



EC ENGLISH
**CANADA COVID-19
SAFETY PLAN**

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1. INTRODUCTION

To ensure a regulated, controlled and safe environment during the COVID-19 pandemic, we are prioritizing the health and safety of both students and staff as we reopen our facilities and look forward to welcoming students again.

EC Vancouver is a member in good standing with Languages Canada, and as such meets the rigorous requirements of their Quality Assurance Framework, which involves a commitment to student protection, an independent accreditation process, and adherence to Languages Canada's Standards.

In the phased reopening of Canada's borders following the COVID-19 pandemic lockdown, EC Vancouver is committed to supporting 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 from foreign nationals.

We have implemented a robust COVID-19 related policy through close analysis of the various provincial/state and federal government and health authority guidelines, including **WorkSafeBC, BC COVID-19 Go-Forward Guidelines**, and the **Government of Canada's Guidance for Post-Secondary Institutions During the COVID-19 Pandemic**, as well as the **order of the provincial health officer of British Columbia**.

This plan outlines the EC Vancouver's policies, protocols and procedures that are in place under the guidelines of Provincial Health Authority of British Columbia.

They include:

- Risk management assessment to adhere to physical distancing /health and safety guidelines
- Protocols to reduce risk
- Policies to manage the workspace, school and any students offsite in quarantine or self-isolation to minimize the risk of transmission
- Communication and training plans to educate and inform staff, students and partners
- Monitoring and assessment plan for risk and wellbeing of staff, students and partners

2. SAFETY PLANNING DURING THE COVID-19 PANDEMIC

2.1 MANAGING ACCESS TO THE SCHOOL FACILITIES

To support and provide a safe and healthy work environment, it is the expectation of EC Vancouver that all staff and students adhere to the following safety measures while in the workplace.

If you have been outside of the country/location where you are working, you are required to self-isolate for 14 days before you can return to the workplace or the school. Anyone who will be planning to leave the country must coordinate a safe return to work plan with their school and supervisor to accommodate any period of mandatory self-isolation.

If any of the below also apply to you, you are required to stay home:

- If you are experiencing any symptoms of COVID-19 such as fever, dry cough or tiredness as defined by the World Health Organization as the most common symptoms
- If you are waiting for laboratory test results for COVID-19;
- If you are caring for someone who has, or may have, COVID-19; or
- If you have been advised to remain home in self-isolation by your local public health agency or your physician.

2.1.1 Daily Health Assessment

Daily, before arrival at school or work, staff and students must conduct the daily health assessment: **Daily EC VAN Health Check Survey**. If a student or staff member exhibit symptoms, then they must stay home until they have successfully completed the online self-assessment or a have been assessed by a health care provider to exclude COVID-19 or other infectious diseases and their symptoms have been resolved and are given the all clear to return to school/work.

2.1.2 Staff and Student Illness Response

If students develop symptoms at home, they must alert their school team and stay home until they have confirmation by a healthcare provider to exclude COVID-19 or other infectious diseases, and their symptoms have been resolved. Students must let the center director or director of studies if they are unable to attend classes due to illness and the absence will be recorded appropriately.

If staff develop symptoms at home, they must stay home until they have confirmation by a health care provider to exclude COVID-19 or other infectious diseases, and their symptoms have been resolved. All staff and students must complete the online self-assessment or contact the local health care for guidance if unsure of the symptoms.

2.1.3 School Facilities

To ensure the safety and wellbeing of our staff and students, working in collaboration with our building authorities, the following measures are in place to ensure our facilities are suitable and prepared for a return to operations:

- Elevator use will be limited to 2 people per elevator. Stairwells will be made available for use with directional signage and monitored closely.

- Appropriate signage will be presented in the building lobby, stairwell entrance, and our school main entrance door, to reinforce social distancing measures in the event of people crossing in corridors and stairwells. Additionally, signage with instructions as to the steps staff and students should follow if they suspect themselves or others to be demonstrating symptoms of COVID-19 will be displayed throughout the school(s), and instructing those with symptoms not to enter.
- An EC staff member is stationed at the entry to the building at the start of each day to take temperatures and collect health forms as needed.
- Hand sanitizer will be available in our building ground floor lobbies as well as in the school common areas.
- Processes will be in place to ensure that new-arriving international students will not overextend EC's capacity to meet federal quarantine requirements and the B.C. Post-Secondary Go-Forward Guidelines, ensuring the delivery of the same high-quality education to our current students, as well as newly-arriving students from abroad. This will be done via EC's virtual learning platform, and a close management of student enrolment numbers, to ensure EC continues to operate within the capacity guidelines of the province.

2.1.4 Building Access & Arrival Protocol

- Signage at entrances is displayed to serve as visual artifacts on the importance of staying home if presenting with COVID19 symptoms as per WorkSafeBC guidance.
- Access to the school campus is through a designated entrance.
- Arrival and departure schedules are staggered based on class scheduling, student attendance, day/evening classes and access to floors to minimize foot traffic and promote physical distancing in common areas.
- Temperature checks are performed on all staff and students daily directly on arrival at school.
- Facemasks are mandatory in all areas of the campus
- Sign-in is mandatory for all outside visitors on arrival at the facilities to record name and contact details for the purposes of contact tracing.
- Student's attendance is recorded by their teacher in class; the director of studies is notified daily of all absent students. Staff and students are asked not to enter and exit building during the day
- During peak times in transition areas, staff and students are required to stagger and wait in line at entry/ exit to ensure physical distancing.

2.1.5 Reception Area

- Sneeze guard is installed and visible at the reception area to promote physical distancing and provide protection to reception staff and students requiring assistance.
- Signage is displayed on boards throughout the school to communicate protocols and markers are placed on the floors to promote physical distancing in common areas.

2.2 HYGIENE AND PHYSICAL DISTANCING HABITS

The following measures will be taken to ensure best hygiene and cleaning practices in our school facilities:

2.2.1 Student and Staff hand hygiene

- Alcohol-based sanitizer and wipes have been placed in all classrooms that are in use and in the office
- Alcohol-based sanitizer has been installed in all common areas of the centre and outside all washrooms
- Alcohol-based sanitizer has been installed in the lobby of the building and all people entering the building will sanitize their hands
- Employees are given their own personal alcohol-based sanitizer bottles.
- Staff have been provided with masks and shields to be used accordingly
- Classrooms are cleaned immediately after use on a daily basis
- Commonly touched surfaces and washrooms are cleaned / disinfected 3-5 times daily
- All employees are assigned to their own workstations / offices / desks
- All students have been assigned desks in their classrooms
- Wipes have been placed on photocopier and it is wiped down after every use
- Soap levels are checked in washrooms daily
- Signage reminding people to wash their hands, use proper sanitization techniques, proper cough / sneeze etiquette, proper mask usage and to avoid touching eyes, nose and mouth have been posted in all common areas and staff area

2.2.2 Physical Distancing

- Above all else, the message from world governmental and health authorities has been to observe social distancing measures, and avoid points of contact as the primary, and most essential tool in avoiding the spread of COVID-19. As such, the policies and measures discussed throughout this document contribute to this policy, but specifically to the physical distancing, the below will also be implemented:
- Limit occupancy in all rooms including classrooms, common areas and work areas.
- Any excess chairs and tables are removed.
- Physical distancing posters are displayed in the common area.
- As needed, hallways include traffic flow signage or barriers.
- Classroom desks and layouts are re-configured to accommodate physical distancing.
- Minimized onsite staffing by means of staggering work schedules.
- Elimination of group activities and any activities that require physical contact.

2.2.3 Personal Protective Equipment

- Masks have been provided for all staff and they will be worn at all times while on premises
- Face shields have been provided for teachers for use while teaching should they wish
- Disposable masks are available
- Cleaners wear gloves when cleaning and disinfecting surfaces

2.3 WORK AND SCHOOL ENVIRONMENT

2.3.1 Classes and Classrooms

- Classrooms have been set up so that each desk is a minimum of 2 metres apart and a minimum of 2 metres from the front board / teacher and are not facing each other.
- Each class will be its own bubble and classes will be staying inside their assigned classroom, with students at assigned desks, while in the centre (other than leaving for bathroom breaks).
- Teachers are assigned to a specific classroom each week (if not longer depending on classes being taught).
- Students will be assigned a specific desk within the classroom which they will use for the duration of their stay in the level.
- Start times for classes are staggered so as to avoid a large number of students / employees in the common areas at the same time.
- All handouts / additional material for students have been made digital – with no physical copies being given out.
- All student meetings / orientations / graduations / appointments will be done virtually.

2.3.2 Common Areas

- All student lounges / library / computers / classrooms not in use are off limits.
- Students may only eat inside their classroom, at their assigned desk and not use common areas.
- Students exit the centre immediately after class time other than to meet with staff at the front desk.
- Vending machines / microwaves areas are no longer available for student or staff use.
- Floor decals indicating proper social distancing / directional flow of foot traffic have been installed throughout the centre
- Number of students in washrooms has been limited to WorkSafeBC guidelines and capacities are posted at the entrance of each on both floors..
- Elevators are limited to those with a disability or for deliveries to the centre. Students & staff should use stairwells to enter and exit building. One stairwell is an "UP" stairwell, the other a "DOWN" stairwell.
- Staff and students should enter the building through one door at the Seymour Street entrance of the building and leave through another door at the back of the building.

2.3.3 Office/Staff Room/ Kitchen

- The number of students in the main office is limited to 3 at a time.
- Staff and teachers have their own assigned space/ office and supplies which allow for proper social distancing
- Plexiglass barriers have been set up at the front desk to maintain client / staff separation
- Floor decals have been installed to ensure proper social distancing in the office
- Chairs have been removed from the kitchen and employees only have access to one microwave. The number of people in the kitchen at one time is limited to 3 and employees will not be able to eat in the kitchen, but at their work stations / desks / offices. Room capacities are posted per WorkSafeBC guidelines.
- The microwave handles/buttons must be wiped down after each use. Signage regarding wiping these items down is displayed in the staff room as needed.
- Employees must their own cutlery / disposable cutlery and food containers/ cutlery and containers are no longer provided for staff use
- All staff meetings will be done virtually

2.3.4 Washrooms:

- Limited capacity to number of washroom stalls and urinals.
- Occupancy limit posted at entrances.
- Signage posted at the hand basin on the correct hand washing techniques.

2.4 CLEANING AND DISINFECTION PROTOCOLS

2.4.1 Cleaning Schedules

- All cleaning is done in accordance with the [BCCDC's Cleaning and Disinfectants for Public Settings](#)
- The school campus is cleaned and disinfected nightly by property custodians / janitors.
- Throughout the day, the school has additional cleaning of frequently touched surfaces and equipment such as doors and cabinet handles, stair railings, washrooms, shared office spaces, desks, light switches, communications devices, equipment, and common areas.
- Teachers are responsible to make sure the surfaces in their classrooms are clean after each class.
- Any employee cleaning any common areas/high-touch surfaces must wash their hands with soap and hot water, per recommended hand washing instructions after completing the cleaning task and prior to performing any other duties.
- All classrooms are provided with cleaning supplies to be used as needed by staff and students.

