



**Kaplan International  
Vancouver**

**COVID-19 SAFETY  
& READINESS PLAN**

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## INTRODUCTION

As announced by the Prime Minister of Canada, there is an ongoing serious health threat across the country related to the COVID-19 pandemic. The Kaplan International Languages (KIL) group schools have implemented enhanced safety procedures worldwide to minimize risk of transmission and stop the spread of the disease.

Kaplan International Vancouver (“KI Vancouver”) monitors guidance from the [Public Health Agency of Canada](#), the [Province of British Columbia](#), [Languages Canada](#), individual cities, and other governmental and health authorities. The KI Vancouver COVID-19 Safety & Readiness Plan outlines the specific policies, guidelines, and procedures we have put in place.

Our school population of is comprised of International Students who live in Kaplan-arranged accommodations (Host Family, Residential Hotels) or private accommodations (e.g., shared apartments/houses on their own or with family members). Our students, together with our faculty, staff, homestay families, and residence managers constitute part of our community, including potentially older adults or others who may be at risk of more severe disease or outcomes from COVID-19. By following the protocols and processes outlined herein, we work to keep everyone in this community as safe as possible.

The responsible person to ensure compliance with KI Vancouver’s COVID-19 Readiness and Safety Plan is:

Lynne Gladstone, School Director  
Email: [Lynne.Gladstone@kaplan.com](mailto:Lynne.Gladstone@kaplan.com)  
Tel. +1-778-375-3146

## OVERVIEW: HOW WE ARE KEEPING OUR COMMUNITY SAFE

KI Vancouver's COVID-19 Safety & Readiness Plan has been developed using the BC Post-Secondary COVID-19 Go Forward Guidelines, Orders of the Provincial Health Officer, the Government of Canada's Guidance for Post-Secondary Institutions During the COVID-19 Pandemic and the Languages Canada Safe Study Corridor. Updates to processes and protocols are made as applicable, in accordance with new or revised guidelines.

Please contact the School Director, Lynne Gladstone, via email at [Lynne.Gladstone@kaplan.com](mailto:Lynne.Gladstone@kaplan.com) or by telephone at +1 778 375 3146 with any questions or concerns. In addition, the Student Support and Accommodation Teams are available to assist students with any questions during the quarantine period and after. We will do all we can to help and support students during this challenging time.

### Accessing the Campus Safely

- All individuals seeking entry to the school agree to assess themselves daily for COVID-19 symptoms prior to entering the school using the BC COVID-19 self-assessment tool
- Only staff and students are authorized to enter
  - Visitors are authorized to enter by appointment only
- Delivery service (e.g., Canada Post, UPS, food delivery) is restricted to the extent possible (e.g., mailbox, left at door)
- Elevator access is limited to maximum 2; stairwell access is one-way only
- Daily health screenings are carried out upon arrival for every individual entering the school
  - Designated staff provide temperature checks using touchless infrared thermometers while wearing protective gear for the task: gloves, masks, face shield or goggles
  - Following the temperature check, designated staff utilize a Screening Questionnaire
  - Anyone failing to reply negative to the questions, or with a temperature reading of 38°C or above, is not allowed to enter the school
- Everyone entering must sanitize their hands before going to classes or their workspaces
- WorkSafe BC "Help prevent the spread of COVID-19: Handwashing" signage is posted to provide guidance around hand washing / sanitizing
- Other signage is posted in the school (WorkSafeBC and BCCDC)

### Administrative Areas

- Employees are scheduled on a rotation basis to be working on site 3 or 4 days and 1 or 2 days remotely
- Arrival, lunch, break, and departure schedules are also staggered
- Class schedules are split between the morning and afternoon schedule, reducing number of students and teachers on the campus
- Scheduled use of teacher room for prep and photocopying to limit use to one person at a time
- Directional arrows in hallway to reinforce a one-way flow of traffic
- Sneeze Guard Barriers are installed on reception desk to reduce exposure to aerosol droplets and ensure no contact between staff and students or visitors
- Washroom access is limited to 3 people at a time maximum; sinks are available such that no two people are next to one another
- Masks are mandatory; masks, face shield and hand sanitizer are provided

## **Cleaning & Sanitizing**

- The school is cleaned and disinfected in accordance with the BCCDC's Cleaning and Disinfectants for Public Settings
- There is increased cleaning of restrooms, elevators, student desks, high touch areas (i.e., door and cabinet handles, stair railings, washrooms, shared office spaces, desks, keyboards, light switches, communications devices, equipment) and common areas after each student break using products on Health Canada's list of hard-surface disinfectants with evidence against COVID-19
- Cleaning service cleans and disinfects all areas such as offices, bathrooms, common areas, shared electronic equipment (e.g., keyboard and mouse), focusing especially on frequently touched surfaces
- Disinfecting wipes or other means for self-cleaning is readily available for everyone who accesses the school when using any common shared materials: photocopier, manual faucets, etc.
- Hand sanitizer is readily available in dispensers around the school, including near elevators, entrances/exits, and stairwells
- In the event of a confirmed case of COVID-19 at the school, the school is closed for 24 hours, after which the school is disinfected according to government guidelines

## **Communication & Education for the Campus Community**

- KI Vancouver has a COVID Committee & Designated Response Team responsible for:
  - Addressing any outbreak or other significant COVID-19-related event on premises
  - Notifying and reporting protocols to the PHSA (Provincial Health Services Authority) in the event of a symptomatic student, faculty, or staff member
  - Communicating policy, procedure and any updates to staff, faculty and student on a regular basis
- Processes to rapidly notify affected students, faculty, and staff members to take necessary actions, including rapid response measures for separating a symptomatic individual from others and returning them to their place of residence, as well as cleaning and disinfecting any space used and/or surface touched by the symptomatic individual are in place
- Individuals are instructed to contact 8-1-1 if they have symptoms
- Symptomatic students, faculty or staff members who have been sent home are not allowed back into the school until the individual:
  - is confirmed clear of these symptoms by a medical practitioner
  - has been subject to self-isolation or quarantine for a period recommended by the PHSA (e.g., 14 days) or has tested negative for COVID-19 and can produce evidence of such
- We work with local health care providers and student health services to ensure that faculty, staff, and students have easy access to COVID-19 testing
- We seek advice from the PHSA around managing cases of COVID-19 in the institution and well as guidance as needed

## **Education Delivery**

- Education at KI Vancouver is delivered in-person and online ("hybrid") Monday-Friday with staggered timetables to enforce physical distancing
- Integrated and Specific Skills classes are taught in-school, face- to-face. Classes are limited to 6 students to allow for physical distancing. K+ Study clubs are held online
- KITE placement, progress, and exit testing will be taken online

