

SoulFire Studio Reopening Plan

Going Beyond Regulations To Ensure Our Client's Safety Every Day

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Part 1: Health Protocol

Covid-19 Symptoms and Self Monitoring:

People with COVID-19 have had a wide range of symptoms reported – ranging from mild symptoms to severe illness.

People with these symptoms or combinations of symptoms may have COVID-19:

- Cough
- Shortness of breath or difficulty breathing

Or at least two of these symptoms:

- Fever
- Chills
- Repeated shaking with chills
- Muscle pain
- Headache
- Sore throat
- Loss of taste or smell

All team members and clients must self-monitor for these symptoms. If you have any of these symptoms, immediately call Michelle at 707-499-2419.

Personal Protective Equipment:

Gloves and a face covering are required for all team members at all times when working. PPE will be provided by the studio for all team members.

Clients must adhere to the County's recommendation of wearing a face mask, scarf, or bandanna when outside the home.

Temperature Checks:

All team members shall enter through a single point of entry where a mandatory temperature check will be given. Temperature checks will be provided by a team member wearing gloves and a mask. If you are the sole team member present, enter into the facility, place on gloves and a mask, remove the contactless thermometer from the front desk..

Upon confirmation of a temperature less than 100.4 degrees, complete the temperature log including name, date, and notating that temperature was taken. Do not record your temperature or the temperatures of anyone else. This is confidential health data.

If you are providing off-site work, you are required to self-temperature check prior to going to work. Before going to work, email your name, date and that temperature was taken to studio@soulfiremendocino.com.

If a temperature is greater than 100.4 degrees, wait 5 minutes to re-check the temperature of the team member. If that temperature remains greater than 100.4 degrees, the team member will be directed to leave work and seek medical advice from your primary care provider.

The temperature of 100.4 degrees is based on CDC guidelines.

Proper Use of NCITs

The person using the device should strictly follow the manufacturer's guidelines and instructions for use for the specific NCIT being used. The manufacturer's instructions for use typically include the following information and recommendations for proper use:

Preparing the Environment and NCIT:

The use environment may impact the performance of the NCIT. Instructions will typically include recommendations for optimal use, such as the following:

- Use in a draft-free space and out of direct sun or near radiant heat sources.
- Determine if conditions are optimal for use. Typically, the environmental temperature should be between 60.8-104 °F (16-40 °C) and relative humidity below 85 percent.
- Place the NCIT in the testing environment or room for 10-30 minutes prior to use to allow the NCIT to adjust to the environment.

Cleaning Between Uses:

For cleaning NCITs between uses, follow the instructions in the Cleaning and Disinfecting section of the product instructions. Most NCITs should never be immersed in water or other liquids.

Preparing the Person being Evaluated:

In preparation for taking a temperature measurement with an NCIT, the person using the NCIT should typically ensure that

- The test area of the forehead is clean, dry and not blocked during measurement.
- The person's body temperature or temperature at the forehead test area has not been increased or decreased by wearing excessive clothing or head covers (for example headbands, bandanas), or by using facial cleansing products (for example cosmetic wipes).

Using the NCIT:

As previously noted, the person using the device should strictly follow the manufacturer's guidelines and instructions for use for the specific NCIT being used. In particular, the following are typical instructions for NCIT usage.

- Hold the NCIT sensing area *perpendicular* to the forehead and instruct the person to remain stationary during measurement(s). (See Figure 1)
- The distance between the NCIT and forehead is specific to each NCIT. Consult the manufacturer's instructions for correct measurement distances.
- Do not touch the sensing area of the NCIT and keep the sensor clean and dry.



Figure 1: Correct Use – Forehead unobstructed, and NCIT perpendicular to forehead and used at distance identified in manufacturer's instructions.



Figure 2: Incorrect Use – Not perpendicular to forehead



Figure 3: Incorrect Use – Forehead exposed to direct sunlight outdoors

Should a Team Member become symptomatic:

If you begin to experience symptoms after arrival or during the workday, immediately separate yourself from clients and other team members. You will be directed to leave work and seek medical advice from your primary care provider.