2.4.2 Keyboards and Electronic Devices

- All common area frequently touched electronics such as computers, remotes, keyboards and mice have been removed from the center. Any personal devices remain the responsibility of the user. Teachers are responsible for the cleaning of their classroom computers throughout the day.

2.5 POLICIES TO REPORT ILLNESS

2.5.1 'Stay at Home' policy

- Any student or staff member who is displaying symptoms, (fever, cough, sore throat, sneezing) whether or not the illness has been confirmed **must stay at home.** (See Appendix A: Health And Safety Re-Orientation)
- Any student or staff member that is exposed to, or live in the same household with a clinically confirmed COVID-19 case or has been exposed to a confirmed COVID-19 infected person and advised by 811 public health to self-isolate **must stay at home** and follow the direction of public health.
- Workers who have travelled internationally returning to Canada must stay at home to self-isolate for the required 14 days.

2.5.2 'Sick at School' policy

- Employees and students will each complete a symptom screening questionnaire each day prior to entering the centre.
- Contact information is requested from all people entering the building, including full name / phone number / email.
- If an employee or student shows symptoms in the workplace, they will be told to leave by the **Designated Outbreak Response Team** were present: Martha Delgadillo (Centre Director), Taona Knights, (Director of Studies), and Maura Chagas (Student Services Manager). and we will provide them with contact information for **BC Centre for Disease Control Text: 1-604-660-2421 or Call: 1-888-268-4319** and the location of testing centres within the city for further direction / support regarding testing and self-isolation
- For those who cannot leave immediately, a room in the centre has been set up to isolate the employee / student until they are able to leave. While in isolation, the employee / student will be asked to contact their doctor or **BC Centre for Disease Control Text: 1-604-660-2421 or Call: 1-888-268-4319** for further direction / support regarding testing and self-isolation
- If the employee or student is very ill, **Designated Outbreak Response Team** will call 911 and inform the operator that the person may have COVID-19
- **The Designated Outbreak Response Team** will have contact information for all people who had close interactions with the affected person (taken from either their personnel files or student records and updated upon reopening) as well as the screening questionnaire they completed that day
- All surfaces that may have been touched by the ill person will be disinfected as soon as possible.
- If required by public health guidance, other employees or students who were exposed will be notified and sent home to self-isolate, self-monitor and report any possible COVID-19 symptoms
- If required by public health guidance, the centre will shut down while the affected areas / equipment are disinfected.
- If required to shut down, signage shall be posted on the front of the centre and affected employees

and students / immediate family members / outside stakeholders will be notified by phone / email with instructions on next steps. Notifications will be placed on EC Vancouver's website.

- If required, symptomatic employees or students will self-isolate for 14 days (or longer) based on public health or personal physician recommendation. This will also apply to those who had close contact with anyone who had symptoms or a confirmed diagnosis.
- If centre management and the outbreak response team is informed that an employee or student has tested positive due to exposure in the workplace, or that a claim as been filed with WorkSafeBC, management will notify the following within 4 days:
- Ministry of Advanced Education, Skills and Training
The Centre's joint health and safety committee
- The employee's union (for teachers only)
- The **Designated Outbreak Response Team** will complete an internal incident report and file with our Compliance Director and DOO.

2.5.3 Visitors or Guests during COVID 19

- Visitors to the campus will be restricted to essential activities until restrictions are reduced by local health authorities.
- Alternate options for meetings should be considered including video conferencing
- Where visitors are essential, the duration of visits should be kept to a minimum (1-3 max)
- Visitors must sign the register of site attendance along with their contact details in case contract tracing is required
- Temperature checks will be performed on all visitors directly on arrival at school. Facemasks will be mandatory in all areas of the campus

2.5.4 COVID 19 Committee: Inspecting and Monitoring the Campus and Workplace (COVID-19)

EC Vancouver will create a Covid-19 Committee (Also called Designated Outbreak Response Team) , where applicable in line with the local Health & Safety Committee.

It is responsible for:

- Select, implement and assess site-specific safety control measures in line with EC Vancouver's Health & Safety Plan
- Ensure supervisors, staff and students are informed about the content of the safety plan and policies
- Conduct a periodic review of the effectiveness of the plan
- Maintain records of training and inspections
- Escalate any concerns to Senior Management
- Create and build a relationship with local and provincial health authorities to plan, collaborate and develop a solid communication and protocol plan for any potential outbreaks.
- Handle and support the management of supplies (cleaning supplies/ PPE), resources (access and location of local assessment centres,

contingency accommodation, appropriate and quantity of supplies).

- Provide and distribute mental health and wellness resources, self-isolation material to those in self-isolation and quarantine.
- Work with local health authorities to monitor and report any violations on campus or flagged during self-isolation / quarantine.
- Local Health & Safety Committees Occupational Health & Safety: Committees should continue to meet regularly to discuss matters related to health and safety, including COVID-19, in partnership with the Covid-10 committee.
- Virtual meetings are encouraged wherever possible to promote physical distancing and minimize direct contact with other individuals in the workplace. There will be continued discussions at this forum for non-emergency health and safety matters related to COVID-19.
- Management (includes Directors): All levels of management at EC Vancouver are responsible for ensuring a safe working environment. This includes, but is not limited to:
- Ensuring employees are knowledgeable regarding the safety protocols required to minimize their risk of exposure to Covid -19 in the workplace
- Direct work in a manner that eliminates or minimizes risk to employees and students
- Post or communicate all safety information in an accessible area for workers to access
- Enforce EC Vancouver's Health & Safety Plan and where required, escalate Health & Safety concerns to Senior Management

3. PROTOCOL FOR THE SAFE ARRIVAL AND QUARANTINE OF INTERNATIONAL STUDENTS

This includes:

- Ensuring that students are aware of and committed to their requirements for safe travel and mandatory quarantine for 14 days upon arrival in Canada;
- Providing all necessary arrangements for students' safe travel and 14-day quarantine immediately upon arrival;
- Monitoring and supporting students throughout the duration of their mandatory quarantine;
- Providing an academic environment that adheres to the regulations and guidelines of the government of Canada, provincial and local public health authorities.

3.1 PRE-ARRIVAL:

Student Commitment Prior to Travel to Canada

COVID-19 safe arrival and quarantine protocols will begin at the time an international student enrolls in EC Vancouver.

EC Vancouver will provide clear instructions and documentation on the required protocol for safe travel and quarantine upon arrival in Canada (see **Appendix B: before arriving to Canada as well as, appendix c Canada COVID-19 international student safe travel, arrival and quarantine checklist, appendix d Canada international student quarantine plan and appendix e EC Vancouver Protocol for Safe Arrival and Quarantine of International Students Plan**). EC Vancouver will ensure that, prior to travel to Canada, all incoming international students:

- Are aware of their requirement to comply with the Government of Canada's **Quarantine Act**, including the penalties of violation of the Quarantine Act, which include up to 6 months in prison and/or \$750,000 in fines.
- Have agreed to and signed a copy of the **Canada COVID-19 International Student Safe Travel, Arrival and Quarantine Checklist (See Appendix C)**. The Checklist is sent to students once they have booked with EC Vancouver.
- Have completed and printed the EC Canada International Student Quarantine Plan (**See Appendix D**) for presentation at their port of entry and have registered via the **ArriveCan App (See Appendix F: EC Vancouver Instructions for Travellers During the Covid-19 Pandemic)**, and encouraged to submit a **B.C. Self-Quarantine Plan**. The Quarantine plan and documentation with QR codes to download the ArriveCan App are sent to students before arrival once they have booked with EC Vancouver.
- Have appropriate medical insurance, effective as of the date of the students' arrival, which includes coverage for COVID-19 during the quarantine period. EC Vancouver currently provides **Guard.me International Insurance** for our international students and Guard.me confirms that their 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.

In addition to being provided with this information at enrollment, all new international students are required to attend a student orientation the week before this start date, which reviews:

- Learning delivery – in class and online
- Increased cleaning at school

- Physical distancing protocols
- Mandatory face masks and daily temperature checks
- Rearranged classrooms
- 'Stay at Home' when sick policies
- Hand hygiene
- Mental health and wellness resources

Arrangements for safe travel via designated student corridors

Languages Canada is exploring the possibility of establishing designated international student corridors – chartered flights reserved exclusively for international students bound for Canada. As a member in good standing, EC Vancouver would offer these flights to our students as a means of travel to Canada, letting them know that all they would need to access these flights would be a Letter of Acceptance from EC Vancouver.

Arrangements for Quarantine

EC Vancouver will make arrangements for students' quarantine upon arrival, if needed, at a designated quarantine site that is equipped to follow necessary procedures to provide a safe, comfortable, full-service two-week COVID-19 quarantine period.

EC Vancouver provides homestay accommodation with host families who have all been made aware of and are in line with the **Public Health Agency of Canada's quarantine guidelines**. For students staying in EC Vancouver accommodation, EC Vancouver will:

- Provide private, safe transport from the airport to the accommodation;
- Ensure students are not living with vulnerable persons;
- Ensure students have access to 3 meals per day and adequate toiletries, linen, and other supplies for 14 days.
- Monitor these students with daily check-ins to ensure that we provide them with the general support they require and that they do not leave their quarantine location.

EC Vancouver will also offer international students Languages Canada designated hotels in Vancouver which act as quarantine sites and 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**.

These hotels are equipped to provide a full-service quarantine package to students, including:

- Private, safe transport from the airport to the hotel
- Delivery of three meals per day to the students' room;
- A room prepared with adequate toiletries, linens, and other supplies for 14 days;
- Adherence of all staff to rigorous hygiene, cleanliness, and physical distancing practices;
- Monitoring services to ensure the students do not leave their room.
- Students will have access to COVID-19 services and will be tested on day 4 or 5 of their quarantine period, if required by the province. EC Vancouver has provided links to testing locations and Languages Canada is also working on an agreement with a private testing site for members to use.

In Transit

While in transit to the port of departure in their home country, in airports and during flights, students will be expected to follow all recommended personal hygiene and physical distancing guidelines as per their Checklist, including:

- Wearing a mask;
- Washing/sanitizing hands frequently;
- Observing appropriate physical distancing.

Upon Arrival

- EC Vancouver will ensure that students understand the expectations around their arrival in Canada, including:
- Students must wash/sanitize their hands, wear a fresh mask and gloves and respect physical distancing requirements while in their arrival airport.
- When passing through Canadian customs, students will be required to acknowledge that they must quarantine (self-isolate) for 14 days and will be required to present their printed Quarantine Plan to the CBSA agent.
- Information about the '14 day self-isolation', resources available for students, as well as campus protocols and policies and information for in-class learning will be shared at this time. Students will be instructed to download **Canada's ArriveCAN app** and are provided with information on how to self-monitor and assess for COVID-19 symptoms.
- Students needing to travel to another city within Canada for their studies will be required to follow all recommended personal hygiene and physical distancing guidelines as per their Checklist, including wearing a mask and gloves, washing/sanitizing hands frequently and observing appropriate physical distancing.
- Students will meet their pre-arranged safe transportation at the airport. Students will be given the phone number of their transportation service and will call (from the information booth at the airport terminal) to set up the meeting at the airport. The transportation will respect necessary quarantine requirements (1 passenger at a time, driver and passenger wearing masks, vehicle is sanitized between users).
- Students will contact centre management to confirm their arrival and pick-up by their designated transport.
- Students will be transported immediately to their designated quarantine location.

