



## COVID-19 SAFETY PLAN

Updated Oct 15, 2020

# TABLE OF CONTENTS

---

1. Introduction to Covid-19 Resources ...3
2. Levels of Protection & Controls ...4
3. Languages Canada Study Safe Corridor ...5
4. Pre-arrival Arrangements ...5
5. Quarantine Requirements ...6
6. School Services & Supports ...6-8
7. Attendance policy ...9
8. Safe Commuting ...9
9. Occupancy Limits ...10
10. Managing Traffic Flow in Facility ...10
11. Personal Protection (Masks) ...10
12. Hand Hygiene ...11
13. Safe Classrooms (Teaching & Learning) ...11-12
14. Extra-Curricular Activities ...12
15. Office Spaces ...13
16. Protocols for Working Remotely ...13
17. Test Centre ...14
18. Cleaning & Disinfecting ...15
19. Monitor, Assess, & Address Risks ...15
20. Symptoms or Suspected Cases ...16
21. Outbreak Response & Case Management ...17
22. Isolating A Case at Home / Co-Living Setting ...18
23. GV Victoria Covid-19 Response Team ...19
24. Credit & Acknowledgments ...20

# 1. INTRODUCTION TO COVID-19 RESOURCES

On March 17, 2020, a [Provincial State of Emergency](#) was declared by BC's Provincial Health officer due to the rising risk of the Covid-19 pandemic. The order restricted public indoor and outdoor gatherings to no more than 50 people, including:

- conferences and meetings
- sporting events
- concerts and movies
- religious gatherings
- other similar events

Since BC's initial health order was released, subsequent orders on [public gatherings](#) have specified that the terms "gathering" and "event" do not apply to students or instructors when engaged in educational activities within a school.

Thus, GV Victoria's gradual reopening started with small computer-delivered CELPIP and IELTS test sittings in June, followed by cohorts of English learners in hybrid classes from July 6<sup>th</sup>, 2020.

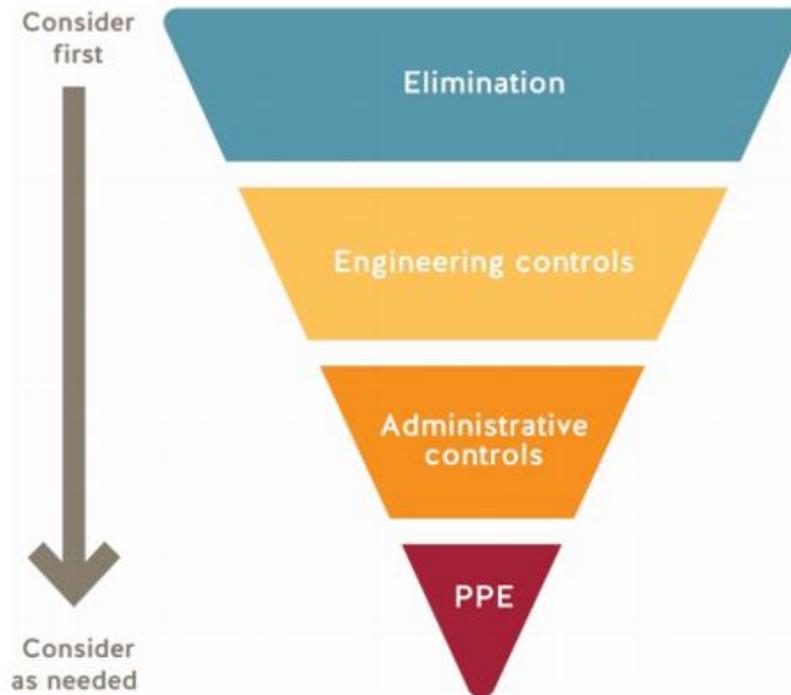
GV Victoria's Health & Safety Committee continues to monitor regulatory updates and the following resources in order to maintain a safe operation for employees, students, test candidates, and other stakeholders.