If you are the sole worker present with clients and begin to experience symptoms, call, text and email Michelle at 707-499-2419/studio@soulfiremendocino.com. State to customers that you are feeling ill and they should prepare to leave. When the final client leaves, post the sign noting an unexpected closure. Michelle will update our billing and scheduling software, if possible provide a substitute and ensure clients are taken care of.

If you do not feel well or are concerned you may have been exposed to Covid-19, we encourage you to stay home and immediately contact Michelle.

All team members who show symptoms may not re-enter the studio until at least 72 hours have passed since the resolution of fever without the use of fever-reducing medications, and improvement in respiratory symptoms such as shortness of breath or cough, and at least 7 days have passed since symptoms began.

Should a Client become symptomatic:

If a client shows any symptoms of Covid-19 or tests positive for Covid-19 within 14 days of attending the studio, the client should immediately contact Michelle.

Michelle will review whom the client has had contact with at the studio in the prior 14 days leading up to going into isolation from the studio. This will include all clients and team members that the team member has had close contact with (close contact being within 6 feet for at least 5 minutes) as well as what areas of the studio and equipment the team member had touched or been in.

Contact Tracing for Symptomatic People:

Michelle will review whom the team members have had contact with at the studio in the prior 14 days leading up to going into isolation from the studio. This will include all clients and team members that the team member has had close contact with (close contact being within 6 feet for at least 5 minutes) as well as what areas of the studio and equipment the team member had touched or been in.

Anyone who has been in close contact (per the above definition) with an affected team member or client who tests positive for Covid-19 within their isolation period, will be notified via email and phone call. Per the CDC guidelines, they should remain in isolation for 14 days and self monitor for symptoms. Seek medical attention should you develop any symptoms. In our communication we have recommended they contact their physician regardless for advice.

When notifying people who have had close contact with an affected team member, the identity and condition of the team member will not be shared.

When providing Contact Tracing you'll complete the Isolation and Contact Tracing Log. This simple log tracks any isolating individuals, if they've tested positive, you'll complete a Contact Tracing log below their name.

The Notification Email will state:

Subject: Possible Exposure to Covid-19

Dear [Name],

These are not easy times and we appreciate your trust and support during this. We want to ensure your safety and the greater community's health. We've obviously taken the utmost caution to prevent any exposure even if someone tested positive thanks to spatial and social distancing and PPE.

We have received notice that a person who was at our studio on [Date] has tested positive for Covid-19. Per the CDC guidelines, we recommend you seek medical attention should you become symptomatic and discuss with your physician if you should remain in isolation for up to 14 days.

We'll be reaching out via phone as well. Should you have any questions, you may reach me at 707-499-2419.

Michelle

The Notification Phone Call Script is:

Hi [Name]. This is Michelle from SoulFire. I'm calling because we've had a person who was at our studio on [date] test positive for Covid-19. Because you were there at the same time, we're providing notification. We've obviously taken the utmost caution to prevent any exposure even if someone tested positive thanks to spatial and social distancing and PPE. If you feel symptomatic, please reach out to your physician. We're incredibly hopeful that all the measures we've put into place means this phone call will be nothing more than a phone call.

Hygiene Protocol:

All people must implement good hygiene and infection control practices. These include:

- Frequently wash hands: Clients are instructed to wash their hands for at least 20 seconds with soap and water at the beginning of their session and after using the restroom. Team members are instructed to wash their hands for at least 20 seconds with soap and water regularly throughout the day. Always wash your hands at the beginning and end of your shift, before meals and after using the restroom.
- Avoid touching your face.
- Use respiratory etiquette: Cover your mouth and nose when coughing and sneezing with a sleeve or tissue. Wash your hands following coughing and sneezing and dispose of tissues in the trash. Avoid touching your face when coughing and sneezing. This etiquette will be demonstrated on signage and supported by making tissues and touch-free trash receptacles available to all employees and clients. [OPTIONAL] Studio will provide hand sanitizer stations throughout the studio to further assist in this.

- Do not handle clients' belongings including phones and personal equipment.