During Quarantine

EC Vancouver remains committed to an exceptional student experience, including ensuring that all international students' 14-day quarantine period is as productive and enjoyable as possible, while adhering to strict isolation requirements.

Responsibility for oversight of students in quarantine will be shared by EC Vancouver, public health officers, and the quarantine accommodation provider.

Providers will:

- Attend to students' immediate needs, such as provision of three meals per day, any needed toiletries, linens, etc.;
- Ensure appropriate sanitization measures are in place;
- Provide monitoring services to ensure students do not leave their quarantine location during the 14-day isolation period.

EC Vancouver will:

- Conduct regular telephone / Microsoft Teams check-ins with students to inquire about their mental and physical health;
- Students will be required to self-monitor for symptoms of COVID-19, including taking their temperature daily.
- As per the students' Checklist, if a student experiences any symptoms of COVID-19 during the quarantine period, he/she must follow the **directives of the Public Health Agency of Canada**, and immediately notify both the quarantine provider and EC Vancouver
- Any student who has a suspected or confirmed case of COVID-19 will be required to remain at their quarantine site until a medical practitioner has confirmed they are clear of the symptoms and/or the student has tested negative for COVID-19.
- Report any 14-day quarantine compliance issues (non-health related information) to: **BC Centre for Disease Control Text: 1-604-660-2421 or Call: 1-888-268-4319 (Service is available 7:30 am to 5:00 pm Pacific Time Translation Services available in more than 120 languages)**
- Provide students with an option to commence their program of study virtually during the 14-day isolation period;
- Provide students with optional virtual social, wellness, and entertainment activities.
- Reliable, accurate messages about COVID-19, including related stigma and anti-racism supports, mental health and cultural/religious considerations are made available;
- Information about COVID-19 testing, contact tracing, and care is made available;
- The institution provides the name and contact information of the person responsible to ensure the institution's compliance with the plan; and
 - Whether any of these services will be subcontracted to other parties and the expertise of the third party to fulfill the requirements. The institution remains responsible for the actions of the parties.

3.2 HOMESTAY ACCOMMODATION – POST QUARANTINE

- Students staying in a homestay for their accommodation must communicate directly with their host family to understand their protocol and policy related to COVID-19.
- Students staying in a homestay must respect and adhere to the host family policy and procedures related to COVID-19 and other house rules.
- Students with symptoms of COVID-19 or illness will be required to communicate with their host family and to contact health authorities and will need to be clear before commencing classes in person.
- Homestay families will be required to agree and sign the 'Host Accommodation COVID-19 Standards Guidelines and Safety Agreement' (SEE APPENDIX G).
- All confirmed homestays have passed EC's screening process including mandatory criminal background checks, phone and in person interviews along with a home inspection prior to accepting a student. These homestays have agreed to accept quarantine students and have been briefed of the guidelines included herein.

3.3 ALTERNATE ACCOMMODATION – POST QUARANTINE

EC contracts with a number of alternate accommodation providers for students seeking housing options during their stay in Canada. In these circumstances, we refer to the policy and protocols of these properties in terms of COVID-19, but all accommodation providers must sign Host Accommodation COVID-19 Standards Guideline and Safety Agreement' (SEE APPENDIX G).

We require that students, prior to check-in:

- Read and respect the information regarding protocol and policies for their accommodation.
- Advise the property management of any sign of illness, symptoms or health concerns during their stay and follow their directions and directions of local health authorities.
- Communicate with the school staff for additional assistance and to report any issues.

4. COMMUNICATION AND TRAINING PLANS

4.1 COMMUNICATION OF RE-OPENING OF IN-CLASS LEARNING TO STUDENTS

For campuses that are transitioning back to in-class learning:

- EC will communicate to each student individually – return date to in-class learning, what to bring, their new timetable and how things have changed at school (**See Appendix H: EC Vancouver Useful Information, Appendix I: EC Health And Safety Re-Orientation Handout, Appendix J: Student Welcome Talk**).
- Students will bring their own pens, pencils, water bottle and ready to eat food.
- EC will communicate to each student returning to in-class learning the policy and protocols to stay at home and seek medical attention should they have symptoms of illness.
- EC will communicate to all current, new students, staff and agents all re-opening details

Phase 1 roll out:

- Learning delivery – in class and online
 - Increased cleaning at school
 - Physical distancing protocols
 - Mandatory face masks and daily temperature checks
 - Rearranged classrooms
 - ‘Stay at Home’ when sick policies
 - Hand hygiene Remote work from home schedules for back office staff
 - Mental health and wellness resources
- All students returning to the classroom will attend a mandatory orientation provided through Microsoft Teams to ensure information has been communicated properly.

4.2 COMMUNICATION TO STAFF AND STUDENTS ON THE EC POLICIES & PROTOCOLS

- Creation and distribution of a temporary, new policy manual with updated health and safety information to be distributed to all staff through email (**See Appendix A: Health and Safety Re-Orientation and Appendix K: EC Canada Temporary Policy Manual**). This will be presented initially through a virtual staff meeting. (Christina Desgrosseilliers / Martha Delgadillo / Taona Knight)
- Creation and distribution through email / posted throughout the workplace (and presented initially in a virtual staff meeting) of a Health & Safety re-orientation handout which includes the following:
 - Tips for Meals & Breaktimes
 - Health & Safety Resources including, but not limited to the following:
 - + Pandemic awareness / planning tools for the workplace
 - + Government of Canada website for hygiene / mask-wearing / hand-washing procedures
 - Social / Mental Health Resources
 - Information / Resources for employees who feel they are experiencing gender-based violence
- Virtual staff meeting to orient staff on new Health & Safety procedures that have been put into place as well as ensure all staff understand both the employer and employee responsibilities to ensure a safe return to work. A PowerPoint presentation has been prepared for this meeting and will be distributed to all staff via email for their

continued reference. (Christina Desgrosseilliers / Martha Delgadillo / Taona Knight)

- The training will cover the following topics:
 - Symptoms of Covid-19
 - Internal Responsibility System for employees
 - Centre Safety Plan
 - Physical Distancing
 - Wearing a mask / face covering
 - Hand Hygiene / Washing technique
 - How to use Hand Sanitizer
 - Limited use of Common Areas
 - Daily Health Screening Questionnaire
 - Disinfection of Touch Points
 - Tips for adapting to the new normal
 - Mental Health and Self-Care
 - **WorkSafeBC, BC COVID-19 Go-Forward Guidelines, and the Government of Canada’s Guidance for Post-Secondary Institutions During the COVID-19 Pandemic, as well as the order of the provincial health officer of British Columbia** Post signs / graphic information around the workplace (from the WorkSafeBC and Vancouver governments / public health) regarding mask / face coverings requirements / social distancing / covering coughs / hand washing / sanitizer technique etc.
 - Returning employees and the centre’s joint health and safety committee will be given an orientation / walk-through of the centre to show the safety / social distancing measures that have been put into place.
 - Weekly check-ins with staff and management will be established to discuss any concerns / suggestions and understand how everyone is coping with the changes in schedule / social distancing / safety measures
 - Regular virtual focus groups with academic staff and students will take place to check-in with them to see how they are coping and discuss any concerns / suggestions they may have
- Subscribe to Government of Canada’s response to COVID-19 <https://www.canada.ca/covid-19> to receive daily updates
- Ensure our procedures are up to date by a weekly review of Ministry of Health guidance. (Christina Desgrosseilliers / Martha Delgadillo / Taona Knight)

SPECIAL FOCUS ON MENTAL HEALTH

Living and working through the COVID-19 pandemic has brought about the necessity for EC to put greater focus on the mental health and well-being of its staff. EC is committed to providing a healthy work environment during these uncertain times, including to provide training to its people leaders so these leaders may better support their employees. Not only to support staff as they work to cope with this ever-evolving situation, but also to build their resilience and ability to continue post-COVID and into the recovery stage. Mental health and wellness resources will be provided to staff and students as well as a ‘step by step’ process to seek support and report any issues that may arise to the school staff.

5. CONCLUSION

We're all in this together to keep each other safe. We will need all students and staff to follow the safety guidelines in this plan to ensure we are all doing our part to prevent the spread of COVID-19. Any changes to this plan will be communicated to you by your school team or supervisor to ensure you are up-to-date with any additional workplace health and safety measures that we may need to implement based on public health recommendations.

For any questions on EC's COVID-19 Health and Safety Plan, please contact your Supervisor

APPENDIX A: HEALTH AND SAFETY RE-ORIENTATION

Training Items

1. Purpose of training
2. Prevention in the workplace
3. Tips for incorporating the new normal
4. Questions

1. PURPOSE OF TRAINING

- Returning to work and being prepared for the new normal
- To ensure EC employees understand their responsibilities and the precautions the Company is taking to ensure a safe return to work
- In accordance with provincial law, employers are expected to take every reasonable precaution to protect the health and safety of workers

2. PREVENTION IN THE WORKPLACE

In this section we will review:

- Understanding COVID-19 (signs and symptoms)
- Internal Responsibility System
- Safety Plans and their purpose
- Importance of physical distancing
- Wearing masks and best practices
- Hygiene best practices
- Use of common areas
- Daily health screening forms

Symptoms of COVID-19

COVID-19 (SARS-CoV-2) is the disease caused by the coronavirus which began circulating the globe in late 2019. While some symptoms are more common than others, it is important that we monitor ourselves for all of them and follow reporting guidance from local public health authorities.

Most common symptoms:

- Fever
- Dry cough
- Tiredness

Less common Symptoms:

- Aches and pains
- Sore throat
- Diarrhoea
- Pink eye
- Headache
- Loss of taste or smell
- A rash on skin, or discolouration of fingers/toes

Serious Symptoms:

- Difficulty breathing or shortness of breath
- Chest pain or pressure
- Loss of speech movement

Internal Responsibility System (IRS)

- The internal responsibility system means that everyone in the workplace has a role to play in keeping the workplace safe. Employees have a general duty to take responsibility for personal health and safety.
- The Company is responsible for taking all reasonable precautions to protect the health and safety of our employees.
- Working together and following proper Health and Safety guidelines is paramount to preserving a healthy environment for everyone.

Centre Safety Plans

- Each Centre has designed a Safety Plan in accordance with local health & safety regulations and for your added safety.
- You will be briefed on this Safety Plan prior to your return to work.

These procedures will include:

- An assessment of the risks at your workplace
- Implementation protocols to reduce risk
- Protocols for workplace exposure or outbreak
- Ongoing monitoring and updating of plans

Physical Distancing

- Physical distancing, when combined with proper hand hygiene and cough etiquette, has been shown to limit the spread of COVID-19.
- Physical distancing requires us to make changes to our everyday routines and to minimize close contact with others. This means you must keep 2 Meters (6 feet) between yourself and others.
- Shared space in our Centers will look different. We have limited the class sizes and restricted who can enter our facilities to help provide more space for staff and students.

