

To clients, participants and friends of Tero,

Global concern and a lot of unknowns about the coronavirus pandemic (COVID-19) have captured everyone's attention. Mixed messages and non-stop media reporting leaves all of us with heightened concern for the safety of ourselves and others.

This message is to alert you to the steps we are taking at Tero to address the threat and protect our clients and workshop participants.

- Tero continues to operate with a wide range of proactive measures in place. That includes most staff working remotely.
- As we've all heard, groups of people increase the risk of a meeting or event becoming a super-spreading occasion. For this reason, Tero is waiving all cancellation fees and working with clients to reschedule events.
- Although it isn't being used during the height of this public health crisis, at the Tero Learning Center have heightened our cleaning and disinfecting procedures.
- The skills Tero helps people develop are especially important in a crisis. Tero has always provided a wide range of complimentary digital resources to support the people we serve. We're curating them and adding more to make it even easier to access these resources. Check out Tero's social media community plus the Tero website ([www.tero.com](http://www.tero.com)) for links to a variety of useful tools to ensure your professional development isn't a casualty of this crisis. There are also resources in the newly created Kids Zone for parents and caregivers to use with young people who are confined to homes.
- On the rare occasions where people come physically to the Tero Learning Center, we encourage you to use eye contact and a smile as your greeting rather than a handshake. Some organizations are promoting the "elbow bump" to replace the handshake. Since it is the sleeve and elbow that healthcare professionals recommend you sneeze and cough into, if you choose to greet others with an elbow, please do it with a dramatic upward elbow motion at a distance rather than physical touch. If you're at all symptomatic (fever, dry cough, shortness of breath) or part of a vulnerable group (over age 60, asthma, heart disease, diabetes or other risk-factors), we suggest you follow the most conservative recommendations of healthcare professionals and stay home.
- For Tero workshops, we are not currently offering the online or distance learning options that most educational institutions have defaulted to during this time. We believe the nature of Tero training not only benefits from, but requires, an in-person learning experience. Rescheduling training to a later date rather than compromising a learning experience with less effective methodology is our recommendation.
- For individuals (those in executive or professional coaching relationships), we are pleased to offer a virtual meeting option. For anyone who isn't able to attend a workshop due to workshop cancellations but is still interested in using the self-quarantine time to further their learning, you may want to consider a 60-, 90- or 120-minute online coaching session with a Tero expert coach. Contact Liz Cooney at [lcooney@tero.com](mailto:lcooney@tero.com) to schedule.
- Practicing good public health is a shared responsibility. Wash your hands frequently, sneeze or cough into tissues or your sleeve, avoid touching your face and increase your social distance where possible.
- To access the most recent information and recommendations concerning the coronavirus, visit [www.cdc.gov](http://www.cdc.gov).

This situation is fluid. This is the third version of this update we've published. We'll continue to monitor and adjust as needed. If you have any questions or concerns, please drop me a note at [rcrosbie@tero.com](mailto:rcrosbie@tero.com).

Tero's mission is to equip people with essential professional skills through transformational learning experiences. To that goal, we are adding a commitment to public health responsibility.

Thank you for choosing Tero as your partner in education.

Be safe and well.

Ro