- B.C. CDC (Centre for Disease Control) – [COVID-19 Info](#)
- B.C. Post-Secondary Education - [Go Forward Guidelines](#)
- [B.C. Restart Plan](#)
- B.C. – [Self-Quarantine on Return to BC](#)
- [Canadian Quarantine Act](#)
- [COVID Self-Assessment Tool](#)
- Hotel Association of Canada – [Best Practises for Hotel Guests in Self-Isolation](#)
- Languages Canada – [Covid-19 Guidelines for Operation of Private Language Schools](#)
- Languages Canada – [Study Safe Corridor](#)
- PHAC (Public Health Agency of Canada)
  - [Guidance for Post-Secondary Institutions during the Covid-19 Pandemic](#)
  - [Public Health Institutional Readiness Requirements for International Students](#)
- VIHA (Vancouver Island Health Authority) – [Local Outbreaks & Exposures Data](#)
- WorkSafe BC – [Returning to Safe Operation](#)
- WHO (World Health Organization) – [Covid-19 Pandemic Resources](#)
- WHO, Unicef, Red Cross – [Guide to Preventing and Addressing Social Stigma](#)

**Questions about GV Victoria's Covid-19 Safety Plan? Please email [victoria@gvenglish.com](mailto:victoria@gvenglish.com).**

## 2. LEVELS OF PROTECTION & CONTROLS

As per WorkSafe BC's Covid-19 guidance for employers, the following represents the hierarchy of protective controls that can be put in place within a worksite. Details of how GV Victoria has implemented these controls can be found throughout our Covid-19 Safety Plan.



### **1<sup>ST</sup> LEVEL OF PROTECTION: ELIMINATION OR SUBSTITUTION**

- Removing the risk of exposure entirely from the workplace; postponing, re-organizing, or planning in such a way that workers and clients are not exposed to any risk.

### **2<sup>ND</sup> LEVEL OF PROTECTION: ENGINEERING CONTROLS**

- Physical changes in the workplace, such as installing barriers and rearranging furniture
- Doors are propped open whenever possible to reduce contact with touch-points.

### **3<sup>rd</sup> LEVEL OF PROTECTION: ADMINISTRATIVE CONTROLS**

- Altering work practices to minimize exposure, such as minimizing the numbers of visitors, staggering work shifts, making virtual appointments, working from home etc.

### **4<sup>th</sup> LEVEL OF PROTECTION: PPE (PERSONAL PROTECTIVE EQUIPMENT)**

- This last form of protection should only be considered after careful consideration of the previous control measures.

### 3. LANGUAGES CANADA - STUDY SAFE CORRIDOR

Languages Canada is the national association representing over 200 accredited English and French language education programs in 185 study locations in nearly all regions of the country. Member programs include private language schools and public universities and colleges.

Carefully researched and designed by Languages Canada, the [Study Safe Corridor](#), is a safe way of bringing international students to Canada. It is designed to recruit and prepare qualified international language students, offer a safe and controlled travel corridor to Canada, provide a comfortable quarantine process, and ensure that both students and host Canadians are safe as students enter into Canadian schools and communities.

In the phased and targeted reopening of Canada's borders following the COVID-19 pandemic lockdown, Languages Canada member schools are committed to working with Immigration, Refugees and Citizenship Canada (IRCC) and Canadian Border Services Agency (CBSA) to welcome international students in a safe manner that greatly reduces the risk of transmission of COVID-19 in Canada.

### 4. PRE-ARRIVAL ARRANGEMENTS

**As of March 25th, 2020, it is MANDATORY for essential travellers and co-arriving immediate family members to complete a 14-day quarantine upon their arrival to Canada while monitoring for symptoms of Covid-19.**

Failure to comply with the Government of Canada's Quarantine Act is subject to penalties up to 6 months in prison and/or \$750,000 in fines.

Self-quarantine means staying at home and minimizing or eliminating contact with others. Symptoms may not present themselves right away, so a traveller may be at risk of spreading the virus even if they are showing no symptoms.

For guidelines on inter-provincial travel within Canada (i.e. travelling from your residence in Quebec to British Columbia), please see [Health Link BC webpage](#).

#### **PRE-ARRIVAL PREPARATIONS**

As indicated in the GV Victoria Letter of Acceptance and Languages Canada [COVID-19 Int'l Student Safe Travel, Arrival and Quarantine Checklist](#), international students are required to prepare and travel with documentation that proves the following quarantine arrangements are in place, including:

- The location of your 14-day self-quarantine (address, phone #, alternate #, email)
- Transportation to your quarantine location
- Self-care arrangements and supports:
  - Food
  - Medications
  - Cleaning supplies
  - Care for accompanying immediate family members
- Social or family support
- Medical Insurance

**See pages 6-8 for details on how GV Victoria can assist you in making these arrangements.**

## 5. QUARANTINE REQUIREMENTS

### **PRE-ARRIVAL DOCUMENTATION** (48-HOURS before arrival)

Before arriving in Canada, GV Victoria students MUST download and complete all steps below:

- Register for Federal government's official ArriveCAN app: ([iOS](#), [Android](#) or [web format](#)), and
- Fill-in the BC Self Isolation Plan form at this [LINK](#), and
- Languages Canada's [International Student Quarantine Plan](#).

