



COVID-19 READINESS PLAN – 2020/ 2021

OHC Vancouver
DLI O19394452186

Section 1

- I. The OHC VANCOUVER COVID-19 Readiness Plan document outlines measures that should be implemented to a) minimise the risk of the introduction of infection in our schools and b) manage the risk of spread if introduced through:
 - A clear hierarchy of controls (elimination, engineering controls, administrative controls, and personal protective equipment) as per WorkSafe BC and BC Health Services regulations
 - Pre-screening interviews
 - Contactless delivery of course information and lessons
 - Clear guidelines regarding capacity limits in the school, classrooms, and public space
 - Restructured class schedules, staggered work shifts and class times, and breaks
 - Enhanced cleaning and disinfection regimes and new sanitization practices in line with B.C. Post Secondary COVID19 Go-Forward Guidelines, WorkSafe BC recommendations, and Health Canada guidelines.
 - Clear signage and instructions for:
 - Regular and good hand hygiene
 - Good respiratory hygiene and etiquette
 - Physical distancing of minimum 2m at all times
 - Occupancy limits
 - PPE/Facemask requirements inside the school at all times
 - Visitors with symptoms restricted from entering premises
 - Support for employee and student mental health
 - Procedure to report illness
 - Procedure to follow if COVID-19 is confirmed in the workplace or building
 - Procedure to report health and safety concerns
 - Procedure to stay at home
 - Defined safety roles and responsibilities
- II. School Director RG/JY/LW: Up to date COVID-19 Readiness Plan
 - a. will review, daily, procedures and policies as per the WorkSafe BC ([Health and safety - WorkSafeBC](#)) and BC Health Services ([COVID-19 \(Novel Coronavirus\) - Province of British Columbia \(gov.bc.ca\)](#))
- III. School Director RG/JY/LW: STAFF (teachers & admin) returning to work



- a. If STAFF have been outside of the country, they are required to self-isolate for 14 days prior to returning to the workplace.
- b. Before returning to work, OHC VANCOUVER staff will be invited to a Zoom meeting/induction to go through the OHC VANCOUVER COVID-19 Readiness Plan which will cover procedures and answer any questions or concerns. Attending this meeting will be mandatory for all OHC VANCOUVER staff.
 - i. IMPORTANT: If you or someone you live with has any signs of COVID-19 infection:
 - High temperature or fever
 - A new, persistent cough
 - Loss of sense of smell or taste
 - Difficulty breathing or shortness of breath
 - Chest pain or pressure
 - Loss of speech or movement

-If any of the below also apply to you, you are required to stay home from school/the workplace:

 - If you are experiencing any symptoms of COVID-19
 - If you are waiting for laboratory test results for COVID-19
 - If you are caring for someone who has, or may have, COVID-19
 - If you have been advised to remain home in self-isolation by your local public health agency or physician

-You must not come in to the school/workplace. Call or email to inform the OHC VANCOUVER team.

-If you notice these signs when you are at OHC VANCOUVER, tell someone immediately.
- c. Staff will need to complete the **attached declaration #1** before returning to work. This declaration acknowledges adherence to all OHC VANCOUVER COVID-19 guidelines.
- d. Staff must inform OHC VANCOUVER (School Director RG/JY/LW) of any issues or concerns relating to their health, caring responsibilities, travel arrangements, or safety in the workplace that might affect their safe return to work.
- e. Staff will need to communicate with students using an email address provided by OHC VANCOUVER

IV. School Director RG/JY/LW: STAFF keeping safe at work

- a. OHC VANCOUVER has arranged supplies of hand sanitizer, antiseptic spray, and wipes. There will be hand-cleaning stations around the school. Protocols for hand hygiene and wiping down equipment (photocopiers, printers, CD players, computers, door handles, front desk) after use will be covered in the “staff induction” and posted clearly around the school
 - b. Daily thermal check upon arrival at school
 - c. Communal areas will be closed. Students are advised to arrive at the time of their class and to leave the building immediately after the class finishes. Staff are asked to politely discourage students from congregating in (or immediately outside) the building.
 - d. When moving around the building, all staff will be required to maintain 2m social distancing rules and to ensure students follow these rules.
 - e. Staff will be required to wipe down door handles and other surfaces which are regularly touched (classroom, entrance, bathrooms – School Director RG/JY/LW).
 - f. PPE and face masks will be mandatory for all staff when inside the school
- V. School Director RG/JY/LW: STAFF keeping safe at work continued... TEACHERS
- a. Teachers will be required to do as much lesson preparation as they can from home. Teachers will also be encouraged to bring in their own laptop rather than using those available in the Teacher’s Room.
 - b. A classroom will be made available for teachers to prepare for their lessons – they will be assigned a desk and will be required to wipe it down/sanitize before and after use.
 - c. To avoid teachers congregating in the Teacher’s Room, it will now be re-purposed as a “lending library” – where teachers can borrow materials they need in order to prepare their lessons, at their assigned desk, and return after use. Teachers must wipe down covers and page that have been touched prior to returning.
 - d. Paper handouts and supplementary materials will be prohibited during this time. Teachers must prepare lessons so that materials can be projected in class and “handouts” must be emailed to students prior to the start of class.
 - e. PPE and face masks/face shields will be mandatory for all teachers when inside the school
 - f. In classrooms, students will be distanced and windows will be partially opened to ensure ventilation (door must remain closed).



