



INTEGRAL
AERIAL | MOVEMENT | SOCIETY

COVID-19 Safe Policy at Integral

Updated v2.0: 1 August 2020

Integral is committed to maintaining both staff and customer confidence and comfort throughout the coronavirus restrictions. The health and wellbeing of our entire community is our priority, and as such, we've used the NSW Government's COVID-19 Safety Plan in conjunction with Fitness Australia's framework of operations and risk mitigation model to develop our COVID-19 Safe Policy. The framework aligns with public health and Safe Work Australia recommendations for workplaces. It has been developed by Fitness Australia through consultation with industry nationally and internationally (IHRSA, UK Active and Exercise New Zealand). Further to this, Fitness Australia has also utilised resources from both the Departments of Health and World Health Organisation to ensure that the guidelines within the framework reflect both national and international standards of practice. All our staff and staff-in-training have also completed the Australian Government online COVID-19 infection control training module. Integral's hygiene marshal on the day will be the studio leader, or the most senior coach on the premises. Their role is to lead all staff and customers in following our COVID-Safe plan.

The key recommendations by public health authorities to control the transmission of the coronavirus are as follows:

1. Physical Distancing:

- Physical distancing will be maintained at Integral by providing each person with 4 square metres of space. Each of our apparatuses are on fixed points of 1.5 metres or more apart. Our main studio space capacity is 80 people, with class numbers capped at 20 people to comply with current NSW restrictions.
- Online registration i.e. class bookings are required for all customers, to monitor studio numbers.
- Apparatuses will be shared between a maximum of 2 people, using the crashmat as a guideline to maintain 1.5 metre physical distancing i.e. only 1 person in a partnership on the mat at a time.
- Classes will be spaced 15 minutes apart, to ensure time for cleaning and minimise unnecessary contact between customers. We kindly ask

customers to minimise mingling on arrival/departure with other customers who participate in a class before/after their session.

- Customers are kindly asked to promptly leave the studio after their class, and not arrive more than 10 minutes before class begins. Parents are kindly asked to drop off their children, rather than staying in the studio to watch.
- Wherever possible, customers are to please change into their aerial gear at home or before arriving at Integral, to minimise congestion in the change room and bathroom area.
- Hands-on contact will be minimised by re-tailoring classes and teaching methods, but in case of emergencies and urgent assistance, staff and customer safety will always be the priority. If a customer or staff member wishes to discuss strict non-contact, particularly for children, they are welcome to do so in person, or via email so that their individual needs are met in a private and compassionate way that prioritises the safety and wellbeing of the whole community without ever jeopardising the immediate safety of staff or customers.
- Staff, and in particular, studio leaders and senior coaches, will monitor physical distancing measures and make sure they are being followed.
- Integral staff will conduct a fortnightly review of the implementation of physical distancing measures to ensure they are being followed and remain effective.

2. Hygiene - cleaning and disinfecting

- Staff and customers must wash their hands thoroughly with soap and water at either the bathroom or kitchen sink when entering the studio, and before leaving. Hand sanitiser will also be provided on site. Staff and customers who stay on premises for more than one class are also required to clean their hands between sessions. Good hand hygiene is one of the most important ways to stop the spread of infection, and there will be signage around the studio to demonstrate best cleaning methods and to remind staff and customers.
- All staff and customers are kindly asked to get in the habit of bringing their own hand sanitiser, tissues, and a small clean hand towel/gym towel to thoroughly dry hands after washing.
- The studio will be cleaned daily with detergent and water, and disinfectant, with a cleaning record maintained. Frequently used surfaces such as door handles, sinks, crash mats and reception area will be disinfected between classes i.e. multiple times per day.
- Any handheld equipment must be disinfected by customers between uses, and we will no longer be sharing rosin.

- For customers over 18 years, there will be access on request to detergent/disinfectant and gloves, should they wish.
- We are reducing sharing of equipment where practical. Due to the nature of our aerial apparatuses we are unable to disinfect them between each session without compromising the safety of the equipment. This means that good hand hygiene is of paramount importance. To minimise contact, we will be switching our silks each day for a fresh set, and washing them as frequently as is safe to do. All aerial equipment will be disinfected thoroughly once per week i.e. as frequently as is practical to maintain the integrity of the equipment. In the case of suspected COVID-19 cases, the equipment will all be thoroughly disinfected before re-use.
- Whenever possible, customers are advised to please make their bookings online through Integral's website, to minimise the time spent interacting at reception. Contactless payment is preferable if payment must be made on site, and customers are kindly asked to queue outside the venue while waiting for reception assistance.
- Staff will use a roll call system 10 minutes into class, based on class bookings, rather than a physical sign-in sheet. Our enrolment waiver for new customers is also available online. Please note that as per our normal policy, customers will not be accepted if they are more than 10 minutes late to class, both for their own physical wellbeing, and to maintain accurate attendance registers.
- Fortnightly review of the implementation of hygiene protocols to ensure they are being followed and remain effective.

3. Stay at home if unwell

- Staff or customers must stay home if they are unwell, have symptoms of COVID-19, suspect they might have been infected with COVID-19 (including close contact with a person diagnosed with COVID-19), or have been advised by health authorities to self isolate. People are advised to seek medical advice and testing for COVID-19 if they suspect they have the infection.
- A staff member or customer who is observed to be reasonably displaying symptoms (for example, persistent coughing) of COVID-19 will be politely asked to leave the studio.
- We have revised our cancellation policy from a minimum of 12-hour's notice for cancelling a class and receiving a refund, to only 6-hours of notice, so as to make this process more reasonable for our customers.
- Integral customers who are vulnerable to a serious COVID-19 infection should discuss with their doctor what activities it is safe for them to participate in.

4. Contact Tracing

- Integral endorses the Australian Government's COVID Safe App and encourages all staff and customers to make sure it is active on their phones when leaving home.
- To support public health authorities with contact tracing we will always maintain a Register of Attendance (e.g. your class booking, calling and marking a digital roll each lesson) of all persons on site. Parents are kindly advised to drop off children rather than staying in studio to observe.
- Staff will cooperate with NSW Health if contacted in relation to a positive case of COVID-19 at Integral, and notify SafeWork NSW.

BASIC STEPS FOR INTEGRAL CUSTOMERS:

1. Download the Australian Government's **COVID Safe App** and make sure it is active on your phone when leaving home.
2. Get in the habit of packing your hand towel/gym **towel**, hand sanitiser and tissues, and always booking online.
3. **Arrive no more than 10 minutes before** class, and depart immediately after, using **designated entry/exit**. For parents, please drop off your child and pick them up after class, rather than entering the studio.
4. Please **wash your hands thoroughly with soap and water** when entering/exiting Integral, and between classes. We have two sinks available.
5. If you need **reception** help, we kindly ask you to **queue outside** the studio.
6. **Follow floor markings**, and please understand that if our staff have a request, it's to comply with NSW restrictions, and to prioritise the health and wellbeing of both staff and customers.
7. If you need to **cough or sneeze**, do so **into your elbow** or a tissue, and dispose of the tissue in our bins, washing your hands afterwards.
8. **If you (or your child) are feeling unwell** (even if it's not the virus!) or have been asked to self isolate, please **do not attend** classes and please advise us that you're not attending so we are able to manage bookings.
9. Please **advise us** immediately if you suspect or have confirmed you have contracted coronavirus.