Part 2: Sanitation Protocol:

Cleaning Protocols:

As with any virus, sanitation is key to ensuring the safety of everyone in the studio.

Disinfection Time: Every class or session time will have a 30 minute cleaning time allotted to it prior to the next sessions. The first five minutes will be devoted to clients providing individual disinfection of their equipment. Clients will have 5 minutes to exit the space. At that time you should allow 10-15 minutes to spray the space with disinfectant, per the disinfectant's instructions allow the disinfectant to sit, and then be wiped down. Clients will be admitted to the studio 5 to 10 minutes before the next session starts.

Below is an example of this in practice:

8 AM Session #1 Begins
 8:50 AM Client Cleaning Time for Session #1 Begins
 9 AM Instructors Sanitize Space
 9:10 AM Instructors Wipe Sanitized Space
 9:15 AM Clients for Session #2 May Enter Space
 9:20 AM Session #2 Begins

If you have privates we recommend you schedule them in segments that allow for cleaning time of each piece of equipment prior to the next client arriving.

Below is an example of this in practice:

8 AM Client #1 Begins Private
 8:10 AM Client #2 Begins Private
 8:20 AM Client #3 Begins Private
 8:50 AM Client #1 Begins Cleaning
 8:55 AM Team Member Begins Sanitization of Client #1's space
 9 AM Client #2 Begins Cleaning
 9:05 AM Team Member Begins Sanitization of Client #2's space
 9:10 AM Client #3 Begins Cleaning
 9:15 AM Team Member Begins Sanitization of Client #3's space
 9:20 AM Client #4 Begins Private

Sanitation Log:

You know those lovely logs you see in Target bathrooms? They're there for a good reason and it's not just quality control. We want a clear record of our team's action to keep your studio safe, sound and healthy. We do that by consistent sanitation log records. If this seems a bit crazy, we're in crazy times. But, we've set this log to be a checklist and log all in one.

Hard and Soft Surfaces:

- All high touch areas including light switches, door handles, railings, countertops, etc... will be frequently disinfected and cleaned throughout the day.
- All tablet, touchscreen devices, keyboards, and remote controls will be sanitized after each use with alcohol-based wipes. Allow the device to dry completely before next use.

Common Spaces:

- All common areas are required to be wiped down after each use with provided disinfecting products. Select common areas may be closed down and unavailable for use.
- Locker rooms, break areas, and lounge areas are temporarily closed until further notice.
- Restrooms have been equipped with single use towels and soap]. Restrooms should be wiped down following each use.
- In between each session, all equipment used will be disinfected. We have chosen cleaning products based on recommendations from the CDC and EPA. Products with EPA-approved emerging viral pathogens claims are expected to be effective against SARS-CoV-2 based on data for harder to kill viruses.

Cleaning Logs:

Team Members must keep sanitation logs of all cleaning performed. A copy of this log is provided at the end of this section.

Additional Equipment and Prop Cleaning:

The studio will no longer provide mats for clients to rent or borrow. Clients may purchase an inexpensive mat at the time of session, but may not leave this mat at the studio.

The studio will have small equipment bundles for sale or rent during this time of increased sanitation. Certain small equipment, such as blankets and towels, will not be available for use.

For further clarification the CDC states: "Normal routine cleaning with soap and water removes germs and dirt from surfaces. It lowers the risk of spreading COVID-19 infection. Disinfectants kill germs on surfaces. By killing germs on a surface after cleaning, you can further lower the risk of spreading infection. EPA-approved disinfectants are an important part of reducing the risk of exposure to COVID-19."

Deep Cleaning After Diagnosis

A commercial cleaning service will deep clean the space if someone has been diagnosed with Covid-19.

If a worker is diagnosed with Covid-19, the studio will be shut down for minimum of 36 hours and a complete deep clean of the entire space will be performed. The space will be ventilated for 24 hours prior to deep clean per the CDC's guidelines.

Cleaning Products:

To clean the studio we will be using the following disinfectant:

1. [Benefect Decon 30](#): This disinfectant is the only Food Grade disinfectant on our list and does not need to be rinsed after application. Please see the attached document containing the application and usage guidelines.

