

Returning to **Chesterfield** Studios

Everything you need to know about the safe return to classes and groups after the Covid-19 Lockdown period

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Welcome Back

31st August 2020

It has nearly been six months since Chesterfield Studios was forced to close as part of the worldwide lockdown against the Coronavirus pandemic. Work remained unfinished, songs and routines were left to be forgotten, and we all were faced with uncertainty as we wondered when we would ever get back to our groups.

Out of School Settings (both OFSTED registered and non-registered) were allowed to open for all children from the beginning of the summer holidays.

From 25th July OOSS could once again offer dance indoors if distancing is maintained and guidelines for maximum capacity within gyms is adhered to. This is 100sqft per person for the whole of the building – including all useable space, not just the rooms being used to for rehearsal.

Singing, chanting and speaking loudly was originally thought to be higher risk, but new guidance issued on 20th August, now means that singing is once again a permissible activity.

Social distancing is still to be maintained (2m or 1m+ with risk mitigation).

Groups of students (or “bubbles” as we will refer to them) are to not exceed 15 with one or two staff members. Bubbles must be as consistent as possible, and during changeover from one bubble to another, rooms must be deeply cleaned between groups.

This information pack details how we are approaching re-opening and the procedures we have in place to ensure your safety whilst taking part in classes.

The OOSS sector is somewhat behind the rest of the world, so you may find that some of our procedures may seem a little severe compared with what we are now used to, say in shops or bars. The reason for this is fairly simple – as the OOSS sector tentatively returns to work, we do not have the same experience as sectors that returned in June, and the data does not yet exist for there to be the necessary confidence in procedure to allow for any relaxation. Therefore, many of the systems in place will be reminiscent of the lockdown period of three or four months ago and we do ask that you bear with these for everybody’s safety as we look forward to a time that these rules can be abandoned.

We all have mixed feelings about returning to classes; excitement combined with a certain amount of trepidation. That said, I would like to assure you, through this pack, that we have done everything that is required, and we will regularly be re-evaluating our procedures.

The initial re-opening of Chesterfield Studios is referred to as Phase 1, that is the management and safe return to classes and groups. There will be some obvious changes from the last time you were here, and these will take some time to bed in as we establish our ‘new normal.’ Everyone will be working hard to try and make this as smooth as possible, and we ask for your understanding and flexibility as we find our feet in the first half term.

I do urge you to contact us if you are unsure of anything. We will do our very best to deal with your enquiries as quickly as possible.

It seems like an eternity since we were all together, and now at last, the day is not far off. If you could please take the time to go through this information pack in detail, we then look forward to once again welcoming you back to the Studios and getting back to what we do best.

With all best wishes,

A handwritten signature in black ink, appearing to read 'Jonathan Francis', with a large, sweeping initial 'J'.

Jonathan Francis
Artistic Director
Chesterfield Studios Ltd.

N.B. All information in this document is correct at the time of distribution

Preparing for Your First Session

We have produced a simple video which details the basics of the Covid-19 Procedure and shows you what the Studios looks like. All the key information is in there, so please give that a watch.

<https://www.youtube.com/watch?v=heBxgaG0Fo8>

Before you set-off for your class you should make sure

- You are wearing the correct uniform for classes
 - Black Studios T-Shirt
 - Appropriate leggings or joggers
- You pack a small bag containing
 - Your rehearsal shoes (no outdoor shoes in studios)
 - A water bottle/snack if required
 - A face covering if you are over the age of 11 and not exempt from wearing one.

By wearing clean Studios uniform, you are helping to cut down the risk of contamination from your normal everyday clothes. It has always been the rule that you should wear Studios uniform for class, but from 7th September it is mandatory. Anyone arriving in school uniform will not be admitted into the premises.

As many classes involve some form of contact with the floor, we will be cleaning it between each bubble's usage. To help reduce the risk of infection, only the permitted footwear should be worn on the grid. You should aim to clean your shoes with a disinfectant solution or wipe before and after usage.

We will be unable to refill water bottles at present. You should bring your own water/snack. Bottled water will be available to buy on the door if required. We will not be supplying any sort of other drinks during sessions.

Face coverings are not required to be worn during sessions.¹ We ask that if you are aged 11 or over and not exempt from wearing a face covering, you bring one along with you as risk mitigation if necessary. You may need to use it in the event of an emergency evacuation or when instructed to do so for rehearsal or in other unforeseen circumstances.