- K+ books are provided, but students are required to bring their own writing materials and notebooks and are instructed not to share these items
- Students undergoing a 14-day mandatory self-isolation period attend *K+ Online*, an asynchronous delivery of all Kaplan courses
  - Classes are scheduled at multiple times Monday-Friday so that students may join regardless of their time zone. (In North America, classes are available at both EDT and PDT times)
  - This is to help integrate with the school and other students, as well as to minimize any sense of loneliness
- This option ensures flexibility to move (some or all) students online in the event of a future shutdown in the geographic school location, offer online classes to students who cannot attend in-person due to a mandatory self-isolation period, mandatory quarantine as a result of a COVID-19 outbreak, or concern for safety due to health condition/care of high-risk individual, etc.
- Instructors have been trained on online delivery of lessons and can transition between one mode or the other

### **Gatherings and Events- Educational Activities**

- Classes are limited to 7 individuals
- Washrooms allow only 3 people at a time.
- Computer labs allow a maximum number of 6 occupants for a maximum of 45 minutes
- Class and work schedules are staggered
- Online classes are available
- Weather-permitting, classes and activities may be held outdoors
- Plexiglass barriers have been installed at reception area
- Masks are mandatory at all times
- There is increased cleaning of restrooms, elevators, student desks, high touch areas (i.e., door and cabinet handles, stair railings, washrooms, shared office spaces, desks, keyboards, light switches, communications devices, equipment) and common areas after each student break
- Disinfecting wipes or other means for self-cleaning is readily available for everyone who accesses the school when using any common shared materials: photocopier, manual faucets, etc.
- Hand sanitizer is readily available in dispensers around the school, including near elevators, entrances/exits, and stairwells

### **Housing**

- Kaplan-arranged host families and residences receive *KI Vancouver's Accommodation Preparedness Guide* and agree to adhere to our Safety Procedures
- Students receive the *KI Languages - Canada: Safe Arrival Protocol* to ensure that students have all necessary information and support to quarantine safely
- Students are placed in single rooms only, unless two students who live together in their home country are travelling together and request a shared room; no other room sharing is permitted
- Homestay families have informed Kaplan of any high-risk medical conditions so we can assess whether they can host at this time
- Under current government guidelines, students outside of agreed travel corridors will be required to self-isolate for 14 days upon arrival into Canada
- Homestay hosts will deliver meals to the students by placing food outside of students' bedrooms for them to retrieve; students will spend no time with family

members

- Students will inform Kaplan of any medical conditions putting them at high risk so we can inform hosts and find the most suitable accommodations for them
- We will do our best to provide students with access to a separate bathroom from other household members; if this is not possible, the frequency of cleaning in the bathroom will increase and students are asked to wipe down sinks and taps before and after they use them
- Our homestay hosts have been briefed on what to do if a student or anyone in their household presents with symptoms, and the Accommodation Team will work to carry out the Kaplan response in such circumstances
- As of November 6, by Order of the BC Provincial Health Officer (PHO), gatherings in private residences (e.g., homes, hotels, apartments, dormitories, etc.) is limited to no more than 6 guests in addition to the occupants
  - Guests may only gather in a private residence if there is space for non-residents to maintain two metres distance from one another
  - A private residence includes areas both inside and outside

### **International Students**

- KI Vancouver is a recognized Designated Learning Institution (DLI) by IRCC; international students arriving to Canada must follow all requirements and regulations to ensure compliance (including mandatory 14-day quarantine upon arrival)
- We follow the Languages Canada Safe Study Corridor guidelines to ensure the safety and well-being of students
- Pre-arrival communication includes information on:
  - Federal and provincial health, safety and legal obligations
  - Safe transportation to self-isolation destination
  - Suitable accommodation options for self-isolation period
  - Self-isolation supports (resources for food/medical care, social/mental health supports)
  - KI Vancouver's COVID-19 Plan
- Post-arrival communication includes:
  - Regular and robust monitoring during 14-day self-isolation period
  - Supports for students' mental well-being and integration into the campus community during self-isolation
  - Information on anti-racism and COVID-19 stigma supports

### **Safety**

- Stopping the spread of COVID-19 within the community is our priority
- This is achieved through increased awareness and adherence to the following safety measures:
  - Faculty, staff and student hygiene
    - Access to hand sanitizer
    - Increased cleaning protocols
  - PPE (Personal Protective Equipment)
    - Masks are required of all individuals
    - Face shields may also be utilized in addition to a mask
  - Physical distancing
    - Distance markers and signage
  - Screening questionnaire before entry to school is permitted

- Responsible Personnel
  - COVID Committee and Designated Response Team, including a liaison to work with school staff, the North America Senior Management Team (SMT), and the Kaplan Legal department regarding all COVID-19 related matters, including dissemination of policy and guidance documents, monitoring changes in federal and local guidelines, communicating in the event of an outbreak, and serving as support when and as needed



## 1.0 KAPLAN INTERNATIONAL: SAFE ARRIVAL PROTOCOL

At Kaplan, our priority is the health and safety of our students, staff and host families. We are also obligated to follow the regulations and recommendations of various authorities, including the government of Canada and provincial and local public health authorities.

Canada's legal restrictions for travelers returning to Canada are available here:

<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/latest-travel-health-advice.html>

Kaplan International's two Canadian schools are represented by Languages Canada ("LC"), who have created the Safe Study Corridor, the basis which this Plan is closely aligned. In addition, students attending an LC-member school must complete the *COVID-19 International Student Safe Travel, Arrival, and Quarantine Checklist*. This document is sent students and co-arriving family members no less than two weeks in advance of their travel to Canada and can also be found [here](#). Kaplan International's Safe Arrival Protocol provides additional information relating to the safety measures that Kaplan is taking.

It is acknowledged that whether any services will be subcontracted to other parties and the expertise of the third party to fulfill the requirements of the 14-day self-quarantine period, the institution remains responsible for the actions of the parties. 3<sup>rd</sup> Party providers include our Airport Transfer Service (Language Limousine), Residence (GEC Residences), Kaplan-vetted Host Families, and our school building's Janitorial/ Cleaning Service (Helen's Cleaning Service).

### 1.1 STUDENT PRE-DEPARTURE PLAN

Whether staying in a home stay, a residence, or a partner hotel once in Canada, please note the following:

- 1) You will be informed before your arrival as to who will be picking you up at the airport; this will be Kaplan's designated driver unless you have arranged your own private transportation or prefer to take a taxi\*

\*Only those showing no symptoms when arriving in Canada can take a taxi or public transportation. We therefore recommend all students coming to Canada from overseas book the transfer service.

- 2) We strongly encourage you to get in touch with your host family prior to departure in order to set up the expectations and ask if there is anything in addition to the below you have to bring to help you to self-isolate.