This is one of the few disinfectants approved for fogging. However after speaking with multiple experts and reviewing the application, fogging is only appropriate after the product has been sprayed, meaning it is an extra step and not the primary application for disinfectant.

Team Member Sanitization Training Manual

SoulFire is committed to providing a safe workspace for our team and clients. With that in mind, we've built this Studio Safety Protocol due to the Covid-19 pandemic. As our business re-opens to the public, we want to ensure not only the safety of our team, but the safety of the greater community that every person entering our studio will come into contact with. Every team member is expected to take part in implementing and complying with these measures.

Our team members are the lynchpin of our business and we're incredibly serious about protecting the health of each and every one of them. We have built our Studio Safety Protocol Plan with experts including concerns our team has brought before us so that they may feel completely comfortable working in our studio.

Our Studio Safety Protocol follows the CDC, state and local health guidelines, federal OSHA standards, and HIPAA in relation to Covid-19.

TEAM MEMBER PROTOCOLS WHEN OPENING:

- Limit the number of clients to 5 or 50% capacity at one time.

- This number or percentage includes all team members onsite.
- Any team member who is considered vulnerable or high risk may be assigned duties/tasks that minimize their contact with customers and other employees.
- All team members will be screened upon entry of the studio every day.
 - Employers will take all team member's temperature upon arrival with a contactless thermometer.
 - Team members with a temperature of 100.4 and above will not be permitted into the studio, and will be asked to go home.
 - Standard COVID-19 screening questions will be asked/reviewed with team members weekly.
 - Have you been in close contact with a confirmed case of COVID-19?
 - Are you experiencing cough, shortness of breath or sore throat?
 - Have you had a fever above 100.4 in the past 48 hours?
 - Have you had a new loss of taste or smell?
 - Have you had vomiting or diarrhea in the last 24 hours?
 - Any team member who exhibits symptoms of COVID-19 will be asked to leave the premises immediately and seek medical and/or COVID-19 testing
- It's recommended that team members assess their symptoms on a regular basis using this COVID-19 assessment resource: <https://www.humandx.org/covid-19/assessment>
- Non-medical grade gloves and masks or cloth face coverings to be worn by team members at all times when inside the studio/facility.
 - Ensure clients do the same, depending on federal and state mandates
- Hand sanitizer stations to be placed in all common areas within the facility.
- Practice recommended social distancing at all times, to the best of your ability - "further is safer."
- Team members who handle money, a card, or use a keypad, must use hand sanitizer immediately after.
- Before and after eating at the studio all team members are required to wash hands with soap and water or use an alcohol-based hand sanitizer.

THE FOLLOWING ITEMS TO BE COMPLETED BY TEAM MEMBERS BETWEEN EACH SESSION/CLASS:

- Team members working directly with a client/customer are required to disinfect all pieces of equipment and surrounding areas using non-medical grade gloves and masks or cloth face coverings, immediately following the end of every class/session.
 - Replace non-medical grade gloves and masks with each use/cleaning.
- Team members are required to wash their hands with soap and water for 20 seconds right before and after each session/class. Using hand sanitizer is also recommended.
- All tablet, touchscreen devices, keyboards, and remote controls will be sanitized after each use, and in between sessions with alcohol-based wipes. Device must dry completely before it can be used again.
- All common areas (i.e. lobby, front desk, bathrooms, studio spaces, etc.) are required to

be wiped down after each use with provided EPA-approved disinfecting products.

- Restrooms should be wiped down with disinfectant following each use.
- Cell phone use will be limited. After every cell phone use, team member must disinfect their phone and immediately wash their hands, and face with soap and hot water.

OVERSEEING CLIENT SANITATION:

Before entering the studio for their first class or session, clients will be required to sign a Studio Safety Protocol Plan. This will include many of the details included here.

They will also sign an updated Waiver that includes language on Covid-19.

