



## Updated Covid-19 Program Protocols for Prospective Clients

The Trust wants to provide the best educational opportunities to our community while ensuring the safety of our staff and participants. Please be advised we are adding the following protocols to our outreach program safety standards:

- 1) You must provide the space necessary to maintain proper physical distances between each program participant based on established protocols (minimum of 6 feet apart).
- 2) Participants are responsible for providing their own masks/PPE. The Trust prefers covered outdoor venues whenever possible as this may mitigate the amount of PPE required by participants. Trust staff will, at a minimum, wear facemasks.
- 3) Unlike some past programs, please note that we will not currently allow any physical contact between the animals or biofacts and program participants.
- 4) As the state adjusts distancing recommendations, we may need to cancel a program on short notice to comply with new guidelines and ensure staff safety. If the Trust must cancel a program, clients will have the option to reschedule their outreach program, conduct the program virtually at 50% off, or receive a full refund.

As a reminder, these policies are **in addition** to our standard program policies:

- A table (6-8 ft and not used for food service) set up in the front of the room.
- We prefer to do all programs in one location. Due to FDA recommendations, we cannot have animals in a cafeteria or other food service areas.
- A teacher/staff member must be present at all times.
- We will arrive approximately 20-30 minutes before the first program to set up.
- We reserve the right to end the program at any time if we feel the animals' or audience's safety has been compromised.
- Programs may be canceled by notifying a Trust representative at least seven (7) days prior to the scheduled date without incurring a cost. Programs canceled within forty-eight hours or sooner are subject to paying 50% of the program fee. Programs canceled due to inclement weather and/or other mitigating factors may be rescheduled no cancellation fee.

Please reach out with any questions. We look forward to working with you and providing fun – and safe – nature edutainment!

Sincerely,

Balsam Mountain Trust Staff  
828.631.1061 / [education@bmtrust.org](mailto:education@bmtrust.org)