Wearing a Mask

Wearing a mask helps prevent the spread of COVID-19. It is your responsibility to wear a mask and ensure that you use it and dispose of it properly each day. You will be provided with one mask and face shield.

How to wear a mask:

- Before putting on your mask, wash your hands for 20 seconds
- Secure the elastic hoops around your ears or tie strings securely behind your head
- Ensure that your mouth and nose are covered and there are no gaps between your face and the mask
- Do not touch the front of the mask while you wear it. Wash your hands or use hand sanitizer if you touch your mask accidentally

How to throw away your mask:

- Do not touch the front of your mask when removing it
- Remove the elastic loops of the mask from your ears or untie the strings from behind your head
- Hold only the loops or strings and place the mask in a garbage bin
- Wash your hands and/or use alcohol-based sanitizer after discarding mask

Best Practices with Masks

- Masks that are not worn correctly will not provide adequate protection. This can cause you or a colleague to become sick.
- Ensure that your nose is covered when wearing a mask. If not, you will contaminate the outside of the mask and you will not be protected from the virus
- Do not wear a mask that is too loose or too large. Open gaps will not properly seal around your face
- Do not share masks
- If using a reusable mask, wash and dry between uses (clean daily)

- To prevent fogging of eyeglasses, make sure the flexible strip is secured tightly over the bridge of your nose. Clean your lenses with anti-fog eyeglass cleaner

Hand Hygiene

Proper hygiene can help reduce the risk of infection or spreading infection to others. Please follow these steps when washing your hands:

- Wash your hands often with soap and water for at least 20 seconds
- Use alcohol-based hand sanitizer if soap and water are not available
- When coughing or sneezing:
 - Cough into a tissue or the bend of your arm not your hand
- Dispose of any used tissues as soon as possible in the garbage and wash your hands afterwards
- Avoid touching your eyes, nose, or mouth with unwashed hands
- Avoid touching surfaces people touch often (touch points)
- Use personal protective equipment (mask, face shield and disinfectant wipes)
- Reminder: Washing your hands is more effective than wearing gloves

How to use Hand Sanitizer

EC will ensure that there are hand sanitizing stations throughout our Centres for your protection.

- Alcohol-based hand sanitizers are an easy way to wash your hands when you don't have quick access to soap and water.
- Hand sanitizer works best when your hands are clean (no visible dirt). If your hands are dirty, use soap and water.
- Use enough product over your hands and fingers until your hands are dry.
- Rub hands for 20 seconds.

Use of Common Areas

- Access to common areas and kitchen appliances will be limited.
- Where common area use and appliances are permitted, staff are expected to maintain proper social distancing (i.e. 6ft, 2 meters) and disinfect equipment after use.
- EC will provide disinfectant wipes, ensure rooms indicate/guide proper social distancing with floor signage and encourage employees to remain at their work locations as much as possible.
- Ask your CD or DoS how this applies to your workplace.

Daily Health Screening Questionnaire

- You will be required to answer a daily health screening questionnaire through Microsoft Forms regarding new or unusual symptoms before reporting to work (explained on next slide).
- In addition, temperatures will be taken after arriving at the Centre for both staff and students.
- As part of the internal responsibility system, you must answer the questions on the daily health screening questionnaire truthfully.

Daily Health Screening before arriving at work

- **Difficulty breathing/shortness of breath** – Struggling to breath or speak in full sentences without pausing to catch your breath. The inability to lie down because of difficulty breathing (exception: those with pre-existing medical conditions such as asthma).
- **Chest pains** – If you are experiencing chest pains for no obvious reason, we recommend you consult a medical practitioner.
- **Loss of taste or smell** – Sudden loss without nasal congestion.
- **Gastrointestinal symptoms** – Experiencing nausea, abdominal pain, diarrhea or vomiting within last 12 hours for no obvious reason (i.e. IBS, other chronic or acute condition that you are aware of).
- **Fatigue** – Intense and unusual for no obvious reason.
- **Muscles aches or pain** – Unusual and for no obvious reason.
- **A new or worsening cough** – Unusual and for no obvious reason.
- **Sore throat/trouble swallowing** – Unusual and for no obvious reason.
- **Fever** – Equal to or over 38°C (100°F).

Disinfection of Touch Points

A touch point is a surface that bare hands come into contact with from multiple people, multiple times (door handle, elevator buttons, appliances, etc.).

What can you do to reduce the risk that touch points present?

- Wash hands and use hand sanitizer often
- Bring your own food and drinks
- Refrain from using shared appliances/common areas as much as possible

What are we doing to reduce the risk that touch points are present?

- Ensuring that all high-touch tools and surfaces are cleaned as per your Centre's safety plan and provincial reopening guidelines
- Ensuring disinfectant wipes and hand sanitizer is available to employees
- Reducing access to shared appliances and common areas
- Digital handouts instead of physical ones
- Reducing number of people in each Centre at once

3. TIPS FOR INCORPORATING THE NEW NORMAL

In this section we will review:

- Suggestions for eating meals and snacks at work
- Other general suggestions
- Mental health and self care
- Microaggressions and stigma
- Further resources (handout)

Suggestions for meals and snacks

To reduce the use of common areas, we recommend bringing a lunch and any drinks with you to the school. Please check with your Centre Director if you are not sure what appliances will be accessible when returning to work.

Recommendations:

- Food that can be kept cold within a cooler/lunch bag. This could include salad, yogurt, sandwiches, wraps, vegetables, fruit, butts, seeds, etc.
- A thermos for helping liquids to retain heat or stay cool for several hours. Items could include coffee, tea, water, etc.
- Please refer to Handout for further resources.

What we are moving away from:

- Items that require the use of a fridge, stove, microwave or hot drinks machine. If there are appliances available for your use, you must disinfect surfaces before and after use and maintain physical distancing measures while using them.
- Leaving the school to buy food or drinks.

Other general suggestions

- Try to stay at your desk or within your offices as much as possible.
- Only bring drinks and snacks that do not require the use of appliances.
- Bring either disposable utensils and plates or bring reusable ones that can be taken home with you each night (instead of washing or using items in common areas).
- Do you have any other suggestions or ideas?

Mental Health and Self-Care

According to the Canadian Centre for Addiction and Mental Health:

"It is normal to feel anxious and afraid while we deal with the effects of this pandemic... no matter where you are or what you're going through, you don't have to go through it alone."

You might feel like you're no longer in control of things and it is normal to feel sad, stressed, confused, scared or worried. People react in different ways. Some common feelings include:

- A sense of being socially excluded or judged
- Concern about your children's education and well-being
- Fear of getting sick with COVID-19 or of making others sick
- Worry about losing your job, not being able to work or finances
- Fear of being apart from loved ones due to isolation or physical distancing
- Helplessness, boredom, loneliness and depression due to isolation or physical distancing

Self-care

Tips for taking care of yourself:

- Stay informed but take breaks from social media and the news
- Practice physical distancing but stay socially connected to friends and family through email, phone calls, video chats, social media and physical distancing visits where permitted
- Practice mindfulness by stretching, meditating, taking deep breaths
- Try to eat healthy meals, exercise regularly and get plenty of sleep
- Follow safe food handling and cooking practices
- Use unexpected flexibility in your daily routine to your benefit
- Focus on the positive aspects of your life and things you can control
- Be kind and compassionate to yourself and others
- If you can, limit your use of substances

Stigma and Prejudice

The COVID-19 pandemic has sparked a rise in stigma and prejudice against people who have the virus, people from countries where the virus originated (or that are considered hot zones), people who have travelled recently or people who have been in contact with someone who has the virus.

In this scenario, **stigma**: Is a negative stereotype or negative association regarding people with an illness and **prejudice** is a negative stereotype about a group of people (such as racism).

How to reduce stigma and prejudice:

- Be careful with regard to the language that you use to describe the virus or someone who has the virus (i.e. health care workers)
- Stay informed with facts from credible sources (i.e. public health agencies)
- Respect people's privacy
- Focus on positives and support someone who is experiencing stigma or discrimination
- Speak out against stigmatizing behaviours
- Please review the resource page at the end of the presentation for more information

4. QUESTIONS, CONCERNS OR SUGGESTIONS?

- Please refer to supplemental handout for helpful resources.
- If you have any further questions, concerns or suggestions please contact your Centre Director, Manager or Human Resources.

Sources

- **Commission des normes, de l'équité, de la santé et de la sécurité du travail**: <https://www.cnesst.gouv.qc.ca/salle-de-presse/covid-19-info-en/Pages/covid-19.aspx>
- **Ontario OHS**: <https://www.ontario.ca/document/guide-occupational-health-and-safety-act/internal-responsibility-system>
- **Government of Canada**: <https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19.html>
- **Canadian Centre for Occupational Health and Safety (CCOHS)**: <https://www.ccohs.ca/outbreaks/topics/#covidTopic>
- **Centre for Addiction and Mental Health (CAMH)**: <https://www.camh.ca/en/health-info/mental-health-and-covid-19>
- **Public Health Ontario**: <https://www.publichealthontario.ca/-/media/documents/ncov/factsheet/factsheet-covid-19-how-to-wear-mask.pdf?la=en>
- **WorkSafe BC**: <https://www.worksafebc.com/en/about-us/covid-19-updates/health-and-safety/staying-safe-at-work>
- **Toronto Public Health**: <https://www.toronto.ca/home/covid-19/>
- **World Health Organization (WHO)**: <https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

APPENDIX B: BEFORE ARRIVING TO CANADA

PACKING LIST

- Hand sanitizer
- Disinfectant/alcohol wipes
- Reusable or disposable face masks
- Digital Thermometer
- Gadgets such as cell phones, headphones, portable chargers, etc.
- Device other than a cell phone, such as a laptop or tablet (highly recommended)
- Disposable gloves, plastic bags Emergency medications and pills
- Credit/Debit cards that are accepted in Canada (most of businesses will not accept cash as a method of payment)
- Quarantine plan which must include information on:
 - A place to stay
 - How you will:
 - + Get to your destination
 - + Get your groceries
 - + Access essential services and medical care

The Quarantine plan is mandatory even if you have no symptoms. If you do not have a plan, you may not be allowed to enter the country.

MS TEAMS

You will be using Microsoft Teams for your lessons and your structured collaboration. MS Teams give us a secure platform where you can video conference, text and share documents with your teacher and your classmates.

Therefore, hereunder please find a link explaining how to download teams depending on what device you will be using unless it is already installed. To download MS Teams, go to <https://teams.microsoft.com/downloads> for computers and Play Store or App Store on your mobile device.

Once MS Teams is downloaded, you will need to sign up with the Username (@ecenglish.online) and the Password, provided by EC. If you do not have one, please contact the school.

Once signed up, you can access information regarding your induction, classes and contact your teachers on MS Teams. It is also possible to get in touch with school staff and join virtual activities. Please make sure that you enable notifications in Teams so you do not miss any messages or invitations.

EC ONLINE

It is also important that you activate your EC Online account. You can use the following link to sign in:

<http://signin.ecenglish.com/student> and you will need your student reference number and date of birth to set up your account.

Once you sign into EC Online, you can write your placement test. Please take your test before you arrive in Canada. This will help determine the best possible level for you when you start. Click on the link at the top of the page when you sign in.