### **PRESENTING YOUR QUARANTINE PLAN**

- You must email your quarantine plans to [victoria@gvenglish.com](mailto:victoria@gvenglish.com) 48-hours before arrival.
- You must carry copies of you completed plans along with proof of medical insurance with you on arrival day, in order to present them to a Canadian Border Services officer.

### **WEEKLY QUARANTINE REPORTING**

As an institution that is currently receiving international students on study permits and will be in the future, GV Victoria is required to submit weekly data reports to the BC Ministry of Advanced Education of those students who have entered or returned to Canada and are in 14-day quarantine. Weekly reports should be prepared within the approved Excel template supplied by and sent via email to [EQA@gov.bc.ca](mailto:EQA@gov.bc.ca) every Thursday.

### **REPORTING VIOLATIONS**

If a GV Victoria employee, host family or hotelier becomes aware of a student violating a public health orders, a complaint will be filed with the municipal bylaw officers. If the complaint is about a violation of the federal Quarantine Act, it will be filed with the local police or RCMP detachment.

## 6. SCHOOL SERVICES AND SUPPORTS

### **MEDICAL INSURANCE**

International students need proof of appropriate medical insurance, effective as of the date of the students' arrival, which includes coverage for COVID-19 during the quarantine period.

The [Guard.me International Student Insurance](#) policy provides full medical coverage against COVID-19, including during the period of quarantine. Additionally, [Keep.meSAFE](#) by Guard.me offers 24/7 access to mental health support.

Guard.me insurance may be purchased prior to arrival through GV Victoria for just \$2.00 per day. Please contact [victoria@gvenglish.com](mailto:victoria@gvenglish.com) for more information or to make a purchase.

## **QUARANTINE ACCOMMODATIONS**

- GV Victoria can coordinate quarantine accommodations (i.e. homestay or hotel), or students can arrange on their own. The school's one-time placement fee is \$250 CAD, plus nightly accommodation rates.
- Students are solely responsible for the cost of their 14-day quarantine accommodation, meals, laundry service, etc.
- GV Victoria can assist with making reservations at one of the Study Safe Corridor approved [quarantine hotels](#) in Victoria, Vancouver or even other port cities within the country.
- GV Victoria quarantine homestays have pre-set guidelines for both the student AND the host family:
  - Eliminating or minimizing contact with others in the home
  - Declining to host if any vulnerable individuals living in the home
  - Remaining in separate spaces (i.e. private bedroom)
  - Delivering meals to student's bedroom, where student will eat separate from others
  - Disinfecting all personal items and any shared surfaces
  - Washing laundry separately
- At both the quarantine hotel or quarantine homestay, the following requirements apply:
  - Use [Covid-19 Self-Assessment Tool](#) each day to monitor for symptoms
  - Call the BC Nurses' Line of BC at \*811 about any questions, concerns or symptoms.

## **TRANSPORTATION TO QUARANTINE LOCATION**

- GV Victoria can assist with the arrangement of private transportation to a quarantine hotel or GV homestay via a licensed driving service, [Beaton's Meet & Greet](#). The school has had a long-standing contract with this vendor and is satisfied with their specialized care and service.
  - Specially trained drivers will meet students at the airport and transport them to their 14-day quarantine location.
  - Students are responsible for the cost of this service.
- While in transit from the port of entry and the quarantine location, students must wear personal protective equipment (mask and gloves) and maintain 2 metres between self and others.
- Public transport is NOT ALLOWED as a method of transportation between the port of entry and quarantine location.

## **WELLNESS CHECK-INS & SUPPORT DURING QUARANTINE**

Completing a 14-day quarantine in a new country can be socially isolating, as well as mentally and physically challenging.

To ensure the health and safety of all students in quarantine, GV Victoria conducts a variety of wellness check-ins with students.

