

For ease of reading, here is the summary of what MHVS is doing to help contain the spread of COVID and how you can help.

For full details, please read the whole policy.

SUMMARY

During In-Person Lessons:

- Lessons will take place, following social distancing measures and sanitising between clients.
- Please follow the hygiene guidelines outlined below for in-person lessons.
- In the case of a student or household member being unwell or awaiting a COVID test result, but otherwise able to participate, an online lesson is offered. 5 hours notice is required.
- If student or client is unwell and not able to participate in lesson, the usual cancellation policy should be referred to.
- If a student or client has any sickness or feels unwell, they should report this via text or email to Maia Hendrickx with at least five hour's notice to 07568 555641 by text. **Emails, phone calls and voicemails will not be adequate.** Then arrangements will be made for an online lesson if adequate time is given. This cannot be claimed after the lesson time.

During Online Lessons:

- Online lessons are to be treated the same as in-person lessons in terms of:
 - Punctuality
 - Preparedness of student - having all equipment for the lesson (and accessing Zoom)
 - Cancellations/non-attendance
- Make yourself familiar with the documents 'Online Lessons' and 'Studio Policies'
 - To ensure you can access the lesson AHEAD of your appointed time
 - To make sure you understand what you need to prepare for a successful lesson
 - To understand the studio policies in the event of a lesson being forfeit

1. Introduction

The current coronavirus (COVID-19) outbreak, which began in December 2019, presents a significant challenge to the practice of singing teachers and those working in theatre. Maia Hendrickx Vocal Studios (MHVS) acknowledges the responsibility to protect students and clients by planning a policy to safeguard health, learning, and finances.

MHVS has plans and policies in place to protect its clients, to risk assess health requirements and to respond to threats caused by outbreaks. Cancellation policies are in place to protect the business, and policies such as this one, are in place to also protect the learning, development and financial commitment of MHVS clients and students.

Currently any booked lesson with MHVS is chargeable if canceled without 48 hours notice. This policy supports students and clients but planning ahead to avoid losses as well as protecting health.

Of course, plans need to be monitored carefully and adapted with the advice of Public Health and the UK Government.

Recognising the role and responsibility of MHVS to safeguard its clients and students, this document sets out what

Maia Hendrickx has done – and plans to do further – to respond accordingly and sensibly to the COVID-19 outbreak.

The response will be tailored to the nature, scale and location of the threat in the UK, as understanding develops.

The document sets out:

- what MHVS plans to do next, depending on the course the current coronavirus outbreak takes
- the role students and clients can play in supporting the response, now and in the future

2. Provisions for the outbreak - Planning principles

The policy prepares and responds to COVID-19 outbreak.

MHVS aims to:

- undertake dynamic risk assessments of potential health and other impacts, using the best available UK Government advice to inform decision making.
- minimise the potential health impact on all clients
- Be guided by the evidence, and regularly review research and development needs, to enhance preparedness and response.
- to take action to safeguard clients health and wellbeing.

Maia Hendrickx has planned an initial response based on information available at the time, in a context of uncertainty, that can be scaled up and down in response to new information to ensure a flexible and proportionate response. The response taken in the policy is to align with the government's commitment to Contain, Delay, Research and Mitigate an outbreak, using Government information and research to inform policy development,

The different phases, types and scale of actions depend upon how the course of the outbreak unfolds over time. Maia Hendrickx will monitor the local, national and international reports to model what happens next, over the immediate and longer terms.

The overall phases of MHVS's plan to respond to COVID-19 are:

- to safeguard students and clients at all times and put in place any and all reasonable measures to ensure safety during in-person lessons
- Contain: to respond to clients and students with any sickness, cough, sore throat, fever, cold or complaint of illness by re arranging the lesson to an online platform. Students who are quarantining **or** has a family member affected within two weeks, will also be rescheduled to an online lesson.
- Delay: lowering impact by organising online lessons if a student has to quarantine **or** has a family member affected, allowing a two-week period.
- Research: better understand Government local, National and International developments daily in order to respond with actions that will lessen the effect on all clients and lower the risk of spread.
- Mitigate: Make provisions and plans for lesson alternatives, communicate those plans with clients and students in order to maintain safety, uphold care and to maintain lesson standards.

3. Current Planning for MHVS clients and students.

The nature and scale of the response depends on the course of the disease. MHVS's policy will adapt reflexively with this guidance and will be notified by email to all clients and students. No student should need to miss a lesson, considering online lessons are available.

4. What MHVS plans to do next, depending on the course the current coronavirus outbreak takes

In the event of another lockdown, Maia Hendrickx will notify students and clients of any updates to this policy via email.

When lessons are in person, Maia will take the following safety measures:

- Maintaining social distancing of 3m within the teaching space
- Disinfecting/sanitising all equipment and touch areas between clients

Lessons can be taken online, so there is no risk to loss of finance to any client. Should Maia Hendrickx contract the virus, students can participate in a recorded tutorial online from home or own chosen location.

a. The role students and clients can play in supporting the response, now and in the future

All clients and students are expected to comply with the following additional measures :

- Students need to keep Maia Hendrickx up to date with contact information including personal email addresses and telephone numbers.
- Students must wash their hands with soap and warm water for 20 seconds before coming to the lesson. Provisions for hand cleaning will be provided at the lesson.
- If a student or client requires a COVID test and/or is awaiting results, they should report this via text to Maia Hendrickx with at least five hours' notice of the lesson. Then arrangements will be made for an online lesson if adequate time is given. This cannot be given or claimed after the lesson time.
- If a student or client feels unwell, but is otherwise able to sing or complete guided theory work, they should report this via text to Maia Hendrickx with at least five hours' notice of the lesson. Then arrangements will be made for an online lesson.
- Feeling unwell embodies any illness and is not exclusive to the COVID-19 symptoms only.
- A student or client should report if a family member living at the same address is unwell or has COVID-19 symptoms. An online lesson will be arranged, a minimum 5 hours' notice is necessary.

Regarding children of school attending age, lessons will be conducted online in the following circumstances:

- If schools are closed down due to COVID
- If movement between households is restricted

Turning up to a session unwell and cancellation of lessons

If a student comes to a lesson unwell, they will be sent home, with full charge due for the lesson, in line with the normal sickness or absence and cancellation policies. If a student or client is experiencing being unwell or any symptoms of COVID-19, they should follow the procedure set out above.

**MHVS has a cancellation policy that is visible on the online platform and also on www.mhvsvoicecoach.com
This has not changed and applies to both online and in-person lessons.**