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COVID-19 Recovery Plans

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What is COVID-19?

COVID-19 is a new disease, caused by a novel (or new) coronavirus that has not previously been seen in humans. It is highly infectious with mild to severe symptoms resulting with individuals either recovering at home or in the hospital. There is no vaccine procurement yet. The symptoms are similar to other respiratory illnesses including the common cold or flu. These symptoms may include fever, chills, cough, shortness of breath, painful swallowing, and sore throat, stuffy or runny nose, loss of the sense of smell, headaches, muscle aches, fatigue, and loss of appetite. Some may have gastrointestinal symptoms which include diarrhea, nausea, and vomiting. These symptoms typically occur after the onset of the respiratory symptoms.

How it is transmitted:

COVID-19 is transmitted through liquid droplets released when a person coughs or sneezes. These droplets can enter the body through the eyes, nose, and throat when in close proximity.

How to prevent the spread:

Staying home and self-isolating when you are sick is best practice, along with social distancing and proper hand washing.

Figure 1, Hierarchy of Controls For Workplace Safety outlines examples of general COVID-19 transmission prevention guidelines, which are based on current provincial and federal requirements as well as by WorkSafeBC. These guidelines should be used as controls to mitigate the risk of exposure to COVID-19. Any controls that are chosen to mitigate identified risk should follow the Hierarchy of Controls for Workplace Safety beginning at the most effective strategies. These guidelines are built into the Deliverables and Specifications found throughout the COVID 19 Recovery Plans and will be implemented as part of those processes.

Figure 1: Hierarchy of Controls for Workplace Safety

NVIT’s response to COVID-19 from the beginning to the new normal:

Nicola Valley Institute of Technology (NVIT) has been closely monitoring the movement and realities of the COVID-19 pandemic. NVIT’s priority throughout the pandemic has been and will continue to be the health and safety of the students, staff, and faculty. We pride ourselves in being a learner-centred institute and will continue to provide an exceptional education to our current and prospective learners. Numerous press releases were issued from the President, Ken Tourand, outlining NVIT’s direction going forward throughout the development of the COVID-19 pandemic. These updates were in accordance with the Ministry of Advanced Education, Skills and Training, and Public Health Officer (PHO), along with NVIT’s Leadership Team.

March 15, 2020 press release summary:

**NVIT announced that all face to face teaching would be paused to focus on an alternative delivery method to continue to support students in their education journey. At this time, the campus remained open to provide services while continuing to find way to maximize social distancing protocols throughout the NVIT community. From the recommendations of the Public Health Officer and the Provincial Government, NVIT issued the following changes:**

1. All events over 250 people are cancelled
2. Many NVIT events have been cancelled and new events will not be scheduled until further notice
3. All NVIT graduation ceremonies are currently postponed
4. Facilities bookings on campus by external parties is suspended until further notice
5. All NVIT work-related travel outside of Canada is cancelled until further notice
6. Staff and students returning to NVIT from travel outside of Canada (this includes the US) are asked to self-isolate for 14 days before returning to work
7. Increased cleaning at all campuses, additional hand-sanitizers, and information to prevent to spread is shared:
   a. Custodians will wipe down all hand touch surfaces twice a day, once at the beginning of their shift and again at the end of their shift
   b. Signage – tip sheets on how to prevent the spread of respiratory diseases like COVID 19 through the campus have been posted
   c. Disinfecting wipes were provided in each computer lab, classroom, and lab
   d. Hand sanitizer was ordered

March 22, 2020 – press release summary:

As the pandemic spread, NVIT announced that the campus would remain open but with restricted hours. NVIT would be open to students on Monday to Thursday from 10:00 am to 2:00 pm. Public use of facilities and equipment was restricted. Staff were starting to work remotely from home while still providing services to students. The staff who remained on campus were encouraged to maintain social distancing rules and use proper hand washing etiquette.
April 6, 2020 – press release summary:

NVIT announced that all summer course would be offered in an online delivery format while NVIT continued to monitor the COVID-19 situation. Staff continued to provide service remotely with a small number of employees working on campus. Leadership continued to meet weekly to discuss COVID-19 updates and in turn provided updates to the NVIT staff regarding decision-making and plans.

May 12, 2020 – press release summary:

An official public press release was issued regarding what post-secondary education will look like at NVIT in the coming Fall semester. NVIT announced that students will be offered the opportunity to participate in socially distanced face to face learning and/or a virtual learning platform, hybrid learning. NVIT has invested in new technology as well as enhanced existing technologies to ensure faculty and staff can deliver programs effectively. All NVIT’s student services will be available to any student anywhere through the advancements made in technology.

An update was issued to students on June 12, 2020. Please refer to Appendix H for full details.

All press releases and latest information issued by NVIT can be found on the website at www.nvit.ca.

NVIT has been working in accordance with the Public Health Officer (PHO) and WorkSafeBC to implement their mandatory safety protocols. To plan for a safe return to face to face teaching, the NVIT Recovery plan must be adhered to and updated regularly as COVID-19 information is updated. NVIT has initiated the following changes:

- Hand sanitizers have been placed at the entrances of the buildings, in individual offices, on desk spaces, and in the classrooms.
- Signage has been displayed in washrooms regarding proper hand washing etiquette and posters have been distributed around the campus to enforce social distancing.
- Barriers have been installed on desk spaces.
- Directional arrows have been secured to the hallway floors to designate the flow of foot traffic and all learning spaces have been configured to support social distancing.
- Reusable protective masks will be available and distributed to anyone in the NVIT community who wishes to wear one for their safety.
- NVIT increased the janitorial measures with frequent cleaning of all the high traffic door handles and when classes resume there will be posted signs outside of each classroom or space indicating if the area has been cleaned or requires a cleaning.

Going forward, NVIT will be providing a hybrid learning experience for our current and prospective students. NVIT will ensure all common spaces and individuals on campus will abide by the cleaning and social distancing recommendations enforced by WorkSafeBC. In order to establish safe face to face in class teaching, NVIT will adhere to the protocols as per the Public Health Officer, Ministry Go Forward Guidelines and the Institutional COVID-19 safety plans. NVIT will strive to provide a safe work and learning environment for our community.

NVIT recognizes that with the global pandemic, internal measures would need to be created or updated to accommodate staff when they are experiencing Coronavirus type symptoms or who may have circumstances that may not make it safe for them to return back to work. Human Resources has created an Individual Employee Workplan for employees to fill out for individual
work accommodations in the event that it may be unsafe for them to return to work. The sick leave protocol was also enhanced by Human Resources to provide clear guidelines of what is expected of the employee should they feel ill and exhibit any cold or flu-like symptoms.

Please refer to Appendices J and K for the Individual Employee Workplan and the revamped sick leave protocol, respectively.

The duration of this COVID-19 recovery plan is perpetual, however; some specific plans have identified explicit timelines indicating milestones achieved related to that project. NVIT recognizes that the COVID-19 recovery plan is a living document as the pandemic shifts and until a vaccine is available.

Risk
Throughout the recovery plan some individual plans have identified risks strictly pertaining to that departmental plan. Broadly, NVIT is deemed an essential service and must be open and available to provide support to the NVIT community. Despite having no additional provincial funding to support any risk mitigation, NVIT has recognized the recovery plan as being top priority for the organization. The project budget is covered under the existing individual program budgets. The COVID-19 global pandemic is fluid and ever changing and as such, the risks associated with it, identified in these plans, may also be changed as circumstances dictate.

COVID-19 Self Assessment
All faculty, staff, students and visitors must assess themselves daily for COVID-19 symptoms prior to accessing campus property.
- The BC COVID-19 self-assessment tool is available online to be used and/or to help develop assessments: https://bc.thrive.health/.

COVID-19 Declaration
To further NVIT’s goal to provide a safe workplace and learning environment, a COVID-19 declaration form titled ‘On-Campus Pandemic Exposure Control Self-Reporting Declaration Form for Health & Safety’ was created. This form will be filled out and signed by all registered students, prospective students, and guests that wish to enter the campus facilities. This declaration form was created with the purpose of screening for potential risks that could jeopardize an individual’s safety and well-being.

Please refer to Appendix A to view all NVIT’s signage

Please refer to Appendix B for the declaration form.

Faculty, staff and students should wash their hands upon arriving on campus, before and after breaks, after handling cash or other materials, before and after handling common tools and equipment, etc.
A. Description of Project

Project Title: Elders Council COVID-19 Recovery Plan
Project Duration: August 15 to April 15
Project Manager: Pat Brown

B. Rationale

NVIT has announced a hybrid model for return to the classroom in Fall 2020. Elders have been deemed a high risk and NVIT has made the decision that Elders should not physically be on campus. NVIT has taken the steps to explore how NVIT can have virtual Elders.

C. Goals and Objectives

To have Elders available to the NVIT community for consultations, meetings, classroom visits, etc.

D. Deliverables and Specifications

Elders will not be physically on campus until a vaccine is available. Elders will be available during their office hours through MS Teams and zoom via iPads provided by NVIT.

E. Project Risks, Constraints & Assumptions

1. Risks
   a) Resources: NVIT is deemed an essential service. There is no additional provincial funding for these undertakings. Planning and executing requires significant human, capital, and technology resources. NVIT has purchased iPADS for the Elders so they do not have to physically be on campus.
   b) Priority: This is the main priority for the organization
   c) Change: By having Elders connect virtually, Elders will be accessible regardless of classroom delivery. Some Elders may be reluctant to use the technology.
2. Constraints
   a) Time: For NVIT to have the time to test the systems established, all operational and functional processes must be finalized for the physical and virtual environments by August 2020. Elders will be trained on how to use their iPads prior to August 15th.
   b) Resources: Information Technology
   c) Cost: iPads already purchased. Training dollars covered by existing wage for Elders coordinator. A monthly stipend will be provided to assist with the cost of Wi-Fi.
   d) Scope: Students, staff, faculty

F. Project Members
   Project Sponsor: Ken Tourand
   Project Manager: Pat Brown
   Project Team: David Antoine, Evelyn Antoine, Larry Antoine, Bernice Ball, Don Beauchesne, Ed Louie, Mary Louie, Sarah McLeod, Lou Paul, Rena Sam, Lorraine Spence, Amelia Washington

G. Communication
   Sponsors: Ken Tourand
   Project Team: Pat Brown

H. Overview of Project

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<tr>
<th>Date</th>
<th>Activity</th>
<th>Status</th>
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<tbody>
<tr>
<td>Sept 2020 to April 2021</td>
<td>Monday to Thursday 10am to 1pm Available during office hours via MS Teams.</td>
<td>Teams</td>
</tr>
<tr>
<td></td>
<td>Available for employee consultations</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Available for Board meetings</td>
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</tbody>
</table>
A. Description of Project

Project Title: Finance & Administration Department Plan2020
Project Duration: May 15 – August 15, 2020
Project Manager: Ernie Gran

B. Rationale

NVIT has announced a hybrid model for return to the classroom in Fall 2020. Planning is crucial to ensure a successful beginning for students in September.

C. Goals and Objectives

The intent of this project plan is to ensure the Finance, Facilities, IT, and HR requirements are in place for a successful start-up during COVID19. Our main objective is to support students, faculty, and staff before the start of the Fall 2020 semester. Specific goals include building safety following the health guidelines set out by BC’s Public Health Officer, ensuring classrooms and computer labs are following social distancing protocols, classrooms are equipped with the technology needed for a virtual teaching platform, faculty members are trained in the software and technology for teaching purposes, and safety protocol training for staff.

D. Deliverables and Specifications

Back to work orientation: Leadership is to provide their staff with an overview of protocols and checklists related to their area for training and to ensure appropriate measures are in place for back to work start up on July 27th, 2020. A health and safety acknowledgement form has been created that all staff will be required to sign. Upon signing the form, you are acknowledging that you have read and understood NVIT’s COVID-19 Safety Plan and will adhere to the protocols put in place. Please refer to Appendix D to view the form.