Read:

[How to self-isolate after travel when you live with other family members](#)

Download and read self-monitoring information:

<http://www.bccdc.ca/Health-Info-Site/Documents/Self-monitoring.pdf>

- 3) As of November 21, 2020, air travellers whose final destination is Canada are required to submit their

information electronically through the [ArriveCAN](#) app before they board their flight. This includes travel and contact information, quarantine plans, and COVID-19 symptom self-assessment. Travellers must be ready to show their ArriveCAN receipt when seeking entry into Canada; a border services officer will verify that they have submitted their information digitally. Travellers who do not submit the required information digitally before boarding their flight may be subject to enforcement action, which can range from a verbal warning to a fine of \$1000CAD.

- 4) Please also download the [BC Covid-19 App](#) for local updates, critical alerts, self-assessment tool, and resources from public health. You can also access the same BC COVID-19 App information on your browser here: <https://bc.thrive.health/covid19app/home>

#### 5) **Packing/ Carry-On Luggage**

In addition to regular packing requirements, you should bring the following in your luggage:

- Disposable face masks OR 1 cloth face mask
- One large bottle of quality hand sanitizer
- Box of Nitrile gloves
- Thermometer
- Change of clothes to change into upon arrival to your homestay or residence

In your carry-on luggage, you should include:

- At least 2 masks
- Several pairs of gloves
- A travel-sized bottle of hand-sanitizer
- Disinfecting wipes
- Any prescription medication you need for your time in Canada **including your 2-week quarantine period**

Please also make sure you have the following documents available when you arrive in your carry-on luggage:

- Passport
- Study Permit or permit confirmation document (if you have one)
- Custodianship documents (if applicable)
- Letter of Acceptance from your school
- Homestay profile and contact information
- Contact information for our 24/7 emergency phone number

#### 6) **Travelling**

While travelling to your destination, you are expected to:

- Wear a mask and gloves
- Practice social distancing and wash hands frequently
- Use hand sanitizer when necessary
- Sanitize your personal space and high-touch areas such as seat belts and tray tables
- Minimize trips to the washroom
- Keep your cellphone charged and make sure you either have a Canadian SIM card, or the ability to make & receive calls in Canada on your existing SIM card, set up prior to arrival.

- 7) Please make sure that you have appropriate medical insurance, effective as of the date of your

arrival in Canada, which includes coverage for COVID-19 during your quarantine period

- 8) All new arrivals to Canada are required to show a detailed quarantine plan to Canada Border Services. Please complete and sign [this](#) Quarantine Plan provided by Languages Canada before your arrival at the Canadian border.

## 1.2 ARRIVAL IN CANADA

You should proceed through the airport while wearing your mask and maintaining physical distancing.

You must have the documents outlined under “Packing” ready to provide to Canada Border Services. You will also be required to undergo a screening by a border services or quarantine officer who will assess travellers for symptoms.

Upon arrival at the destination airport:

- Follow the directions for your transfer that are attached to your AAC (Arrival and Accommodation Confirmation)
- When possible, email your Kaplan Canada school to let them know that you have arrived
- For those who are using Kaplan’s transfer service\*, text the driver
- Pick up baggage while maintaining physical distancing
- Exit the baggage area where your KI driver will be waiting for you
- The KI driver will check your temperature, provide you with the hand-sanitizer and will make sure you are wearing a mask at all times
- Load your own luggage into the car and sit as far away from the driver as possible

\*For students using private transportation, it is advised you follow as much of the above protocol as possible and avoid using public transportation to minimize risk to yourself and others. Only asymptomatic travellers – assessed on arrival into Canada- can use public transportation so it is recommended you arrange a Transfer Service before you depart your home country to avoid any unnecessary issues on arrival.

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## EMERGENCY PHONE NUMBER

**If you require our assistance while at the airport, please call 1-778-834-7223.**

## 1.3 14-DAY QUARANTINE

As part of the Quarantine Act, travelers to Canada are required to self-isolate for 14 days. This means that students **MUST** stay in their own room for 14 days and keep at least 2 meters distance from others.

Homestay families will provide students with food, clean linens every couple of days, a comfortable room, and communicate with them via text message, FaceTime, and other remote communications. School staff will check in on students regularly through video conferencing to ensure that they comply with the quarantine, have good physical and mental health, and have the supplies they need.

We also strongly encourage you to join our K+ Online classes and social activities while you are in quarantine; this will help alleviate any boredom or isolation and help you integrate with other students and the staff more quickly.

### Expectations:

- Stay in your room as much as possible and away from others
- Keep your room well-ventilated and clean; open your window to let air circulate.
- Practice good hygiene: wash your hands frequently with plain soap and water for at least 20 seconds; use a separate towel, kept away from others
- Avoid coughing into either your hands or into the air, cover your mouth and nose with your elbow or use a tissue. Dispose of used tissues right away into a trash bin and immediately wash your hands
- You must stay inside your place of quarantine; do not go to school or to other public areas
- Stay connected – text, email, FaceTime with your friends and family
- Package up your garbage – empty garbage frequently and wash your hands immediately
- Take care of your laundry – the clothes you wore during your flight should be washed immediately and all your clothes should be washed separately from other people’s laundry. You will need to wash and fold your own laundry
- Keep your bathroom space clean and disinfected. Clean and disinfect frequently touched surfaces such as doorknobs, countertops, dressers, and other surfaces at least once a day
- Keep your personal items (toothbrush, cups, cell phone, tablets, laptops, etc.) separate from those belonging to others
- Eat in your room.
  - **If with a homestay**, your host will bring your meals to your room. Leave the dirty dishes outside your door when you are finished. Do not share dishes, drinking glasses, cups or eating utensils
  - Lunch supplement is available upon request; the fee is \$50 per week.
  - **If you are staying with our residence or hotel partner**, your meal options will be presented to you when booking. All options will ensure that your food is brought to you so that you can remain in quarantine.
  - Please ensure you have a **credit card which can be used for purchases in Canada (i.e., make sure your credit card company knows you are travelling so they do not put a ‘hold’ on your account for the international transaction)** to order groceries online.

### Delivery Options:

#### Food Delivery

- <https://www.ubereats.com>
- <https://www.doordash.com>
- <https://www.skipthedishes.com>
- <https://lazymeal.com>

#### Grocery Delivery

- <https://www.spud.ca>
- <https://www.saveonfoods.com>
- <https://www.instacart.ca>
- <https://www.hellofresh.ca>

- <https://shop.freshmarket.com/vancouverhouse>

#### Pharmacy Delivery

- <https://www.pharmacybc.com/service/free-delivery>
- <http://www.macdonaldsrx.com/services/delivery-services>
- <https://pharmacy.londondrugs.com/PharmacyServices/Prescription-Delivery>
- <https://www1.shoppersdrugmart.ca/en/health-and-pharmacy/renewing-your-prescription>

### 1.4 HEALTH AND WELL-BEING

- Monitor your physical and mental well-being
  - If you are not feeling well and have symptoms that resemble COVID-19, ask your host to help you complete an online self-assessment to determine if you need further assessment or testing.
  - Click here <https://bc.thrive.health/covid19/en> for more information.
  - Visit <http://www.bccdc.ca/health-info/diseases-conditions/covid-19> for more information
- If you cannot use the online tool, call **811**
  - **811** is a free-of-charge provincial health information and advice phone line available in British Columbia. **811** is operated by HealthLink BC, which is part of the Ministry of Health.
  - By calling **811**, you can speak to a health service navigator, who can help you find health information and services; or connect you directly with a registered nurse, a registered dietitian, a qualified exercise professional, or a pharmacist. Any one of these healthcare professionals will help you get the information you need to manage your health concerns, or those of your family.
- If you think you may have COVID-19, please tell the Accommodation and Student Services Team immediately. They will be able to support you and provide information on where you can be tested.

