



Pop Voices Policy on Covid -19 (Coronavirus)

1. General Information about COVID-19

What is COVID-19?

A coronavirus is a type of virus, it is part of a group of viruses and is common across the world. COVID-19 is a new strain of coronavirus which was first identified in China. The incubation period of COVID-19 is 14 days. This means that if a person remains well 14 days after having contact with someone with confirmed coronavirus, it is unlikely that they will have been infected.

The following symptoms may develop in the 14 days after exposure to someone who has COVID-19:

- New or continuous dry cough
- Difficulty breathing
- Fever (temperature of 37.8 or higher)
- Loss of taste and/or smell

Generally, the infection is very mild and often causes few or no symptoms (asymptomatic) but can cause more severe symptoms in some people, particularly those with weakened immune systems or older people, and those with long-term medical conditions. There is no evidence that children are more affected than other age groups with very few cases being reported in children.

How COVID-19 is Spread

As far as we are aware from experience with other viruses, the spread of COVID-19 is most likely to happen when there is close contact (within 2 metres) with an infected person. It is likely that the risk increases the longer someone has close contact with an infected person.

Droplets produced when an infected person coughs or sneezes (termed respiratory secretions) containing the virus are most likely to be the means of transmission. There is some evidence that the virus can remain on some surfaces that have been touched by another infected person

Preventing the Spread of Infection

The best way to prevent infection is to avoid being exposed to the virus. There are some general guidelines that have been identified which can help to help prevent the spread. These include:

- Covering your mouth and nose when you cough or sneeze with a tissue and then disposing of it safely. Catch it, Bin it, Kill it.
- Staying at home if you are displaying symptoms of the virus or know you have been in contact with someone who is infected.
- Trying to avoid touching your face when away from the home.
- Washing your hands more often, with soap or water and if handwashing facilities are not available then using an alcohol sanitiser.
- Wearing face masks in certain situations and always when Government legislation dictates.

2. Procedures Implemented at Pop Voices

At Pop Voices the safety of our members and staff is always top priority and we want all of our members to be able to sing with us and stay healthy. As with any other setting we cannot totally guarantee a completely risk-free environment during a pandemic, however we will continually work very hard to mitigate all risks to our members and staff. To help keep our venues as safe as possible we are implementing changes to our operations and classes in accordance with the Government Guidelines as follows:

- Providing Hand Sanitiser or Sanitising Stations at entrance & exit points at all classes
- Providing antibacterial wipes at all classes
- Reducing class sizes in accordance with the specific venue Covid-19 capacity
- Adapted session times with no social breaks
- Socially distanced (2 metre) class set up with floor markings in place
- Clear signage to remind members to socially distance
- Longer breaks between sessions to ensure limited crossover of our members
- Online or telephone booking system for track and trace purposes
- Resources provided online or by email
- Online or card transaction options for subscription payments

3. Customer compliance

In order for us to maintain compliance, it is vital our customers follow the guidelines below. These are to be communicated to customers prior to attending and are available to view on the website. They are as follows:

- Not arriving until 5 minutes before your class start time (or collection time for parents). You will be unable to enter the practise venue until invited to do so to ensure all previous class members have departed and any necessary cleaning procedures have been carried out
- Using hand sanitiser provided or your own as you enter the class
- Wearing face coverings (adults & children aged 11+) to enter and exit the class or when collecting your child from their class
- Leaving all personal belongings at home excluding valuables
- Leaving the site swiftly after your class
- Observing social distancing (2 metres) whilst you are in the class and on the venue grounds
- Not attending class if you are feeling unwell and in particular if you have any Covid-19 symptoms (a high temperature, persistent cough, loss of taste or smell)
- Not attending if you have visited any of the Government listed high risk countries within 14 days of the class
- Only one parent to collect child members
- Providing your own portable chair for classes where possible
- Paying your subscription using online banking or card transaction in class (no cash or cheques will be accepted)
- Printing your own resources out where possible
- Providing us with feedback or ideas for improvement as we are always happy to listen

4. Handling of Confirmed Cases of Covid-19

- If a member of our team has symptoms, we require them to self-isolate for 7 days.
- If a member of our team has been in contact with a confirmed case but is not yet showing symptoms, they will be required to self-isolate for 14 days in line with guidelines.
- If there is a confirmed case from a Pop Voices member who has attended classes, a risk assessment will be undertaken with advice from the local health protection team and measures carried out as advised accordingly.

5. Pricing and Refund Policy Relating to Covid-19

- Members who are unable to attend due to showing symptoms of Covid-19 are able to request a make-up class at any of our venues in lieu of their non-attendance.
- Members who are unable to attend due to self-isolating are able to request a make-up class at any of our venues in lieu of their non-attendance.

If Pop Voices is forced to close again for **more than 2 weeks** due to Covid-19 for any of the following reasons, we will revert back to virtual sessions.

- Classes closed following Government Guidance
- Staff in isolation
- Local or national lockdown

6. Other Information

In addition to the above Pop Voices will be implementing the following:

- Doors and windows to be opened as much as possible to encourage ventilation
- Classes will be adapted to facilitate social distancing as much as possible
- Class numbers reduced
- Full risk assessment carried out by Director

We will regularly amend and update these policies and procedures in line with the government. We will continue to be vigilant in our practice.