E. Project Risks, Constraints & Assumptions-pertains to ALL Finance & Administration plans unless otherwise stated in a specific plan.

1. Risks
   a) Resources: NVIT is deemed an essential service. There is no additional provincial funding for these undertaking. Planning and executing requires significant human, capital, and technology resources.
   b) Priority: This is the main priority for the organization
   c) Change: The COVID 19 Recovery plan responds to a significant societal shift as a result of the global pandemic. During execution, NVIT
must be prepared to shift the objectives and goals to align with the fluid direction of BC’s Public Health Officer.

2. Constraints
   a) Time: For NVIT to have the time to test the systems established, all operational and functional processes must be finalized for the physical and virtual environments by August 15, 2020.
   b) Resources: Facilities, Information Technology, Student and Registrar’s Office, Finance and Academic Teams
   c) Cost: $300,000
   d) Scope: Finance, IT, Facilities, HR

3. Assumptions
   That Team Members will be available for meetings and planning as required.

F. Project Members
   Project Sponsor: Ernie Gran
   Project Manager: Clint, Ashley, Garth, and Jen
   Project Team: Facilities, Finance, IT, and HR

G. Communication
   Sponsors: Ernie Gran
   Project Team: Clint, Ashley, Garth, and Jen

H. Overview of Project

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<th>Due Before</th>
<th>Responsibility</th>
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<td>Tuition Tables built</td>
<td>March 15</td>
<td>Finance</td>
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<tr>
<td>Software selection</td>
<td>June 15</td>
<td>IT</td>
</tr>
<tr>
<td>Safety Protocol complete</td>
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<td>Facilities/HR</td>
</tr>
<tr>
<td>Staff training on Safety Protocol</td>
<td></td>
<td>HR/Facilities</td>
</tr>
<tr>
<td>Class teamsite (Moodle and Sharepoint) available to faculty</td>
<td>July 1</td>
<td>IT</td>
</tr>
<tr>
<td>TBA hiring finalized</td>
<td>July 10</td>
<td>HR</td>
</tr>
<tr>
<td>Class teamsite (Moodle and Sharepoint) available to students</td>
<td>August 1</td>
<td>IT</td>
</tr>
<tr>
<td>Classroom technology functioning for virtual teaching</td>
<td>July 31</td>
<td>IT</td>
</tr>
<tr>
<td>Training for faculty on classroom technology</td>
<td>August 15</td>
<td>IT</td>
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<tr>
<td>Classrooms &amp; computer labs set up to accommodate social distancing for face to face teaching</td>
<td>July 31</td>
<td>Facilities</td>
</tr>
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<td>New laptops issued to faculty and staff</td>
<td>August 15</td>
<td>IT</td>
</tr>
<tr>
<td>Hardware/Software/System updates completed and tested</td>
<td>August 15</td>
<td>IT</td>
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Facilities – Campus Access & Mobility
COVID 19 RECOVERY PLAN

A. Description of Project

Project Title: Campus Access & Mobility COVID-19 Recovery Plan
Project Duration: August 15 to April 15
Project Manager: Clint Garcia

B. Rationale

Physical distancing COVID-19 transmission prevention guidelines or hazard controls which are based on current provincial and federal requirements require a minimum of 6ft/2m distance parameters between people.

C. Goals and Objectives

To have occupants adopt and follow posted signage.

D. Deliverables and Specifications

Signage will mobilize occupants in a way that follows physical distancing guidelines, allows occupant to pre-screen for COVID 19 symptoms prior to entering any building and indicates locations of sanitizer stations available throughout the campus:

• COVID 19 symptoms pre-screening questionnaire at all entry points must be completed prior to entry. The BC COVID-19 self-assessment tool is available online to be used and/or to help develop assessments: https://bc.thrive.health/.
• Signage indicating designated entry and exit points.
• Directional arrows will promote occupant travel on the right-hand side.
• Physical distancing floor stickers and/or sandwich board signage at reception and support areas, hallways, washrooms, stairs, and elevators that mobilizes people around campus in a way that supports physical distancing guidelines.
• Occupants exiting elevators will have the right of way. Follow signage inside and outside of elevator to achieve social distancing.
• Wash your hand regularly and practice respiratory etiquette.

Please refer to Appendix A for all signage.

E. Project Risks, Constraints & Assumptions

1. Risks
   a) Resources: NVIT is deemed an essential service. There is no additional provincial funding for these undertaking. Planning and executing requires significant human and capital and resources. NVIT has
purchased signage and signage stands to communicate physical distancing guidelines to occupants as one mobilizes around the campus

b) Priority:

c) Change: Signage will communicate physical distancing guidelines, directional facilitation, COVID 19 symptom screening, and handwashing and respiratory etiquette to occupants.

2. Constraints
   a) Time: Lead times for signage stands is up to 4 weeks.
   
   b) Resources: Departmental Assistants office, Merritt Printing
   
   
   d) Scope: Students, staff, faculty

3. Assumptions

   NVIT will have signage in place for campus reopening of July 27, 2020.

   Project Sponsor: Ernie Gran
   Project Manager: Clint Garcia
   Project Team: Clint Garcia, OH&S Committee

F. Communication

   Sponsors: Ernie Gran
   Project Team: Clint Garcia

G. Overview of Project

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<tr>
<th>Date</th>
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<th>Status</th>
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<tr>
<td>June 2020</td>
<td>Review signage placement with OH&amp;S Teams</td>
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</tr>
<tr>
<td></td>
<td>Install signage</td>
<td></td>
</tr>
<tr>
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<td></td>
<td></td>
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</tbody>
</table>
A. Description of Project

Project Title: Barriers COVID-19 Recovery Plan
Project Duration: August 15 to April 15
Project Manager: Clint Garcia

B. Rationale

To help prevent the spread of the virus that causes COVID-19, employers must implement measures to reduce the risk of person-to-person transmission. The first and most effective way to prevent person-to-person transmission is to practice physical distancing protocol of 2 m (6 ft.) away from others. There are several reception areas and working environments where this is not possible. When this is not possible, NVIT will use barriers to separate people.

C. Goals and Objectives

To prevent the spread of COVID-19 and to accommodate work environments where workers will frequently be within 2 m of others for longer than brief interactions.

D. Deliverables and Specifications

- Barriers must be large enough to create an effective barrier between the breathing zones of the people on each side. A person’s breathing zone has a diameter of about 60 cm (24 in.), which means it extends 30 cm (12 in.) in every direction from the person’s nose.
- A barrier should be positioned to accommodate the heights of the tallest and shortest people who will likely be near it. If one person is standing the barrier should extend 30 cm (12 in.) below the seated person’s nose and 30 cm (12 in.) above the standing person’s nose.
- Barriers should also be wide enough to account distancing requirements for the normal movement of both people.
- The barrier will not hinder a person’s escape in case of emergency.

E. Project Risks, Constraints & Assumptions

1. Constraints
   a) Time: June 15, 2020
   b) Resources:
   c) Cost: Average cost per barrier is $210.00. Estimated total $4000.
   d) Scope: NVIT Staff and Faculty
F. Project Members

Project Sponsor: Ernie Gran
Project Manager: Clint Garcia
Project Team: Clint Garcia, OH&S Committee

G. Communication

Sponsors: Ernie Gran
Project Team: Clint Garcia

H. Overview of Project

<table>
<thead>
<tr>
<th>Date</th>
<th>Activity</th>
<th>Status</th>
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</thead>
<tbody>
<tr>
<td>May 2020</td>
<td>Barriers ordered through Best Value Glass Merritt</td>
<td>On order</td>
</tr>
<tr>
<td>June 1-5</td>
<td>Install</td>
<td>Scheduled</td>
</tr>
<tr>
<td>June 2020</td>
<td>Planning, review, approval</td>
<td>In-progress</td>
</tr>
</tbody>
</table>
A. Description of Project

Project Title: Cafeteria COVID-19 Recovery Plan
Project Duration: August 15 to April 15
Project Manager: Clint Garcia

B. Rationale

NVIT’s Culinary Art program has a food service requirement to meet accreditation. As such culinary students will provide food and beverage service from the NVIT cafeteria.

C. Goals and Objectives

To support hands-on training

D. Deliverables and Specifications

General Considerations

- Restrict tables to accommodate 2m physical distancing and require 2 metres between patrons sitting at different tables.
- Plexiglass barrier added at the payment area.
- Floor decals to facilitate the flow of people.
- Self-service amenities will be removed
- Full time dishwasher/busser required
- Directional floor signage will control traffic flow of kitchen staff and customers
- Cafeteria staff will wear PPE (masks).
- Occupancy limit will be posted.

Hand Hygiene

- Handwashing protocol and hygiene practices signage will be posted throughout the cafeteria.
- A sanitizing station will be available inside the cafeteria.

Cleaning

- Increase cleaning between sittings. Tables and seats should be wiped when tables are turned. Remove all items when turning a table, for example, unused cutlery.
- Establish cleaning procedures for condiments and other items brought to the table or available for sharing. Ensure they are cleaned between uses.
- Clarify procedures for cleaning staff areas and train accordingly.
• Enhance cleaning of all frequent touchpoints including walls, tables, chairs, barstools, coasters, condiments, doors.
• Develop a cleaning schedule and assign and train a person who is responsible for completing cleaning tasks and ensuring these tasks are completed.
• Create a process to track what has been cleaned, when, and by whom.

E. Project Risks, Constraints & Assumptions

1. Risks
   a) Resources: NVIT is deemed an essential service. There is no additional provincial funding for these undertaking. Planning and executing requires significant human and capital resources.
   b) Priority:
   c) Change: Limited seating in cafeteria, disinfecting protocol.

2. Constraints
   a) Time: Disinfecting requires the agent to dry 10 minutes.
   b) Resources:
   c) Cost:
   d) Scope: NVIT Staff and Faculty

F. Project Members

   . Project Sponsor: Ernie Gran
   Project Manager: Clint Garcia
   Project Team: Clint Garcia, OH&S Committee

G. Communication

   Sponsors: Ernie Gran
   Project Team: Clint Garcia

H. Overview of Project

<table>
<thead>
<tr>
<th>Date</th>
<th>Activity</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>June 2020</td>
<td>Planning, review, approval</td>
<td>In-progress</td>
</tr>
<tr>
<td>June 2020</td>
<td>Calculate Occupant capacity</td>
<td>Scheduled</td>
</tr>
<tr>
<td>June 2020</td>
<td>Excess Chair removal</td>
<td>Scheduled</td>
</tr>
</tbody>
</table>
A. Description of Project

Project Title: Classrooms/Labs COVID-19 Recovery Plan
Project Duration: August 15 to April 15
Project Manager: Clint Garcia

B. Rationale

NVIT’s student body is diverse and in some cases our students experience technological limitations and access to video conferencing devices which does not make meeting virtually possible. In addition, some programming requires hands on training. As a result, some face to face instruction is required. Limit gathering or grouping, and to the adhere to COVID-19 transmission prevention, physical distancing guidelines of a minimum of 6ft/2m distance parameter.

C. Goals and Objectives

To encourage and support virtual meetings where possible.

D. Deliverables and Specifications

- Classrooms and Labs will be reduced to approximately 30% capacity to accommodate physical distancing guidelines. Chair and desk inventory will match occupant capacity.
- Occupant capacity signage will be posted outside each classroom.
- Classrooms will have the capability to video conference.
- Classroom doors are to remain open at the end of your day. This signals custodial staff to sanitize the room. Spaces with closed doors will have been cleaned.
- Hand sanitizers will be available in each classroom or workspace that does not have a sink.
- In situations where the learning environment permits appropriate physical distancing, the use of non-medical masks is a matter of personal choice. It is important not to stigmatize people wearing masks.
- PPE, such as non-medical masks may be required based on levels of transmission in the community, and where physical distancing cannot be maintained.
- For activities requiring the use of PPE (including medical grade surgical masks), it is the responsibility of the instructor to provide education and training pertaining to the required PPE, and to ensure that the required PPE is used appropriately.
- Refer to Lab procedure (Appendix C) for Health and Trades for all equipment use. Labs include Health Lap, Wet Lab, Energy Lab, Teaching Kitchen, Trades bldg., Greenhouse.