#### Quarantine Compliance:

- Kaplan staff will reach out to you regularly to assess your health and well-being. During the daily check-in, via Zoom, Skype or other appropriate means of communication, we will review questions from our Quarantine Screening Questionnaire (see below), including.
  - Your overall well-being
  - Compliance with the Quarantine Act
  - Any health-symptoms of you or persons you are living with
- Additionally, if you are in a Kaplan-arranged Host Family or Residence, we will ask them to confirm your compliance with the Quarantine Act as well.
- Lastly, Instructors will monitor students while they are attending online classes (conducted via Zoom, with camera on) and will alert the school staff if a student is attending class from a public space.
- If any known or suspected violation of quarantine is identified, designated staff will immediately contact the PHSA and follow the guidance provided. The designated staff member will also contact their Line Manager as well as Senior Management.

**Remember:**

- Quarantine (self-isolation) is a ***requirement of the Quarantine Act and is not optional.***
- After arriving in Canada, Government of Canada officials will call the student to monitor compliance with the mandatory quarantine.
- You must be prepared to answer calls from 1-855-906-5585 or 613- 221-3100.

We understand these instructions and protocols may seem overwhelming, but it is important to be careful of your contact with others during the 14-day quarantine. We are here to help; please reach out to your host or the school for assistance at any time.

**Quarantine Screening Questionnaire**

To be reviewed during daily quarantine compliance contact with student. If in a host family, ask host to confirm student's compliance as well.

1. How are you and do you have everything you need (e.g., food, medication, things to do)?
2. When was the last time you spoke to or had contact with your family and friends back home?
3. Have you remained in your room (other than to use the bathroom)/ away from others at all time?
4. If you live with others, do you thoroughly and regularly clean common areas, including any shared bathroom, after each use?
5. Can you confirm that you have not left your residence for any reason?
6. Are you experiencing any of the following symptoms which may be associated with COVID-19?
  - a. Fever (temperature 38°C or above)?
  - b. Cough, shortness of breath or difficulty breathing?
  - c. Sore throat, difficulty swallowing?
  - d. New loss of taste or smell?
  - e. Nausea, vomiting, diarrhea?
  - f. Congestion or runny nose?
7. If you are living with someone else, are they showing any of the above symptoms, have they been diagnosed with COVID-19 or have they had any close contact with someone diagnosed with COVID-19?

If the student responds No to number 3, 4 or 5, or Yes to number 6 or 7, please inform your Line Manager immediately and contact the PHSA for guidance.

## 2.0 VANCOUVER STAFF GUIDE: COVID-19 CASE RESPONSE

In the event of a suspected or confirmed COVID-19 outbreak, staff have been trained on how to respond. We expect everyone to adhere to these for the safety and wellness of the entire Community.

### 2.1 GUIDING PRINCIPLES

1. Do not share the personal health information (PHI) of any individual
  - All communications must be anonymized
2. Individuals are not obligated—and shall not be pressured—to report medical information to their supervisor
  - Employees and supervisors will be individually contacted by HR if additional action is advised due to a positive test within the workplace. This approach is the same for our students; we cannot force anyone to tell us about their personal medical condition.
3. We should always act as though anyone or any environment could be contagious; because of this, all health and safety guidance should be strictly followed.
4. Download [COVID-19 BC Support App](#) or access [the web-based app](#) in order to be informed of possible exposures before any symptoms appear.
5. School Director will contact Daniel Kovacs and Alex Rutherford for guidance and next steps for informing students, staff, instructors, and host families of a suspected or confirmed positive test.
6. This guidance should be followed by all faculty and staff and led by the efforts of the Designated Response Team, namely the School Director, Assistant School Director, and Academic Manager at each school location.

### 2.2 STUDENT SICK WITH SUSPECTED OR CONFIRMED COVID-19

Tell the student to:

1. Stay home
  - a. We will excuse their absence
  - b. If they experience an onset of symptoms while at school, ensure they take precautions to limit their exposure to others and return home as soon as possible [See #2 below for how we will allow the student to return to school.]
2. Get tested for COVID-19 using the more reliable PCR test.
  - a. Provide the student with testing centers in the area.
3. Notify the School Director that they will be absent for health reasons; while awaiting test results, we can offer online classes.
4. Student will be able to return to school if tested for COVID-19 and:
  - a. Initial test result is negative: Return once at least 10 days have passed since resolution of symptoms.
  - b. Initial test result is positive: Return after all symptoms resolving and at least 10 days have passed since symptoms first appeared. The school may request a return to school with no restrictions note from a medical provider.

5. Gather attendance records and contact information of all participants at in-person meetings, classes, or activities. This includes contact information for host families and residences.
  - a. Vancouver Coastal Health will use this list to notify and provide instructions for close contacts to self-isolate or self-monitor for COVID-19 symptoms.
6. Ask the student who they have been in close contact with outside of Kaplan
7. Inform Customer Service to coordinate communication with CS advisors and agents as required.
8. Follow Senior Management’s communication directive to inform staff, faculty, students, hosts, and the residence.
9. If the student is a minor, work with Customer Service to inform the student’s parents.
10. If needed, move classes online with the current teachers to keep cohesiveness.
11. Be flexible with attendance policies to ensure that students do stay home when sick.
12. If a student needs to quarantine, make sure to check in on the student’s overall well-being daily either on the phone or, if the student prefers, via email.
  - a. Remember that the student may be feeling anxiety being sick so far from home, and these check-ins will be important. Confirm the student has the supplies and the care they need.
13. Make sure the student knows to monitor their symptoms and look for any COVID-19 **emergency warningsigns\***.
  - a. If the student is showing any of these signs, they need to seek emergency medical care immediately:
    - i. Trouble breathing
    - ii. Persistent pain or pressure in the chest
    - iii. New confusion
    - iv. Inability to wake or stay awake
    - v. Bluish lips or face
    - vi. Any other symptoms that are severe or concerning to the student.

