

# COVID-19 Preparedness & Response Plan



## Our Commitment

Pilates in East values the health and safety of our employees, community, and customers. We are committed to maintaining a safe and healthful environment for employees to work and to serve our customer needs. This Plan outlines our commitment to ensure all Employees, Vendors, and Customers understand the safety controls in place as prevention and precautionary measures to reduce the transmission of COVID-19.

## Applicability

This Plan applies to all locations, employees, and vendors. The Plan applies for the length of the National Pandemic Emergency relating to the novel Coronavirus COVID-19.

## Immediate Actions Taken to Prepare for Reopening

- ✓ Ordered disinfectant wipes and receptacles.
- ✓ Increased disinfecting with weekly cleaning of all studio surfaces
- ✓ Removed all cloth towels.
- ✓ Ordered vinyl coverings for all the reformer loops for easier cleaning between classes.
- ✓ No cash or in person transactions. Clients will be encouraged to have a credit card on file and then instructors can charge purchases on their own devices and there will be no need for signatures.
- ✓ Limit class size for appropriate spacing.
- ✓ Encourage those who are compromised to do zoom private sessions or our online classes.
- ✓ Stagger class times to prevent lingering in the lobbies.
- ✓ Have clients wait in cars until their session time then have them promptly exit.

## Exposure and Guidance

This Plan is based on information and guidance from the CDC and OSHA at the time of its development and is subject to change based on further information provided by the CDC, OSHA, and other public officials. The Company may also amend this Plan based on operational needs.

The Company has identified the following potential sources to spread COVID-19 in the workplace:

- The general public
- Customers
- Co-workers

Our employees fall into the following exposure category:

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- Lower exposure risk (the work performed does not required direct contact with people known or suspected to be infected with COVID-19 or frequent close contact with the public).

## Workplace Coordinator(s)

The Company has designated the following individual as its COVID-19 Workplace Coordinator: Ahme Bovee. The Coordinator is responsible for staying abreast of federal, state and local guidance and incorporating those recommendations into the Company's workplace. The Coordinator is also responsible for reviewing human resources policies and practices to make sure that they are consistent with this Plan and existing federal, state and local requirements.

The Coordinator can be reached at the following:

Phone numbers: (616) 242-9595

Email address: [ahme@pilatesineast.com](mailto:ahme@pilatesineast.com)

## Management Responsibilities

All managers and supervisors must be familiar with this Plan and be ready to answer questions from employees. Managers and supervisors must set a good example by following this Plan at all times. This involves practicing good personal hygiene and workplace safety practices to prevent the spread of the virus. Managers and supervisors must encourage this same behavior from all employees.

## Employee Responsibilities

The Company is asking every one of our employees to help with our prevention efforts while at work. In order to minimize the impact of COVID-19 at our worksite(s), everyone must play their part. As set forth below, the Company has instituted various housekeeping, social distancing, and other best practices at our workplace(s) to minimize exposure to COVID-19 and prevent its spread in the workplace. All employees must follow these best practices at all times for them to be effective. Beyond these best practices, the Company requires employees to report immediately to their managers or supervisors if they are experiencing signs or symptoms of COVID-19, as described below. If employees have a specific question about this Plan or COVID-19, they should ask their manager or supervisor.

OSHA and the CDC have provided the following control and preventative guidance for all workers, regardless of exposure risk:

- Frequently wash your hands with soap and water for at least 20 seconds.
- Avoid touching your eyes, nose, or mouth.

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- Jewelry, hairstyles, or clothing that cause excessive face touching or adjustments should be avoided. Hair may need to be pulled back or restrained to avoid excessive adjustments near the face.
- Follow appropriate respiratory etiquette, which includes covering for coughs and sneezes.
- Avoid close contact with people who are sick.
- While there is community spread of COVID-19, maintain appropriate social distance of six feet to the greatest extent possible.

In addition, employees must familiarize themselves with the symptoms and exposure risks of COVID-19. The primary symptoms of COVID-19 include the following:

- Dry cough;
- Fever (either feeling feverish or a temperature of 100.4 degrees or higher);
- Shortness of breath or difficulty breathing

Individuals with COVID-19 may also have early symptoms such as chills, body aches, sore throat, headache, diarrhea, nausea/vomiting, and runny nose.

If employees develop a fever and symptoms of respiratory illness, such as an atypical cough or shortness of breath, they must not to report to work, notify their supervisor immediately, and consult their healthcare provider. Likewise, if employees come into close contact with someone showing these symptoms, they must notify their supervisor immediately and consult their healthcare provider. The Company will also work to identify any employees who have close contact with individuals with COVID-19 symptoms.

“Close contact” is not brief or incidental contact with a person with COVID-19 symptoms. Instead, the CDC defines “close contact” as either:

- Being within approximately six feet of a COVID-19 infected person or a person with any COVID-19 symptom(s) for a “prolonged period of time;” or
- Having direct contact with infectious secretions of a COVID-19 infected person or a person with any COVID-19 symptom(s) (e.g., being coughed on).

There is no precise definition of “prolonged period of time.” CDC estimates range from 10 to 30 minutes. To protect employees, the Company uses the lower end of this range and considers a prolonged period to be 10 to 15 minutes of exposure.

Employees who identify COVID-19 like symptoms from customers or vendors must appropriately inform that person to exit the facility and come back later when they have spoken with a healthcare provider or followed CDC guidance. Understanding this situation can be difficult, it should be handled in a private and professional manner. This is a necessary protection for everyone involved.