Due to global healthcare burdens there are shortages in sanitizer. Most resources are being directed to healthcare spaces. NVIT will do its best to keep inventories of sanitizer.
E. Project Members
   Project Sponsor: Ernie Gran
   Project Manager: Clint Garcia
   Project Team: Clint Garcia, OH&S Committee

F. Communication
   Sponsors: Ernie Gran
   Project Team: Clint Garcia

G. Overview of Project

<table>
<thead>
<tr>
<th>Date</th>
<th>Activity</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>June 2020</td>
<td>Planning, review, approval</td>
<td>In-progress</td>
</tr>
<tr>
<td>June 2020</td>
<td>Calculate Occupant capacity</td>
<td>Scheduled</td>
</tr>
<tr>
<td>June 2020</td>
<td>Excess Chair and Desk removal</td>
<td>Scheduled</td>
</tr>
</tbody>
</table>

A. Description of Project

Project Title: Copier Rooms COVID-19 Recovery Plan
Project Duration: August 15 to April 15
Project Manager: Clint Garcia

B. Rationale

Limit gathering or grouping, and to adhere to COVID-19 transmission prevention, physical distancing guidelines of a minimum of 6ft/2m distance parameter.

C. Goals and Objectives

To communicate guidelines on the use and access of Copier/Mail rooms.

D. Deliverables and Specifications

Copier/Mail rooms will be limited to one (1) person.

- Wash and sanitize your hands before and after using the photocopier
- Only one (1) person allowed at the photocopier.
- Allow communal doors to remain open to reduce contact with door handles
- Instruct workers to use their own equipment, such as pens, staplers, headsets, and computers.
- Only enter at the hallway door located inside the Corporate Services office space.
- Janitorial will frequently disinfect all shared surfaces or equipment in photocopy areas/rooms such as staplers, hole punches, etc.
- NVIT will NO longer accept personal deliveries of mail, parcels etc.

E. Project Members

Project Sponsor: Ernie Gran
Project Manager: Clint Garcia
Project Team: Clint Garcia, OH&S Committee
F. Communication

Sponsors: Ernie Gran

Project Team: Clint Garcia

G. Overview of Project

<table>
<thead>
<tr>
<th>Date</th>
<th>Activity</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>June 2020</td>
<td>Planning, review, approval</td>
<td>In-Progress</td>
</tr>
</tbody>
</table>
A. Description of Project

Project Title: Guests/Contractors COVID-19 Recovery Plan
Project Duration: August 15 to April 15
Project Manager: Clint Garcia

B. Rationale

Employers are required to develop a COVID-19 Safety Plan that outlines the policies, guidelines, and procedures they have put in place to reduce the risk of COVID-19 transmission. The following will inform guest and contractors of the deliverables and specifications that must be followed while working on a NVIT campus.

C. Goals and Objectives

To prevent the spread of COVID-19 while accommodating onsite maintenance.

D. Deliverables and Specifications

- All visitors, guest, contractors must complete the BC COVID-19 Self-Assessment Tool before entering any building. The BC COVID-19 Self-Assessment Tool can be found here: https://bc.thrive.health/covid19/en
- Where possible, provide virtual services for clients and offer in-person services only if necessary.
- Use alternate work practices to reduce the number of workplace visitors (clients, delivery persons, etc.).
- Where possible ensure that all in-person appointments are scheduled and staggered to allow time to sanitize surfaces between appointments.
- Identify any risks that arise from the reduction of people at the worksite; for example, staff working alone. Address these risks as required.
- Consider single-person access if entry into constricted area is required.
- If it is not possible to maintain physical distancing with clients, consider the use of masks. Masks can reduce the spread of droplets from the wearer but may not prevent the wearer from inhaling the droplets of others.

Deliveries

- Ensure that delivery zones are clearly identified and limited to receivers and deliverers only.
- Arrange for suppliers and/or delivery persons to contact Facilities prior to dropping off goods at building entrance to avoid searching for contacts within the premises.
• Where possible, request contactless delivery to maintain physical distancing requirement (e.g., delivery person leaves packages in a pre-arranged location). This option may be limited if signing or proof of receipt is required.

Hygiene

• Implementing hand hygiene practices and avoiding face touching with unwashed hands can prevent infection transmission. This is particularly effective before and after breaks or meeting clients, even in the absence of physical contact.
• Ensure good respiratory etiquette by covering the mouth and nose with the crease of the elbow or with a disposable tissue when coughing or sneezing.
• Where practicable, use of touchless hand sanitizer dispensers, garbage bins, etc. can be helpful to minimize the transmission of infection through physical contact.
• Ensure used tissues, disinfectant wipes, and safety equipment are properly disposed of in a lined waste receptacle.

E. Project Risks, Constraints & Assumptions

1. Constraints
   a) Time: June 24, 2020
   b) Resources:
   c) Cost:
   d) Scope: Visitors, Contractors, Delivery Drivers

F. Project Members
   Project Sponsor: Ernie Gran
   Project Manager: Clint Garcia
   Project Team: Clint Garcia, OH&S Committee

G. Communication

   Sponsors: Ernie Gran
   Project Team: Clint Garcia

H. Overview of Project

<table>
<thead>
<tr>
<th>Date</th>
<th>Activity</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>June, 2020</td>
<td>Planning, review, approval</td>
<td>In-progress</td>
</tr>
</tbody>
</table>
A. Description of Project

Project Title: Janitorial COVID-19 Recovery Plan
Project Duration: August 15 to April 15
Project Manager: Clint Garcia

B. Rationale

To reduce the risk of COVID-19 transmission. Viruses like Corona Virus can survive on surfaces for multiple days. Contaminated surfaces increase the risk of transmission, either directly or through hands of others.

C. Goals and Objectives

To support on-campus learning.

D. Deliverables and Specifications

- Added cleaning frequency with a focus on high touch surfaces.
- Use EPA-approved disinfectant, apply per label instructions and allow recommended dwell times.
- Wear personal protective equipment (PPE) and properly dispose of contaminated PPE towels, rags, etc.
- Follow hazard warnings and directions on product labels and follow PPE recommendations per the product SDS.
- Avoid cleaning tools with absorbent grips.
- Clean and disinfect tools after use to reduce risk of cross contamination.
- Disposable toilet swabs may be preferable.
- Disinfectant review to ensure we are using products with limited contact/dwell times, achieve kill claims, are safe and, easy to use.
- Training of staff is ongoing to ensure we are keeping with recommended cleaning standards.
- Institutions should be cleaned and disinfected in accordance with the BCCDC’s Cleaning and Disinfectants for Public Settings.
- Develop a schedule that focuses on cleaning high-traffic areas and high-contact surfaces, such as doors and cabinet handles, stair railings, washrooms, shared office spaces, desks, keyboards, light switches, communications devices, equipment, common areas, and transportation vehicles.
- Remove shared items where cross-contamination is possible (e.g., shared office supplies, coffee and water stations, and snack bins).
- Provide and stock adequate hand-washing facilities on site and ensure the location is visible and easily accessed. Provide the ability for frequent handwashing or sanitizing.
- Ensure those engaged in cleaning have adequate instruction, training, materials and supplies (e.g.,
soap and water/hand sanitizer and disinfectant wipes).

E. Project Risks, Constraints & Assumptions

1. Constraints
   a) Time: Disinfecting requires the agent to dry 10 minutes
   b) Cost: $15,000. 50% of the 2020/21 budget is used with 75% of the fiscal year remaining.
   c) Scope: NVIT Facilities

F. Project Members
   Project Sponsor: Ernie Gran
   Project Manager: Clint Garcia
   Project Team: Clint Garcia, OH&S Committee

G. Communication
   Sponsors: Ernie Gran
   Project Team: Clint Garcia

H. Overview of Project

<table>
<thead>
<tr>
<th>Date</th>
<th>Activity</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>June 2020</td>
<td>Planning, review, approval</td>
<td>In-progress</td>
</tr>
</tbody>
</table>

Cleaning Schedule

<table>
<thead>
<tr>
<th>Surface</th>
<th>Cleaning Supplies</th>
<th>Frequency</th>
<th>Time</th>
<th>Who</th>
<th>PPE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bathrooms</td>
<td>49 germicidal cleaner</td>
<td>4 times/day</td>
<td>8:00, 11, 2, 4:00</td>
<td>Both Custodial Staff</td>
<td>Gloves</td>
</tr>
<tr>
<td>High Touch Surface ( handles, hand Rails, light switches, countertops, desks, tables, phones, keyboards, touchscreens, faucets)</td>
<td>49 germicidal cleaner, 2 minute wet wipes</td>
<td>3 times/day</td>
<td>8:30, 1:00, 4:30</td>
<td>Both Custodial Staff</td>
<td>Gloves</td>
</tr>
<tr>
<td>Sweep Floors</td>
<td>Auto Scrubber</td>
<td>2 times/week</td>
<td></td>
<td>Both Custodial Staff</td>
<td>Gloves</td>
</tr>
<tr>
<td>Empty Garbage/disinfect Garbage</td>
<td>check twice/day</td>
<td></td>
<td></td>
<td>Both Custodial Staff</td>
<td>Gloves</td>
</tr>
<tr>
<td>Offices</td>
<td>49 germicidal cleaner</td>
<td>1/week</td>
<td></td>
<td>Both Custodial Staff</td>
<td>Gloves</td>
</tr>
<tr>
<td>Vacuuming all carpeted areas</td>
<td></td>
<td>4 times/day</td>
<td>8:00, 11, 2, 4:00</td>
<td>Both Custodial Staff</td>
<td>Gloves</td>
</tr>
<tr>
<td>Communal Spaces (photocopy rooms)</td>
<td>49 germicidal cleaner</td>
<td>4 times/day</td>
<td>8:00, 11, 2, 4:00</td>
<td>Both Custodial Staff</td>
<td>Gloves</td>
</tr>
</tbody>
</table>
A. Description of Project

Project Title: Learning Commons COVID-19 Recovery Plan
Project Duration: August 15 to April 15
Project Manager: Clint Garcia

B. Rationale

NVIT’s student body is diverse and in some cases our students experience technological limitations and access to video conferencing devices which doesn’t make meeting virtually possible. In addition, some programming requires hands on training. As a result, some on-campus learning is required.

C. Goals and Objectives

To support on-campus learning.

D. Deliverables and Specifications

- Establish an occupancy limit. Implement measures to restrict the number of people in the Learning Commons at one time.
- Encourage the use of other services, such as digital libraries and services like virtual ebooks, digital audiobooks, eLending, and eLearning to reduce the number of people in the library.
- Reconfigure interiors and design public areas to maintain the physical distancing requirement for workers and visitors. This may include:
  - Reducing the number of computer terminals
  - Reducing access to spaces
  - Removing chairs and tables
- Manage the flow of people by implementing one-way walkways or marking off designated walking areas.
- Provide physical barriers, such as plexiglass, at visitor information desks, loan out counters, and other locations where workers cannot maintain the physical distancing requirement.
- Control access to entry points for workers, students, and deliveries. Consider using yield signage to give the individual exiting the right of way.
- Provide hand sanitizing stations at entryways.
- Post COVID-19 protocols using signage for both workers and customers throughout facility.
- Encourage students to eat outside or at their desk.
- Dedicated handwashing station is available in the Student Success Center.
• Bring your own dishes and utensils.
• No communal food will be provided.
• Bring food that doesn’t require refrigeration or heating. Refrigerators and microwaves will be removed.
• Instruct students and staff to use their own equipment, such as pens, staplers, headsets, etc. Shared equipment should be cleaned and disinfected after each use.
• Post established hygiene practices that address the needs of the workplace that includes the requirement to wash or sanitize hands after coming into contact with public items.