- g. Students must arrive to OHC VANCOUVER at the start of their class and proceed directly to their classroom (class lists and room numbers will be provided to students by email and this information will be posted near the front desk/school entrance).
 - h. Teacher will assign students a seat in class – students will then be asked to wipe down their seat at the end of class. Seats closest to the door will be reserved for late arrivals.
 - i. Teachers are encouraged to minimize movement around the classroom (avoid inviting students to the board or switching pairs).
 - j. Students should remain in the classroom during breaks and teachers must avoid leaving during this time unless necessary.
 - k. Teachers must keep all materials on their person (markers, board erasers, etc.) as these items may not be left in the classroom.
 - l. When class has been dismissed, teachers must remind students of the COVID-19 exit procedures, then they must wipe down touched surfaces and ask students to wipe down their own seats.
 - m. All employees should understand that failure to comply with the guidelines and protocols related to COVID-19 in the workplace could result in disciplinary action up to and including termination of employment.
 - n. Any staff planning to leave the country must coordinate a safe return to work plan with the school director with a mandatory 14-day quarantine.
- VI. School Director RG/JY/LW: STAFF keeping safe at work continued.... ADMIN
- a. Administrative staff must arrive to the school before scheduled classes begin. Further, they should be sure to enter the building one at a time.
 - b. Daily thermal check upon arrival at school
 - c. If students need to speak with staff, they will be required to send an email and request an appointment prior to meeting. There will be a schedule of availability posted clearly at the front desk/near the school entrance.
 - d. Staff will not be permitted to provide students with physical documents nor will they be allowed to accept documents. All student documents must be scanned and emailed to the OHC VANCOUVER admin team.
 - e. If students require specific letters, certificates etc., they will be prepared by the admin staff and left outside the office in an envelope with the student's name. Students will be notified by email or text when their document is ready to be picked up.

- f. All employees should understand that failure to comply with the guidelines and protocols related to COVID-19 in the workplace could result in disciplinary action up to and including termination of employment.
- g. Any staff planning to leave the country must coordinate a safe return to work plan with the school director with a mandatory 14-day quarantine.

VII. School Director RG/JY/LW: STUDENTS keeping safe at school

- a. If STUDENTS have been outside of the country, they are required to self-isolate for 14 days prior to returning to the workplace. OHC VANCOUVER students will use the BC approved Study Safe Corridor through Languages Canada to complete their 14-day quarantine requirements which adhere to the rules and regulations as per the Quarantine Act.
- b. Before returning to work, OHC VANCOUVER students will be invited to a Zoom meeting/induction to go through the OHC VANCOUVER COVID-19 Readiness Plan which will cover procedures and answer any questions or concerns. Attending this meeting will be mandatory for all OHC VANCOUVER students.
 - i. IMPORTANT: If you or someone you live with has any signs of COVID-19 infection:
 - High temperature or fever
 - A new, persistent cough
 - Loss of sense of smell or taste
 - Difficulty breathing or shortness of breath
 - Chest pain or pressure
 - Loss of speech or movement
 - If any of the below also apply to you, you are required to stay home from school/the workplace:
 - If you are experiencing any symptoms of COVID-19
 - If you are waiting for laboratory test results for COVID-19
 - If you are caring for someone who has, or may have, COVID-19
 - If you have been advised to remain home in self-isolation by your local public health agency or physician
 - You must not come in to the school/workplace. Call or email to inform the OHC VANCOUVER team.
 - If you notice these signs when you are at OHC VANCOUVER, tell someone immediately.