You will also be able to get some other information about EC Vancouver and do some English practice exercises in the 'Solo Study' section

APPENDIX C: CANADA COVID-19 INTERNATIONAL STUDENT SAFE TRAVEL, ARRIVAL AND QUARANTINE CHECKLIST

Dear student,

We look forward to welcoming you to Canada! Canada remains a safe and welcoming destination for international students. However, as a result of the COVID-19 pandemic, there are some important protocols that international students must follow to reduce the risk of infection and transmission of the virus, including undertaking a mandatory 14-day quarantine period immediately upon arrival in Canada.

Please take some time to review the information in this document. Please note that in not following this protocol, students may be denied entry into the country, or may be denied entry/dismitted you're your program of study with no refund. Government authorities may also fine students for non-compliance in certain situations.

Please understand that our number one priority is the health and safety of our students, homestay families, schools and communities. Your host school is obligated to follow the regulations and recommendations of various authorities, including the government of Canada, provincial and local public health authorities.

Please confirm that that you understand and agree with the following:

- I am aware of the requirement to comply with the Government of Canada's Quarantine Act, including the penalties of violation of the Quarantine Act, which include up to 6 months in prison and/or \$750,000 in fines.
- I agreed to comply with the requirements laid out in this International Student Safe Travel, Arrival and Quarantine Protocol and Checklist.
- I have completed and printed the Languages Canada Self-Isolation Plan for presentation at my port of entry, and have registered via the ArriveCAN App.
- I confirm that I have appropriate medical insurance, effective as of the date of my arrival in Canada, which includes coverage for COVID-19 during the quarantine period.

First Name:

Family Name:

Signature

Date

DD | MM | YYYY

STUDENT CHECKLIST

The below checklist provides guidelines to support you in your travel and quarantine upon arrival in Canada.

Pre-departure:

1 Communicate with your school about your arrival and quarantine plan:

- Your host school will provide you with accommodation options for your 14-day quarantine and require that you make a selection of your preferred quarantine site. Your quarantine site will provide:
 - Private, safe transport from the airport to the hotel.
 - Delivery of three meals per day to your room;
 - Adequate toiletries, linens and other supplies for 14 days;
 - Adherence of all staff to rigorous hygiene, cleanliness and physical distancing practices;
 - Monitoring services to ensure that you do not leave your room.
- In addition to payment of a deposit for your language program, you will be required to pay a deposit for your quarantine package, prior to being issued a letter of acceptance.
- Be clear about how and where you will be meeting your transportation upon arrival. Obtain a cell phone number for the driver.

2 Prepare for 14 days of isolation:

- Refer to the guidelines from the Public Health Agency of Canada on How to Self Isolate.
- Your host school will likely have options for you to commence your academic program through virtual means during your quarantine period. Discuss the academic plan for your quarantine with your host school.
- Make a plan for your physical and emotional wellness during quarantine, including any books, games, fitness equipment/apps, etc. you wish to have with you.

3 Complete arrival plans:

- Complete the mandatory Languages Canada Quarantine Plan (ATTACHED). Send a signed electronic copy of this document to your host school. Print a copy of this Plan to present to border officials upon arrival in Canada.
- Download the ArriveCAN App on your mobile device (available for iPhone and Android). Complete the pre-arrival forms on the app.

4 Packing

In addition to regular packing requirements, please also bring:

- 60 disposable face masks OR 30 disposable and 1 reusable cloth face mask;
- One large bottle of quality hand sanitizer;
- One box of Nitrile gloves;
- A thermometer.

Please also have the following with you in your carry-on luggage: at least 2 masks, several pairs of gloves, a travel sized bottle of hand-sanitizer and some disinfecting wipes.

Make sure you have the following documents available when you arrive in your carry-on luggage. You will be required to present these to a Canada Border Services Agent when going through Canadian customs and immigration:

- Passport;
- Study permit or permit confirmation document (if you have one);
- Letter of Acceptance;
- Quarantine site contact information, including cell phone number for the driver.
- Contact information for your host school;
- Signed copy of this document;
- Print out of Self-Isolation Plan.

In Transit:

While in transit to the airport, in airports and during flights:

- Wear a mask and gloves;
- Wash hands frequently;
- Use hand sanitizer when necessary;
- Practice physical distancing (minimum 2 metres from others);
- Sanitize your personal space and high touch areas;
- Minimize trips to the washroom (Flush the toilet with the seat cover down);
- Touch as few surfaces as possible;
- Keep your cell phone charged.

Arrival In Canada:

- Text your host school to confirm your arrival;
- Text your driver to confirm your arrival;
- Wear a fresh mask and gloves;
- Proceed through immigration and baggage pick up while maintaining physical distancing;
- Present appropriate documentation to the Canada customs officer;
- Move as quickly as possible through the baggage area and do not enter any stores in the airport;
- Meet your driver at the agree pick-up location;
- Load your own luggage into the car and sit as far away from the driver as possible;
- Follow all instructions for COVID-19 safe check-in at your quarantine site.

During Quarantine

As per the Government of Canada's Quarantine Act, you are required to quarantine for 14 days immediately upon arrival in Canada. This means that you must stay on your own in your room for 14 days and avoid contact with others. Your quarantine site will provide you with food, clean linens every couple of days, a comfortable room, access to television and Wi-Fi.

This means:

- Stay in your own room as much as possible and away from others. Do not leave your quarantine room unless there is a medical emergency.
- Keep your room well-ventilated and clean –open your window to let the air circulate.
- Practice good hygiene
- Wash your hands frequently with plain soap and water for at least 20 seconds.
- Cover your mouth and nose with your elbow when coughing or sneezing, or use a tissue. Avoid coughing into either your hands or into the air. Dispose of used tissues right away into a trash bin and immediately wash your hands.
- Flush the toilet with the lid down.
- Package up your garbage – empty garbage frequently and wash your hands immediately.

- Refer to the COVID-19 laundry policy at your quarantine site for having your clothes washed.
- Stay connected to your Canadian host school. You will likely have the option to commence your language program via live virtual classes. Your host school will also likely have optional virtual social activities in which you can participate to meet other students and learn about the city in which you'll be studying.
- Stay connected to friends and family via text, email, facetime, etc.
- Monitor your physical and mental well-being. If you not feeling well, use the Government of Canada's COVID-19 self- assessment tool to help determine if you need further assessment or testing. Contact your host school and quarantine provider immediately if you feel sick.
- Access the Thrive Health COVID-19 Self-Assessment Tool
- If you cannot use the online tool, call 8-1-1

Please remember that quarantine is a mandatory requirement of the Quarantine Act and not optional.

After Quarantine

Following completion of your 14-day quarantine period, if you have not presented any symptoms of COVID-19:

- Confirm transportation arrangements to your permanent accommodation with your host school.
- If you are transferring to accommodation within your city of arrival/quarantine will be transported by car provided by the quarantine site, following safe transport protocol.
- If you need to travel to another city within Canada for your studies, you will be transported to the airport by car provided by the quarantine site, following safe transport protocol. While in airports and during flights, you will be expected to follow the same recommended personal hygiene and physical distancing guidelines as during international travel, including wearing a mask and gloves; washing/sanitizing hands frequently; and observing appropriate physical distancing.
- For the duration of your stay in Canada, please be mindful of and respect public health directives.
- Continue to practice proper hygiene, including hand washing and use of hand sanitizer;
- Use proper coughing and sneezing etiquette;
- Practice physical distancing.

APPENDIX D: CANADA INTERNATIONAL STUDENT QUARANTINE PLAN

PERSONAL INFORMATION

First Name:	Family Name:	
Gender: <input type="checkbox"/> Male <input type="checkbox"/> Female	Date of Birth: DD MM YYYY	Country of Origin:
Home Address:		
Postcode:	Passport Number:	

ARRIVAL INFORMATION

Arrival Date:	Port of Entry into Canada:
Arrival From:	Airline Name & Flight Number:

QUARANTINE PLAN

Quarantine location: Homestay provider, Hotel or Accommodation provider

Name:
Address:
Phone Number:

I confirm that I have arranged the following / the following are provided by the quarantine site:

- Transportation to quarantine location (ie. Taxi, Car Service, Pre-arranged Transfer, Family Pick-up)
- 3 meals / day, delivered to my room
- Access to needed toiletries, linen, cleaning supplies etc.

- I confirm that I am entering Canada with medical insurance that provides coverage for COVID-19 during the mandatory quarantine upon entry period.
- I confirm that I will not be living with vulnerable persons or in a communal or group setting during the period of mandatory quarantine upon entry.
- I confirm that I have access to sufficient funds to cover any and all additional COVID-19-related costs, including testing.

COMMITMENT TO THIS PLAN

I (*student name*) _____ confirm that I understand the importance of the quarantine procedure upon arrival in Canada, and will follow all criteria provided in this document, as well as the requirements provided by the Government of Canada, for a full 14 days.

Signature

--

Date

DD MM YYYY

APPENDIX E: EC VANCOUVER PROTOCOL FOR SAFE ARRIVAL AND QUARANTINE OF INTERNATIONAL STUDENTS PLAN

EC Vancouver is a private language school in Vancouver that is part of EC English LTD, a chain of over 20 language schools around the world. EC Vancouver has been part of the EC English family since 2011 and prior to that operated as LSC Language Studies Canada. EC Vancouver has been welcoming over 4000 international students per year to our location on Dunsmuir Street for over 35 years. To view our website, please click [HERE](#).

EC Vancouver is a member in good standing with Languages Canada, and as such meets the rigorous requirements of their Quality Assurance Framework, which involves a commitment to student protection, an independent accreditation process, and adherence to Languages Canada's Standards.

In the phased reopening of Canada's borders following the COVID-19 pandemic lockdown, EC Vancouver is committed to supporting 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 from foreign nationals.

This includes:

- Ensuring that students are aware of and committed to their requirements for safe travel and mandatory quarantine for 14 days upon arrival in Canada;
- Providing all necessary arrangements for students' safe travel and 14-day quarantine immediately upon arrival;
- Monitoring and supporting students throughout the duration of their mandatory quarantine;
- Providing an academic environment that adheres to the regulations and guidelines of the government of Canada, provincial and local public health authorities.

STUDENT COMMITMENT PRIOR TO TRAVEL TO CANADA

COVID-19 safe arrival and quarantine protocols will begin at the time an international student enrolls in EC Vancouver.

EC Vancouver will provide clear instructions and documentation on the required protocol for safe travel and quarantine upon arrival in Canada. EC Vancouver will ensure that, prior to travel to Canada, all incoming international students:

- Are aware of their requirement to comply with the Government of Canada's Quarantine Act, including the penalties of violation of the Quarantine Act, which include up to 6 months in prison and/or \$750,000 in fines.
- Have agreed to and signed a copy of the Languages Canada COVID-19 International Student Safe Travel, Arrival and Quarantine Checklist. The Checklist is sent to students once they have booked with EC Vancouver.
- Have completed and printed the EC Canada Quarantine Plan for presentation at their port of entry and have registered via the ArriveCan App., and submit a B.C. Self-Quarantine Plan. The Quarantine plan and documentation with QR codes to download the ArriveCan App are sent to students once they have booked with EC Vancouver.
- Have appropriate medical insurance, effective as of the date of the students' arrival, which includes coverage for COVID-19 during the quarantine period. EC Vancouver currently provides Guard.me International Insurance for our international students and Guard.me confirms that their 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.