E. Project Members

Project Sponsor: Ernie Gran
Project Manager: Clint Garcia
Project Team: Clint Garcia, OH&S Committee

F. Communication

Sponsors: Ernie Gran
Project Team: Clint Garcia

G. Overview of Project

<table>
<thead>
<tr>
<th>Date</th>
<th>Activity</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>June 2020</td>
<td>Planning, review, approval</td>
<td>In-progress</td>
</tr>
<tr>
<td>June 2020</td>
<td>Calculate Occupant capacity</td>
<td>Scheduled</td>
</tr>
<tr>
<td>June 2020</td>
<td>Excess Chair removal</td>
<td>Scheduled</td>
</tr>
</tbody>
</table>
A. Description of Project

Project Title: Meetings COVID-19 Recovery Plan
Project Duration: August 15 to April 15
Project Manager: Clint Garcia

B. Rationale

Limit gathering or grouping, and to the adhere to COVID-19 transmission prevention, physical distancing guidelines of a minimum of 6ft/2m distance parameter.

C. Goals and Objectives

To encourage and support virtual meetings where possible

D. Deliverables and Specifications

- Utilize technology whenever possible to meet virtually.
- Any on-site meetings must follow all social distancing protocol.
- Any group meetings to be approved by administrator (follow WorkSafeBC guidelines) to utilize large indoor spaces and outdoor areas.

E. Project Risks, Constraints & Assumptions

1. Risks
   a) Resources: NVIT is deemed an essential service. There is no additional provincial funding for these undertaking. Planning and executing requires significant human and capital resources. Laptops for employees, Microsoft Teams, Zoom
   b) Change: Limited face to face meetings

2. Constraints
   a) Time: Immediately
F. Project Members
   Project Sponsor: Ernie Gran
   Project Manager: Clint Garcia
   Project Team: Clint Garcia, OH&S Committee

G. Communication
   Sponsors: Ernie Gran
   Project Team: Clint Garcia

H. Overview of Project

<table>
<thead>
<tr>
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</thead>
<tbody>
<tr>
<td>June 2020</td>
<td>Planning, review, approval</td>
<td>In-progress</td>
</tr>
</tbody>
</table>


A. Description of Project

Project Title: Staff Room COVID-19 Recovery Plan
Project Duration: August 15 to April 15
Project Manager: Clint Garcia

B. Rationale

Limit gathering or grouping.

C. Goals and Objectives

To allow a space for breaks and lunches while maintaining social distancing

D. Deliverables and Specifications

Staffrooms will be open.

- Maintain 2 metre physical distancing whenever possible. Seating and tables in the staff room are spaced apart to accommodate 2m physical distancing.
- Occupancy limits have been established and signage has been posted to ensure occupancy limits are not exceeded.
- Where possible lunches are to be consumed in your classroom/workspace or outside.
- Remove unnecessary communal items. No access to the refrigerators and cooking/heating appliances.
- Water bottle fill stations will be open. Water fountains will be closed.
- Bring lunches that do not require refrigeration/heating.
- Bring your own mugs and beverages.
- Coats and bags are to be kept in your classroom/workspace.
- Limit the number of workers allowed in common areas at any one time. Consider staggered break times to reduce large gatherings and encourage workers to take breaks at their own desk or outside. Limit or stagger workers entering change areas or rooms with assigned lockers.

E. Project Members

Project Sponsor: Ernie Gran
Project Manager: Clint Garcia
Project Team: Clint Garcia, OH&S Committee
F. Communication

**Sponsors:** Ernie Gran

**Project Team:** Clint Garcia

G. Overview of Project

<table>
<thead>
<tr>
<th>Date</th>
<th>Activity</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>May 29</td>
<td>Planning, review, approval</td>
<td>In-progress</td>
</tr>
<tr>
<td>June 3</td>
<td>Facilities site visit to Burnaby campus</td>
<td>Scheduled</td>
</tr>
</tbody>
</table>


A. Description of Project

Project Title: Vehicles COVID-19 Recovery Plan
Project Duration: August 15 to April 15
Project Manager: Clint Garcia

B. Rationale

To reduce the risk of COVID-19 transmission. Viruses like Corona Virus can survive on surfaces for multiple days. Contaminated surfaces increase the risk of transmission, either directly or through hands of others.

C. Goals and Objectives

To support on-campus learning.

D. Deliverables and Specifications

- As much as possible, avoid physical contact with another passenger. Eliminate the use of the front passenger seat, where passenger numbers allow for it, to maintain physical distancing.
- Where possible limit 1 person per vehicle, maximum 2 people. Plan to use PPE (mask and gloves) if traveling with a colleague.
- NVIT vehicles are limited to Employees only.
- Ensure seats, door handles, and windows are wiped down between and after use.
- Add disinfectant wipes and alcohol-based hand sanitizers to the vehicles.
- Unless approved by leadership, all out of town work related travel is banned.

Public Transit Protocols:

As many students who attend NVIT use public transit to get to and from campus for their studies, links for the respective campus transit authorities are:

- Transportation and COVID-19 Safety
- BC Transit Recovery Plan
- TransLink Safe Operating Action Plan

E. Project Members

Project Sponsor: Ernie Gran
Project Manager: Clint Garcia
F. Communication

**Sponsors:** Ernie Gran

**Project Team:** Clint Garcia

G. Overview of Project

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<td>June 2020</td>
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<td>In-progress</td>
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</tbody>
</table>
A. Description of Project

Project Title: Washrooms COVID-19 Recovery Plan
Project Duration: August 15 to April 15
Project Manager: Clint Garcia

B. Rationale

Limit gathering or grouping, and to the adhere to COVID-19 transmission prevention, physical distancing guidelines of a minimum of 6ft/2m distance parameter.

C. Goals and Objectives

To communicate guidelines on the use and access of washrooms.

D. Deliverables and Specifications

Washrooms will be limited to one (1) person.

- Only one (1) person in the washroom at any given time.
- Physical distancing signage will be posted for proper distancing to take place for those waiting.
- Follow posted guidelines to proper hand washing guidelines.
- Establish daily cleaning schedule.

E. Project Risks, Constraints & Assumptions

1. Constraints

   a) Cost: Signage $200.00

F. Project Members

Project Sponsor: Ernie Gran
Project Manager: Clint Garcia
Project Team: Clint Garcia, OH&S Committee
G. Communication
Sponsors: Ernie Gran
Project Team: Clint Garcia

H. Overview of Project

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<thead>
<tr>
<th>Date</th>
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<tbody>
<tr>
<td>June 2020</td>
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<td>May 2020</td>
<td>Planning, review, approval</td>
<td>In-Progress</td>
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<td></td>
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</tbody>
</table>
A. Description of Project

Project Title: Bookstore Recovery Plan 2020
Project Duration: August 15, 2020 – April 30, 2021
Project Manager: Ernie Gran and Jaime Grismer

B. Rationale

NVIT has announced a hybrid model for return to the classroom in Fall 2020. Planning in advance is crucial to ensure a successful beginning for students in September.

C. Goals and Objectives

The intent of this project plan is to ensure that registered students have the ability to obtain the required textbooks for their course of study before the start of the Fall 2020 semester.

D. Deliverables and Specifications

The campus bookstore will be CLOSED until the number of pandemic cases significantly decrease or a vaccine is created. Following the PHO’s guidelines, there is not enough room in the bookstore to properly practice social distancing and it is an extremely high touch space with the inability to monitor all the touch traffic. In order to continue to provide services to the students, the bookstore will operate in the following way:

• An online bookstore will be available for students to order their textbooks.
• At the check out, students will have the option to either pick up their orders from campus or have them shipped directly to them. Burnaby orders will be shipped weekly for those students who wish to pick up on campus.
• There is a “contact me for payment” option for students who are sponsored.

E. Project Risks, Constraints & Assumptions

Assumptions

That faculty will supply Jaime with the book listings they require well in advance for students to be able to order and receive their books before the start of the semester.

F. Project Members

Project Sponsor: Ernie Gran
Project Manager: Jaime Grismer
Project Team: Finance, Academic
G. Communication

Sponsors: Ernie Gran
Project Team: Jaime Grismer
A. Description of Project

Project Title: Information Technology Plan 2020  
Project Duration: May 15 – August 15, 2020  
Project Manager: Jen Heard & Garth McMillan

B. Rationale

NVIT has announced a hybrid model for return to the classroom in Fall 2020. Planning is crucial to ensure a successful beginning for students in September. Information Technology will be a critical component to student’s educational journey as we navigate through the virtual learning environment.

C. Goals and Objectives

To provide students, faculty, and staff with the IT support they need to thrive in an online environment.

D. Deliverables and Specifications

- All classrooms will be equipped with the technology needed to provide a virtual classroom setting to those students learning in an online environment.
- Faculty trained in the software and hardware to provide education in an online format. Training to begin August 10 to Sept 4.
- Faculty and staff will be equipped with laptops to provide support and education in a virtual setting.

E. Project Members

Project Sponsor: Ernie Gran  
Project Manager: Jen Heard & Garth McMillan  
Project Team: Garth McMillan, Brian Skwarchuk, Jen Heard

F. Communication

Sponsors: Ernie Gran  
Project Team: IT
### G. Overview of Project

<table>
<thead>
<tr>
<th>Task</th>
<th>Due Before</th>
<th>Responsibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>Software selection</td>
<td>June 15</td>
<td>IT</td>
</tr>
<tr>
<td>Training for faculty on classroom technology</td>
<td>Sept 8</td>
<td>IT</td>
</tr>
<tr>
<td>Deployment of laptops and headsets</td>
<td>August 15</td>
<td>IT</td>
</tr>
<tr>
<td>Hardware/Software/System updates completed and tested</td>
<td>August 15</td>
<td>IT</td>
</tr>
<tr>
<td>Deployment of Elder’s iPads</td>
<td>July 15</td>
<td>IT, Elders Coordinators</td>
</tr>
</tbody>
</table>

Classroom Technology Renovation Project:

- Virtual Classroom Space with the ability to have:
  - Students in class
  - Faculty in class
  - Video conference to other campus
  - Student video conference remotely
  - Faculty video conference remotely

- Each classroom will need:
  - A quick sheet on VC troubleshooting
  - A laminated cardholder with this information:

August 15 for testing

IT, Facilities, Academic, Student Services
1. Capacity  
2. Technology equipped in the classroom  
3. Schedule of classes  
   c. IT will need:  
      i. Schedule of all classes and a schedule for support, for example:  
         1. Mondays @ 9am: Brian in room xxx to xxx, Jay in rooms xxx to xxx, IT assistant in rooms xxx to xxx.  
      ii. Schedule for support for online deliveries and CE deliveries (possibility of evenings and weekends)  
      iii. Training on Virtual Classroom tools (Teams, Bluejeans, Moodle, myNVIT, etc.)  
   d. Communication Plan to ensure Academic, Student and IT know who is responsible for troubleshooting as situations arise, for example:  
      1. Faculty is home sick and needs to video into the classroom.  
      2. Student isn’t able to connect remotely to classroom.  
      3. Sudden room change is required.  
      4. Internet outage.  

**HelpDesk System Implementation** – this is vital to being able to attend to all IT needs and track productivity, response times and volume of calls.  