- If a client shows any symptoms of Covid-19 or tests positive for Covid-19 within 14 days of attending the studio, the client should immediately contact Michelle at 707-499-2419.
- Michelle will review whom the client has had contact with at the studio in the prior 14 days leading up to going into isolation from the studio. This will include all clients and team members that the team member has had close contact with (close contact being within 6 feet for at least 5 minutes) as well as what areas of the studio and equipment the team member had touched or been in.
- If you have been in close contact (per the above definition) with an affected client who tests positive for Covid-19 within their isolation period, you will be notified via email and phone call. Per the CDC guidelines, remain in isolation for 14 days and self monitor for symptoms. Seek medical attention should you develop any symptoms.
- We are implementing policies to protect all team members and client's health details and conditions. When notifying people who have had close contact with an affected team member, the identity and condition of the client will not be shared.
- All clients who show symptoms may not re-enter the studio until at least 72 hours have passed since the resolution of fever without the use of fever-reducing medications, and improvement in respiratory symptoms such as shortness of breath or cough, and at least 7 days have passed since symptoms began.
- All clients should practice social distancing by deliberately increasing the physical space between you and other people to at least six feet wherever possible.

TEAM MEMBER PROTOCOLS WHEN CLOSING:

- All high contact areas including light switches, door handles, railings, countertops, etc... should be wiped down with the provided EPA-approved disinfectant product.
- After leaving the premises, use hand sanitizer. When you get home, wash your hands with soap and water for at least 20 seconds.
- All tablet, touchscreen devices, keyboards, and remote controls will be sanitized after each use, and in between sessions with alcohol-based wipes. Device must dry

completely before it can be used again.

- All common areas (i.e. lobby, front desk, bathrooms, studio spaces, etc.) are required to be wiped down after each use with provided EPA-approved disinfecting products.
- Restrooms should be wiped down following each use. In between sessions, restrooms should be wiped down with the provided EPA-approved disinfectant product.

In addition to the sanitization practices between each session, team members should be aware of the following:

- Team members will be required to maintain a sanitization log with the date, team member name, and checklist of all spaces that were sanitized by the team member.
- Team members will inform customers that bathrooms are now only single stall use and must be wiped down after each use.
- Team members will not be able to use blankets or towels as props and should sequence their sessions accordingly.
- If a team member is diagnosed with COVID-19, the studio will be shut down for 24 hours to properly ventilate and disinfect the space. The team member will not be allowed to return to work until a doctor clears them.

Cleaning Log:

You will find the cleaning log in the binder on the desk. You agree to complete this cleaning log when all sessions are performed.

Acknowledgement

I acknowledge I have received a copy of the COVID-19 Sanitization Manual. I will read and follow all policies and procedures contained within the plan.

Date: _____ Printed Name: _____ Signed: _____

Part 3: Spatial Protocol:

Our studio will observe strict spatial regulations to ensure close contact is limited.

Upon Entry to Studio:

As studios in Georgia and overseas reopened a major issue emerged: clients congregating prior to their session starting. We will place a sign on your front door asking clients to maintain social distancing and use proper face coverings.

Within Communal and Waiting Areas:

We will close our locker/changing room for the time being, instead asking students to come prepared to take class, leaving whatever belongings they don't need in the car, and bringing whatever they do have with them into the studio itself.

Within the Bathroom:

Our bathrooms are single use and will be wiped down after each class.

Within the Classroom

Mats must be at a minimum distance of six feet apart

Based on Capacity Constraints; Limit class size by marking mat spaces on the ground. Each client responsible for cleaning their individual mat/block, etc.

Within the Retail Space:

Contactless Checkout for Retail:

With a small variety of retail products, all of which are entered into the computer, clients will simply note the item they wish to purchase, at it will be charged to their account by the staff member on hand.

Trying on Clothing:

No clothing is allowed to be tried on. It's requested you do not touch clothing unless you wish to purchase that piece of clothing. Allow a gloved and masked team member to retrieve clients appropriate sizes.