ARRANGEMENTS FOR SAFE TRAVEL VIA DESIGNATED STUDENT CORRIDORS

Languages Canada is exploring the possibility of establishing designated international student corridors – chartered flights reserved exclusively for international students bound for Canada. As a member in good standing, EC Vancouver would offer these flights to our students as a means of travel to Canada, letting them know that all they would need to access these flights would be a Letter of Acceptance from EC Vancouver.

ARRANGEMENTS FOR QUARANTINE

EC Vancouver will make arrangements for students' quarantine upon arrival, at a designated quarantine site that is equipped to follow necessary procedures to provide a safe, comfortable, full-service two-week COVID-19 quarantine period.

EC Vancouver provides homestay accommodation with host families who have all been made aware of and are in line with the Public Health Agency of Canada's quarantine guidelines. For students staying in EC Vancouver accommodation, EC Vancouver will:

- Provide private, safe transport from the airport to the accommodation;
- Ensure students are not living with vulnerable persons;
- Ensure students have access to 3 meals per day and adequate toiletries, linen and other supplies for 14 days.
- Monitor these students with daily check-ins to ensure that we provide them with the general support they require and that they do not leave their quarantine location.

EC Vancouver will also offer Languages Canada designated hotels in Vancouver which act as quarantine sites and 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.

These hotels are equipped to provide a full-service quarantine package to students, including:

- Private, safe transport from the airport to the hotel
- Delivery of three meals per day to the students' room;
- A room prepared with adequate toiletries, linens and other supplies for 14 days;
- Adherence of all staff to rigorous hygiene, cleanliness and physical distancing practices;
- Monitoring services to ensure the students do not leave their room.

Students will have access to COVID-19 services and will be tested on day 4 or 5 of their quarantine period, if required by the province. EC Vancouver has provided links to testing locations and Languages Canada is also working on an agreement with a private testing site for members to use.

IN TRANSIT

While in transit to the port of departure in their home country, in airports and during flights, students will be expected to follow all recommended personal hygiene and physical distancing guidelines as per their Checklist, including:

- Wearing a mask;
- Washing/sanitizing hands frequently;
- Observing appropriate physical distancing.

UPON ARRIVAL

EC Vancouver will ensure that students understand the expectations around their arrival in Canada, including:

- Students must wash/sanitize their hands, wear a fresh mask and gloves and respect physical distancing requirements while in their arrival airport.
- When passing through Canadian customs, students will be required to acknowledge that they must quarantine (self-isolate) for 14 days and will be required to present their printed Quarantine Plan to the CBSA agent.
- Students needing to travel to another city within Canada for their studies will be required to follow all recommended personal hygiene and physical distancing guidelines as per their Checklist, including wearing a mask and gloves, washing/sanitizing hands frequently and observing appropriate physical distancing.
- Students will meet their pre-arranged safe transportation at the airport. Students will be given the phone number of their transportation service and will call (from the information booth at the airport terminal) to set up the meeting at the airport. The transportation will respect necessary quarantine requirements (1 passenger at a time, driver and passenger wearing masks, vehicle is sanitized between users).
- Students will contact centre management to confirm their arrival and pick-up by their designated transport.
- Students will be transported immediately to their designated quarantine location.

DURING QUARANTINE

EC Vancouver remains committed to an exceptional student experience, including ensuring that all international students' 14-day quarantine period is as productive and enjoyable as possible, while adhering to strict isolation requirements.

Responsibility for oversight of students in quarantine will be shared by EC Vancouver, public health officers and the quarantine accommodation provider.

Providers will:

- Attend to students' immediate needs, such as provision of three meals per day, any needed toiletries, linens, etc.;
- Ensure appropriate sanitization measures are in place;
- Provide monitoring services to ensure students do not leave their quarantine location during the 14-day isolation period.

EC VANCOUVER WILL:

- Conduct regular telephone / Microsoft Teams check-ins with students to inquire about their mental and physical health;
- Report any 14-day quarantine compliance issues (non-health related information) to: BC Centre for Disease Control Text: 1-604-660-2421 or Call: 1-888-268-4319 (Service is available 7:30 am to 5:00 pm Pacific Time Translation Services available in more than 120 languages)
- Provide students with an option to commence their program of study virtually during the 14-day isolation period;
- Provide students with optional virtual social, wellness and entertainment activities.

Students will be required to self-monitor for symptoms of COVID-19, including taking their temperature daily.

As per the students' Checklist, if a student experiences any symptoms of COVID-19 during the quarantine period, he/she must follow the directives of the Public Health Agency of Canada, and immediately notify both the quarantine provider and EC Vancouver.

Any student who has a suspected or confirmed case of COVID-19 will be required to remain at their quarantine site until a medical practitioner has confirmed they are clear of the symptoms and/or the student has tested negative for COVID-19.

INSTITUTIONAL PREPAREDNESS

EC Vancouver is committed to operating in a way that prioritizes the health and safety of students, staff, host families, and communities, and adheres to the reopening regulations and guidelines of the government of Canada, provincial and local public health authorities.

EC Vancouver will operate as per the Languages Canada COVID-19 Guidelines for Operation of Private Language Schools and has created a rigorous COVID-19 safety plan using the province of British Columbia guidelines and template.

APPENDIX F: EC VANCOUVER INSTRUCTIONS FOR TRAVELLERS DURING THE COVID-19 PANDEMIC

If you are travelling by air, you need to

- Pass a health check conducted by airlines before you'll be allowed to board your flight
- Wear a non-medical mask or face covering during travel (including the place you'll quarantine)

1. EVERYONE WHO ARRIVES IN CANADA

All travellers entering Canada by air or by land must

- Provide basic information using the traveller contact information form, available through
 - The **ArriveCAN** mobile app
 - An accessible web-based form
 - A paper form
- Be screened by a border services officer or quarantine officer to assess symptoms

www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/covid-19-provincial-support/self-isolation-on-return

In addition to the federal ArriveCAN Application, travellers arriving in B.C. should complete a self-quarantine plan. Completing the plan will help you prepare to self-quarantine successfully.

All travellers entering Canada are required to self-isolate for 14 days. Such isolation covers both travellers who are sick or display symptoms and those who do not have symptoms and are in perfect health. Failing to comply with the order on arrival is subject to fines of up to \$750,000 and up to 6 months in prison.

During your 14-day quarantine period, you will not be able to visit the school; instead while isolating, you will have access to EC Virtual lessons should you wish to take them.

2. TESTING (if you show symptoms of Covid while in Canada)

You can get tested if you are in one of the following situations: You have symptoms of flu, gastroenteritis or COVID-19 (fever, cough, difficulty breathing). You don't have symptoms but you've been in close contact with someone who has received a positive COVID-19 test result.

Important:

Bring your health insurance card if you have one.

If you don't have a health insurance card or any other kind of identification papers to provide, you can still get tested. You can visit gov.bc.ca to find the proper resources.

3. INSTRUCTIONS FOR PEOPLE WITH COVID-19 IN SELF-ISOLATION

Please follow these instructions to avoid transmitting COVID 19 to others.

- Stay home, do not go out
- Cover your nose and mouth when coughing or sneezing
- Wash your hands often
- Do not share personal items or food
- Watch for symptoms and take your temperature every day
- Clean and disinfect surfaces and rooms at least once a day with disinfectant cleaning products

For more information on home isolation, please visit:

www.bccdc.ca/health-info/diseases-conditions/covid-19/self-isolation

4. WHEN IS IT OK TO STOP SELF-ISOLATING?

In general, you can come out of isolation 14 days after your first symptoms, and until you are free of fever for at least 48 hours (without taking fever medication) and have no acute symptoms for at least 24 hours (this does not include cough and loss of smell, which can take a longer time to go away). You can call 8-1-1 anytime to talk to a nurse at HealthLinkBC and get advice about how you are feeling and what to do next. 8-1-1 has translation services in 130 languages.

COVID 19: Medical consultation during the pandemic

Regardless of your health need, if you have flu-like symptoms or gastroenteritis symptoms or similar to COVID 19, call HealthLinkBC at 8-1-1 to be referred to the right resource. If you do not have any of these symptoms and you have a health problem, you can consult even during the pandemic, visit <https://www.healthlinkbc.ca/services-and-resources/upcc>. Wearing a face covering is recommended during a consultation.

For Mental Health issues / referrals, call HealthLinkBC at 8-1-1

General Information about Corona virus disease (COVID-19) in British Columbia

www.bccdc.ca/health-info/diseases-conditions/covid-19

APPENDIX G: HOST ACCOMMODATION COVID-19 STANDARDS GUIDELINES AND SAFETY AGREEMENT

Hosts Agree to:

1. Provide each student with a clean, private furnished bedroom with a bed, linens, pillow, desk, lamp, and window with sufficient heating and lighting and access to laundry facilities, internet, and a private bathroom.
2. When receiving visitors/guests at the residence, keep visits outside as much as possible and ask visitors to the residence to maintain proper social distance from all members of the household or to wear a mask if social distancing is not possible.
3. Clean and sterilize bathrooms and kitchen at least twice a week and clean high touch surfaces such as door handles, toilet handles, sink faucets, counters, and light switches daily.
4. Report to EC immediately if a student or any member of the household has a presumed or confirmed case of COVID-19 and have the sick member of the household follow the provincial health authority directives regarding self-isolation and self-monitoring.
5. Report to EC any student who has knowingly breached provincial health guidelines and directives regarding COVID-19 safety and transmission prevention.

STEPS TO PROTECT YOURSELF AND YOUR STUDENT FROM COVID-19

COVID-19 is a contagious disease. Proper hygiene practices will help lower your chance of getting it or spreading it to others. You and all members of your household should continue to do the following:

- Wash your hands often with soap and water for at least 20 seconds or use an alcohol-based hand sanitizer containing at least 60% alcohol
- Cough and sneeze into a tissue or the bend of your arm
- Avoid touching your face with unwashed hands
- Dispose of used tissues in a lined waste container and then wash your hands
- Clean and sanitize frequently touched surfaces, such as door handles, light switches, counters, faucets etc., daily.

KEEP PRACTICING PHYSICAL DISTANCING

Physical distancing continues to be a very important public health measure for reducing the spread of COVID-19. Physical distancing minimizes close contact with others in your community.

You and members of your household can do the following to keep practicing physical distancing:

- Avoid crowded places
- Avoid home gatherings
- Reduce non-essential travel and trips out of your home
- Keep 2 meters away from others when outside of your home or when receiving guests in your home
- Commute outside of the busiest hours if you use public transit
- Avoid greetings that include physical contact, such as handshakes
- Follow your local public health guidance on the number of people that can gather in one place at one time Limit non-essential travel

Continue to limit travel outside your home to essential trips only. Keep thinking about behaviours and routines that you can change to lower the chance of spreading COVID-19, such as:

- Grocery shopping at off-peak hours;
- Commuting outside of the busiest peak hours if you use public transit;

- Sending 1 person out to do essential errands and pick up prescriptions.