<table>
<thead>
<tr>
<th>HelpDesk System Implementation</th>
<th>IT</th>
</tr>
</thead>
</table>

**Online Service Project: (each will contain their own project plan)**  

<table>
<thead>
<tr>
<th>Online Service Project: (each will contain their own project plan)</th>
<th>IT, Finance, EST</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Online tuition payment</td>
<td></td>
</tr>
<tr>
<td>b. Online exam proctoring</td>
<td></td>
</tr>
<tr>
<td>c. Online booking system (people and spaces)</td>
<td></td>
</tr>
<tr>
<td>d. International application online payment</td>
<td></td>
</tr>
<tr>
<td>e. Self service upgrade project</td>
<td></td>
</tr>
<tr>
<td>f. EPBC – International application fee collections</td>
<td></td>
</tr>
</tbody>
</table>

**Moodle Platform:**  

<table>
<thead>
<tr>
<th>Moodle Platform:</th>
<th>Ongoing</th>
<th>IT</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Fall 2020 courses available to faculty (completed May 15)</td>
<td>May 15</td>
<td></td>
</tr>
<tr>
<td>b. Fall 2020 courses available to students</td>
<td>August 1</td>
<td></td>
</tr>
<tr>
<td>c. Training resources</td>
<td></td>
<td></td>
</tr>
<tr>
<td>d. Troubleshooting</td>
<td></td>
<td></td>
</tr>
<tr>
<td>e. Upgrade schedule/plan</td>
<td></td>
<td></td>
</tr>
<tr>
<td>f. Administration</td>
<td>HR, CE, IT</td>
<td></td>
</tr>
<tr>
<td>i. Cleaning up courses, ensuring plugins are working</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

New faculty orientation:
| a. Continuing Studies course mandatory for all new hires (sessional included) as continuous intake. |
|   i. Two-hour asynchronous webinar                                                |                |
|   ii. Moodle course with activities and resources                                 |                |
|     1. MyNVIT                                                                    |                |
|     2. Moodle                                                                     |                |
|     3. Office 365, Email & Teams                                                  |                |
|     4. BlueJeans                                                                  |                |
|     5. Grammarly                                                                  |                |
|     6. Attendance, Instructor permission, grading, etc.                           |                |
|     7. Who’s who at NVIT for support                                              |                |

Communication Plan:
| a. Work with Enrolment Services and Academic Team to ensure technology plan for staff, faculty and students is clear and transparent. |

Learning Commons Technology:
| a. Studio Space                                                                  | June 20        |
|   i. Inventory, advertising and booking                                           | LC staff       |
| b. Check out equipment                                                            |                |
|   ii. Inventory, advertising and booking                                          |                |

Computer Lab cleaning process:
| a. Who is responsible for cleaning public use computers?                          | Facilities     |

IT PPE
| b. IT should have masks, gloves, hand sanitizer and wipes when entering faculty or staff offices for IT support. |

Computer Lab spacing:
| a. Removal of workstations and chairs                                              | August 15      |
| b. Spacing requirements                                                           | Facilities     |

IT Resources – Webpage

MobileApp Project launch

Preparing Learners for online delivery

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
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</thead>
<tbody>
<tr>
<td></td>
<td>IT, Emma</td>
</tr>
<tr>
<td>IT, EST</td>
<td></td>
</tr>
</tbody>
</table>
Human Resources  
COVID-19 Protocols

A. Description of Project

Project Title: Employer Response to Employees onsite with COVID-19 Symptoms  
Project Duration: July 2 to August 17, 2020  
Project Sponsor: LT  
Project Manager: HR

B. Rationale

The intent of this project plan is to ensure the Employer is able to address employees on campus suspected of COVID19 symptoms.

C. Goals and Objectives

The primary goals and objectives include establishing procedures for the Employer to follow if employees exhibit COVID19-like symptoms while on campus.

D. Project Risks, Constraints & Assumptions

1. Risks
   a) Resources: NVIT is deemed an essential service. There is no additional provincial funding for these undertaking. Planning and executing requires significant human, capital and technology resources.
   b) Priority: This is the main priority for the organization
   c) Change: Employees and students will need to follow COVID-19 safe space protocols as outlined by NVIT.

2. Constraints: N/A

3. Assumptions

   Supervisors are aware of protocols expected when COVID-19 symptoms are suspected.

   Employees are aware of safe practices and are self-monitoring their physical conditions in response to COVID-19.

   Supervisors and Employees are aware of NVIT’s COVID-19 Sick Leave Protocol.
E. Project Members

Project Sponsor: LT
Project Manager: HR
Project Team: HR and LT

F. Overview of Project

Ensure Supervisors are advised of procedures when an employee is demonstrating COVID19-like symptoms on campus:

- If an employee exhibits any COVID19-like symptoms upon campus entry, the Supervisor will discreetly ask the employee to step outside the campus building.
  - Supervisors can request the employee to leave the campus immediately and consider working remotely until no longer demonstrating symptoms. Refer to NVIT COVID-19 Sick Leave Protocol.
  - Supervisors will advise the HR of the request.
  - HR will work with Facilities to remove the employee’s personal belongings from the campus and ensure that the employee’s space is sanitized.
  - If the employee refuses the request to leave campus, then Supervisors will advise HR. HR will inform LT.
- If an employee begins showing symptoms during work time, Supervisors will discreetly ask the employee to step outside the campus building and follow the above removal procedure.
- If an employee is confirmed as COVID19 positive, NVIT will follow the direction of the Public Health Officer.

G. Project Budget: n/a
A. Description of Project

Project Title: Academic Plan 2020  
Project Duration: May 15 – August 15, 2020  
Project Manager: John Chenoweth

B. Rationale

NVIT has announced a hybrid model for return to the classroom in Fall 2020. To ensure a successful learning experience for students in September, planning in advance is a welcomed opportunity.

C. Goals and Objectives

The intent of this project plan is to ensure the Academic requirements for a successful start-up during COVID19 on the Merritt and Burnaby campuses and within our community deliveries are available. Specifically, we want to ensure that the faculty have the necessary resources and technological ability to deliver training in a hybrid model inclusive of safety requirements as well as the technology to ensure a positive learning experience for the students. Specific goals include staffing needs fulfilled, books ordered and available to students, safety guidelines and training available to faculty for return to face to face classroom instruction and training available to faculty in relation to installed hardware and teaching technology in classrooms.

D. Deliverables and Specifications

- Students in rural and remote locations, including Indigenous communities, may have limited internet connectivity and/or bandwidth. Institutions should be mindful of learning models that require high bandwidth such as videoconferencing, the downloading of large documents, etc.

E. Project Risks, Constraints & Assumptions-pertains to ALL Academic plans unless otherwise stated in the program specific plan

1. Risks
   a) Resources: NVIT is deemed an essential service. There is no additional provincial funding for these undertaking. Planning and executing requires significant human, capital, and technology resources.
   b) Priority: This is the main priority for the organization
   c) Change: The COVID 19 Recovery plan responds to a significant societal
shift as a result of the global pandemic. During execution, NVIT must be prepared to shift the objectives and goals to align with the fluid direction of BC’s Public Health Officer.

2. Constraints
   a) Time: For NVIT to have the time to test the systems established, all operational and functional processes must be finalized for the physical and virtual environments by August 2020.

   b) Resources: Facilities, Information Technology, Student and Registrar’s Office, Finance and Academic Teams

   c) Cost: Cleaning materials/hand sanitizers/masks

   d) Scope: Academic Office, IT, Facilities

3. Assumptions
   That Team Members will be available for meetings and planning as required.

F. Project Members
   Project Sponsor: John Chenoweth
   Project Manager: Aruna Gore / Catherine Crow
   Project Team: Kelly Donaldson, DH’s

G. Overview of Project

<table>
<thead>
<tr>
<th>Task</th>
<th>Due Before</th>
<th>Responsibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>TBA Hiring Finalized</td>
<td>June 15</td>
<td>Deans/HR</td>
</tr>
<tr>
<td>Class teamsite (Moodle and Sharepoint) available to</td>
<td>June 15</td>
<td>AVP/Deans</td>
</tr>
<tr>
<td>Academics</td>
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</tr>
<tr>
<td>Faculty/Employee Leave/PD Forms</td>
<td>June 15</td>
<td>AVP/Deans/HR</td>
</tr>
<tr>
<td>Employee Welcome Back Agenda Finalized</td>
<td>June 30</td>
<td>Leadership Team</td>
</tr>
<tr>
<td>COVID Specific Guidelines for programs/instruction</td>
<td>June 30</td>
<td>AVP/Deans</td>
</tr>
<tr>
<td>based on student numbers</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Textbooks Ordered and available to faculty and students</td>
<td>July 31</td>
<td>Deans</td>
</tr>
<tr>
<td>Hire new exempt Academic Support/Burnaby</td>
<td>August 4</td>
<td>AVP/Deans</td>
</tr>
<tr>
<td>Classroom Hardware installed, tested, and training</td>
<td>August 15</td>
<td>IT/AVP/Deans</td>
</tr>
<tr>
<td>provided to faculty</td>
<td>September 30</td>
<td></td>
</tr>
<tr>
<td>Faculty orientation to safety procedures</td>
<td>August 30</td>
<td>Facilities/AVP/Deans</td>
</tr>
<tr>
<td>Syllabi submission</td>
<td>September 15</td>
<td>AVP/Deans</td>
</tr>
</tbody>
</table>
A. Description of Project

Project Title: College Readiness 2020
Project Duration: June 15th to August 17th, 2020
Project Sponsor: John Chenoweth
Project Manager: Mil Juricic

B. Rationale

The intent of this project plan is to ensure the College Readiness program recommences its face-to-face delivery in a practicable, sensible, and safe manner in concert with COVID19 protocols and that we are aligned with the PHO and WorkSafeBC Guidelines.

C. Goals and Objectives

The primary goals and objectives include the following:

- To establish safe face to face in class protocols.
- To establish secure and effective online access (if necessary).

D. Project Members

Project Sponsor: John Chenoweth
Project Manager: Mil Juricic
Project Team: Mil Juricic, Clint Garcia, John Chenoweth

E. Overview of Project

Ensure Classroom spaces have the necessary facility protocols posted and the resources necessary to allow students to return to face-to-face delivery:

- To establish safe face to face in class protocols as per NVIT facilities protocols following PHO and WorkSafeBC Guidelines.
- Face to face will include practicing social distancing in the class.
- To establish secure and effective online access (if necessary).
A. Description of Project

Project Title: Bachelor of Social Work
Project Duration: June 15th – August 17th, 2020
Project Sponsor: Catharine Crow
Project Manager: Ursula Katic

B. Rationale

The intent of this project plan is to ensure the academic requirements for a successful start-up during COVID19 on the Merritt and Burnaby campuses and within our community deliveries are available. Specifically, we want to ensure that the faculty have the necessary resources and technological ability to deliver training in a hybrid model inclusive of safety requirements as well as the technology to ensure a positive learning experience for the students. Specific goals include staffing needs fulfilled, books ordered and available to students, safety guidelines and training available to faculty for return to face to face classroom instruction and training available to faculty in relation to installed hardware and teaching technology in classrooms.

C. Goals and Objectives

The Bachelor of Social Work is offered both on-campus in Merritt and in Burnaby. The intention of this plan is to ensure that the learning environment is safe for students and faculty. Protocols will be developed for on-campus, in-community (practicums) and for practical experiences.

D. Project Members

Project Sponsor: Catharine Crow
Project Manager: Ursula Katic
Project Team: Catharine Crow, Ursula Katic, Aruna Gore, Kelly Donaldson
E. Overview of Project – Bachelor of Social Work Program

Ensure Classroom spaces have the necessary facility protocols posted and the resources necessary to allow students to return to face-to-face delivery:

- To establish safe face to face in class protocols as per NVIT facilities protocols following PHO and WorkSafeBC Guidelines.
- Face to face will include practicing social distancing both in class and in common areas. Classes, labs and tutorials will be permitted to go ahead ‘on-campus’ and ‘in-person’ so long as: 1) students and faculty are able to meet in small groups with the appropriate physical distancing measures in place and 2) the instruction cannot reasonably be delivered in an online/remote format. In such cases, contingencies plans will also be made to ensure that students can complete their studies should there be a second wave of COVID-19 (and lockdown) during the semester.
- In order to help the students make well-informed decisions about course selection and so that they understand the expectations for attendance (either online or in-person), we will be attaching temporary ‘mode’ labels to every course.
- Online synchronous (if there is any amount of ‘synchronous’ instruction, students will have to make themselves available for the class times indicated).
- Online asynchronous (exclusively asynchronous without class times)
- On-campus (in-person)
- Hybrid (having both online and in-person elements)

Mode Label Details:

1) Online Synchronous
   i. Campus will be noted as ‘off campus’
   ii. Session type will be changed to ‘online’
   iii. Scheduled day(s) and class times will remain on schedule
   iv. Room information will be removed
   v. Under section notes, the following will be noted:
      - This course will include synchronous on-line activities. Students should plan to be available online at scheduled course times.