### 2.3 OUTBREAK AT HOST FAMILY OR RESIDENCE

1. Have a contingency plan of alternate housing in case students need to be relocated.
2. If the student has been in contact with a sick host or sick person at the residence, they need to self-isolate for 14 days, even if they have no symptoms.
3. Follow Senior Management’s communication directive as instructed.

### 2.4 EMPLOYEE SICK WITH SUSPECTED/ CONFIRMED COVID-19

1. Self-isolate and seek medical advice if you have symptoms of COVID-19 and/or have tested positive for COVID-19:
  - a. **Do not return to school**; if you experience an onset of symptoms while at school, take precautions to limit your exposure to others and return home as soon as possible.
  - b. Call **811**, your health care provider, or an Assessment Centre to get tested.
  - c. **Notify your supervisor** that you will be absent for health reasons



2. You will be able to return to school if tested for COVID-19 and:
  - a. Initial test result is negative
    - i. Return once at least 10 days have passed since resolution of symptoms.
  - b. Initial test result is positive
    - i. Return after all symptoms resolving and at least 10 days have passed since symptoms first appeared.
    - ii. The school may request a return to work with no restrictions note from a medical provider.
3. If you believe you have had close contact with someone with COVID-19, stay home for 14 days after your last exposure to that person.
  - a. If you have had close contact with someone with COVID-19 and who developed COVID-19 illness within the previous 3 months and has recovered and remains without COVID-19 symptoms (for example, cough, shortness of breath), you do not need to stay home.
4. If you have tested positive for COVID-19, Public Health will contact you for further guidance: next steps, when to seek medical attention, and how to prevent others from getting the infection (contact tracing).
5. Remember mental health is as important as physical health. For resources that can assist with maintaining mental health in the workplace during this time, see the Wellness Together Canada portal which will allow you to choose from a variety of resources.

## 2.5 CONTACT TRACING

- Kaplan staff and students are asked to keep a personal log of their daily travels and contacts to help with contact tracing if needed.
- Kaplan staff must have up-to-date contact information as well as accurate daily attendance records for staff, faculty, students, and visitors

## 2.6 DESIGNATED RESPONSE TEAM COVID-19 CASE MANAGEMENT

The Designated COVID-19 Response Team shall follow the below action steps in the event of a suspected or confirmed case of COVID-19:

### **Testing not Performed; Symptoms Present or Close Contact with Suspected/ Confirmed Case**

- Contact line manager and the Public Health Authority. Do not disclose PHI (Private Health Information) via email or verbally.
- Instruct individual to:
  - Call 811, their health care provider, or an Assessment Centre to get tested.
  - Stay in their home (or return to their home immediately if not there already)
  - Follow instructions in above sections
  - Follow medical guidance for care and self-isolation
- There are no clearance tests required for staff to return to work. Be flexible about requirements for a doctor's note.
- Close off areas used by the individual.

- Contact janitorial service for increased clean / disinfecting of work areas and areas accessed by the individual after a 24-hour waiting period.

### **Test Performed; Results Unknown**

- Contact line manager to notify of potential case at your school. Do not disclose PHI (Private Health Information). via email or verbally.
- The Public Health Authority will have already been informed about the case by the Assessment Centre.
- While awaiting test results, instruct individual to:
  - Stay in their home (or return to their home immediately if not there already)
  - Follow instructions in above sections
  - Follow medical guidance for care and self-isolation
- There are no clearance tests required for staff to return to work. Be flexible about requirements for a doctor's note.
- Close off areas used by the individual.
- Contact certified janitorial service to disinfect the school according to government guidelines after a waiting period of 24 hours. The school will remain closed until the thorough cleaning is completed.

### **Lab-Confirmed Case**

- Contact line manager and create an Incident Report to notify of positive case at your school.
- Notification to staff/ students of positive case (via Everbridge)
- Contact certified janitorial service to disinfect the school according to government guidelines after a waiting period of 24 hours. The school will remain closed until the thorough cleaning is completed.
- Instruct individual to:
  - Stay in their home (or return to their home immediately if not there already)
  - Follow medical guidance for care and self-isolation
- Provide employees with leave information if they are unable to work remotely, informing individual of option or requirement to use paid leave accruals; information on GH Connect and WorkDay or contact Alex Rutherford if there are any questions
- SMT, HR, and the Designated Response Team (SD & AM) will coordinate with the Public Health Authority on further actions & communication.  
Report to the Ministry of Labour, Training and Skills Development and WorkSafe BC if advised an employee has tested positive due to exposure at the workplace.

### **Returning to School/ Work:**

- If tested for COVID-19 and:
  - Initial test result is negative: Return to campus once at least 10 days have passed since resolution of symptoms.
  - Initial test result is positive: Return to campus after all symptoms resolving and at least 10 days have passed since symptoms first appeared. The school may request a return to work with no restrictions note from a medical provider.
- If quarantining for exposure to others who are suspected or confirmed of being infected with COVID-19 or if the individual has arrived from outside of Canada, individual has self-monitored

for a period of fourteen (14) days following exposure or return to Canada. At the end of 14 days, if no symptoms developed, the individual may return. If symptoms appear, seek testing as soon as possible and continue to self-isolation.

## 3.0 COVID-19 HEALTH AND SAFETY MEASURES

### 3.1 DAILY HEALTH SCREENING

Daily health screenings, both a temperature check and a health screening questionnaire, are carried out every day for every individual entering the school. Designated staff provide temperature checks using touchless infrared thermometers wearing protective gear for the task: gloves, masks, face shield or goggles. Following the temperature check, the designated staff ask all the questions on the screening questionnaire (see below). Anyone who cannot truthfully answer “No” to all five questions or who has a temperature reading of 38°C or above is not allowed to enter the school.

#### **SCREENING QUESTIONNAIRE:**

1. Are you experiencing any of the following symptoms or have you experienced these symptoms in the last 72 hours?

-Fever (temperature 38°C or above)

-Cough

-Shortness of breath or difficulty breathing

-Sore throat

-Difficulty swallowing

-New loss of taste or smell

-Gastrointestinal symptoms (nausea, vomiting, diarrhea)

-Congestion or runny nose (in the absence of other underlying reason such as seasonal allergies or post-nasal drip etc.)

For more information on symptoms, please see: <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/symptoms.html>

2. Have you been in close contact with others who have had these symptoms or have tested positive for COVID-19 during the past 14 days (friends, family, co-workers, etc.)?

3. Have you tested positive for COVID-19 within the last 14 days?

4. Do you currently live with someone or are you currently caring for someone who has been diagnosed with COVID-19?

5. In the last 14 days have you traveled to a foreign country with a level 2, 3, or 4 travel advisory visited provinces or cities with known widespread transmission of COVID-19? Please see the following for reference: <https://travel.gc.ca/travelling/advisories>

If you answer yes to any of the above questions, please contact your School Director and do not enter the school.