- ii. Students will need to email a photo or scan of their passport (ID page, Visa page)
 - iii. Students must take online placement test prior to their first class
 - iv. Students must email their up-to-date address, phone number, and email
 - v. Students will be asked to download the ArriveCAN App.
- c. Students will need to complete the **attached declaration #2** before returning to work. This declaration acknowledges adherence to all OHC VANCOUVER COVID-19 guidelines.
 - d. Students must arrive to the school at their designated times and must enter the building one at a time.
 - e. Daily thermal check upon arrival at school.
 - f. Students must inform OHC VANCOUVER (School Director RG/JY/LW) of any issues or concerns relating to their health, caring responsibilities, or travel arrangements that might affect their safe return to work.
 - g. Students will need to communicate with staff using their personal email address.
 - h. OHC VANCOUVER has arranged supplies of hand sanitizer, antiseptic spray, and wipes. There will be hand-cleaning stations around the school. Protocols for and hygiene and wiping down equipment (students must wipe down their chair and desk in class) will be covered in the “student induction” and posted clearly around the school.
 - i. Communal areas will be closed. Students are advised to arrive at the time of their class and to leave the building immediately after the class finishes. Students will not be permitted to congregate in (or immediately outside) the building.
 - j. When moving around the building, all students will be required to maintain 2m social distancing rules.
 - k. Students must follow arrows and signage in the building.
 - l. Students will be required to use PPE and/or face masks in the building at all times.
 - m. In classrooms, students will be distanced and windows will be partially opened to ensure ventilation (door must remain closed).
 - n. Students must arrive to OHC VANCOUVER at the start of their class and proceed directly to their classroom (class lists and room numbers will be

provided to students by email and this information will be posted near the front desk/school entrance).

- o. Students will have an assigned seat in class – student will then be asked to wipe down their seat at the end of class. Seats closest to the door will be reserved for late arrivals.
- p. Students should remain in the classroom during breaks and must avoid leaving during this time unless necessary.
- q. When class has been dismissed, students must follow the COVID-19 exit procedures, and they must wipe down touched surfaces like their own seats.
- r. If students need to speak with staff, they will be required to send an email and request an appointment prior to meeting. There will be a schedule of availability posted clearly at the front desk/near the school entrance.
- s. Students are not permitted to provide staff with physical documents nor will they be allowed to accept documents from staff. All student documents must be scanned and emailed to the OHC VANCOUVER admin team.
- t. If students require specific letters, certificates etc., they will be prepared by the admin staff and left outside the office in an envelope with the student's name. Students will be notified by email or text when their document is ready to be picked up.
- u. All students should understand that failure to comply with the guidelines and protocols related to COVID-19 in the workplace could result in disciplinary action up to and including termination of studies.
- v. Any students planning to leave the country must coordinate a safe return to school plan with the school director and a mandatory 14-day quarantine.

Section 2:

- I. School Director RG/JY/LW will conduct pre-screening interviews with students and staff by providing updated information and resources and asking questions such as:
 - a. Have you been travelling outside of Canada in the last 14 days?
 - b. Are you experiencing any symptoms related to COVID-19 now or in the last 14 days?
 - c. Have you been directed by a public health agency or physician to self isolate at this time?
- II. School Director RG/JY/LW will screen students and teachers each week by phone/email. Staff and students must complete pre-screening interviews and sign a

weekly "attestation" in order to return every Monday for classes and maintain records on tracing/completed quarantine/general information (which can be shared with WorkSafe BC and BC Health Services in the event of a confirmed/suspected COVID-19 case)

- III. School Director RG/JY/LW will measure student temperature daily
- IV. Passive screening: staff and students follow all guidelines and assess their own risk factors
- V. Active screening: OHC VANCOUVER ensures information is collected and reviewed to determine whether a person may enter the school
- VI. Daily monitoring of students in quarantine through phone calls, texts, emails

Section 3:

- I. OHC VANCOUVER will control the risk of COVID-19 transmission by managing and enforcing:
 - a. Regular and good hand hygiene
 - b. Good respiratory hygiene and etiquette
 - c. Enhance cleaning regimes
 - d. Maintaining good physical distancing in the classroom and within the school
 - e. Effective use of PPE and face coverings
 - f. Weekly pre-screening interviews with students and staff
 - g. Clear signage and instructions for:
 - Regular and good hand hygiene
 - Good respiratory hygiene and etiquette
 - Social distancing
 - Floor markings to manage traffic flow
 - Occupancy limits
 - PPE/Facemask requirements
 - Visitors with symptoms restricted from entering premises
 - h. Maintaining 2m physical distancing with others at all times
 - i. Prohibiting use of communal areas (computer labs, student lounge, microwaves, fridges, vending machines)
 - j. Staggering start and end times for staff and students (in class and work hours)

