

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.** At the Tero Learning Center have heightened our cleaning and disinfecting procedures. Additionally, cleaning solution and wipes are widely available throughout the facility. Meals and snacks will be individually packaged (rather than buffet offerings).
- **As we've all heard, groups of more than 50 people** or groups in close proximity increase the risk of a meeting or event becoming a super-spreading occasion. For this reason, numerous public venues and educational institutions around the country are closing their doors. Tero training workshops do not pose this high risk. It is standard practice at Tero to provide each participant a comfortable personal space of at least 3 feet around them for learning. It turns out that a comfortable personal distance to improve learning outcomes is also good for improving health outcomes. Additionally, since we also strictly limit class sizes for all workshops, even greater personal distance is usually possible in a Tero training environment.
- **We have not cancelled workshops hosted at the Tero Learning Center** because they don't come anywhere close to group sizes of 50 or more people and there is plenty of space. For workshop participants, if you're symptom-free and not part of an at-risk group, you are invited to attend your scheduled training workshop.
- **When you come to class**, 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.
- **If your Tero event** is a keynote presentation, the risk for large groups of people in close proximity is very real. You will want to reschedule your event. Tero will work with you to make this as easy as possible.
- **For workshops** held at other venues, Tero will work with clients to ensure a safe and healthy environment. If there are any concerns about the environment, we will recommend rescheduling the training for a later date.
- **Not surprisingly**, many clients have put a moratorium on non-essential business travel. For public workshops, Tero has a long-standing policy of offering the opportunity to reschedule your attendance within one year or transfer the registration to another individual. We hope this eases the challenges for our clients in some small way.

- **For custom client workshops and events**, if you'd like to reschedule your workshop for a later date, we are happy to work with you. Cancellation clauses in contracts were designed to keep clients accountable to the commitments they made – not to create hardship when unforeseen circumstances like a global pandemic happen. If you need to reschedule an event, we'll work with you to find a solution that works for everyone.
- **We do not foresee 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.
- **The members of the Tero Team embrace a work ethic that leads them to report to work** even on those rare occasions when they're not in top health. This is true of professionals in many organizations. It is the spirit of client-service and "the show must go on" that drives them. During this health crisis, we've directed all members of our team, if they are at all symptomatic, to not report to work. We will find a different solution rather than put anyone at risk.
- **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.
- **This situation is fluid.** We'll continue to monitor and adjust as needed.

If you have any questions or concerns, please let us know. 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.

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