If you develop any of the symptoms listed above while at the Kaplan school, please notify School Director who will work with you to leave the school. Please contact your healthcare provider as soon as you get home.

### 3.2 SCHOOL SAFETY PROTOCOLS

Kaplan has instituted safety protocols, including the following which individuals entering a Kaplan school must commit to follow:

- Temperatures are screened when entering the Kaplan school. Anyone with a temperature of 38°C or higher will be asked to leave the school while maintaining the individual's privacy as much as possible.
- Students will always observe social distancing by maintaining 2 metres of separation in the Kaplan school. Markings on the ground delineate 2 metres of distance.
- Students will always wear a face mask in the Kaplan school, including in all common areas and classrooms. If they forget a face mask, Kaplan will provide one.
- Classroom occupancy, including the instructor, will always be limited to 7 and student seats will be arranged so that students do not face one another.
- Students will apply hand sanitizer and/or wash their hands upon entering the school and reapply hand sanitizer and/or wash their hands upon leaving the school, as well as before and after meals, and throughout the day. Kaplan provides hand sanitizer throughout the school.
- Students will wipe their desks before and after use with sanitizing wipes (provided by Kaplan).
- Students will not share food. Any food delivered to the Kaplan school will be only in individual portions and will not be shared between participants.
- Signs are hung throughout the school to remind of ways to help prevent the spread of COVID-19.

### 3.3 PHYSICAL DISTANCING GUIDELINES

To limit the number of people at the school, we have put in place different measures:

- Each employee is scheduled on a rotation basis to be working on site 3 or 4 days and 1 or 2 days remotely and their arrival, lunch, break, and departure schedules are also staggered
- Classes schedules will be split between the morning and afternoon schedule, reducing number of students and teachers on the campus. Each class is limited to 6 students and 1 instructor to ensure good physical distancing
- Scheduled use of teacher room for prep and photocopying to limit use to one person at a time
- Directional arrows in hallway to reinforce a one-way flow of traffic
- Reminder signs throughout the school and 2-metre distancing markers on floor
- Sneeze Guard Barriers are installed on reception desk to reduce exposure to aerosol droplets and ensure no contact between staff and students or visitors
- Access to sinks in washrooms are socially distanced
- Physical distancing in computer labs and headphones are removed; limit usage to 45 minutes
- Reduced number of tables in lounge, one person per table, at least 2 meters apart
- No shared items given to students or guests (i.e., pens, paper, brochures, etc.)
- Any visitors must have an appointment and agree to our HEALTH SCREENING (3.1) and SCHOOL SAFETY PROTOCOLS (3.2)
- Elevators are restricted to 2 passengers, notices posted

### 3.4 CLEANING PROTOCOLS

Cleaning vendors at every school are using [government guidelines](#) to decrease likelihood of infection through surface contact.

#### **Daytime Janitorial Cleaning:**

- Increased cleaning of restrooms, elevators, student desks, high touch (i.e. door handles) and common areas after each student break using [products on Health Canada's list of hard-surface disinfectants with evidence against COVID-19](#)

#### **Evening Janitorial Cleaning:**

- Evening cleaning is thorough and includes student and employee desks, and employee keyboards using products on Health Canada's list of hard-surface disinfectants with evidence against COVID-19.

#### **Confirmed Case Cleaning:**

- We will close for 24 hours, after which cleaning crew will disinfect the school according to government guidelines.
- Close off areas visited by the ill persons.
- Open outside doors and windows and use ventilating fans to increase air circulation in the area.
- Wait 24 hours or as long as practical before beginning cleaning and disinfection.
- Cleaning crew cleans and disinfects all areas such as offices, bathrooms, common areas, shared electronic equipment, focusing especially on frequently touched surfaces.

#### **Self-cleaning:**

- Disinfecting wipes or other means for self-cleaning is readily available when using any common shared materials such photocopier, faucets, elevator buttons, etc.
- Hand sanitizer is readily available in dispensers around the school, including near elevators, entrances/exits, and stairwells.

## 4.0 COVID-19 COMMUNICATION PLAN

### 4.1 STUDENT COMMUNICATIONS

Kaplan communicates safety protocols regularly with students:

- Pre-arrival – In addition to the KI Canada Safe Arrival Protocol, students are asked to sign a waiver agreeing to the daily entry health screenings and safety protocols
- Intake presentation – students are reminded of all the procedures and protocols during their orientation, their first day of classes.
- Signage around the school reinforce our safety measures
- Regular weekly and monthly communications to students reminding them of our COVID-19 Safety Protocols

### 4.2 STAFF COMMUNICATION AND TRAINING

Kaplan communicates safety protocols and provides training to staff:

- Prior to teaching in-person classes, staff are asked to agree to teach in-person and to comply with our daily entry health screenings and safety protocols
- Staff and faculty take an online training course (developed in-house by our parent company, Graham Holdings), *GHCO SAFE RETURN: COVID-19 Return to Work Training*, to ensure they are equipped with general safety guidance regarding Covid-19 and their return to the workplace.
- Monthly trainings in staff and instructor meetings to reinforce our safety measures and protocols

### 4.3 HOST FAMILY & RESIDENCE COMMUNICATION

Host families providing student housing receive KI Vancouver's Accommodation Preparedness Guide (see Appendix B). They agree to adhere to KI Vancouver's Safety Procedures.

### 4.4 KI COVID-19 COMMITTEE & DESIGNATED RESPONSE TEAM

KI Vancouver has a COVID Committee & Designated Response Team responsible for:

- Addressing any outbreak or other significant COVID-19-related event on premises.
- Notification and reporting protocols to the local Provincial Health Services Authority (PHSA) in the event of a symptomatic student, faculty, or staff member. Members may consider appointing a liaison between their institution and the PHSA to establish a working relationship and effective communication. (e.g., schools may share their case management and outbreak response plans with the local PHSA in advance of the academic year to ensure measures are in place to help protect their faculty, staff, students, and guests.)
- A plan to rapidly notify affected students, faculty, and staff members to take necessary actions, including rapid response measures for separating a symptomatic individual from others and returning them to their place of residence (arranging for safe transportation if required), and cleaning and disinfecting any space used and/or surface touched by the symptomatic individual.