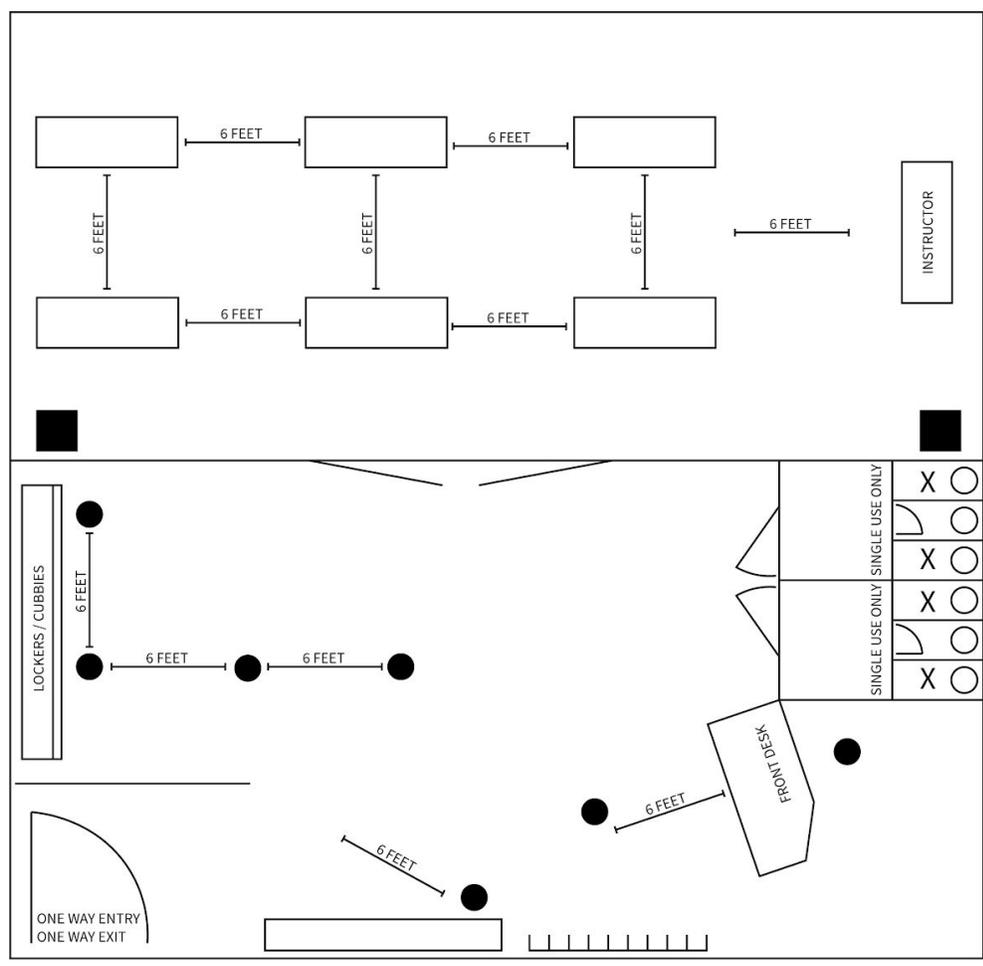
Equipment Based Studios:

For the most part, we will not be utilizing any shared equipment. The one exception to this is our kickboxing bags, which will only be used by 1 person/class, while that person is wearing their own personal bags. Bags will be thoroughly wiped down after each class.

All Studios:

Teachers will no longer have hands on adjustments

Diagram:



INSTRUCTIONS:

- All customers must maintain a distance from each other of at least 6 feet.
- Restrooms will be single use only and wiped down after each use.
- Customers must sign up for class ahead of time, and check in with front desk.
- Locker rooms / changing areas will be closed
- Entry Ways and Exits will be one-direction upon start and end of class
- Customers will not be allowed to try on retail items.

Signage

- Front Door Social Distancing

- No Walk In's
- Single Use Bathrooms
- Area Closed
- Proper Hygiene

Want to access the CDC's signs? You can find them [HERE](#).

Part 4: Social distancing protocol:

The studio will observe strict social distancing protocol to ensure close contact (contact of less than 6 feet apart, or about 2 arm's length) is limited.