If you're planning on travelling outside your province or territory, check to see if your destination has different public health measures.

To limit the spread of COVID-19, we advise avoiding all non-essential travel outside of Canada until further notice <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/prevention-risks/measures-reduce-community.html>

QUARANTINE IN HOMESTAY

- The students will have a private bedroom and private bathroom at their homestay during quarantine.
- When arriving at the homestay family's house, students must go directly to their private bedroom.
- The homestay family will provide the students with 3 meals per day (breakfast, lunch, and dinner)
- During quarantine, students must have their meals inside their bedrooms.
- Students are responsible for the general cleanliness of their bedroom and bathroom.
- Homestay families will monitor students to ensure they are following all the quarantine guidelines.
- Students are not allowed to leave their self-isolation place during the quarantine period.

COVID-19 SAFETY POLICIES AND PROCEDURES

1. Stay at Home When Sick Policy

- a. Any student that is displaying symptoms, (fever, cough, sore throat, sneezing), whether or not the illness has been confirmed to be COVID-19, must stay at home and seek medical direction (By contacting 811 in Vancouver or Montréal, or 1-866-797-0000 in Toronto) as well as notify the school of absence.
- b. Any student who has been potentially exposed to COVID-19 through their homestay must stay home and follow the direction of public health. Potential exposure is assumed when students: i. Live in the same household as a clinically confirmed COVID-19 case. ii. Live in the same household as someone who was exposed to a clinically confirmed COVID-19 case. iii. Live in the same household as someone who has been advised by public health to self-isolate due to potential COVID-19 exposure.
- c. The host will notify the school of any such case.
- d. Should a clinically confirmed case of COVID-19 be reported in the home/residence, the home/ residence will need to be deep cleaned and sanitized and any persons exposed should self-isolate and take direction from public health.
- e. Any student or member of the household who has returned to Canada from having travelled internationally must stay at home and self-isolate for the required 14 days.
- f. Any student who displays symptoms at school – even mild (fever, cough, sore throat, sneezing) will be directed to return home and seek medical advice. If they are not infected with COVID-19, they can return to school when their symptoms are gone.

2. Procedures if a Student Shows Symptoms of COVID-19

In the event that a student demonstrates symptoms of COVID-19 when not on the school campus, the following steps will be followed:

- a. The student must isolate immediately in their bedroom, informing the school and/or homestay or residence contact immediately.
- b. If the student is in a residence or school-contracted homestay, the school management will contact the residence/homestay contact, to ensure clear communication of the situation.
- c. The homestay or residence contact will gather all other members of the household in an outdoor common space, to ensure they do not come into contact with the student, or any surfaces/areas the student has touched, until examination and cleaning procedures are completed.
- d. Any persons who have come into close contact with the student will also follow the above and below steps, and follow self-examination steps provided by the school to evaluate their own health.
- e. Together with the assigned school management member, the student will contact the local health authority, and take the recommended steps (go to the hospital, continue self-isolation, etc.).
- f. The accommodation provider will conduct a thorough cleaning of all areas the student has occupied, and any other rooms and areas he/she/they has/have frequented during his/her time since arrival.
- g. Assigned school staff will then continue to closely monitor the student, homestay contact, and all other students and staff considered at risk, implementing risk assessment measures outlined in training, such as taking temperatures of all students weekly and further ensuring they are aware of, and self-monitoring for, COVID-19 symptoms.

Please initial each statement below to indicate your agreement:

I understand that EC will place students in my home only if I meet the standards and follow the guidelines and policies stated herein.

I understand that EC may remove students assigned to my home if I do not meet the standards and follow the guidelines and policies stated herein, and I will be responsible for any costs to transfer the student to a new accommodation provider.

Signature

Date

APPENDIX H: EC VANCOUVER USEFUL INFORMATION

LIST OF PHARMACIES

(Health, beauty, convenience and post office)

London Drugs

710 Granville St. Vancouver, BC V6Z 1E4

For more store locations and hours:

www.londondrugs.com/locations/

Rexall

499 Granville St, Vancouver, BC V6C 1T1

For more store locations and hours, go to

www.rexall.ca/storelocator/

LIST OF GROCERY STORES

available for in-store shopping and online order pick-up and delivery

T&T Supermarket

www.tntsupermarket.com/

Save on Foods

www.saveonfoods.com/

Instacart

www.instacart.ca/

Walmart Grocery

www.walmart.ca/en/grocery/N-117

FOOD DELIVERY APPS

on Google Play Store or Apple App Store

- UberEats
- Skip the Dishes
- DoorDash

PARKS IN VANCOUVER

Stanley Park

Stanley Park is a magnificent green oasis in the midst of the urban landscape of Vancouver.

Explore the 400-hectare natural West Coast rainforest and enjoy scenic views of water, mountains, sky, and majestic trees along Stanley Park's famous Seawall.

Queen Elizabeth Park

Vancouver's horticultural jewel, is a major draw for floral display enthusiasts and view-seekers, and as a popular backdrop for wedding photos. At 125 m above sea level, it's the highest point in Vancouver and makes for spectacular views of the park, city, and mountains on the North Shore.

The 52-hectare park is home to the stunning Bloedel Conservatory.

Lynn Canyon Suspension Bridge Park

The main attraction, the Lynn Canyon Suspension Bridge towers 50 meters (160ft) over the canyon and is part of the Baden Powell Trail. In addition to the bridge, the park features several hiking trails to enjoy and some amenities including the Lynn Canyon Cafe and Ecology Centre.

BIKE SHARE VANCOUVER

Bike share is a service that makes public bicycles available for shared use to individuals on a short-term basis. The bikes can be unlocked from one station and returned to any station in the system, making bike share ideal for short, one-way trips. You can use them to commute, run errands, visit friends, or casually cruise the city. Bike share also improves air quality by reducing vehicle emissions, promotes personal health and supports local business.

Visit website for more information:

<https://www.mobibikes.ca/en>

APPENDIX I: EC HEALTH AND SAFETY RE-ORIENTATION HANDOUT

As a follow-up to our Health and Safety Re-orientation, this handout contains suggestions and resources to support you for a safe return to school.

1. Tips for Meals & Breaktime
2. Health & Safety Resources
3. Mental Health Resources
4. Gender-based Violence and Stigma

1. TIPS FOR MEALS & BREAKTIME:

Try bringing your own meals, snacks, and drinks to work. Please refrain from using appliances and common areas as much as possible.

Bring disposable or reusable utensils and containers.

Use a cooler, thermos or travel mug for food and drinks.

Ideas for Lunch and Snacks:

- Sandwiches, wraps, salads, soups, grain bowls, and stews.
- 10 Things to pack in your thermos for a hot lunch (besides soup).
- 16 Packable lunches that don't need reheating.
- Yogurt, fruit, raisins, nuts/trail mix, dried fruit, jerky, granola & energy bars.
- 33 Healthy office snacks to keep you energized and productive.

2. HEALTH & SAFETY RESOURCES:

- Symptoms self-assessment tool.
- A wide range of free courses are available from the Centre for Occupational Health and Safety. Check out free the Pandemic Awareness & Pandemic Planning training for workplaces. This includes definitions, how to be prepared, staying healthy and suggestions to stop the spread.
- Government of Canada: Proper hygiene for general and workplace health.
- Proper mask wearing and hand washing procedures.
- Preventing glasses from fogging up while wearing a mask.

3. MENTAL HEALTH RESOURCES:

If you are experiencing a mental health crisis: There is help. Call 911 or contact your health care provider.

- The Centre for Addiction and Mental Health: Provides free and practical coping strategies and personal assessment tools to help you manage stress and anxiety.
- Wellness Together Canada: Provides mental health and substance use support, resources, toolkits, and counselling with a mental health professional. It is accessible 24/7, no fees and is for everyone.
- British Columbia: Access a free learning centre and other resources including substance abuse, mental health, stigma and the "heretohelp" program. Vancouver Coastal Health Services.
- Quebec: Access bilingual information about how to take care of yourself, friends, and relatives during the pandemic. Montreal Public Health offers support for individuals and families.
- Ontario: Ontario offers many wellbeing resources including free CBT through BounceBack, and Big White Wall, a 24/7 anonymous online education and discussion platform for mental health support. The City of Toronto offers further resources for prevention.

4. GENDER-BASED VIOLENCE & STIGMA:

If you are experiencing gender-based violence: Please access one of the local resources below.

- Victim Link BC: 1-800-563-0808
- Ontario: Assaulted Women's Helpline: 1-866-863-0511 (Multilingual).
- Quebec: Provincial helpline for victims of sexual assault: 1-888-933-9007 (Bilingual).

Fighting discrimination and resources for supporting victims of stigma can be found through CAMH and the CDC.

APPENDIX J: STUDENT WELCOME TALK

Meet our Centre Director!

Martha Delgadillo

Meet our Student Service Manager!

Maura Chagas

Meet our Director of Studies!

Taona Knights

NEED HELP?

Meetings will be held via teams virtually to ensure the safety of both staff and students.

Please email us or message us on Teams and we will be in contact to set up a meeting time.

For any general questions:

Please contact Martha.

For all Academic questions:

Please contact Taona.

For course extensions/vacations/accommodation:

Please contact Maura.

SCHOOL HOURS:

Open at: 11.45.

Close at: 15.30.

eReception: **Vancouver@ecenglish.com**

Reception will be closed, and all meetings will be held via teams.

COVID 19 – SAFETY MEASURES IN SCHOOL

- Communal school areas will be closed. (student lounges, computer room, library and reception – unless you have an appointment)
- Smoking outside the school will not be permitted. (smokers must be at least 6 meters away from the building)
- Students must stay in the school for breaks – this reduces the amount of contact and risk of contamination.
- When entering building you must line up for the temperature check, 6 feet apart and then wash/sanitize your hands and go straight to your classroom.
- Temperature check at the school entrance. If your temperature is above 38C or you are visibly unwell, you will have to go home and self isolate until symptoms disappear.

(Call 811 for COVID 19 Information help)

- Please follow all floor markings and signs to respect social distancing.
- Stairwells have directions – one is only for up and one is only for down.
- Stay on your respective floors at all times.
- Lifts are off limits.
- Regular and frequent cleaning and disinfection will be carried out.
- Masks or/and face shields must be worn at all times.
- Hand sanitizer will be available in all classrooms and be mandatory when entering the school and classrooms.

Food and drink:

- Water dispensers will be working but please bring your own bottle.
- There will be no access to microwaves, coffee machines or vending machines – Please bring any snacks or drink you will need for the duration of the class.

COVID 19 – SAFETY MEASURES IN THE CLASSROOM

- Sanitize your hands every time you enter and exit the classroom.
- Sanitize your area (desk and chair) at the beginning and end of each lesson.
- Exit and enter the classroom by maintaining a 6 ft social distance.
- Do not move tables or chairs – they are set up with social distancing rules in mind.
- We strongly encourage you to bring your laptop, pens, books and any materials needed. Sharing resources is not recommended.
- Masks or face shields must be worn in class.
- Breaks are staggered to avoid too many people on the break at the same time.
- You may stay in class during break but please stay at your desks.