- Any symptomatic students, faculty or staff members who have been sent home shall not be allowed back into the school until a medical practitioner has confirmed they are clear of these symptoms and/or the individual has been subject to self-isolation or quarantine for a period recommended by the PHSA (e.g., 14 days) or has tested negative for COVID-19 and can produce evidence of such.
- Comprehensive quarantine and isolation policies and procedures to reduce the transmission of COVID-19 in our Home Stay Families, in accordance with the federal government’s *Updated: Public health management of cases and contacts associated with coronavirus disease 2019 (COVID-19) – Appendix 1: [Instructions for isolating a case in the home or co-living setting](#)*. See Appendix B “KAPLAN INTERNATIONAL VANCOUVER ACCOMMODATION PREPAREDNESS GUIDE”
- Policies and procedures for maintenance of up-to-date records of contact information of students/faculty/staff/visitors, in accordance with federal and provincial privacy laws and regulations, to support local PHSA’s contact tracing activities. Our student database and Everbridge System is updated weekly to ensure current contact information for Student, Staff, Faculty. Additionally, we ask staff, faculty, and students to keep a personal log of their daily travels and contacts to help with contact tracing if needed.
- Kaplan International Vancouver has posted their case management and outbreak response plan on premises and ensure students/faculty/staff are familiar with and follow rapid response measures in the event they or another individual develops symptoms.
- Kaplan International Vancouver demonstrates flexibility for personal circumstances, including flexible attendance and sick-leave policies and ensure that students, faculty, and staff members are aware of financial and other support programs available to those with financial instability related to COVID-19 (e.g., for those who are not able to work due to illness/exposure, isolation/self-isolation, or loss of job/income), that may be offered through the institution, as well as those offered by federal, provincial, territorial, and local governments. Information on Government of Canada assistance is available at [Canada’s COVID-19 Economic Response Plan](#).



## 5.0 REDUCING COVID-19 STIGMA

The COVID-19 pandemic can cause stress on people and communities. It can lead to individuals experiencing social stigma, exclusion, marginalization, mental health issues and discrimination. Lack of understanding about COVID-19 has sparked feelings of fear or anger towards others and unfair treatment against a number of groups, including: people who have COVID-19, people who have symptoms of COVID-19, health care, front-line and essential workers, people from countries where the virus originated from, people who have recently travelled or returned to Canada from another country, people from communities, cultures, or industries where COVID-19 outbreaks have occurred, and people who may not follow recommended public health measures.

Stigma and discrimination are known barriers that prevent people from getting tested or accessing the care, treatment and support they need. People who have experienced stigma and discrimination throughout their life (e.g., racialized groups, people with mental illness or disability, members of LGBTQ2IA+ communities) may not have access to protective resources during a pandemic, like a safe home to isolate or quarantine when ill, which may introduce additional challenges.

Stigma and discrimination can be dangerous and harmful to individuals and communities by: exposing people to high levels of guilt and stress, disempowering people who cannot control their living, working, or social circumstances, creating divisions within communities, causing people to delay or avoid health services and contacting health authorities, making it harder to monitor, stop or slow outbreaks, discouraging people from being tested or quarantined, making it harder to trace and notify people who may have come into contact with COVID-19 (contact tracing)

**We can all do our part to reduce stigma around COVID-19.** Even people without symptoms can test positive for COVID-19. This includes people who have not yet developed symptoms (pre-symptomatic) and may never develop symptoms (asymptomatic).

That is why it is important to:

*Show support, kindness, and empathy to those who have, or are tested for, COVID-19*

Choose your words carefully:

Instead of...	Say...
The virus from China (Wuhan, Asia)	COVID-19, Coronavirus
Suspected cases of COVID-19	People who may have COVID-19
COVID-19 cases/ COVID-10 victims	People who have COVID-19; People being treated for COVID-19

For more information, see:

<https://www.canada.ca/content/dam/phac-aspc/documents/services/publications/diseases-conditions/coronavirus/covid-19-testing-reducing-stigma/covid-19-testing-reducing-stigma-eng.pdf>

## LINKS AND RESOURCES

### **BC Post-Secondary Go Forward Guidelines**

[https://www2.gov.bc.ca/assets/gov/education/post-secondary-education/institution-resources-administration/aest\\_postsecgoforwardguidelines.pdf](https://www2.gov.bc.ca/assets/gov/education/post-secondary-education/institution-resources-administration/aest_postsecgoforwardguidelines.pdf)

### **Orders of the Provincial Health Officer**

<https://www2.gov.bc.ca/gov/content/health/about-bc-s-health-care-system/office-of-the-provincial-health-officer/current-health-topics/covid-19-novel-coronavirus>

### **BC CDC**

<http://www.bccdc.ca/health-info/diseases-conditions/covid-19/about-covid-19/symptoms>

### **Gov't of Canada Guidance for Post-Secondary Institutions**

<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/guidance-documents/covid-19-guidance-post-secondary-institutions-during-pandemic.html#ar>

### **Languages Canada Safe Study Corridor**

<https://www.languagescanada.ca/web/default/files/covid19/study-safe-corridor/Languages%20Canada%20Study%20Safe%20Corridor%20Binder.pdf>

### **ArriveCAN**

<https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19/arrivecan.html>

### **BC Covid-19**

<https://bc.thrive.health/>

### **Canada Public Health**

<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/symptoms.html>

### **COVID-19 Testing and Reducing stigma**

<https://www.canada.ca/content/dam/phac-aspc/documents/services/publications/diseases-conditions/coronavirus/covid-19-testing-reducing-stigma/covid-19-testing-reducing-stigma-eng.pdf>

## ACCOMMODATION PREPAREDNESS GUIDE

### STAY INFORMED & IN T

**i** Please contact [dina.bashir@kaplan.com](mailto:dina.bashir@kaplan.com) for further guidance and questions.

- Get up-to-date information about local COVID-19 activity from public health officials
- Create a list of local organizations you and your household can contact in case you need access to information, healthcare services, support, and resources. If you need any help with this, do not hesitate to email your school's Accommodations Coordinator.
- Create an emergency contact list for your student and your family. Include any other important family members, friends, neighbors, healthcare providers, the local public health department, and other community resources.
- Ask everyone in your household to keep a personal log of their daily travels and contacts to help with contact tracing if needed
- Know the symptoms and reference BC website for more information: <http://www.bccdc.ca/health-info/diseases-conditions/covid-19/about-covid-19/symptoms>



Symptoms can range from mild to severe illness, and appear 2–14 days after you are exposed to the virus that causes COVID-19.

### PREPARE FOR POSSIBLE ILLNESS

- Consider members of the household who may have an increased risk for severe illness [older adults & people with underlying medical conditions].
- Choose a room in your house that can be used to separate sick household members from others.

### TAKE EVERYDAY PREVENTATIVE ACTIONS

- Wash your hands frequently.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Stay at least 2 meters from other people.
- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.

- Clean and disinfect frequently touched objects and surfaces [tables, doorknobs, light switches, faucets, etc.].
- Wear a mask when you go out in public.
  - Masks should not be placed on young children under age 2, anyone who has trouble breathing, or is unconscious, incapacitated or otherwise unable to remove the mask without assistance.
- Monitor your health daily to be alert for symptoms. If symptoms develop, take your temperature.