2) Online Asynchronous
   i. Campus will be noted as ‘off campus’
   ii. Session type will be changed to ‘online’
   iii. Scheduled day(s), class times and room information will be removed
   iv. Under section notes, the following will be noted:
      - All course activities will be asynchronous. Students will not be required to be online at specific scheduled times.

3) On Campus
   i. Campus will be kept as scheduled
   ii. Session type will be kept as scheduled (i.e.: Day session, Evening session, Weekend session, etc.)
iii. No change to scheduled day(s) and class times
iv. Room information no change at this time (may be updated later)
v. Under section notes, the following will be noted:
   • This course is offered on-campus. Attendance in person at scheduled day(s) and times as determined by the instructor is required.

4) Hybrid (In person and online)
   i. Campus will be noted as Vancouver or Merritt
   ii. Session type will be noted as ‘In person and Online’
   iii. Scheduled day(s), class times, and room information will remain on schedule
   iv. Under section notes, the following will be noted:
      • This section is offered in a hybrid format. It includes both online components and in-person on campus activities. Check MOODLE and your NVIT email for specific details about on-campus dates. The instructor will provide advance notice of the dates of on-campus activities.
      • To establish secure and effective online access (if necessary).
      • Ensure safety protocols are adhered to when working in community and on practicums. Field education has changed in response to COVID-19, with students temporarily engaged in fewer placement hours and remote/alternative learning plans as per the guidelines issued by the CASWE Working Group in March 2020. As well, field education faculty and professional staff are supporting community partners who may be less certain about their capacity to support a social work student. These changes mean that field education staff are contending with increased workloads in developing remote/alternate learning plans and related policies and guidelines as well as building and sustaining supportive relationships with community partners to enhance their capacity for supervision.
A. Description of Project

Project Title: Business: Administrative Studies  
Project Duration: June 15th to August 17th, 2020  
Project Sponsor: John Chenoweth  
Project Manager: John Chenoweth

B. Rationale

The intent of this project plan is to ensure the Administrative Studies program recommences its face-to-face delivery in a practicable, sensible, and safe manner in concert with COVID19 protocols and that we are aligned with the PHO and WorkSafeBC Guidelines.

C. Goals and Objectives

The primary goals and objectives include the following:
- To establish safe face to face in class protocols.
- To establish secure and effective online access (if necessary).

D. Project Members

Project Sponsor: John Chenoweth  
Project Manager: John Chenoweth  
Project Team: Michael Liggins, Clint Garcia, Kelly Donaldson

E. Overview of Project

Ensure Classroom spaces have the necessary facility protocols posted and the resources necessary to allow students to return to face-to-face delivery:
- To establish safe face to face in class protocols as per NVIT facilities protocols following PHO and WorkSafeBC Guidelines.
- Face to face will include practicing social distancing both in class and in the Gymnasium.
- To establish secure and effective online access (if necessary).
- Ensure safety protocols are adhered to when working in community.
A. Description of Project

Project Title: Office Administration & Executive Assistant  
Project Duration: June 15th to August 17th, 2020  
Project Sponsor: Aruna Gore Project  
Project Manager: Bev Currie-McLean

B. Rationale

The intent of this project plan is to ensure the Administrative Studies program recommences its face-to-face delivery in a practicable, sensible, and safe manner in concert with COVID19 protocols and that we are aligned with the PHO and WorkSafeBC Guidelines.

C. Goals and Objectives

The primary goals and objectives include the following:
- To establish safe face to face in class protocols.
- To establish secure and effective online access (if necessary).
- Ensure safety protocols are adhered to when working in community (if necessary).

D. Project Members

Project Sponsor: John Chenoweth  
Project Manager: John Chenoweth  
Project Team: Bev Currie-McLean, Clint Garcia, Kelly Donaldson

E. Overview of Project

Ensure Classroom spaces have the necessary facility protocols posted and the resources necessary to allow students to return to face-to-face delivery:
- To establish safe face to face in class protocols as per NVIT facilities protocols following PHO and WorkSafeBC Guidelines.
- Face to face will include practicing social distancing both in class and in the Gymnasium.
- To establish secure and effective online access (if necessary).
- Ensure safety protocols are adhered to when working in community.
A. Description of Project

This plan pertains specifically to NVIT’s Environmental Resources Technology (ENRT) program. It outlines the expected changes to delivery of the program to adhere to Public Health Office (PHO) recommendations and provides budgetary considerations in addition to the ENRT program’s annual budget.

Project Title: Environmental Resources Technology
Project Duration: June 15th - August 17th, 2020
Project Sponsor: Aruna Gore
Project Manager: Tom Willms

B. Rationale

The intent of this project plan is to ensure the ENRT program recommences its face-to-face delivery in a practicable, sensible, and safe manner in concert with COVID19 protocols and that we are aligned with the PHO and WorkSafeBC Guidelines.

C. Goals and Objectives

The primary goals and objectives include the following:
- To establish safe face to face in-class and field lab protocols
- To establish secure and effective online access (if necessary).
- Ensure safety protocols are adhered to when working in community.

D. Project Risks, Constraints & Assumptions

1. Risks
   a) Resources: NVIT is deemed an essential service. There is no additional provincial funding for these undertaking. Planning and executing requires significant human, capital, and technology resources.

   b) Priority: Public safety is the main priority for the organization. With specific reference to the ENRT program, our priority is to continue to provide applied and experiential learning opportunities as is reasonable and responsible, considering current advice and direction provided by the PHO. The ENRT program has competencies that must be
met in an applied setting to maintain our accreditations.

c) Change: Faculty and students will need to follow COVID 19 safe space protocols as outlined by NVIT and based on advice from the PHO and Ministry of Advanced Education. Changes to the ENRT Program based on the current protocols will include the following:
- As much as possible, Instructors will deliver course theory online. This may include a combination of course facilitation through a Learning Management System (e.g. Moodle) or by meeting with students online through programs such as Microsoft Teams, Bluejeans, Zoom or Skype. Instructors should provide an estimate to students as to the amount of contact time for each course that will be completed in an online format.
- Instructors must continue to maintain regular office hours, but in an online format. Faculty offices at NVIT are typically not big enough to allow for social distancing between faculty and students.
- Field labs will continue to be completed in-person. Small groups of students (i.e. typically not more than 10) will meet with Instructors at a pre-determined location for completion of field labs. Social distancing will be maintained during field activities. As part of our social distancing planning, Instructors will limit field lab meeting locations to the municipal boundaries of the City of Merritt, BC. The rationale being that students without their own transportation have reasonable opportunity to attend labs without having to arrange shared transportation with classmates (i.e. field lab locations can be accessed on foot or by public transportation).
- Some of the program’s courses do not have a field component, but still require face-to-face interaction. For these courses, the program will utilize the space provided by NVIT’s gymnasium. This will allow for the program’s large class sizes (typically not more than 24 students) by having enough room to space desks to be at least 2 m apart.
- Any shared equipment used for field or classroom activities must be sanitized before and after use by the student using it. Instructors will need to ensure that cleaning materials are available for each session.

2. Constraints
   a) Time: For NVIT to have the time to test the systems established, all operational and functional processes must be finalized for the physical and virtual environments prior to August 17th, 2020.

   b) Resources: Facilities and Academic Office
c) Cost: In addition to the ENRT program’s annual budget, funds must be made available for purchase of cleaning materials, nitrile gloves (for use during cleaning), hand sanitizer and face masks. It is expected that the administration will purchase these materials in bulk for all programs and will make them available to each faculty.

The program also plans to purchase two Apple TVs which will allow instructors to share the view on their iPads with the class when connected to a projector. An additional $600 will need to be budgeted for this purchase. This also assumes that two additional projectors are available to be set up in the NVIT gymnasium.

d) Scope: Academic Office and Facilities

3. Assumptions

Instructor is aware of protocols expected for a safe workspace.

E. Project Members

Project Sponsor: Aruna Gore
Project Manager: Tom Wilms
Project Team: Kelly Donaldson, Clint Garcia, Aruna Gore, Tom Wilms

F. Overview of Project

Ensure Classroom spaces have the necessary facility protocols posted and the resources necessary to allow students to return to face-to-face delivery:

- To establish safe face to face in class protocols as per NVIT facilities protocols following PHO and WorkSafeBC Guidelines.
- Face to face will include practicing social distancing both in class and in the Gymnasium.
- To establish secure and effective online access (if necessary).
- Ensure safety protocols are adhered to when working in community.
A. Description of Project

**Project Title:** Renewable Energy 2020  
**Project Duration:** June 15th – August 17th, 2020  
**Project Sponsor:** John Chenoweth  
**Project Manager:** Bill Kerr

B. Rationale

The intent of this project plan is to ensure the Renewable Energy Technician program delivers its face-to-face curricula in a practicable, sensible, and safe manner in concert with NVIT COVID19 protocols and that we are aligned with the PHO and WorkSafeBC Guidelines.

C. Goals and Objectives

The primary goals and objectives include the following:

- The renewable energy lab space is conducive to safe interactions between students and faculty; and
- The necessary protocols are established for the safe use of tools and equipment.

D. Project Members

**Project Sponsor:** John Chenoweth  
**Project Manager:** Bill Kerr  
**Project Team:** Bill Kerr, John Chenoweth, Kelly Donaldson, Clint Garcia

E. Overview of Project – Renewable Energy Technician program

- **Ensure renewable energy lab space is conducive to safe interactions between students and faculty:**
  - Instructor/facilities planner will confirm compliance with physical space.  
  - Tools will be dedicated to each student.  
  - Disposable gloves. 4 pairs each.

- **Ensure the necessary protocols are established for the safe use of tools and equipment within the lab and solar teaching roof:**
  - Disinfectant spray for wiping surfaces. Individual sprays for each student and faculty member.  
  - Tools dedicated to each student.
Academic Plan 2020
Career Training - Education
Aboriginal Early Childhood Education

A. Description of Project

Project Title: Aboriginal Early Childhood Education (AECE)
Project Duration: June 15th - August 17th, 2020
Project Sponsor: Aruna Gore
Project Manager: Denyse Oswald-Finch/Sue Sterling-Bur

B. Rationale

NVIT has announced a hybrid model for return to the classroom in Fall 2020. The AECE Program will, whenever possible, teach the students face-to-face in a classroom with a social distancing protocol in place. If safe distancing cannot be maintained the AECE courses will be taught in a mixture of face-to-face, on-line through Moodle and MS Teams, partial rotating classrooms (some students in class, some students on-line), and lab sessions.

C. Goals and Objectives

- To have regular face-to-face classrooms.
- To participate in learning experiences in a collaborative, hands on method adhering to social distancing and/or face masks when needed.
- To deliver a safe educational experience that is fair and equal for all AECE students.
- To have a set, written schedule, posted on the AECE board, when classes will have an alternative teaching method other than face-to-face.
- To attend class and practicum in a safe, clean, respectful environment.
- To adhere to policies, procedures, and rules set out by the Ministry of Health when attending practicums or working with children outside of NVIT. These polices and rules will be created by each practicum center as set out by the Ministry of Health’s operating guidelines for COVID-19, for daycare centers.

D. Deliverables and Specifications

1. Classes will be face-to-face unless safe distancing cannot be obtained.
2. If classes need to be separated to maintain social distancing the students will be organized based on the following criteria:
   a. Students choosing to do classes from home.
b. Students who have the required technology and resources to be able to do the courses from home.
c. Then rotating students so all students attend in the classroom 50% of the time and 50% of the time students will do learning at home (or the library if technology is an issue).

3. Hands on learning days will be moved to a larger classroom for all students to attend the class at the same time or if moving is not possible then the class will be split into two blocks to complete the assignment.

4. On-line discussion leaning will be conducted through MSTeams.

5. Practicum will be conducted based on the rules and policies set out by the Ministry of Health and, therefore, the policies created by each daycare based on the Ministry of Health’s mandatory guidelines.