¹ <https://www.gov.uk/government/publications/protective-measures-for-holiday-or-after-school-clubs-and-other-out-of-school-settings-for-children-during-the-coronavirus-covid-19-outbreak/protective-measures-for-out-of-school-settings-during-the-coronavirus-covid-19-outbreak#face-coverings>

Arriving at the Studios

When you first arrive, you will need to queue outside the main door. Spots on the ground are placed at two metre intervals to help you socially distance from each other. Please do not arrive any earlier than 5-10 minutes before your session starts - there is nowhere to wait inside, and you will enter the building one at a time.

Unfortunately, parents will be unable to enter the building at the moment. We have closed the Lounge Café as it is too difficult to safely distance users whilst in that room. To further comply with ventilation guidance of 100sqft per person, we have limited the maximum capacity of the Studios buildings to 45 people.

You should ensure that we have the most up to date contact details on our system. You can access your account using the details sent to you over the summer, or by logging on at <https://www.loveadmin.com/>

If you are going to be late or there is any other form of unforeseen occurrence, you should contact us immediately.

The Duty Manager's mobile number is 07598 826982
The Studios office number is 01246 271540

We recommend sending a text to the Duty Manager as the best way of relaying any information.

When it is time to enter, we will be asking everyone to take part in temperature checks. These are non-invasive and will be taken from the wrist to provide an extra precaution and reassurance for group members that no one is suffering from a fever before they enter.

Everyone who enters the building should be fit and well.

We will be actively participating in the NHS Test and Trace system. Please make sure you thoroughly understand how this will work before you attend classes. There is more information further along in this pack – [NHS Test and Trace](#).

Once you have had your temperature check, you will make your way one by one and escorted by chaperones where necessary to your teaching studio.

Only the class bubble in the queue will be using that part of the building so there is no one-way system in usage. All touchpoints and surfaces will be thoroughly cleaned between bubbles using the space.

The class register will be taken whilst you are in the queue and should you wish to purchase a bottle of water, you will be able to do so via **contactless payment only**.

Health Self-Declaration

You should only enter the building if you are **not exhibiting any symptoms** of the coronavirus (COVID-19). The main symptoms of coronavirus are:

- **a high temperature – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)**
- **a new, continuous cough – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)**
- **a loss or change to your sense of smell or taste – this means you've noticed you cannot smell or taste anything, or things smell or taste different to normal**

Most people with coronavirus have at least 1 of these symptoms.

If you have any of the main symptoms of coronavirus:

- Get a test to check if you have coronavirus as soon as possible.
- Stay at home and do not have visitors until you get your test result – only leave your home to have a test.
- Anyone you live with, and anyone in your support bubble, must also stay at home until you get your result.
- NOTIFY CHESTERFIELD STUDIOS AS SOON AS POSSIBLE WHEN THE RESULT IS KNOWN

Your temperature will be checked on entry. If your temperature is higher than **37.8 °C** you will not be allowed to enter.

You should not enter the building if in the last 14 days you have:

- **Travelled outside of the UK** to any country listed on the government's quarantine list
- Have knowingly **encountered someone displaying the symptoms** of COVID-19 or someone who has tested positive in the last 14 days

You should only enter the building if:

- To the best of your knowledge you are free of symptoms of the coronavirus (COVID-19)
- You agree to comply with all hygiene procedures and rules
- You agree to having your temperature checked
- You agree to your data being shared with the NHS Test and Trace service where necessary or you have notified us of your intention to opt-out

Taking Part in Classes

Each rehearsal room has a two-metre grid system in place to allow for social distancing. For our youngest members, different rules apply², but in the majority of cases, most participants will have to remain distanced from one another during a session.

Once you have entered your rehearsal room, you should sanitise your hands. Each room has hand sanitiser and access to hand washing facilities. Your teacher will tell you where to stand. In your first session, the teacher will set out the rules and tell you how the class will work.

Everyone may be a little nervous, but together we will all get used to the new way of working. We are very aware that some children may be anxious, and we'll be working very hard to be sensitive to this during classes. If you feel your child needs extra support, has been adversely affected during the lockdown period or has a negative experience during the early sessions, you should contact us to discuss it. Anything you tell us will be treated with the strictest of confidence. For more details about contacting us, you should go to the [Communicating with Staff](#) section, later on in this pack.

Working Safely on the Grid

Participants should stand in the centre of their square, unless instructed to do differently by their teacher. Staff will be on hand to assist with keeping students safely apart.

