



March 14, 2020

Dear families,

Considering the school closings in Toronto and beyond, we wanted to reach out to you to inform you of an escalation of our safety policies that will allow us to remain open.

We are fully committed to the health and safety of our students and staff. We also have a commitment to our students' education and want to provide an alternative that allows for academic continuity, as well as routine and stability in these uncertain times.

Our learning centres are controlled environments with low foot traffic, small staff, and individualized lessons. Nevertheless, we must take extreme precautions and have enacted the following mandatory safety policies to ensure everyone's safety:

1. Hand washing is mandatory for all students, families, and staff upon entering the premises and in between lessons.
2. Disinfecting of surfaces, door knobs, writing utensils and keyboards is also mandatory after each lesson.
3. Anyone who has traveled outside of Canada must wait 14 days before entering our learning centres, starting from the day they returned to Canada.
  - We have a few options available to those who've traveled abroad and feel well: Video conference lessons, individualized take-home packages, and an extension of our current rescheduling policy to up to 6 weeks from the date of the cancelled lesson.
4. Any student who is feeling sick must let us know as soon as possible so we can plan accordingly and provide alternatives.
5. Our staff has received the facts of COVID-19 and are aware of safety measures to prevent infection, such as avoiding hand shaking, face touching, frequent hand-washing, etc.
6. All group programs are being modified to create more physical space between students.

If attending in-person lessons is not an option for your family, our video conference lessons are effective and highly interactive. Please contact us to learn more about this.

Thank you for helping us ensure a safe and healthy learning environment.

**-The RRLS Team**