EMERGENCY CONTACT INFORMATION

School emergency Number:

1 604 441 0290

Fire/Police:

911

COVID 19 helpline:

811

OUR WEEKLY SCHEDULE

TIME	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
8.45-9.30	D1	C1	D1	C1	D1
9.30 – 9.35	5 Minute Break				
9.35-10.20	D1	C1	D1	C1	D1
12:00-13.30	Core	Core	Core	Core	Core
13.30 – 13.40	10 Minute Break				
13.40-15.10	Core B	Core	Core	Core	Core

OUR SPECIAL FOCUS CLASSES WILL REMAIN ONLINE THROUGH TEAMS

TIME	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
8.45-9.30	D1	C1	D1	C1	D1
9.30 – 9.35	5 Minute Break				
9.35-10.20	D1	C1	D1	C1	D1

OUR CORE CLASSES WILL BE FACE TO FACE AT SCHOOL

TIME	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
12:00-13.30	Core	Core	Core	Core	Core
13.30 – 13.40	10 Minute Break				
13.40-15.10	Core B	Core	Core	Core	Core

LATENESS

3 lates in 1 week = 1 absence

You can enter your CORE class in the first 15 minutes.

- 12.00 to 12.15 – after that doors will be locked, and you will not be allowed to enter.
- You are marked “Late”.

More than 15 minutes late?

- After 12.15, Sorry you will not be allowed in and will be marked absent.
- Doors will be locked for safety reasons.

WHERE CAN I FIND MY CLASSES?

For the first week, we will email all students which classroom to go to.

Please go to that floor 15 mins before your class.

After that you have 3 options:

- On Microsoft teams, we will post the schedule in the Vancouver
- On Microsoft teams, classes will be renamed to include the room. Classes beginning with 3 are on the 3rd floor, classes beginning
- Schedule will be posted on the 2nd floor door and 3rd floor door.
- Go to EC online and click on the school – classes will say which room they are in.

APPENDIX K: EC CANADA TEMPORARY POLICY MANUAL

WELCOME BACK

EC is excited to welcome you back! As the world has changed quite a bit since we last worked together in our Centres, we have come up with this Temporary Policy Manual to ensure that we continue to support our employees as well as do our part to combat the spread of the COVID-19 virus. Each Centre has also designed a safety plan that is more specific to their location and outlines further operational procedures relevant to reopening.

In addition to following the evolving government regulations for workplace health and safety, EC is introducing a variety of other temporary policies to guide and support our employees during these unprecedented times.

The temporary policies outlined herein, will be up for review, update and possible extension on a quarterly basis. All amendments, permanent expiries and extensions will be communicated to employees in accordance with the communication schedule noted below. While the regular review date of these temporary policies will be in accordance with the below schedule, EC reserves the right to amend policies at any time providing they abide by provincial employment and health and safety regulations.

TEMPORARY POLICY REVIEW SCHEDULE

Review Dates	Communication of Revisions
August 1, 2020	Prior to Re-opening
November 1, 2020	October 23, 2020
February 1, 2021	January 22, 2021

If further review dates are necessary beyond February 1, 2021, they will be communicated on one of the above noted communication of revisions dates. For individual revision details, please note the tracking chart at the bottom of each temporary policy.

Breaches of the rules, policies or procedures set out in this Manual may be grounds for discipline, up to and including termination of employment without notice, pay-in-lieu of notice or severance pay.

In the event there is conflict or contradiction between a policy in this Manual and our regular Employee Handbook, this Manual will take precedence until the expiry of said temporary policy.

At EC, we want to continue to embrace our “open door” policy, so please feel free to approach us with any questions or concerns that you may have.

A heartfelt thank you for your continued dedication to the mission of EC and welcome back!

ADDITIONAL HEALTH & SAFETY MEASURES

EC has been and will continue to be compliant with evolving health authority regulations in Canada to ensure its premises is a safe workspace for its employees and students. In addition to the employer responsibilities outlined below, each Centre has also designed a safety plan that is more specific to their location and outlines further operational procedures relevant to reopening.

EC is committed to taking all reasonable precautions to protect the health and safety of our employees in the workplace. While EC is committed to keeping our employees safe, every employee must also protect their own health and safety by complying with the safe work practices outlined below.

ADDITIONAL EMPLOYER RESPONSIBILITIES:

- Conducting temperature checks of employees and students as soon as possible after arrival at the Centre (as per your Centre’s safety plan and provincial reopening guidelines)
- If an employee must stay at home because they have answered “yes” to exhibiting symptoms listed on the daily health screening form, their supervisor will provide them with information regarding accessing support within their community (i.e. telehealth and location of testing centres)
- If an employee must leave work because they began experiencing symptoms listed on the daily health screening form after arriving at work, their supervisor will provide them with information regarding accessing support within their community (i.e. telehealth and location of testing centres)
- Posting Centre safety plans to ensure employees can review it regularly and understand what EC is doing to protect the safety of our employees
- Providing a face mask and a face shield to any employee returning to work in our Centres (please note that employees are permitted to wear their own masks if they wish to do so)
- Requiring that a mask or face shield be worn at all times and by all employees and students while in the Centre
- Ensuring that all high-touch tools and surfaces are cleaned as per your Centre’s safety plan and provincial reopening guidelines
- Ensuring employees have the opportunity to clean their hands often by providing soap and water and hand sanitizer
- Ensuring employees have the opportunity to clean their workspaces throughout the day by providing sanitizing spray and wipes
- Ensuring the distance between employee workspaces exceeds 2 metres
- Ensuring partitions or plexiglass barriers are present where a physical distance of 2 metres cannot be maintained
- Reducing the number of passengers in elevators or stairwells to ensure the distance between employees, students and/or patrons exceeds 2 metres
- Continuing the practice of virtual meetings even if employees are in Centre

ADDITIONAL EMPLOYEE RESPONSIBILITIES:

- Complete the daily health screening form before coming to work and disclose if you are experiencing any of the symptoms that are outlined therein
- Ensure that you complete the daily health screening process by getting your temperature taken by a supervisor as soon as possible after you arrive at work (i.e. before you begin your regular duties)
- Maintain a distance of 2 metres or more between yourself and other employees or students
- Stay home if you are ill and inform your supervisor as soon as possible
- Wear a face mask or face shield at all times while in the Centre
- Stay at home if you are experiencing or have experienced flu like symptoms within the last 10 days (temperature reading of 38°C or higher, new or worsening cough, shortness of breath, chest pains, loss of taste or smell, gastrointestinal symptoms, fatigue, muscle aches or pains or a sore throat/trouble swallowing)

- If you have to cough or sneeze, do so into a tissue or your elbow
- Avoid contact with high-touch areas
- Ensure that you wash or sanitize your hands when entering or leaving the workplace, before and after eating and after handling any items that have come from an outside source
- Immediately request a replacement face mask or face shield if yours gets damaged or has been misplaced while you are working
- Inform Centre management immediately of any hazard or concern that you think may be a risk to the health and safety of yourself or others

Following the above protocol is crucial to ensuring that we allow everyone to return to a safe workspace and collectively and effectively prevent further spread of the COVID-19 virus. While face masks or face shields are required in the workplace to reduce the spread of COVID-19, EC recognizes that there may be specific instances when wearing a face mask or face shield may not be feasible. In these instances, employees should speak with their supervisor to discuss whether accommodation may be appropriate in the circumstances.

Review Date

November 1, 2020
February 1, 2021

TRAVEL

If employees travel out of province or country, employees are required to:

- Disclose travel plans to their supervisor (including dates of travel, “stop/lay overs” and countries that the employee intends to visit)
- If you have returned from travel outside of Canada you must self-isolate for 14 days and monitor yourself for symptoms of COVID-19
- Follow protocol and reporting requirements set out by municipal, provincial and/or federal government authorities (linked below) regarding precautionary measures and self-isolation after traveling

British Columbia/Vancouver

Domestic and International Travel

Ontario/Toronto

Domestic and International Travel

Quebec/Montreal

Domestic and International Travel

Review Date

November 1, 2020
February 1, 2021

BREAKS & MEALTIME PROTOCOL

Regarding breaks and mealtime at work, employees should note:

- Use of communal areas and appliances (refrigerator, microwave, coffee machine and vending machines) will be limited. Please consult your Centre safety plan for further details.
- Employees are strongly encouraged to bring their own meals or pick up a meal on the way to work to limit the number of entries/exits to/from the Centre
- Employees are strongly encouraged to eat meals and take breaks at/in their assigned workspace or classroom

- Employees must bring their own utensils, water bottles and mugs to work

For further suggestions on how to accommodate the above, please refer to the helpful suggestions handout that will be distributed after this re-orientation session.

Review Date

November 1, 2020
February 1, 2021

ABSENCE FROM WORK

If an employee is required to remain at home due to mandatory self-isolation, illness (including COVID-19) and/or because an employee has been quarantined by a local public health unit, an employee can access accrued vacation time or paid sick day entitlements to cover this time away from work. Otherwise, the time away from work will be unpaid (although an employee may be eligible to apply for the Canada Emergency Response Benefit or Employment Insurance sickness benefits through the federal government).

Where an employee is at home due to a requirement of this policy (self-isolation, illness, quarantine etc.) the employee is expected to maintain regular contact with their supervisor to determine any appropriate next steps.

STATUTORY LEAVES

Employees are eligible to take unpaid leaves of absence in accordance with the provisions of any applicable statutory requirements in the province where the employee works.

When you return from government regulated unpaid leave, the terms of employment shall be the same as they would have been had you not taken leave.

For more information about leaves of absences, please refer to your provincial employment standards legislation:

- British Columbia
- Ontario
- Québec

If you think you might need to take unpaid leave, please notify your supervisor as soon as reasonably possible given the circumstances.

EMPLOYEE CONTACT INFORMATION UPDATE FORM

Full Name:	
Title:	Birthday:
Home Address:	
	Postcode:
Phone Number:	
Personal Email:	

EMERGENCY CONTACT

Full Name:
Relationship:
Phone Number:

EMPLOYEE ACKNOWLEDGEMENT FORM

Please sign this acknowledgment form and return it to your supervisor as soon as possible and before returning to work.

This is to acknowledge that I have received a copy of the EC Canada Temporary Policy Manual and understand that it sets forth additional terms and conditions of my employment as well as the duties, responsibilities, and obligations of my employment with the Company. I understand and agree that it is my responsibility to read the Temporary Policy Manual and to abide by the rules, policies and standards set forth therein.

I also acknowledge that the Company reserves the right to revise, delete, and add to the provisions of this Temporary Policy Manual. All such revisions, deletions, or additions must be in writing and will be communicated to employees. No oral statements or representations can change the provisions of this Manual.

I understand that this agreement supersedes all prior agreements, understandings, and representations concerning my employment with the Company (except for my individual written employment agreement/contract that the terms and conditions of my employment with the Company may be governed by, from time to time).

I recognize that this Temporary Policy Manual was provided to me in English upon my express request; Je reconnais que ce Manuel des Politiques Temporaires m'a été remis en version anglaise à ma demande.

Signature

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Date

DD MM YYYY