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## Workplace Preventative Measures

The Company will take the following steps to minimize exposure from co-workers to COVID-19:

- Educate employees on protective behaviors that reduce the spread of COVID-19 and provide employees with the necessary tools for these protective behaviors, including:
  - Posting CDC information, including recommendations on risk factors in the workplace.
  - Providing tissues and no-touch disposal receptacles to minimize exposure to infectious secretions.
  - Inform employees of the importance of good hand hygiene. Regularly washing hands with soap and water for at least 20 seconds is one of the most effective ways for employees to minimize exposure to COVID-19.
  - Continuous availability of soap and water for employee hand washing.
  - Avoidance of handshaking and instead encourage the use of other noncontact methods of greeting.
  - Avoid other employees' phones, desks, offices, other work tools and equipment, and other commonly touched surfaces when possible. If necessary, clean and disinfect them before and after use.
  - Avoid sharing food utensils and food with other employees
  - Encourage and require social distancing to the greatest extent possible while in the workplace.
  - Encourage the use of cloth face coverings. Face coverings must be kept clean.
  - Encourage the use of disposable gloves for certain tasks.
  - Providing cleaning and disinfecting supplies and wipes.
  - Proper cleaning and disinfection procedure.
  - Place signage at entrances to restrict anyone with COVID-19 like symptoms from entering.
  - Require customers and employees to remove shoes in common areas.
  - Require all customers to wipe down any equipment and touch points upon leaving.
  - Require employees to wipe down all equipment and touch points in between classes.
  - Do not reuse towels, mats, or equipment until they are properly cleaned and disinfected.
- Protocol for social distancing practices:
  - Evaluate areas where employees work within 6 feet of each other and determine options to increase distance apart.
    - This may include offices, break rooms, and other employee only areas.
  - Evaluate areas where employees work within 6 feet of customers and determine options to increase distance apart.
    - This may include personal training, classrooms, hallways, and common areas.

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- Evaluate areas where customers may engage within 6 feet of other customers and determine option to increase distance apart.
    - This may include classrooms, hallways, and common areas.
  - Limit in-person meetings to groups of 10 or fewer.
  - Restrict the number of workers present on-site to no more than necessary.
  - Consider staggered shifts, break times, etc.
  - Promote remote work as much as possible.
  - Reduce building occupancy by 25% to promote social distancing.
  - Place markings on the floors to ensure customers and employees understand how to maintain 6 foot away from others.
  - Reduce classroom sizes by at least 25% or more as necessary to maintain social distancing practices.
  - Change the process for personal training and instructor training to have no physical contact with others.
  - Require entrance/exit sequences from front to back and back to front to reduce an influx at entrances/exits.
  - Implement and encourage participation in online classes whenever possible.
  - Place signage on extra reformers, mats, equipment, and spaces - “do not use” in order to ensure social distancing practices are properly maintained.
  - Ensure booking processes do not allow for overbooking due to reduced spaces available.
  - Do not allow customers to linger or socialize outside of what is required to provide your services. Politely ask customers to enter/exit promptly for everyone’s safety.
- Protocol for sick employees and health screening:
    - Employees are strictly prohibited from the workplace if they display symptoms of COVID-19.
    - Any employee showing symptoms of the disease while already on the job or in the workplace will be immediately separate any employee with symptoms from other individuals and sent home.
    - Employees are prohibited from coming to work if they are sick, have had close contact with a sick or suspected to be sick person, or if they have traveled internationally or to a place with widespread COVID-19 transmission.
    - Employees are required to screen their own temperature before reporting to work (100.4 degrees or greater is considered a fever).
    - Upon arrival to work, employees will be verbally screened as a precautionary measure with COVID-19 related questions.
    - Retaliation is strictly prohibited for employees needing to stay home due to illness.
    - Upon employee return to work after sickness or contact with a sick person, the Company will require Employees to follow CDC and healthcare provided return to work guidance.

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- Leaders will confidentially communicate any positive employee cases with potentially impacted co-workers.
- Leaders will work with the local health department for suspected cases and any requirements.
- The Company will follow CDC cleaning and disinfection guidance in the event of a suspected or confirmed case at the workplace.
- Protocol for routine environmental cleaning and disinfection:
  - Employees are to sanitize the work areas upon arrival, throughout the workday, and immediately before departure.
  - All frequently touched surfaces in the workplace, such as workstations, keyboards, telephones, handrails, and doorknobs will be cleaned regularly.
  - The Company will follow CDC guidance for cleaning and disinfection.
  - Safety Data Sheets for all disinfectants used on site will be kept in case of an emergency.
- Employees will be cross trained to the farthest extent feasible to prepare for absenteeism to maintain essential functions.
- Non-essential gatherings and meeting are cancelled until further notice. Communications will take place in the form of phone, email, bulletin board notices, or other no-contact means.
- Shared meals or food/drink will be prohibited until further notice. This may include coffee pots, candy dishes, buffet style foods, etc.

## Minimizing Exposure from Customers

- Building occupancy will be limited to 75% and the 6ft distancing maintained.
- Online services will be encouraging whenever feasible.
- Customers will be asked to remove their shoes in common areas.
- One-on-one sessions will not have physical contact and the trainer will wear a cloth face covering.
- Information will be posted in customer areas on reducing the spread of COVID-19 and our commitment to employee and community health and safety.
- Any customer exhibiting symptoms of COVID-19 will be politely asked to exit the building for the safety of employees and other customers.

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- Customers will be asked to utilize provided sanitizing wipes to wipe down equipment and touch points upon exiting.
- Class sizes will be reduced to maintain social distancing practices.