- When student arrives at their quarantine location, the GV Accommodation Coordinator will:
  - Connect via phone call or Zoom meeting to welcome them to the school's care,
  - Discuss any concerns about quarantine plans (meals, phone, internet, health care, etc.),
  - Introduce the student to COVID-19 infection control methods and the self-monitoring tool and confirm they are symptom free
  - Ensure student is aware of dates and times for school orientation and GV LIVE lessons
- Each weekday after the initial welcome check-in, students in self-quarantine will take part in interactive virtual English lessons called GV LIVE, where they will:
  - Complete an attendance check-in with a GV instructors
  - Have social contact with GV classmates and start making friends
- On weekends, the GV Accommodation Coordinator will also conduct daily check-ins to:
  - Ensure compliance with quarantine requirements
  - Emphasize individual COVID-19 infection control practices

If a student has an after-hour emergency or concern, we have a **24-hour emergency line 250-727-8621** which will be answered by the Accommodation Coordinator who can assist them.

### **OTHER SUPPORTS:**

#### **Medical Care and Prescriptions**

Depending on the student's quarantine location, GV Victoria's Accommodation Coordinator can assist with making appointments for telemedicine, pharmacy delivery, and Covid-19 testing if necessary.

#### **Mental Health Support**

If student insurance is purchased through Guard.me, the plan offers 24-7 mental health support via Keep.meSAFE. Alternatively, the GV Victoria Accommodation Coordinator may research a clinical counsellor and make an appointment. <https://bc-counsellors.org/>

#### **Cultural, Religious, Financial, and Legal Considerations**

As an international language school, GV Victoria has a wealth of experience and well-developed resource booklet to assist staff in matching students with culturally-appropriate resources. To this repertoire, the Covid-19 related resource list (at beginning of this safety plan) has been added and broadly shared with host families, students and staff, including anti-stigma and anti-racism messages.

## 7. ATTENDANCE POLICY

### FLEXIBLE ATTENDANCE POLICIES

- A stay-at-home order is in force for all clients and staff who:
  - Are exhibiting symptoms of Covid-19
  - Have travelled outside Canada in the previous 14 days, or
  - Have been identified as a close contact of a person with a confirmed case of COVID-19.
- If you fall in one of the categories above, you must:
  - Self-isolate immediately
  - Use the [COVID Self-Assessment Tool](#) or call 8-1-1 and
  - Follow the guidance of a health professional before returning to the facility
- If anyone tests positive for Covid-19, they must notify GV Victoria immediately.
- In turn, GV Victoria will:
  - Notify and follow the guidance of BC Centre of Disease Control.
  - Demonstrate flexibility for personal circumstances
  - Provide info on any financial supports or benefit programs available to those with financial instability related to COVID-19
    - GV Victoria's paid sick leave benefit
    - Counselling through GV Victoria's Employee Assistance Program and/or
    - Financial relief through provincial or federal Covid-19 response plans.

## 8. SAFE COMMUTING

GV Victoria encourages everyone coming to our facility to reducing risk of exposure and transmission of Covid-19 by minimizing contact with others when commuting as much as possible.

### You can do this by:

1. **Walking** to the school if they live close enough and are able to do so.
2. **Bike/Rollerblade/Skateboard/etc.** in single file and maintain distance.
3. **Using their vehicle** if they have one. If possible, drive alone. If ride sharing outside of your household, roll down windows to increase ventilation and wear a mask.
4. **Public Transit.** The final option for commuting as it has the highest rate of contact. If using public transit, please use a mask and try to maintain social distance.

## 9. OCCUPANCY LIMITS

- GV Victoria has established and posted occupancy limits as follows:
  - August 2020 BC health order allows for learner cohorts of 60 per floor, or 60 per “wing” of the school, or 60 per cohort, as long as the groups of students are separate and do not mix groups.
  - Elevator: 1 person (r members of 1 households)
  - Washrooms: 2 at a time
  - Classrooms: 5 students max (larger rooms); 4 students max (smaller rooms).
  - Staff room: 10 maximum
  - Computer-delivered tests: capacity reduced by 60%
- Capacity signage has been posted accordingly on classrooms in use, the elevator, washrooms and staff room.