Each room has toilet facilities designated for its usage, and students will be free to use them as necessary. Chaperones and helpers will be on hand to assist younger students with toilet trips where necessary.

Blocking, choreography and routines will be specifically designed to the grid to enable distancing to be in place.

Cleaning

Before a new bubble enters a space, it will have been thoroughly cleaned. A rigorous cleaning procedure is now in place across the whole building and staff have received extra training in best practice. Older students may be asked to 'clean their square' after using it. This will be on a case by case basis, and anyone who has any condition whereby they would be unable to assist with this will be obviously excused from doing so.

² <https://www.gov.uk/government/publications/protective-measures-for-holiday-or-after-school-clubs-and-other-out-of-school-settings-for-children-during-the-coronavirus-covid-19-outbreak/protective-measures-for-out-of-school-settings-during-the-coronavirus-covid-19-outbreak#consider-group>

Ventilation

While ever the weather permits, windows and doors will be open throughout sessions to increase ventilation. When the weather becomes inclement and having doors and windows open would increase the risk of injury or accident, they will be opened between sessions, or during designated breaks within a class to allow for fresh air to be let into the building.

Air conditioners are not being used at present, but fans may be in place.

Students should bring extra layers of clothing in their bags in case rooms are cooler than normal.

Materials

Participants will be given their own scripts, song words and sheet music where necessary. These should not be shared and should be brought to each and every session.

It would be a good idea to invest in a ring binder or folder for class usage and store everything in that. There will not be any spare copies available once they have been given out.

Exiting the Building/Collecting Students

At the end of a session, students should wash or sanitise their hands, before collecting their bags and exiting the room.

Teachers are in radio contact with the Duty Manager to ensure their egress is clear.

When a class is over, students will take one of the following routes:

- **Eastwood Hall**
 - Participants will exit through the fire exit door (south door)
- **Studio 1, 2, 3**
 - Participants will exit through the main entrance at staggered intervals where necessary.

Parents should socially distance themselves and wait in the courtyard area. The Duty Manager will assist with the safe handover of children to their parents.

Rose Hill and Soresby Street both have double yellow lines and no waiting markers clearly painted on them. There is also a busy bus stop right outside the building. We advise against waiting in cars and instead ask that you please come on to the forecourt to collect your child.

Parking is free after 6pm on Rose Hill East and the Town Hall car park allows for a 10-minute window before payment is required.³ This is to allow for quick visits to the recycling station.

³ Information correct at the time of printing.

As there is nowhere for children to wait inside, we ask that children are promptly collected and that you are clearly visible to them when they exit the building.

While ever the Covid-19 procedure is in place, it is important to remember that we only accept responsibility for your child's safety whilst they are in the building. It should be pointed out that parents need to make sure everything is in place for their child's safe entry and exit of the building.

Uniform

With the current closure of the reception and Lounge Café we have moved all of our uniform, dance shoes and accessories online. You can browse our online shop either through our [Facebook page](#) or online at chesterfieldstudios.co.uk

Behaviour

If a student is incapable of following the new rules within classes, we have the right to remove that student from the class. This will be on a case-by-case basis and no refund will be offered. Please refer to our [Student Conduct Policy](#) for further information.

Illness

In the event of a child developing a fever whilst taking part in a class, they will immediately be isolated, and contact will be made with parents. Should this be the case, immediate action should be taken to ensure the child is collected as quickly as possible.

Any student/teacher or family member who is tested positive for COVID-19 up to two weeks post event dates, must immediately inform us. The bubble that is affected will immediately be notified including students/parents/teachers. Should this occur while classes are running, the bubble affected will be shut down, and spaces deep-cleaned immediately following government guidance *COVID 19 – Cleaning in Non-Healthcare Settings*.⁴

It is important to remember that as autumn and winter approach there will doubtless be an increase in the usual coughs and colds. During this period, it is really important not to dismiss these as we may have done previously. With so many bugs, the symptoms are remarkably similar to the COVID-19 so should you exhibit

- **a high temperature – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)**

⁴ <https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings>

- **a new, continuous cough – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)**
- **a loss or change to your sense of smell or taste – this means you've noticed you cannot smell or taste anything, or things smell or taste different to normal**

you should not attend classes.

In the event that a teacher has to be absent due to illness we will do our very best to offer a substitute teacher. But with the heavy restrictions in place, it may not be possible to do this. In those instances, we will do our utmost to run the class online and full details will be issued to you should this be necessary.