- k. Shorter lunch and breaks to be taken inside the classroom or outside the building only
 - l. Teaching staff encouraged to minimise time in the Teacher's Room and concentrate class preparations at home or at assigned desk
 - m. Class averages to be set to accommodate 2m social distance, and class capacity to be determined by space available.
 - n. Provide staff and students with ways to properly clean hands, by providing access to soap and water or alcohol-based hand sanitizer
 - o. Display a clear and prominent school facilities map – classrooms, offices, washrooms, entrance, and exit
 - p. Portable contact retail terminal or adequate distance positioning on front desk
 - q. Establish a clear cleaning protocol with third-party service to ensure they are following all local health and safety protocols and sanitation requirements. Ensure standards are being maintained and updated through regular reviews with the third-party service.
 - r. Nightly clean with hospital grade disinfectant of all high touch surface areas, including front desk, handles, door knobs, and stair railings
 - s. Introduce more fresh air where possible, by opening office or classroom doors and windows
 - t. Minimize switching classes for students where possible
 - u. Comprehensive review and instruction of rules for the school or all new students
 - i. COVID-19 readiness plan to be shared with all students by email
 - v. Thorough, weekly in-class announcements to reinforce the rules for current and new students
 - w. Comprehensive review of COVID-19 policy at OHC VANCOUVER for all staff (teachers and admin)
 - i. COVID-19 readiness plan to be shared with staff by email
- II. Appointed COVID-19 marshal (School Director RG/JY/LW) to enforce and manage rules
- III. School Director RG/JY/LW to be trained on dealing with suspected cases, including COVID-19 specific incident report, which includes:
- a. Key contact numbers to authorities (8-1-1 / 1-888-268-4319)
 - b. Dedicated isolation room for any suspected case

- c. Temperature checking on-campus
- d. Basic PPE

Section 4:

- I. School Director RG/JY/LW to be trained on dealing with suspected cases, including COVID-19 specific incident report, which includes:
 - a. Key contact numbers to authorities (8-1-1 / 1-888-268-4319)
 - b. Dedicated isolation room for any suspected case
 - c. Temperature checking on-campus
 - d. Basic PPE
- II. School Director: RG/JY/LW will immediately notify and contact the WorkSafe BC and BC Health Services to seek guidance on how best to proceed (testing or quarantining based on WorkSafe BC and BC Health Services guidelines)
- III. School Director: RG/JY/LW will communicate any critical information to all staff, students, host families, and agents through email and phone calls
- IV. Students and/or staff are required to specifically state what their safety concern is and what remedy is being sought by contacting School Director: RG/JY/LW by email or telephone. Must ensure name, date, location, and description of incident or concern on in the email or phone call.

School Director: RG/JY/LW will undertake an investigation and share the findings and recommendations with the student and/or staff, including any action taken to correct the safety concern where necessary.
- V. If someone presents COVID-19 symptoms while on the school premises, and/or they find out they have been in close contact with someone who has COVID-19 or COVID-19 symptoms, they should:
 - a. Immediately keep a 2m distance from everyone
 - b. Go to a sperate well-ventilated room/area behind a closed door
 - c. Avoid touching anything
 - d. Cough or sneeze into a tissue and put it in a bin, or if they do not have tissues, cough and sneeze into the crook of their elbow

- e. Use a separate bathroom, where possible. They should use their own mobile phone to call:
 - 1) School Director (1-416-457-7887)
- f. Make sure they can trace where they have been, who they have come into contact with, share as much information as possible with WorkSafe BC and BC Health Services

If students/staff require testing, OHC VANCOUVER will contact WorkSafe BC and BC Health Services on behalf of the student and assist with arranging the test at clinic/drive through testing site.

- VI. If there is a confirmed case of COVID-19, guidance should be taken from WorkSafe BC and BC Health Services. They will discuss the case, help identify others who may have been in contact with the affected person, prepare a risk assessment, and advise on any further actions or precautions that need to be taken.
- VII. Should students require extension of quarantine period, we confirm that all necessary quarantine supports will be provided through our host-family provider, or for students who have booked the SSC through Languages Canada, quarantine supports will be provided through the SSC Languages Canada quarantine plan.

