



Dear Family Members of The Complex Performing and Creative Arts Centre,

As a valued member of our arts family, we wanted to reach out regarding the Novel Coronavirus (COVID-19) and its impact on our community and families.

We would like to reassure you that we are adhering to the CDC Guidelines as the health and wellbeing of our students, their families, and our staff are our top priority. We will continue to monitor and implement the local, state, and federal recommendations as they're announced.

We take pride in our facility and how it operates and would like to highlight the policies we have in place at the studio to help our families stay healthy and safe.

#### Prevention Steps in the Studio:

- Sanitizer: We have sanitizer at the studio entrance and in various locations throughout the space, the bathrooms as well as at the front desk and we encourage you to utilize it frequently.
- Handwashing: We encourage frequent handwashing (for at least 20 seconds before rinsing).
- Discouraging close contact: We have adjusted certain aspects of our classes to ensure students are not in too close of proximity. We will not be giving hugs or hi-fives and are asking students to skip those as well.
- Surface Cleaning: Every half hour we are wiping down frequently touched surfaces and equipment.
- Deep Cleaning: Each week we are deep cleaning the studio.
- Sneezes and Coughs: We are encouraging students to cough and sneeze into their arms, not in their hands.
- Staff: Only staff feeling well (without symptoms) will be in the studio.

#### How you can help:

- Don't bring toys from home.
- Don't send your child to the studio sick or if a family member is sick.
- Children missing a class due to illness will be granted a make-up session.
- Don't break any formal quarantine/government restrictions.
- Encourage your child to cough and sneeze into their arm or a tissue to then be disposed of, not in their hand.
- Alert us if your child does have COVID-19 and have been to the studio within the last 14 days so we can contact their peers.

In the coming days and weeks, we will continue to monitor the situation and pass along any pertinent information we gather. At this time The Complex remains open unless or until directed otherwise. Each family is encouraged to make their own decision about coming to the studio, please do what you feel comfortable with and what makes the most sense for you and your family. In the event that we are not able to conduct classes on-site, we will continue to provide the same education to our students remotely. Our staff is currently devising creative ways to conduct classes online, through independent experiences, and through live streams. We are doing all we can to keep a sense of normalcy for our community of amazing kiddos. In a time of such uncertainty, we want them to be certain they can always count on The Complex!

The well-being of our students and families is a top priority! Please know that we are here to address any concerns or issues and are happy to hear from you on additional ways we can keep our community healthy!

Sincerely,

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