## 10. MANAGING TRAFFIC FLOW IN FACILITY

- There is a sign upon entry re: symptom and travel (self-assessment).
- Elevator is limited to one person at a time. If another person is using the elevator, then wait until it is free. Elevator is cleaned regularly.
- Stairwell has limited space. Stay to the right and leave space from the person in front of you, about 4 stairs.
- If someone is coming up or down the stairwell, wait until person has passed. If on the stairwell, stop on the landing and give the person enough space to safely pass. Proceed when clear.
- Limit 2 people in washroom facilities at one time.
- Contractors must sign in and provide contact and health information.
- Mail and courier delivery arranged via phone call. Other visitors make appointments.

## 11. PERSONAL PROTECTION (MASKS)

- Masks must be worn in all common areas of the facility by staff, students, test candidates and visitors, including contractors (ex. IT, electricians). Extra masks in stock for those who require.
- When one-on-one meetings are held on-site, masks must be worn if unable to keep at least 2 metres apart.
- Masks may be taken off by teachers and students during lessons in the hybrid classrooms and in the lounge area when students are eating lunch.
- Masks may be taken off in individual offices if 2-metre physical distancing can be maintained.
- Test candidates are mandated to wear masks unless facial identification verification is required.

## 12. HAND HYGIENE

- Wash hands upon entry and exit + periodically throughout the day.
- Use the bottles of disinfectant if washing hands with soap and water is not possible.
- Hand sanitizer and hand washing stations are installed at multiple points for frequent use.
- [Medical experts](#) say that it's not necessary for workers in non-healthcare settings to wear gloves to prevent the spread of the virus. Other measures, such as physical distancing and good hygiene practices, are more effective in preventing the risk of transmission.

## 13. SAFE CLASSROOMS (Teaching & Learning)

- A maximum of 5 students are allowed in each classroom for face-to-face lessons (max. 4 for smaller classrooms). The remaining students will join hybrid lessons through GV LIVE platform.
- Each instructor is assigned a classroom/workstation where they will conduct all of their hybrid lessons throughout the day.
- Paper handouts have been greatly limited, but if copies are required:
  - Wash or sanitize your hands before making copies.
  - Avoid hand-to-hand distribution in class.
  - Make copies available on a clean surface within the classroom.
  - Have students pick up copies in a physically distanced manner.
  - Don't collect back any copies from students.
- **Classroom and Desk Sanitation**
  - One spray bottle containing sanitizer solution allocated to each classroom.
  - To reduce risk of contamination, contact and touch points should be maintained as follows: one classroom, one bottle, one teacher.
  - At end of class, teacher asks students to remove items from desktops and chairs, then the teacher sprays desktop and chair.
  - Students pick up hand towel paper in a physically distanced manner from clean table in classroom
  - Students wipe down own desk top and chair and dispose of paper towel in classroom.
- **Classroom games and activities greatly reduced, but when deemed necessary:**
  - Consider single-use, single-touch handouts, or create laminated, washable cards that can be sanitized after use.
  - Sanitize any surface or implement after use (i.e. pens, desk, whiteboard markers).
  - Reduce or eliminate contact with surfaces as much as possible.

- **Field Trips**
  - Due to the hybrid nature of the lessons with both face-to-face and online students, field trips have been greatly reduced, if not eliminated.
  - If field trip is possible, instructors must submit Field Trip Plan to Director one day prior.
  - During the field trip, instructors must ensure that all students wear a mask when they are not able to remain 2 metres apart.
  
- **Student Breaks and Lunchtime**
  - Breaktimes might be staggered on days with high attendance, to avoid lineups near the washroom and kitchen area.
  - Students who wish to remain in their own AM classroom for lunch may do so.
  - Students must not enter other classrooms over the lunch-break, but instead, may eat one student per table in the common lounge or other designated lunch tables.
  - Microwaves may be removed or relocated to avoid lineups and common use of appliances.

