



Safety Measures Handbook

Covid-19

For all staff & Volunteers



The COVID-19 pandemic is unprecedented and unlike any crisis we, as a fitness industry have ever had to face before. This is a manual on how we as a team can work together to open E&F with effective health and safety procedures, stay ahead of the curve and come out the other end of it as a team with our values intact.

It has been a long few months of quick learning, researching and pivoting of the business where we take each step day by day, and every day that we all stay healthy and the studio within the Maltings can plan to open up again is a win for us.

As an interim measure we are opening up from The Maltings, a wonderful trust based huge venue in the centre of Farnham. With onsite parking, their biggest space is almost 4 times the size of our Studio 1 to enable us to offer safe and socially distanced classes in an environment that allows our students to feel reassured and relaxed about their first journey back to 'in person' yoga.

Not forgetting the continued development of our online class platform www.ebbflowyoga.tv. Our upbeat and forward thinking E&F team have worked so hard with our wonderful teachers who have given of themselves to our community through the screen should be very proud of their efforts – this will be something all the community will be able to access when they prefer to practice at home or on holiday.

The E&F staff team has had to have oodles of tenacity to pick themselves up and keep going when it takes twice the energy to put out a class than it has ever done before and all those long nights learning new software and techniques.

You all are a credit to Ebb&Flow and we salute you.

Jill & Katy Simpson

Ebb&Flow Yoga Ltd

COVID-19 HANDBOOK FOR ALL TEAM MEMBERS

HYGIENE

Compulsory hygiene practices across the board. All products for cleaning on site to be of healthcare strength disinfectant for the time being.

- Handwashing every 30 minutes by all team members
- Hand sanitisers and wipes to be made available absolutely everywhere
- Make masks available for all staff
- Scheduled sanitising of all shared surfaces used by E&F team every 30 minutes
- Increased cleaning across the board every evening by The Maltings
- Ban physical contact (no handshakes, high fives, fist bumps etc.)
- Members of staff to stand 2m apart where possible
- Ensure all doors are propped open to lessen the need for touching where possible.
- Avoid the use of paperwork, email all items to staff, teachers and customers where possible
- Anyone who has any symptoms, coughing, looking unwell, sneezing or mentioning that they have been in close proximity to someone during the last 14 days who has tested positive must be asked to leave
- Contactless temperature checking of staff on entry to the building
- RAPID 10 alcohol based sanitiser spray (used to disinfect Ambulances) to be used for all E&F yoga mats between classes.

Useful: students are very sensitive to hygiene and anything that even looks messy will translate to unclean in their minds, so everyone's clothes, hair, nails, or any surfaces guests can see all needs to be tidy and spotless, now more than ever.

HEALTH

- We strongly discourage travel abroad for our team and teachers for the moment. Please let Jill or Katy know if you do choose to do this as you will need to self-isolate for 14 days.
- We have invested in contactless thermometers, multiple agency cleans, protection equipment, signage and enforce daily, mandatory temperature checks for the team upon arrival.
- Anyone with a fever or other COVID-19 symptoms, will be sent home.
- We will extend this to anyone who visits our premises. Anyone with a temperature of 37.5 degrees Celsius or above cannot be allowed to practice or stay in the building and should consider seeking medical advice.
- Deliveries must be left outside wherever possible.

WITHIN THE GREAT HALL

- We need to plan for arrival of guests, including setting up markers to show students where their mats can be placed at a 2m distance, teacher included.
- Offer sanitiser and wipes, plus a rubbish bin area with its own liner so that students can wipe their own mats and equipment. You can never have too many wipes or hand sanitisers available.
- Doors to be propped open where possible
- No E&F equipment to be available for use, only the Yoga Mats to be out on the floor to be used as place markers.
- Timings of classes
- Students will be asked to bring their own yoga mats, equipment etc. to ensure the highest standards of hygiene.
- All guests need to be checked in by a member of staff behind a screen at reception. Guests must not touch the iPad.
- A queuing system will be put in place with markers at 2m distance from each other on entry to the Great Hall including within the toilet areas.
- All door handles, touch pads, light switches, window handles/levers, remote controls, keyboards, iPads, screens and desk surfaces to be disinfected after each class.

TEAM ORGANISATION

- We should consider splitting our reception and volunteer teams into A/Bs so that the As and the Bs do not interact in-person, in or outside of work. This limits the impact so if someone on the As becomes ill and the rest of the As need to self-isolate, the Bs can still keep working.

Useful: our team culture is that nobody is better than anyone else, the reception team and volunteer team should work in a 'what needs to get done' fashion offering invaluable support to each other.