6. On-line course work will be conducted through the Moodle site.

7. The set schedule, created by the college for AECE classes, will remain compulsory. No AECE class can interfere with another AECE class if labs and hands-on learning is required to be performed at another time than the scheduled set time.

E. Program Risks, Constraints & Assumptions

1. Risks
   a) Technology Resources:
      There is no additional funding for students to purchase the needed technology to participate in a class using the on-line format. This requires students to have significant capital to purchase the technology and access the internet. NVIT has few laptops for students to borrow but many students will need these resources for their own use.

   b) Material Resources:
      There is no additional funding provided to the program or to students for material resources such as art supplies, paper, sewing materials, etc. Without access to supplies students will miss important education needed for the AECE program. Students will have to provide their own art supplies and other supplies to minimize risk to other students.

   c) Attendance:
      Students will be required to attend class in the various formats. Without technology, resources, and face-to-face conduct students may skip classes. Students will be required to attend 90% of the time.

   d) Sickness:
      Students will be required to stay home if sick. Students not following this policy will be asked to leave the classroom.

   e) Cleaning:
      Students and instructors will be required to clean their space and the materials used. The cleaning supplies will be provided to the students so that the students can clean their space after every class.

   f) Time management:
      Completing classes on-line is time consuming for students and instructors as
there is more work required to complete to keep the program flowing. Instructors will be cognizant of time when requiring extra class time.

g) Practicum Settings:
Students need to attend practicum in the community. This creates a risk to students. Students will only be placed in centers that have followed the COVID-19 guidelines from the Ministry of Health and students will be required to receive a copy of the policies before they start their practicum.

2. Constraints

a) Classroom Size:
NVIT’s AECE classroom may be too small for the students to fit into the space with the required space around each desk. By August 15, 2020, the classroom will be organized with the appropriate space between desks to decide the number of students that can fit into the class.

b) Materials Needed:
The AECE Instructors will create a list of required classroom materials needed for each student. By August 25, 2020, the materials list will be divided into what the instructor can provide and what the students will need to provide. The list will be posted on the NVIT website and on the AECE board.

c) Time for Cleaning:
Instructors need to fit the time for cleaning between classes.

d) Resources:
NVIT will work with the students who are unable to access a computer or the internet.

e) Limited Practicum Settings:
Practicum sites need to follow the Ministry of Health’s COVID-19 guidelines for running their centers. Instructors for practicum will need to phone all practicum centers to make sure the center is following the guidelines and have put policy in place. Additionally, these policies need to be shared with the student and NVIT. If a center refuses to share or is not following provincial guidelines NVIT cannot use the center for practicum purposes.

f) Education with Technology:
Many students are illiterate with computer systems and computers needed to complete a college course. Students will have to be instructed about the Moodle platform and MS teams in order to complete course work. Education with technology will be introduced to the students the first week of classes.

g) Personal Philosophies:
Although students understand the risk of COVID-19 many students refuse to follow the guidelines of personal space and wearing face masks. The first day of classes expectations and policies will be explained to students stressing the requirements that for some activities, students will be expected to wear face masks and if unwilling they will need to remove themselves from the class.
3. Assumptions

- Students will be respectful when unwell and stay away from class.
- Students will be truthful about their understanding and use of technology.
- Students will have access to the internet and computers.
- Students will invest in materials for class projects and hands-on learning.
- Students will attend classes and on-line learning sessions when required.
- Students will abide by the classroom expectations.

F. Communication

Program Sponsor: Aruna Gore
Program Manager: Denyse Oswald-Finch
Project Team: Sue Sterling-Bur

G. Overview of Program:

<table>
<thead>
<tr>
<th>Date</th>
<th>Activity</th>
<th>Supervisor</th>
</tr>
</thead>
<tbody>
<tr>
<td>June 15 to August 15, 2020</td>
<td>Practicum classes to resume and complete on-campus and in community. Practicums completed in settings with policies created from the Ministry of Health guidelines</td>
<td>Department Head &amp; Community Partner</td>
</tr>
</tbody>
</table>
| Sept 2020 to Dec 30, 2020 | Fall Classes and classes in community:  
• Completed on scheduled days.  
• Face to face or hybrid.  
• Hands on learning in small groups.  
• Group work on-line and in small groups.  
• Class space separated for personal space.  
• Cleaning completed after every class.  
• Materials provided to students will be cleaned. Materials students bring into class will only be used by the owner of the materials. | Department Head & Community Partner              |
| Jan 2021 to April 30, 2021 | Fall Classes and classes in community:  
• Completed on scheduled days.  
• Face to face or hybrid.  
• Hands on learning in small groups.  
• Group work on-line and in small groups.  
• Class space separated for personal space.  
• Cleaning completed after every class.  
• Materials provided to students will be cleaned. Materials students bring into class will only be used by the owner of the materials. | Department Head & Community Partner              |
<table>
<thead>
<tr>
<th>Date</th>
<th>Activity</th>
<th>Supervisor</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• Practicums completed in settings with policies created from the Ministry of Health guidelines.</td>
<td></td>
</tr>
</tbody>
</table>
A. Description of Project

Project Title: Access to Practical Nursing/ Health Care Assistant
Project Duration: June 15th - August 17th, 2020
Project Sponsor: Aruna Gore
Project Manager: Ivy McRae

B. Rationale

The intent of this project plan is to ensure the Community and Public Safety (CAPS) program recommences its face-to-face delivery in a practical, sensible, and safe manner in concert with COVID19 protocols and that we are aligned with the PHO and WorkSafeBC Guidelines.

C. Goals and Objectives

The primary goals and objectives include the following:
- To establish safe face to face in class protocols
- To establish secure and effective online access (if necessary).
- Ensure safety protocols are adhered to when working in community.
- To ensure safe lab space for practice and assessing skills

D. Project Members

Project Sponsor: Aruna Gore
Project Manager: Ivy McRae
Project Team: Ivy McRae, Heather Klatt, Clint Garcia, Aruna Gore, Jen Heard

E. Overview of Project

Ensure Classroom spaces have the necessary facility protocols posted and the resources necessary to allow students to return to face-to-face delivery:
- To establish safe face to face in class protocols as per NVIT facilities protocols following PHO and WorkSafeBC Guidelines.
- Face to face will include practicing social distancing both in class and in the lab.
- To establish secure and effective online access (if necessary).
- Ensure safety protocols are adhered to when working in community.
- Developing a virtual space for instruction, practice, and demonstration.
Students will be responsible for enter and exist cleanup of personal workstation.
Students will bring scrubs for lab participation.
Schedule media technology for podcast- August 18-21 (with APN).

Ensure safety protocols are adhered to when working in community.

- Students working in a Health facility during COVID-19 will:
  - Facility will provide all required PPE and all necessary PPE training
  - Students will not be working in direct patient contact with any suspected or confirmed COVID-19 residents/patients
  - Practicing appropriate standard precautions (Handwashing etc.)
  - Be asked to self-isolate when not at placement (e.g. after work hours) other than to pick up essentials (groceries/pharmacy).
  - Stay home if you feel unwell and inform your clinical instructor and/or preceptor as soon as possible if you are going to miss a placement shift. You can complete a self-assessment tool using the provincial self-assessment tool prior to each clinical practicum shift to ensure you are asymptomatic.
  - Students are required to complete all site specific and Northern Health orientation regarding PPE and all Standard precaution.
  - Where possible during educational or work experience, students and instructors are responsible for following the BC Centre for Disease Control (BCCDC) principles of physical distancing. This includes adhering to distancing guidelines while on shift break. Additionally, you are equally responsible for adhering to these guidelines before and after your shift in order to decrease risk and possibility of exposure.
  - Always wear appropriate personal protective equipment (PPE) and obey infection control procedures and precautions. Learn more through the COVID-19 Personal Protective Equipment (PPE) training (#23034) on LearningHub
  - Clearly document any care you carry out and, in the case of COVID-19, record on the sign in and out of the patient room. This ensures you will be properly notified by Infection Control of exposure to a communicable disease, as needed.
  - Follow the Provincial Health Officer’s order for Long-Term Care Staff Facility Assignment that restricts movement of students, clinical instructors, and staff between long term care, assisted living, or provincial mental health residential facilities. Please immediately advise your clinical instructor and/or work supervisor(s) if your activities fall under this order. Be prepared to cancel work shifts and/or rearrange your placement, as necessary.
  - Take care of your physical, mental, and emotional well-being.

Role of NVIT instructor:
- To ensure students have all necessary instructions and information around procedures in their practicum placement as it relates to COVID.
- To report any student or facility concerns to CE operations manager and Coordinator of program.
- Instruct students with the most up to date knowledge regarding changes to procedures and/or policies.
- Be sure that the students adhere to all guidelines and remain
knowledgeable of the guidelines.
• Communicate with NVIT (Ivy McRae, NVIT HCA Program coordinator) any issues or concerns regarding the practicum.

Resources (Northern Health):

PPE Q & A

What is direct patient care/ direct care?
This means providing care
• Within 2 metres of a patient, OR
• In direct physical contact with a patient

If you are providing direct patient care, you should put on safety goggles/glasses and a surgical/procedure mask at the start of your shift and to wear them for the duration of your shift.

When should I wear a gown?
PPE includes the wearing of an isolation gown only when providing direct care to a patient who is on isolation precautions.

When should I wear gloves?
• Hand washing or hand hygiene is the best advice.
• If you are dealing with body fluids, wear gloves for routine practices, and change them between patients.
• Do NOT wear gloves for all encounters:
  o After registering a patient, wash your hands
  o Do not wear gloves while delivering meal trays; instead, wash your hands
  o Unit Clerks working at the desk do not need to wear gloves
• Gloves must be changed between patients when providing direct patient care

If you are not providing direct patient care, you should NOT wear PPE; for instance, when delivering patient charts or delivering medications or supplies to a unit.

Be sure to conserve PPE when you can by "reusing" them:
• PPE supplies should be conserved; only those who need PPE should use it.
• Use one mask per shift, changing the mask if it’s too damp, soiled, or damaged for safe use, and/or changing the mask if your shift includes a meal break.
• Use the same piece of eye protection (i.e., eye goggles or face shield) throughout your shift, with appropriate cleaning protocols at shift end with Oxivir
• If there are not enough goggles or face shields, use safety glasses. Safety glasses are adequate without a face shield unless you’re involved in an aerosol-generating medical procedure.
• Clean safety glasses with the same cleaning protocols in place.

To protect staff and patients, it is vital for us all to focus on the basics:
• Good hand hygiene
• Coughing/sneezing into your sleeve or into a tissue
• If you have respiratory symptoms, do not come to work
Ear Savers

Many staff have found that wearing a surgical mask for their entire shift has resulted in skin breakdown at the back of their ears. In order to prevent this from happening to you, ‘ear savers’ can be made/purchased. ‘Ear savers’ come in various forms from surgical caps with buttons attached, knitted bands or even plastic monkeys from a Barrel of Monkeys™ game. Anything that is washable and will reduce the pressure from elastic behind your ears should work.

Health links and resources

- Northern Health Community Guide for COVID-19
- Northern Health Coronavirus Information (COVID-19)
- Northern Health Coronavirus page on Our NH (requires Northern Health login)
- Northern Health COVID-19 Online Clinic & Information Line: 1-844-645-7811
- For non-medical info, call 1-888-COVID19 / 1-888-268-4319 7 days, 7:30 am - 8 pm

F. Project Budget

<table>
<thead>
<tr>
<th>Item</th>
<th>Quantity</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mannequins</td>
<td></td>
<td>3500x6= 21K</td>
</tr>
<tr>
<td>NVIT scrubs</td>
<td></td>
<td>50x40= 2K</td>
</tr>
</tbody>
</table>
A. Description of Project:

<table>
<thead>
<tr>
<th>Project Title:</th>
<th>Chemical Addictions Program 2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Project Duration:</td>
<td>June 1st – August 15th, 2020</td>
</tr>
<tr>
<td>Project Sponsor:</td>
<td>Catharine Crow</td>
</tr>
<tr>
<td>Project Manager:</td>
<td>Jessica Stepp</td>
</tr>
</tbody>
</table>

B. Rationale

The intent of this project plan is to ensure the Academic requirements for a successful start-up during COVID19 on the Merritt and Burnaby campuses and within our community deliveries are available. Specifically, we want to ensure that the faculty have the necessary resources and technological ability to deliver training in a hybrid model inclusive of safety requirements as well as the technology to ensure a positive learning experience for the students. Specific goals include staffing needs fulfilled, books ordered and available to students, safety guidelines and training available to faculty for return to face to face classroom instruction and training available to faculty in relation to installed hardware and teaching technology in classrooms.