## 14. EXTRA-CURRICULAR ACTIVITIES

- Wash your hands with disinfectant soap and water for at least 20 seconds before going to your activity.
- Clean your sports apparel and water bottle before you arrive.
- Make sure you have enough water before leaving the house as there may not be drinking water available at the activity
- At check in, participants will be asked their name, if they have had a cough or fever, and to use hand sanitizer which is available on the check in table.
- Equipment will be collected by coaches at the end of the activity and sanitized before they are used again. Participants should not touch any equipment – cones, goals, etc. Equipment will be moved by staff only.
- 10 people maximum, including activity leader, for outdoor activities such as hiking and “beach hangouts”.
- Physical distancing is required on all activities.
- 4 people maximum, including the activity leader, for indoor activities, which are very limited.
- The students must stay within this group of 4 when they are indoors, for example playing pool at a pub. They are not allowed to mingle with people from other groups. Masks must be worn at all times.
- Currently limiting cash handling for sign-ups, but when there is no other option, extra vigilance is taken with hand sanitizing both before and after handling the cash.
- Hand sanitizer is at the desk and students must use it before and after payment.
- Hand sanitizer is brought to every activity and everyone must sanitize before and after touching any equipment.
- Masks must be worn indoors and on transit and when physical distancing is not possible.
- If anyone is showing symptoms of cold or flu, they should use the [COVID Self-Assessment Tool](#) to confirm their readiness to participate in the Activity.

## 15. OFFICE SPACES

- Maintain 2 metres distance in offices and between work stations.
- Staff room is limited to an occupancy of 10 people at one time.
- Meet remotely whenever possible.
- If meeting in person, meet in a larger space (one of the lounges) and maintain 2 m distance.
- Minimize sharing workstations. If sharing is necessary, sanitize frequently-touched surfaces (computer, mouse, telephone, desk surface) after use.
- Do not share work materials, pens, notepads, headsets, etc.
- Bring in your own dishes and utensils and do not share.
- During breaks or at lunch, maintain 2 metre physical distance.
- Refrain from sharing foods.
- Keep doors to communal spaces open to reduce contact with door handles (staff room, hallway, washrooms).

## 16. PROTOCOLS FOR WORKING REMOTELY

- Group staff meetings and updates are now conducted on-line.
- Work from home when possible. Limit non-essential time in the office and discourage loitering.
- [Refer to Work Safe BC: Working from home](#) for a guide on how to set up workspace, organize your work area and work comfortably.
- Respect the privacy of student personal information.
  - [Personal Information Protection Act](#)
  - [General Data Protection Regulation](#)
- Do not store student information on personal computers. For example, once student reports are completed, transfer the file to the GV server (evaluations folder) and delete from personal computer.
- Do not share log-in information, user names or passwords, with others (Zoom, GV email, etc).
- Refrain, from printing, as much as possible, hard copies of documents with student information on it. Shred or return to school all printed material.

## 17. TEST CENTRE

GV Victoria operates test centres for IELTS, CELPIP and Cambridge language proficiency testing.

These tests are usually delivered in two formats:

- computer-delivered
- paper-based

Due to the higher risk of person-to-person contact through distribution and collection of test papers, GV Victoria's gradual reopening of testing services has started with computer-delivered tests.

### **Risks in the test centres have been eliminated as follows:**

- Traffic flow is managed so all workers and visitors maintain 2m distance while seated and queued.
- Changes have been made to how tasks are done (ex. using shared online files instead of paper).
- Candidates and courier deliveries are limited to pre-scheduled visits only.
- Candidates are asked to postpone tests if they are experiencing any Covid-like symptoms.

### **Engineering controls have been implemented:**

- Desks and counters are used to prevent physical encroachment.
- Self-access has been developed for many client processes to reduce need of staff handling.
- Speaking examiners and test takers are seated at opposite ends of 6-foot tables.
- Cross-over duties and tool access is limited to single staff use only (laptops, cameras, etc.).
- Keeping security measures intact, processes have been modified to reduce the movement of materials between staff and clients (i.e. glass sidelights are used as a partition for ID check).
- Signage, floor markings and verbal reminders by staff are used to reinforce social distancing while candidates check-in at the cloaking, registration and photo stations.
- Candidate waiting areas have been re-arranged to promote social distancing.

### **Administrative controls are in place:**

- A stay-at-home order is enforced for all test takers, examiners, and invigilators exhibiting symptoms of cold or flu.
- Occupancy limits are enforced within the test-day computer-lab
- Everyone must wash hands upon entry and regularly throughout the day. Use the bottles of disinfectant if washing hands with soap and water is not possible.
- A cleaning schedule ensures that computers, chairs and other furniture and equipment is sanitization between test sessions.

### **Contact info and tracing:**

- All candidates are told via email and verbally at time of check-in to report back to the test centre if they test positive for Covid-19 within 14 days of taking the test.

## 15. CLEANING & DISINFECTING

- The GV Victoria Custodian is trained in outbreak prevention and control who cleans and sanitizes the facility on a nightly basis, according to the [BCCDC's Cleaning and Disinfectants for Public Settings](#).
- In addition, high-traffic areas and high-contact surfaces, such as doors and cabinet handles; stair railings; washrooms; shared equipment; common areas and lab keyboards are cleaned on a mid-day schedule.