Section 5:

- I. School Director RG/JY/LW will include questions about employee and student wellness as part of the weekly check-in and interview.
- II. OHC VANCOUVER is committed to providing a healthy work environment during these times. Support and training will be provided to all staff in order to help them cope with the ever -changing challenges and demands brought on by the COVID-19 pandemic.
- III. OHC VANCOUVER will support staff who may be suffering from anxiety or stress. Staff, when they return to work, may have gone through traumatic events such as the serious illness or death of a relative or friend, or are experiencing financial difficulties or problems with their personal relationships.
- IV. Staff who are returning to the workplace after a period of isolation are likely to have concerns about the risk of infection or changes to their job due to the implementation of measures to prevent the spread of COVID-19. OHC VANCOUVER will provide staff with information on publicly available sources of support and advice and information about the prevention and control measures taken in the workplace to reduce the risk of infection.
- V. OHC VANCOUVER will ensure staff are made aware of and have access to WorkSafe BC and BC Health Services.

Section 6:

- I. Students will receive and sign the COVID-19 International Student Safe Travel, Arrival and Quarantine Checklist prior to departure to Canada. Developed by Languages Canada, this document provides step-by-step instructions to incoming international students on how to safely prepare, travel, arrive, and quarantine, including expectations for self-monitoring and assessment for COVID-19 symptoms as well as penalties for breach of quarantine.
- II. Details on the SSC plan/package are below:
 - a. Students coming to Canada under the SSC will pre-purchase an all-inclusive 14-day quarantine package at one of the designated LC Quarantine Hotel, including full meal plan and safe transport.
 - b. All quarantine sites have implemented rigorous COVID-19 operating procedures as per the Hotel Association of Canada's Best Practices, Operating Procedures and Considerations for Hotel Guests in Self-Isolation and are equipped to provide a full-service quarantine services to students, including safe transport from the airport to the hotel.
 - c. Students will arrive in Canada with a completed International Student Quarantine Plan template - Developed by Languages Canada, this fillable document outlines students' quarantine plan, which students will be expected to complete and print for presentation to their CBSA agent upon arrival in Canada
- III. Students and accompanying family will receive the following supports under the SSC package:
 - a. All-inclusive 14-day quarantine package at one of the designated LC Quarantine Hotel, including full meal plan and safe transport. (All quarantine sites have implemented rigorous COVID-19 operating procedures as per the Hotel Association of Canada's Best Practices, Operating Procedures and Considerations for Hotel Guests in Self-Isolation)
 - b. Comprehensive health insurance coverage, including for COVID-19 during quarantine,
 - c. Access to 24-hour mental health Student Support Services, provided by Guard.me International Insurance;
 - d. Access to the Quarantine Student Connection by guard.meCARES which provides mental wellness programming specifically targeted to support and maintain a healthy attitude and outlook during quarantine and self-isolation.
 - e. Student tracking via Guard.me Travel and Geo Tracking App.
 - f. The COVID-19 International Student Safe Travel, Arrival and Quarantine Checklist, explaining students' requirement to isolate and self-monitor during quarantine.

- IV. Languages Canada members will refer to the COVID-19 Protocol for the Safe Arrival and Quarantine of International Students, which states that members will provide the following supports during quarantine:
- a. Conduct regular telephone check-ins on students to inquire about their mental and physical health;
 - b. Provide students with the option to commence their program of study via live virtual course delivery;

Section 7:

- I. OHC VANCOUVER will have a COVID-19 Safety Committee which will follow all local health and safety measures outlined by the province. The COVID-19 Safety Committee will be responsible for:
 - a. Select, implement and assess site-specific control measures in line with OHC VANCOUVER COVID-19 Readiness Plan
 - b. Ensure all students and staff are informed about the content of the OHC VANCOUVER COVID-19 Readiness Plan and policies
 - c. Conduct a periodic review of effectiveness of the plan
 - d. Liaise with School Director RG/JY/LW to ensure all regulations are up to date in accordance with WorkSafe BC and BC Health Services
 - e. Maintain records of training and inspections
 - f. Review and management of student/staff attestation documents
 - g. Escalate any concerns to Senior Management
 - h. All meetings will be conducted virtually, wherever possible, to promote physical distancing and minimize direct contact with other individuals in the workplace.
 - i. Together with School Director RG/JY/LW, will ensure all students and staff are knowledgeable regarding the safety protocols
 - j. Will help ensure all signage and information is clearly presented for all students and staff to access
 - k. Enforce the OHC VANCOUVER COVID-19 Readiness Plan