Refunds and credit notes will only be issued in the event of permanent termination of a class where fees have already been paid. No refund, reduction or credit will be offered for classes that take place online or by a substitute teacher.

Communicating with Staff

We have always welcomed parents to come and chat to us before and after sessions and have, in the past, enjoyed an open-door policy to discuss progress or areas of concern. Through this we have developed really strong bonds with families which have been mutually beneficial to all.

It is with a really heavy heart, that we have to inform you that we will be unable to do this from September. Teachers will have a very tight window available for cleaning and preparation between classes and there will not be time to talk to you. We ask that you respect this, and no matter how quick that 'quick word' may be, it will result in the next class being admitted late, or cleaning not being achieved to the correct standard.

Instead, you should speak with the Duty Manager in the first instance. Again, this should be done respectfully, whilst adhering to social distancing, and being mindful of how busy they are. Please don't try to have a conversation whilst the Duty Manager is dealing with a queue or admitting students, but instead wait until they are free, or pop back at a quieter time.

During this period the directorate are still doing a lot of work from home. The Studios telephone may not then be answered before 3pm on weekdays.

In the case of reporting illness or absence, or to let us know you may be running later, the Duty Manager's mobile number is 07598 826982. This should be your first port of call for most quick questions as well.

If you need to discuss something in more detail, please arrange an appointment with the Duty Manager to chat with one of our staff.

You can email us or contact us via Facebook Messenger. Again, we will do our very best to answer your questions as quickly as possible.

Email addresses

In a lot of cases, it may just be easier to send us a quick email. To help make sure it gets dealt with quickly and effectively, these are the email addresses you should use.

For all enquiries relating to payments, direct debits, or help with your loveadmin.com account you should email adam.green@chesterfieldstudios.co.uk

For anything related to the COVID-19 procedure, Health and Safety management, complaints or observations you should email Jonathan.francis@chesterfieldstudios.co.uk

For class enquiries, concerns or questions about individual students and anything related to classes and their content, including rehearsal times and availability, you should email Roseanna.sanderson@chesterfieldstudios.co.uk

For day to day questions, information on classes, help with ordering uniform or if you are unsure who to contact, please email wendy.barnett@chesterfieldstudios.co.uk

NHS Test and Trace

Chesterfield Studios will be participating in the NHS Test and Trace scheme.

Information taken from gov.uk website

The NHS Test and Trace service:

- *ensures that anyone who develops symptoms of coronavirus (COVID-19) can quickly be tested to find out if they have the virus, and also includes targeted asymptomatic testing of NHS and social care staff and care home residents*
- *helps trace close recent contacts of anyone who tests positive for coronavirus and, if necessary, notifies them that they must self-isolate at home to help stop the spread of the virus*

We are introducing this service to help return life more to normal, in a way that is safe and protects our NHS and social care. The service will allow us to trace the spread of the virus and isolate new infections and play a vital role in giving us early warning if the virus is increasing again, locally or nationally.⁵

Data supplied by Chesterfield Studios to Test and Trace will be limited to

- participant's name
- contact number
- date and time of visit
- any specific details, such as prolonged contact with a staff member in cases such as administering first aid.

⁵ <https://www.gov.uk/guidance/nhs-test-and-trace-how-it-works>

No other data will be shared. Any data forwarded will be taken from standard attendance registers with no obligation to submit any further data under the scheme.

QR codes and website links will be displayed for visitors to add their details via an online form.

Our GDPR policy has been updated accordingly to include NHS Test and Trace as a third party.

We will share, upon request, such data as listed above to assist with tracing contact with an infected person.

If, for whatever reason, you do not want to participate in NHS Test and Trace and you do not consent to your data being shared in this way, you must email Jonathan.francis@chesterfieldstudios.co.uk to notify us of this.

Should you wish to not participate in NHS Test and Trace and a confirmed case is found to be present within the Studios, we would still notify you privately without involving the scheme.

Furthermore, should you withhold your consent to participate in the scheme, you should still notify us if you or one of your household has a confirmed case of COVID-19. We reserve the right to contact NHS Test and Trace and notify them a case has been present within the building, but we would not supply any data about the individual concerned if specific instructions are in place not to participate.