### Mid-day school cleaning template:

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
<b>10:45 AM</b> (End of AM break)	Staff Name				
<b>1:15 PM</b> (After lunch break)	Staff Name				
<b>2:30 PM</b> (End of PM break)	Staff Name				

### Post -test sanitizing of centre: (wear gloves for these tasks)

- Ask candidates to take plastic bags and pencils out of the building with them.
- Sanitize candidate workstations with Lysol wipes or disinfectant spray. This includes keyboard, mouse, table and headphones. (remove headphone covers and discard)
- Sanitize Candidate waiting chairs and tables in cloakroom with disinfectant spray.
- Sanitize Speaking examiner rooms – tables and chairs.
- Sanitize any touch points that you may have noticed during the day of testing.

## 16. MONITOR, ASSESS & ADDRESS RISKS

- GV Victoria's joint Health & Safety Committee consists of management and employee representatives from each department in the school.
- The H&S Committee meets every month to monitor, assess and address risks. We will continue to monitor and assess the COVID-19 risks at our workplace and address any issues that arise at these monthly meetings.
- As new resources and bulletins are released (i.e. provincial and federal regulations; industry-specific policies and resources), they are shared with colleagues and clients, and incorporated into our Covid-19 Safety Plan. Questions and suggestions are always welcome.

## 17. SYMPTOMS OR SUSPECTED CASES

A robust plan for case management and outbreak response can limit the transmission of COVID-19 within our organization if individuals who are infected can be rapidly detected and isolated and contacts traced and quarantined.

### **PROTOCOL FOR SYMPTOMS OR SUSPECTED COVID-19 CASES**

***(To be posted in Staff Room and common areas)***

- Staff, students, hosts or test takers must first use the online self-assessment tool to self-assess.
- If the self-assessment tool has not ruled out Covid-19 (i.e. you still feel you might have Covid-19), call the BC Healthlink Line at 811 to reach the Covid Information Line.
  - An automated directory will answer.
  - Follow the prompts to reach the appropriate Healthlink representative.
  - The Healthlink representative will schedule a time and location to receive a Covid-19 test.

**Note:** A student who is not fluent in English may need assistance to navigate the auto-prompts on the Healthlink line. Translators are available, but initial prompts are in English.

- GV Victoria, in liaison with the quarantine hotel or host family, will help organize travel options to the Covid-19 testing site.
- When travelling to the testing site, you must wear all possible personal protective gear.
- Any symptomatic staff, student, or test taker shall not be allowed back to GV Victoria until:
  - a medical practitioner has confirmed they are clear of these symptoms and/or
  - the person in question has been subject to self-isolation or
  - quarantine for a period recommended by the Public Health Authority (e.g. 14 days) or
  - have tested negative for COVID-19 and can produce evidence of such.

### **COVID-19 TESTING SITES IN GREATER VICTORIA:**

#### **VICTORIA COVID-19 TESTING CENTRE (Victoria Health Unit):**

1947 Cook St, Victoria, BC V8T 3P7 | 1 844-901-8442

#### **PENINSULA COVID-19 ASSESSMENT CENTRE (Peninsula Health Unit):**

2170 Mt Newton Cross Rd, Saanichton, BC, V8M 2B2 | 250-544-2400

#### **COWICHAN COVID-19 ASSESSMENT CENTRE (Cowichan Hospital):**

3045 Gibbins Rd, Duncan, BC V9L 1E7 | 250-737-2030

**FOR MORE INFO, HEALTHLINK B.C. CAN BE REACHED BY PHONE BY DIALING 8-1-1.**

## 18. OUTBREAK RESPONSE & CASE MANAGEMENT

*(To be posted in Staff Room and common areas)*

If any staff, student, test candidate, host family or school visitor is diagnosed with Covid-19 after visiting the GV Victoria facility, they must remain in quarantine and inform their supervisor immediately. Supervisors will contact the school's Covid-19 response team, so that our response plan can be rapidly activated.

