



June 23, 2020

Dear Valued Clients of Teachers' Tutoring Service,

We are now able to offer in-person tutoring service on a limited basis at the client's request.

Please be aware that you may need to be flexible in your requirements in order to find the best tutor for your needs. Many of our tutors continue to restrict their services to online tutoring only. We encourage you to consider online tutoring as an option as it means an expanded selection of available tutors, and many of our tutors and students have adapted very well to online platforms.

We have developed safety protocols for in-person tutoring that can be viewed on the following pages. In addition, **clients and tutors are both required to complete self-assessments prior to any in-person sessions.** Should you not be comfortable with in-person sessions, or unable to complete the self-assessment by answering NO to each of the questions, online tutoring can and will continue to be an option for TTS clients going forward.

We very much appreciate your understanding and cooperation with these policies that are required to maintain both yours and our tutors' health and well-being.

Regards,
The TTS Staff
Teachers' Tutoring Service

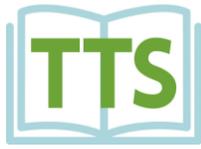
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GUIDE TO REDUCING THE RISK OF COVID-19

Worksafe BC guidelines adapted for in-person tutoring

The following protocols have been adapted from the WorkSafe BC website using a variety of industry recommendations that are relevant and applicable to in-person tutoring sessions.

From the worksafe BC website:

- The virus that causes COVID-19 spreads in several ways. It can spread in droplets when a person coughs or sneezes. It can also spread if you touch a contaminated surface and then touch your face.
- The risk of person-to-person transmission is increased the closer you come to other people, the amount of time you spend near them, and the number of people you come near. Physical distancing measures help to mitigate this risk.
- The risk of surface transmission is increased when many people contact the same surface. Effective cleaning and hygiene practices help mitigate this risk.

STEPS TO REDUCE THE RISK OF SPREADING COVID-19 DURING IN PERSON TUTORING

SESSIONS:

In-person tutoring takes place in a variety of settings (client's homes, tutor's offices, outdoors in public or private settings, indoors in public places such as cafes or libraries). The level of risk varies with location, and tutors must take the steps necessary to minimize the risk to themselves and their clients.

Steps to be taken to minimize risk include:

- Maintaining physical distancing:
 - Online tutoring removes the risk of spreading COVID-19. Where practical, online sessions should be considered.
 - Where in-person sessions are necessary:
 - Sessions should be held in a space restricted to only the tutor and student.
 - The workspace should be arranged to ensure that the student and tutor are a minimum of 2m apart.
 - If the proposed space does not allow for physical distancing, an alternative location should be found that does. Physical distancing should not be compromised.
 - Outdoor settings are better where possible.
- Cleaning and hygiene:
 - Both tutor and client should practice good hygiene and hand cleaning practices. Tutors should ensure they have hand sanitizers and wipes available and should also communicate hygiene requirements to clients prior to each session. Measures should include:
 - Washing hands or sanitizing prior to and following sessions

- Sanitizing the work area prior to and following sessions
- Sanitizing materials and tools prior to and following sessions
- Not sharing tools or materials

TTS WORKPLACE POLICIES TO REDUCE THE RISK OF SPREADING COVID-19 DURING IN PERSON TUTORING SESSIONS:

1. TTS tutors must adhere to the policies around self-isolation issued by the provincial health officer and the BC CDC:
 - Anyone who has had symptoms of COVID-19 in the last 10 days must self-isolate at home. Symptoms include fever, chills, new or worsening cough, shortness of breath, sore throat and new muscle aches or headache.
 - Anyone under the direction of the provincial health officer to self-isolate must follow those instructions.
 - Anyone who has arrived from outside of Canada, or who is a contact of a confirmed COVID-19 case, must self-isolate for 14 days and monitor for symptoms.
2. Under no circumstance are tutors or clients to meet in-person if either party is unwell. Sessions can be rescheduled or conducted online.
 - *Please note: The TTS 24-hour cancellation policy WILL NOT apply when sessions are cancelled due to illness.*
3. TTS tutors and clients are required to complete a screening questionnaire prior to **EVERY** in-person session. This survey **must be completed prior to each and every in-person session**.
4. Masks: The use of non-medical masks is a personal choice left to the tutor and client. It is important to recognize that the use of non-medical masks **does not** override requirements to stay home if sick, and to practice physical distancing and hygiene practices. The use of masks (and which party, or both, wear one) must be mutually agreed upon between the tutor and client. There may be occasions where the tutor and client do not agree in regards to the use of masks – please contact the office immediately in these situations. An alternative will be required: online tutoring, or finding another tutor for the client may be necessary. Neither tutors nor clients should feel pressured to meet in person without using PPE if it is their wish to do so.

IN SUMMARY:

- Never tutor in person if you are experiencing any symptoms of COVID-19 or are otherwise unwell. Sessions can be rescheduled. This is non-negotiable.
- Always practice physical distancing.
- Always practice hand-hygiene and cleaning.
- Always complete and have the client complete the screening questionnaire before every session.
- The use of masks is optional at the mutual agreement of the tutor and client.

TTS Screening Questionnaire for in-person tutoring sessions

In order to ensure the health and safety of our clients and tutors, it is important that both tutor and client complete this simple screening questionnaire prior to EVERY in-person meeting.

1. Have you experienced any cold or flu-like symptoms in the last 14 days (to include but not limited to fever, cough, sore throat, respiratory illness, difficulty breathing)?

Yes/ No

2. Have you had close contact with or cared for someone diagnosed with COVID-19 within the last 14 days?

Yes/ No

3. Have you travelled outside of Canada within the last 14 days?

Yes/ No

4. Have you been in close contact with anyone who has traveled outside of Canada within the last 14 days?

Yes/ No

If either the tutor or the student has answered yes to any of these questions the tutoring sessions must be postponed (until each party can answer no to all of the above questions) or the tutoring must be conducted online.