



COVID-19 Precautionary Practices and Visiting Policies

Please be aware of the following precautionary measures and revised visiting rules in place at our Learning Centre effective June 29, 2020:

Stay Home If You are Sick/Daily Health Screening Form

Please do not attend at the Centre if you or a member of your household are feeling ill. All students, staff and tutors must complete a daily health screening form attesting that they are not experiencing any COVID-19 symptoms, have not traveled in the last 14 days, and have not had contact with any COVID-confirmed or probable cases. Because we cannot distinguish between allergies and cold or flu-like symptoms, all symptoms will be treated the same. The safety of our students, families, staff and tutors must remain our priority at all times.

Social Distancing/Reduced Group Sizes

Provincial social distancing rules and maximum group sizes will be enforced in the Centre. Parents and family members are asked to bring students to the front door, but not enter the Centre during drop-off or pick-up. Parents should not enter the waiting area or approach the reception desk. In order to facilitate this, all registration, payment and communications about sessions will take place online or by phone, in advance of sessions. Floor and wall graphics within the Centre will remind staff, tutors and students to maintain the recommended distance at all times. We have also reduced small group sessions from 5 to 6 students, to 3 to 4 students, to ensure safe distancing. In addition, a new meeting room has been added to expand the number of private 1-to-1 tutoring spaces in the Centre to 5.

Face Masks

Face Masks are mandatory in the Centre for all staff and tutors. Older students are also encouraged to wear face masks, in particular during 1-to-1 sessions where physical distancing may be in issue. However, many younger students, especially in group settings, cannot or will not wear a face mask for an extended period of time. As a result, the decision as to whether a student should wear a face mask belongs with each family. In the case of young children, parents may wish to consider whether frequent fussing and touching of the face to adjust a mask creates additional risk. Families who are not comfortable with our in-person face mask policy should register their children for on-line sessions.

Water & Food

In order to reduce any risks associated with food and water sharing, students should not bring food into the Centre. Similarly, students who require water during sessions should bring a full water bottle with them to their session, as the Centre's water cooler will not be available.

Hand Sanitization

We continue to supply hand sanitizer immediately inside the front door, and will be asking staff, tutors and students to sanitize their hands each time they enter, leave or re-enter the Centre. We are also continuing to provide hand sanitizer in every room and tutoring area. If your child has skin sensitivities that require special hand sanitizer, please send their own sanitizer with them to the Centre.

Enhanced Cleaning Procedures & Bathroom Use

We will continue to provide enhanced cleaning procedures throughout the Centre. Small group and 1-to-1 lessons will have staggered start and stop times to allow sufficient time to clean surfaces with disinfectant products in all rooms and tutoring spaces between sessions. Especially during this time, we ask families to please respect start and end times of sessions to allow us to properly clean the Centre. Also, in order to avoid unnecessary restroom traffic, we ask that as much as possible, students try to use the washroom at home, before arriving at the Centre.

Air Purification

Finally, although there is no settled science on how much safer this makes an indoor environment, there is evidence that air filters can capture and reduce the risk of airborne particles, so we have added new air purifier units in the Centre.

Questions? Please contact us at:

learning@studypartners.ca

1-833-STUDY-UP (24/7 Toll-free reception. We receive these messages instantly!)

289-252-0887 (Learning Centre phone, answered during Centre hours)

Updated June 29, 2020