Social Distancing Inside of Studio/Club and/or Class:

Only clients who have pre-scheduled appointments or classes will be allowed to enter the facility. We will be restricting class sizes in order to ensure that there is 6 feet separation between members. Only 6 members at one time may be allowed inside the studio or class (including staff members)

Instructors should announce distancing guidelines at the beginning of class while reminding members to wipe down equipment before AND after use and to wash hands before and after class

For Personal Training / Small Group Training Sessions

- Elimination of non-essential physical contact and shared touched surfaces
- Increase the use of verbal cueing or demonstrating over physical touch cues.
- Have clients use a towel and wipe down all touched surfaces before and after use

Clients will enter the fitness/studio room one at a time. Places for each client will be delineated by marked space. For example, the floor will be taped where each mat will be placed or where each client will workout.

If the equipment is needed for each client, that will be placed in advance by staff members at each space. That equipment will be left in the same place following the session to be collected and disinfected by a staff member.

No hands-on cue will be used during the session. All cues will be verbal or visual. The instructor, teacher or trainer will maintain a 6' or greater distance from the client.

When the session ends, a staff member will distribute cleaning supplies. Cleaning supplies will not be shared. The client will clean their equipment and leave one at a time from the studio.

Communal spaces for team members and clients including locker rooms, break areas, and lounge areas are temporarily closed until further notice

One point of entry. One person is allowed in a door at the time. If you need to wait, wait 6' apart outside until someone has entered and checked in.

Contactless Check In:

Remove any self-serve check-in members may use and encourage them instead to use a mobile app. Front desk staff to maintain a distance of 6 feet (2 meters; 2 arm length) from members as they enter and exit the club. No physical touch greetings with members/customers, such as high fives or handshakes

Staggered Client Sessions:

If two or more classes are taking place at any given time, session start times will be staggered with 30 minutes between each session to allow for proper cleaning. Clients will be asked to provide up to 5 minutes of disinfection of equipment or props they have used.

Below is an example of this in practice:

8 AM Session #1 Begins
 8:20 AM Session #2 Begins
 8:50 AM Client Cleaning Time for Session #1 Begins
 9 AM Instructors Sanitize Space
 9 AM Client Cleaning Time for Session #2 Begins
 9:15 AM Clients for Session #3 May Enter Space
 9:20 AM Session #3 Begins

If two or more privates are taking place at the same time, we recommend the start times be staggered by 10 minutes to allow for proper social distancing.

Below is an example of this in practice:

8 AM Client #1 Begins Private
 8:10 AM Client #2 Begins Private
 8:20 AM Client #3 Begins Private
 8:50 AM Client #1 Begins Cleaning
 8:55 AM Team Member Begins Sanitization of Client #1's space
 9 AM Client #2 Begins Cleaning
 9:05 AM Team Member Begins Sanitization of Client #2's space
 9:10 AM Client #3 Begins Cleaning
 9:15 AM Team Member Begins Sanitization of Client #3's space
 9:20 AM Client #4 Begins Private

Social Distancing Among Team Members:

Team members will maintain 6 feet apart from each other

For those team members who can work remotely, a remote schedule will be provided and regular virtual meetings will be scheduled.

Part 5: Team Protocol:**Training Processes, Procedures and Manuals for Staff:**

All team members should be given a copy of this manual and should sign and acknowledge they have received it, read it and will put the protocol into place.

Documents for Team Members To Sign Before Returning:

There are two documents/training manuals a Team Member should sign:

1. Studio Safety Protocol Manual Covid-19
2. Team Member Sanitation Manual. You'll find a signature page within this document after the Sanitation Training Manual. We want to ensure no one says they didn't see it after the fact.

Team Members will follow the protocol laid out within this plan and complete all logs included within this document.

Part 6: Client Protocol:**Documents for Clients To Sign Before Returning:**

There are two additional documents and training manuals a Client should sign:

1. Studio Safety Protocol Plan (Client Edition): Is some of this overkill? Sure. But, after meeting with lawyers and our team, it's what we feel comfortable with clients acknowledging.
2. Client Waiver: This will be available digitally through our scheduling provider.

Acknowledgement

I acknowledge I have received a copy of the COVID-19 Reopening Guide. I will read and follow all policies and procedures contained within the plan.

Date: _____ Printed Name: _____ Signed: _____