SAFETY MESSAGING & COMMUNICATIONS

We need to ensure that the messaging across all of our platforms (social media, emails, press releases, conversations with students etc.) is aligned and timely.

We should prepare for a student or a team member to test positive for the virus and follow our procedures below. If you react quickly, sincerely and transparently, this is the Ebb&Flow way.

QUEUE MANAGEMENT

We need to ensure we have one way flows of people where possible. When setting up Sign In areas before classes, have plenty of air flow where people are standing and encourage people to stay 2m apart with floor markings.

FACE COVERINGS

Supplies of PPE, including surgical face masks, must continue to be reserved for those who need them to protect against risks in their healthcare settings/workplace, such as care workers, physios, dentists.

We have decided to make some face coverings for you to use (one each, which should be washed at 60 degrees to kill the virus). A face covering is not the same as a face mask, such as the surgical masks or respirators used by health and care workers..

Government guidance says about face coverings “It is important to know that the evidence of the benefit of using a face covering to protect others is weak and the effect is likely to be small, therefore face coverings are not a replacement for the other ways of managing risk, including minimising time spent in contact, using fixed teams and partnering for close-up work, and increasing hand and surface washing.” Wearing a face covering is optional and is not required by law, including in the workplace. If you choose to wear one, it is important to use face coverings properly and wash your hands before putting them on and taking them off.

TESTING POSITIVE

At the point of knowing that a person has tested positive we should act with compassion and kindness. Our job is to ensure the safety of all of the students, coming to the Maltings and of those who have been in close proximity to the person who is infected

- Hygiene:
 - Any classes that are scheduled in the Great Hall where the infected person has attended should be cancelled until a high level clean has been carried out.
 - Any toilet areas, reception areas, phones, surfaces and all door handles, lockers, banister rails, main diary, light switches, etc. to have a thorough clean with disinfectant immediately.
 - Agency contract cleaners should be contacted immediately to book a thorough disinfect covid-19 clean overnight or with immediate effect.

TESTING POSITIVE CONT'D

- Traceability
 - We should contact all students coming to the Maltings booked into classes if they have to be cancelled
 - Contact students by email (any bounce backs we must phone) - using the Mindbody system who have shown to be in the same class as the infected person. Make a record of all students, keep the record and tag those people in the system as 'inactive'. This turns off the ability for them to use the Mindbody system.
 - Make a diary entry in reception main diary: in 14 days' time release all tagged students and mark as 'active'.
 - Email all students in the database to be transparent and informative about the situation that has occurred.

Useful: it is paramount that we keep the trust of our students, only by keeping everyone informed will ensure that everyone feels happy to come to the Maltings again.

STUDENT RELATIONS

Students will be so happy to see each other and us again. They must stay 2m apart from their fellow students and we must not encourage them to be closer than 2m from us.

They will feel relieved at being able to take part in something resembling normality. But they may also feel a little stressed and scared as coming to a class environment which represents uncertainty about the virus to them. Please stay empathetic at all times in the face of emotional responses, we are there to help people through this unusual time.

- Remember that as a yoga business we are not qualified to give medical advice or advise on next steps for guests. If they ask us about the virus or any other medical issue always direct them to the appropriate resource:
 - Their doctor
 - Ring 111
 - Look on the [government website](#) .

EXTERNAL COMMUNICATIONS

- If we find ourselves dealing with a situation where someone on the premises, or who has been to the premises has tested positive for COVID-19, we must communicate with the community but keep details (especially the name) of the infected person private at all times. We will share updates with the community, answer any questions especially to help people know if they have been in the same class as that person.

Useful: be sensitive to the mood of the students – we never know what other people are going through.

INTERNAL COMMUNICATIONS

This is never more important than in a time like this. As with external comms, keep communication lines open and transparent, everyone fears the unknown and there is so much unknown at the moment, so sharing is crucial. Where possible we will ensure our internal messaging goes out before your external messaging as it is never preferable for students to have more information than your team members, it makes us look unorganised and unhelpful.

- There is no shame around COVID-19 and we want to ensure that everyone including teachers knows that we will never penalise anyone for having this virus.

Right now, we cannot stress enough how important it is to keep us updated around anything to do with the virus that is happening in your personal life:

Maybe someone in your household, tests positive – let us know.

Someone you live with may have been exposed at their place of work – let us know.

You or your partner experience even mild symptoms – let us know.

THE ROAD AHEAD

It is important to stay optimistic but also realistic about the future. It is going to be a long time before the fitness industry landscape looks the way it used to, but we will get through this.

Adaptation has always been the key to survival so maximising our strengths if going to make a big difference. What we lack in resources we can make up for in agility.

We wish all of you good health and if there is anything you want to ask us (Katy or Jill), please do reach out and we will do our best to help.