### **Mandatory reporting to Vancouver Island Health Authority and/or BC Centre for Disease Control:**

- Any known case of Covid-19 during 14-day quarantine
- Any known case of Covid-19 within cohorts within our school or test centres
- Any compliance issues within the 14-day mandatory quarantine period
- Any COVID-19 outbreaks that may impact or implicate international students or their immediate family members

### **Case-specific advice of the health authorities may require GV Victoria to:**

- Close the facility for deep cleaning and sanitization
- Provide information necessary for contact tracing to be conducted
- Rapidly notify affected students, test takers and staff members to take necessary actions:
  - separate asymptomatic individual from others and returning them to their place of residence (arranging for safe transportation if required), and
  - cleaning and disinfecting any space used and/or surface touched by the symptomatic individual.
- If appropriate, post a notice about the outbreak at entrance to facility, on school social media (FB and Instagram) and via email broadcast to stakeholders, such as host families and agents.

### **FOR MORE INFORMATION ON MANAGING CASES AND CONTACTS, PLEASE SEE:**

Public Health Agency of Canada - [Covid-19 guidance](#)

## 19. ISOLATING A CASE AT HOME / CO-LIVING SETTING

- If a Covid test confirms that a student, test taker or staff has Covid-19, everyone within their accommodation must be informed.
- They must be fully isolated and provided with plenty of water and sanitizer.
- If possible, they will have fresh air ventilation to their room, such as an open window.
- If possible, they will have their own washroom to use.
- Food and other items are to be delivered in a no-contact fashion (placed on the floor at the bedroom door).

### **Washing laundry:**

- Accommodation provider (host or hotelier) will supply a bag for laundry (clothes, sheets, etc.) which the patient will fill and leave outside their door to enforce zero contact.
- Do not shake dirty laundry.
- Wear disposable gloves while handling dirty laundry.
- Dirty laundry from a person who is sick can be washed with other people's items.
- Wash items according to the label instructions. Use the warmest water setting you can.
- Remove gloves, and wash hands right away.
- Dry laundry, on hot if possible, completely.
- Wash hands after putting clothes in the dryer.
- Clean and disinfect clothes hampers, wash hands afterwards.
- Fresh laundry will be left outside their door.

### **Cleaning the bedroom:**

- If the room needs to be cleaned, the student will be asked to go to another room.
- If a care-giver must enter the isolation room, both the student and care-giver will be required to wear a mask and gloves.
- Care-giver is to sanitize their house regularly, especially high-touch areas such as door knobs, light switches, counter tops, handles, etc.
- Care-giver is required to check in with the student regularly in case of emergency.

## 19. GV VICTORIA COVID-19 RESPONSE TEAM

TITLE	Name & Contact	Response Roles
<b>President &amp; CEO</b>	<b>Paula Jamieson</b> pjamieson@gvenglish.com	Responsible for institutional compliance with Covid-19 safety plan; activates and oversees team response; approves public notices
<b>Director of Studies</b>	<b>Jacqueline Murphy</b> jmurphy@gvenglish.com	Rapidly inform VIHA & BC CDC; communicate instructions to instructors and students
<b>Accommodation Coordinator</b>	<b>Sasha Taylor</b> vichomestay@gvenglish.com	Rapidly work with accommodation provider/carers and Insurance Company to arrange transportation, testing, medical treatment, food, water.
<b>Test Centre Admin Support</b>	<b>Kana Travers</b> ieltsvictoria@gvenglish.com	Rapidly inform GV Victoria's testing partner(s) and implement test partner instructions as received
<b>Marketing Coordinator</b>	<b>Matt Kunysz</b> design@gvenglish.com	Update public notice template and prepare email broadcast message for approval by President & CEO
<b>Custodian</b>	<b>Regan Navarre</b> custodian@gvenglish.com	Sanitize entire facility, according to outbreak containment and prevention standards

## 20. CREDIT AND ACKNOWLEDGEMENTS

GV Victoria's Covid-19 Safety Plan has been researched and developed by our Joint Health and Safety Committee, consisting of employees from all areas of the operation and management representatives, then presented to the entire employee group for questions and feedback.

Special thanks to all who contributed to and provided input:

### **Employee Reps**

Andrew Board

Craig Heath

Kana Travers

Kelly Sherwin

Kris Szabo

Matt Kunysz

Melody Dufresne

Monty Bridgman

Regan Navarre

Sasha Taylor

Scott Fowler

Simon Bailey

Steve Fissel

Soo Ham

### **Management Reps**

Jacqueline Murphy

Paula Jamieson

Scott Wilson