You can find out information about NHS Test and Trace at:

<https://www.gov.uk/guidance/nhs-test-and-trace-how-it-works>

and further information about how Chesterfield Studios may collect and use data at:

<https://www.gov.uk/guidance/maintaining-records-of-staff-customers-and-visitors-to-support-nhs-test-and-trace>

Updates to Policies and Procedures – including standard terms and conditions

With the many changes brought in by the Coronavirus pandemic, it has become necessary to update many of our policies and procedures, including a major update to our terms and conditions of membership.

You will need to agree to these to be a member of Chesterfield Studios. For new members, this will form part of your sign-up procedure, while for existing members, these will be sent to you in a separate email with instructions on how to offer your consent.

We have included links to some of them in this pack for ease of reference. Our full catalogue of policies is available on request from the office or available online at <https://www.chesterfieldstudios.co.uk/policies-and-procedures>

[Updated Terms and Conditions](#)

[Student Conduct Policy](#)

[Covid-19 Site Management Procedure](#)

[Covid-19 Method Statement](#)

[Covid-19 Risk Assessment](#)

Government Guidance

Below are links to the current government guidance we have used to prepare for reopening.

We have collated all of the links into this document to help you, should you need to refer to it in the future.

[Protective measures for holiday and after-school clubs, and other out-of-school settings during the coronavirus \(COVID-19\) outbreak](#)

[Working safely during coronavirus \(COVID-19\) – Performing Arts](#)

[Working safely during coronavirus \(COVID-19\) – Providers of grassroots sport and gym/leisure facilities](#)

[Working safely during coronavirus \(COVID-19\) – Offices and Contact Centres](#)

[COVID 19 – Cleaning in Non-Healthcare Settings](#)

What to Do If You're Not Happy

If you are unhappy about any aspect of the return to Chesterfield Studios, or feel that we need to do more, you should contact us.

COMPLAINTS AND FEEDBACK PROCEDURE

FEEDBACK

You may not want to make a complaint but have ideas about how to make things better. We welcome suggestions about how we can improve what we do. Email the

Duty Manager wendy.barnett@chesterfieldstudios.co.uk

COMPLAINTS

Chesterfield Studios aims to provide the best service that we can. Sometimes things go wrong. We want you to tell us if there is something you are not happy about as we will try to put things right.

Who can make a complaint?

You can make a complaint if you:

- Are a participant in a Chesterfield Studios class or group
- Are an audience member or a participant in a Chesterfield Studios Performance
- Have been refused a service or an opportunity to participate in a Chesterfield Studios event or activity

Informal Complaint

If you are not happy with something at a Chesterfield Studios session, or at an event you can:

- In the first instance, talk to a member of staff. Explain your concern.
- Talk about what you think needs to change to make things better.
- If you are unhappy with how the person you speak to deals with what you say, or the outcome, you can make a formal complaint

Formal Complaint

You can make a formal complaint to the Artistic Director of Chesterfield Studios.

Email Jonathan.francis@chesterfieldstudios.co.uk

Telephone 01246 271540

When you write or speak to the Artistic Director about the issue that concerns you, he will take the following actions:

- Write down what you say and send a copy of this to you and/or respond within 48 hours of your initial contact.
- Address your concerns with the rest of the management team.
- Send a response within 20 days of being contacted.
- Send you a Formal Complaint Form to escalate your complaint to Board level if requested
- Ensure you receive the Board's determination in a formal response no more than one week after the next scheduled Board meeting.

NB: All formal complaints are written down and reported to the Chesterfield Studios Management Board.

Frequently Asked Questions

My child is really nervous about coming back and I don't think they will settle in the class without me. Can I come into the room?

Unfortunately, not at the moment. Due to current restrictions on room capacities, we are unable to accept any more than the prescribed number in any given class situation.

The Duty Manager will be on hand to help you and of course, you are welcome to wait outside and maintain social distancing, in case of difficulties.

My child doesn't have to socially distance at school. Why do they at the Studios?

We are following all current Out of School Settings guidance and in there it specifically tells us what we can and can not do. Until that guidance changes, we must comply with social distancing.

My school is cleaning the toilets every 30 minutes, are you?

Every space in the building has a cleaning schedule in place based on its individual usage. We have ensured that a thorough plan is in place to ensure all toilet facilities are kept clean and are sanitised between each bubble's usage.

I'm not happy about my child not wearing a mask. I think they should wear a mask because they are inside.

According to the guidance, two metre social distancing negates the need to wear a face covering during sessions. We are constantly following government advice on this and should this change, we will enforce whatever new rules are required. Students should bear in mind that wearing a face covering during increased physical activity, such as dancing or singing, may be problematic.