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Resource Roundup:

COVID-19

What's inside?

- Helpful information to help you stay up-to-date
- 10 key questions to help guide your operational decisions
- Client communication template – Precautions
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Helpful information to help you stay up-to-date

We've pulled together a list of resources that we hope will help you, your organization, and your communities navigate the complicated situations we're all facing around COVID-19.

For staying up to date:

Google's SOS Report:

[Latest news plus safety tips & info](#)

WHO:

[Latest updates](#)

CDC:

[What you need to know](#)

[Handwashing Videos for Kids and Adults](#)

[Checklist for Community and Faith Healers](#)

Government of Canada:

[Coronavirus disease \(COVID-19\)](#)

**Dialogue's COVID-19 Chat Bot
(some info is Canadian-Specific):**

[Link to Chat Bot](#)

Bing COVID Tracker:

[COVID-19 Tracker](#)

For businesses & organizations:

Facebook Small Business Hub:

[Managing through and building resilience during the COVID-19 outbreak](#)

COVID-19 Small Business Forum:

[Helping Small Businesses Help Each Other](#)

NRPA:

[Covid19 in Parks and Recreation: Supporting Community Health and Wellbeing During an Outbreak](#)

Harvard Business Review:

[Lead Your Business Through the Coronavirus](#)

From Dance Studio Owners Association:

[Strategies for Protecting Your Dance Studio & Community In Uncertain Times \(learnings can apply to other activities\)](#)



10 key questions to guide your operational decisions

Here are a few prompts for you to help plan what your next steps are for your business or organization as you tread these uncharted waters. There isn't necessarily a one-size-fits-all solution, but asking yourself these questions may help to get the ball rolling.

Creating social distance:

1. Can you reduce the capacity of your facility?
2. Can you host sessions online or post previous recordings of sessions?
3. Can you move client meetings to video conferencing?
4. Can you share at-home workouts that will help participants continue to strengthen their skills?

Engaging meaningfully with your clients:

1. How are you keeping your community engaged? Are you communicating with them regularly? (via: chat, email, social, community groups, etc.)
2. Are you leveraging the health info you have on participants to make sure you're aware of any immunocompromised or elderly individuals?
3. Are you sharing important resources (ex: social distancing best practices) with your staff and participants?
4. Are there things you can do to keep everyone's mood up? Staff and participants alike?

Getting back on track:

1. Can you offer make-up classes or promo codes for the future?
2. How can you use the downtime to best prepare for when students come back?



Client Communication Template – Precautions

Use these templates by copy & pasting them into your email service provider like Constant Contact or using Amilia's mass e-mail feature. Don't forget to change out the information where it's highlighted. Also feel free to tweak some wording to give it a more personal touch.

Dear ____**(business name)** community,

We're certainly all feeling the impact of the current climate on our families, friends, and members of our communities. We are placing health and safety as our top priority, doing everything we can to ensure the highest level of cleanliness and hygiene at **(business name)**.

We're keeping a close eye on the situation to make sure that we are complying with government-sanctioned recommendations as they continue to shift and change.

We are incredibly passionate about ____**(sport/activity)** and believe that being involved in the ____**(sport/activity)** community comes with the obligation of doing the utmost to protect the collective health and safety of our participants, their friends, and loved ones!

Here is a list of precautions we are employing at ____**(business name)**.

- **Handwashing and sanitizing:** we practice and encourage frequent hand cleaning. We are providing the appropriate supplies so that staff and participants can be vigilant. **(washing, sanitizing)**.
- **Social distancing:** our ____**(teachers, instructors)** will keep themselves at a safe distance from participants. We also encourage participants to do the same. Including high-fives, hugs, fist-bumps, and handshakes, unfortunately!
- **Cleanliness standards:** we are wiping down surfaces and equipment that are high traffic, as well as doing deep cleans on an increasingly regular basis.
- **Sneezing and coughing:** sneezing and coughing should be done into the crux of the arm. If sneezing or coughing does not subside, the participant or staff member must leave the facility for their safety and the safety of others.
- **Staff and instructors:** we will only be attending ____**(business name)** if we are feeling well. Absolutely no staff members with a fever shall attend.
- **(Please add any other measures you are implementing)**

Please alert us if you or your child has been tested positive for viral infections such as COVID-19, so that we can contact other participants. We wish all our community members a speedy healing process and to avoid the spread, you must ensure that you stay at home and rest.



As new information becomes available, we will update our policies as needed if the situation calls for it.

We will also be sure to continue to keep an open line of communication with our participants & parents/guardians. As a community, we must stand together and ensure the health and safety of our peers! It takes a village, but we can do it!

If you have any comments, questions, or concerns, please share them with us so that we can address them as quickly as possible.

We appreciate your continued support.

Regards,

_____(business owner)

_____(business name)



Client Communication Template – Closures

Dear ____ (business name) community,

Like all of you, we are currently doing our best to adapt to the situation as it evolves. As of today, ____ (date), we will be closing our facility until further notice.

Depending on government mandate:

(We've made the decision to do our best at encouraging) OR (We respect the decision of our government to encourage) social distancing practices. Right now, we know that closing ____ (businesses name) is best for our staff, our participants, and the community at large.

As always, we're available to chat or answer questions through phone or email. We're not sure when exactly we will see you all in person again, but for now, we hope that you all stay safe and healthy! And don't forget to check in with your neighbors, friends, and family.

We're going to be paying close attention to the situation, as I'm sure all of you are as well. We know many of you are just as passionate about ____ (sport/activity) as we are – and it is hard to keep away from each other at this time. But the more careful we are, the sooner we can get back into it!

As new information becomes available, we will update our policies as needed if the situation calls for it. We will also be sure to continue to keep an open line of communication with our participants & parents/guardians. As a community, we must stand together and ensure the health and safety of our peers! It takes a village, but we can do it!

Of course, it is ideal that you alert us if you or your child has been tested positive for viral infections such as COVID-19, so that we can contact other participants.

We appreciate your continued support.

Regards,

____ (business owner)

____ (business name)

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If you have any resources that you've found helpful, feel free to send them our way! We'd love to share them with the community.

We believe that **we are in this together. And in that same spirit, **we will get through this together.****

Thank you & stay safe!

Contact us for more information
or for support during COVID-19:

1-877-343-0004 • www.amilia.com