be provided to everyone to clean their hands when entering the building.
- 4) Small instruments used in the young children's programs will only be used once. They will then be placed in a container for cleaning before being placed back on the shelves.
- 5) Parent/students need to make sure to bring all necessary materials to class as we will not be loaning or sharing materials.
- 6) Alcohol based sanitizer will be provided at front desk. Customers are to clean their hands before looking at books or dealing with paperwork.
- 7) The piano keys and bench will be wiped down by the students (or their parents in parent-participation classes) before they begin their lesson.
- 8) Barriers will be cleaned on a regular basis.
- 9) Enhanced cleaning procedures have been implemented with respect to hard surfaces (door knobs, light switches, railings, counters), washroom and garbage.
- 10) The amount of furniture and equipment has been kept to a minimum to provide more space and remove surfaces that can be touched.
- 11) Piano sales will be handled on an appointment only basis.

### **Fourth Level Protection - PPE (shields and masks)**

- 1) Masks will not be required at this time. However, we strongly recommend that you wear a mask to the classroom and when leaving. During the class we would prefer the mask be removed to improve communication. However, everyone should do whatever they are comfortable with.
- 2) Shields will be worn by teachers in situations where 6 feet of separation or remaining behind a barrier is not possible.

**THIS PLAN IS SUBJECT TO CHANGE**

**Further instructions may be provided by the teacher when classes begin.**