#### **IF YOU OR SOMEONE IN YOUR HOME POSSIBLY HAS/HAS BEEN EXPOSED TO COVID-19**

*Please notify your Kaplan school and copy [dina.bashir@kaplan.com](mailto:dina.bashir@kaplan.com) immediately.*

- Self-isolate and seek medical advice if you have symptoms of COVID-19 and/or have tested positive for COVID-19:
  - **Separate** from other people as much as possible, stay in a specific room
  - **Call 811**, your health care provider for advice and ongoing care, or an Assessment Centre to get tested
  - **Immediately notify the school** and copy [dina.bashir@kaplan.com](mailto:dina.bashir@kaplan.com) of the possible case
  - Do not return to work or school; if you experience an onset of symptoms while at school, take precautions to limit your exposure to others and return home as soon as possible.
  - Call 811, your health care provider, or an Assessment Centre to get tested.
  - Notify your supervisor that you will be absent for health reasons
- You will be able to end self-isolation and return to school or work if tested for COVID-19 and:
  - Initial test result is negative: Return once at least 10 days have passed since resolution of symptoms.
  - Initial test result is positive: Return after all symptoms resolving and at least 14 days have passed since symptoms first appeared. The school may request a return to work with no restrictions note from a medical provider.

For more information on How to Isolate at Home when you may have COVID-19, please follow government guidelines on here:

<https://www.canada.ca/en/public-health/services/publications/diseases-conditions/covid-19-how-to-isolate-at-home.html>

#### **IF YOU OR SOMEONE IN YOUR HOME HAS A CONFIRMED CASE OF COVID-19**

**i** *Please notify your Kaplan school and copy [dina.bashir@kaplan.com](mailto:dina.bashir@kaplan.com) immediately.*

- Follow the same guidelines as if it were a possible case of COVID-19 (above.)
- People of the household need to **stay home for 14 days** after exposure to that person.

#### **PETS IN THE HOUSEHOLD**

- Treat pets as you would other human family members.
- Do not let pets interact with people outside the household.

## GOVERNMENT OF CANADA'S GUIDANCE FOR POST-SECONDARY INSTITUTIONS DURING THE COVID-19 PANDEMIC

The following points summarize how KI Vancouver's COVID-19 Safety Readiness plan meets the expectations of the guidelines and protocols set out by the Government of Canada.

### RISK BASED APPROACH TO PLANNING

- KI Vancouver's COVID-19 Safety Readiness Plan was created with a foundation of risk-based planning. All four tools (physical distancing, engineering controls, administrative controls and PPE) to mitigate risks are established and integrated into the Plan.
- Our response is based on an ongoing risk assessment and staying up to date on public health policies and guidelines. Staff and students are all informed and educated on the core personal protective measures to further mitigate risk of a COVID-19 outbreak.

### PERSONAL MEASURES TO PREVENT AND LIMIT THE SPREAD OF COVID-19

- Staff members are provided information and documents of personal protective measures and are required to complete a mandatory training on the subject.
- Students are given orientations to inform them of personal protective measures and rules that are implemented at the school to create a safe learning environment.
- KI Vancouver has adopted the following to prevent the spread of COVID-19:
  - Daily temperature and wellness check
  - Signage and information posted around the school
  - Staying at home if showing any symptoms
  - Physical distancing requirement
  - Deep cleaning and disinfecting schedules
  - Masks are required at all times
  - Hand sanitizer at entrance, exit, classrooms and throughout school

### DOMESTIC AND INTERNATIONAL TRAVEL

- Our students have a detailed set of guidelines that adheres to the public health policy and the Quarantine Act.
- Any student who is arriving from outside of the country will follow the self-isolation requirements and quarantine for 14 days

### MEASURES TO PREVENT AND LIMIT THE SPREAD OF COVID-19

- Daily temperature and wellness checks based on the screening questionnaire. Students above 38°C or exhibiting any symptoms are not allowed to enter the school.
- Students will always observe social distancing by maintaining 2 metres of separation in the Kaplan school. Markings on the ground delineate 2 metres of distance.
- Students will always wear a face mask in the Kaplan school, including in all common areas and classrooms. If they forget a face mask, Kaplan will provide one.

- Classroom occupancy, including the instructor, will always be limited to 7 and student seats will be arranged so that students do not face one another.
- Students will apply hand sanitizer and/or wash their hands upon entering the school and reapply hand sanitizer and/or wash their hands upon leaving the school, as well as before and after meals, and throughout the day. Kaplan provides hand sanitizer throughout the school.
- Students will wipe their desks before and after use with sanitizing wipes (provided by Kaplan).
- Students will not share food. Any food delivered to the Kaplan school will be only in individual portions and will not be shared between participants.
- Signs are hung throughout the school to remind of ways to help prevent the spread of COVID-19.
- Each employee is scheduled on a rotation basis to be working on site 3 or 4 days and 1 or 2 days remotely and their arrival, lunch, break, and departure schedules are also staggered
- Class schedules will be split between the morning and afternoon schedule, reducing number of students and teachers on the campus. Each class is limited to 6 students and 1 instructor to ensure good physical distancing
- Scheduled use of teacher room for prep and photocopying, to limit use to one person at a time
- Directional arrows in hallway to reinforce a one-way flow of traffic
- Reminder signs throughout the school and 2-metre distancing markers on floor
- Sneeze Guard Barriers are installed on reception desk to reduce exposure to aerosol droplets and ensure no contact between staff and students or visitors
- Access to sinks in washrooms are socially distanced; washrooms limited to 3 people
- Physical distancing in computer labs and headphones are removed; limit usage to 45 minutes
- Reduced number of tables in lounge, one person per table, at least 2 meters apart
- No shared items given to students or guests (i.e., pens, paper, brochures, etc.)
- Elevators are restricted to 2 passengers, notices posted
- Intense deep clean schedule implemented based on government guidelines

#### RESPONDING TO COVID-19 OUTBREAK

- Signs and information are posted around the school to inform KI Vancouver community of the local COVID-19 situation.
- Our Everbridge notification system can be used to provide any urgent information to all staff and students via email and text.
- Actions to be taken if there is a suspected or confirmed case of COVID-19 are outlined
- A Designated Response Team has been created to be responsible for any necessary communication with the PHSA and members of the KI Vancouver community in case of an outbreak of COVID-19

#### RECOVERY FROM COVID-19 OUTBREAK

- To support outbreak recovery, Kaplan International Vancouver has adopted the WorkSafe BC process that requires any retraining required for employees that embraces learning points and any required changes to protocols; a training plan for new employees or those taking on new roles or responsibilities; a training plan around changes to campus practice or processes, such as new equipment.

## PSYCHOSOCIAL AND MENTAL HEALTH NEEDS OF STUDENTS, FACULTY, AND STAFF

- Mental health resources are provided to all students, faculty and staff
- In communications from the school, everyone is encouraged to seek out mental health resources from links provided or to consult a staff member at school for information