C. Goals and Objectives:

The Chemical Addictions Program is offered on-campus in Burnaby as well as in community. The intention of this plan is to ensure that the learning environment is safe for students and faculty. Protocols will be developed for on-campus, in-community and for practical experiences.

D. Project Members:

<table>
<thead>
<tr>
<th>Project Sponsor:</th>
<th>Catharine Crow</th>
</tr>
</thead>
<tbody>
<tr>
<td>Project Manager:</td>
<td>Jessica Stepp</td>
</tr>
<tr>
<td>Project Team:</td>
<td>Catharine Crow, Jessica Stepp, Chelsea Vaughan</td>
</tr>
</tbody>
</table>

E. Overview of Project – Chemical Addictions

Ensure Classroom spaces have the necessary facility protocols posted and the resources necessary to allow students to return to face-to-face delivery:

- To establish safe face to face in class protocols as per NVIT facilities protocols following PHO and WorkSafeBC Guidelines.
- Face to face will include practicing social distancing both in class and in
common areas

- To establish secure and effective online access (if necessary).
- Ensure safety protocols are adhered to when working in community and on practicums.
A. Description of Project

Project Title: Indigenous Human Services
Project Duration: June 15th – August 17th, 2020
Project Sponsor: Aruna Gore
Project Manager: Sue Sterling-Bur

B. Rationale

The intent of this project plan is to ensure the Academic requirements for a successful start-up during COVID19 on the Merritt campus and within our community deliveries are available. Specifically, we want to ensure that the faculty have the necessary resources and technological ability to deliver training in a hybrid model inclusive of safety requirements as well as the technology to ensure a positive learning experience for the students. Specific goals include staffing needs fulfilled, books ordered and available to students, safety guidelines and training available to faculty for return to face to face classroom instruction and training available to faculty in relation to installed hardware and teaching technology in classrooms.

C. Goals and Objectives

The Indigenous Human Services program is offered both in Merritt and in community. The intention of this plan is to ensure that the learning environment is safe for students and faculty. Protocols will be developed for on-campus, in-community (practicums) and for practical experiences.

D. Project Members

Project Sponsor: Aruna Gore
Project Manager: Sue Sterling-Bur
Project Team: Sue Sterling-Bur, Kelly Donaldson, Chelsea Vaughan

E. Overview of Project – Indigenous Human Services Program

Ensure Classroom spaces have the necessary facility protocols posted and the resources necessary to allow students to return to face-to-face delivery:

- To establish safe face to face in class protocols as per NVIT facilities protocols following PHO and WorkSafeBC Guidelines.
- Face to face will include practicing social distancing both in class and in common areas. Classes, labs, and tutorials will be permitted to go ahead ‘on-campus’ and ‘in- person’ so long as; 1) students and faculty are able to meet in small groups
with the appropriate physical distancing measures in place and 2) the instruction cannot reasonably be delivered in an online/remote format. In such cases, contingencies plans will also be made to ensure that students can complete their studies should there be a second wave of COVID-19 (and lockdown) during the semester.

- In order to help students make well-informed decisions about course selection and so that they understand the expectations for attendance (either online or in-person), we will be attaching temporary ‘mode’ labels to every course.
- Online synchronous (if there is any amount of ‘synchronous’ instruction, students will have to make themselves available for the class times indicated).
- Online asynchronous (exclusively asynchronous without class times).
- On-campus (in-person).
- Hybrid (having both online and in-person).

Mode Label Details:

1) **Online Synchronous**
   - Campus will be noted as ‘off campus’
   - Session type will be changed to ‘online’
   - Scheduled day(s) and class times will remain on schedule
   - Room information will be removed
   - Under section notes, the following will be noted:
     - *This course will include synchronous on-line activities. Students should plan to be available online at scheduled course times.*

2) **Online Asynchronous**
   - Campus will be noted as ‘off campus’
   - Session type will be changed to ‘online’
   - Scheduled day(s), class times and room information will be removed
   - Under section notes, the following will be noted:
     - *All course activities will be asynchronous. Students will not be required to be online at specific scheduled times.*

3) **On Campus**
   - Campus will be kept as scheduled
   - Session type will be kept as scheduled (i.e.: Day session, Evening session, Weekend session, etc.)
   - No change to scheduled day(s) and class times
   - Room information no change at this time (may be updated later)
   - Under section notes, the following will be noted
     - 1. *This course is offered on-campus. Attendance in person at scheduled day(s) and times as determined by the instructor is required.*

4) **Hybrid (In person and online)**
   - Campus will be noted as Merritt
   - Session type will be noted as ‘In person and Online’
   - Scheduled day(s), class times, and room information will remain
iv. Under section notes, the following will be noted.

1. This section is offered in a hybrid format. It includes both online components and in-person on-campus activities. Check MOODLE and your NVIT email for specific details about on-campus dates. The instructor will provide advance notice of the dates of on-campus activities.

- To establish secure and effective online access (if necessary).
- Ensure safety protocols are adhered to when working in community and on practicums. Field education has changed in response to COVID-19, with students temporarily engaged in fewer placement hours and remote/alternative learning plans as per the guidelines issued to the IHMS department via the Social Work program and the CASWE Working Group in March 2020. As well, field education faculty and professional staff are supporting community partners who may be less certain about their capacity to support an IHMS student. These changes mean that field education staff are contending with increased workloads in developing remote/alternate learning plans and related policies and guidelines as well as building and sustaining supportive relationships with community partners to enhance their capacity for supervision.
A. Description of Project

Project Title: Community and Public Safety
Project Duration: June 15th to August 17th, 2020
Project Sponsor: Aruna Gore
Project Manager: Kelly Donaldson

B. Rationale

The intent of this project plan is to ensure the Community and Public Safety (CAPS) program recommences its face-to-face delivery in a practicable, sensible, and safe manner in concert with COVID19 protocols and that we are aligned with the PHO and WorkSafeBC Guidelines.

C. Goals and Objectives

The primary goals and objectives include the following:

- To establish safe face to face in class protocols.
- To establish secure and effective online access (if necessary).
- Ensure safety protocols are adhered to when working in community.

D. Project Members

Project Sponsor: Aruna Gore
Project Manager: Kelly Donaldson
Project Team: Kelly Donaldson, Clint Garcia, Aruna Gore

E. Overview of Project

Ensure Classroom spaces have the necessary facility protocols posted and the resources necessary to allow students to return to face-to-face delivery:

- To establish safe face to face in class protocols as per NVIT facilities protocols following PHO and WorkSafeBC guidelines.
- Face to face will include practicing social distancing both in class and in the Fitness Mezzanine.
- Gym access to follow NVIT protocols as directed by Interior Health.
- To establish secure and effective online access (if necessary).
- Ensure safety protocols are adhered to when working in community.
A. Description of Project

Project Title: Automotive Technician Foundation
Project Duration: June 15th to August 17th, 2020
Project Sponsor: John Chenoweth
Project Manager: John Chenoweth

B. Rationale

The intent of this project plan is to ensure Automotive Technician Foundation program delivers a practicable, sensible, and safe manner in concert with Okanagan College COVID19 protocols and that we are aligned with the PHO and WorkSafeBC Guidelines.

C. Goals and Objectives

The primary goals and objectives include the following:

- The shop space is conducive to safe interactions between students and faculty; and
- The necessary protocols are established for the safe use of tools and equipment.

D. Project Members

Project Sponsor: John Chenoweth
Project Manager: John Chenoweth
Project Team: John Chenoweth, Kelly Donaldson, Clint Garcia

E. Overview of Project – Automotive Technician Foundation Program

- Ensure the shop has the necessary facility protocols to allow students a safe face-to-face delivery:
  - Instructor/facilities planner will confirm compliance
- The necessary protocols are established for the safe use of tools and equipment.
  - Tools will be dedicated to each student. Individual wheelbarrows or portable storage to store individuals’ tools separately will be provided.
  - One student coming in and out of the garage doors at a time.
  - Masks available for students - 1 per day per student.
- Disinfectant spray for wiping surfaces. Individual sprays for each student and faculty member.
- Disposable gloves. 4 pairs each.
Academic Plan 2020
Career Training – Trades
Culinary Arts

A. Description of Project

Project Title: Culinary Arts 2020
Project Duration: May 15 – August 15, 2020
Project Sponsor: John Chenoweth
Project Manager: Andrew George

B. Rationale

The intent of this project plan is to ensure the Culinary Arts PC1 program is in a position to deliver the training face-to-face in a practicable, sensible, and safe manner in concert with COVID19 protocols and that we are aligned with the PHO and WorkSafeBC Guidelines.

C. Goals and Objectives

The primary goals and objectives include the following:
- The teaching kitchen lab space is conducive to safe interactions between students and faculty.
- Ensure Teaching Kitchen has the necessary IT to deliver remote “Teaching Labs”.
- Teaching Kitchen protocols established, and signage displayed for face-to-face deliveries; and
- Protocols established for food distribution/cooking in teaching classroom.

D. Project Members

Project Sponsor: John Chenoweth
Project Manager: Chef Andrew George
Project Team: Chef Andrew George, John Chenoweth, Kelly Donaldson, Clint Garcia
E. Overview of Project

The teaching kitchen lab space is conducive to safe interactions between students and faculty:
  o Signage and floor modelling put in place.
  o Faculty and student orientation prior to entering kitchen.

Ensure Teaching Kitchen has the necessary IT to deliver remote “Teaching Labs”:
  o Camera and video screen operate using Video conferencing

Teaching Kitchen protocols established, and signage displayed for face-to-face deliveries:
  o Chef will work with Facilities to establish safe teaching kitchen movement protocols and ensure social distancing is established in the kitchen.
  o Appropriate signage displayed as per social distancing and movement.

Protocols established for food distribution/cooking in teaching classroom:
  o Protocols regarding walk in cooler and teaching kitchen will be established and posted by Chef.
  o Transportation of food protocols to be established.
  o Orientation with students prior to any food service.
A. Description of Project

Project Title: Electrician Pre-Apprenticeship
Project Duration: May 15 – July 31, 2020
Project Sponsor: John Chenoweth
Project Manager: Peter Clarke

B. Rationale

The intent of this project plan is to ensure Electrical Foundation program recommences its face-to-face delivery in a practicable, sensible, and safe manner in concert with Okanagan College COVID19 protocols and that we are aligned with the PHO and WorkSafeBC Guidelines.

C. Goals and Objectives

The primary goals and objectives include the following:
- The electrical lab space is conducive to safe interactions between students and faculty; and
- The necessary protocols are established for the safe use of tools and equipment.

D. Project Members

Project Sponsor: John Chenoweth
Project Manager: Peter Clarke
Project Team: Peter Clarke, John Chenoweth, Kelly Donaldson, Clint Garcia
E. Overview of Project – Electrical Foundation – Program concludes on July 31, 2020

Ensure Electrical Shop has the necessary facility protocols to allow students to return to face-to-face delivery:

a. Instructor/facilities planner will confirm compliance.
b. Building of the garden sheds outside will allow for easy social distancing.
c. Tools will be dedicated to each student. Individual wheelbarrows or portable storage to store individuals' tools separately will be provided.
d. One student coming in and out of the garage doors at a time.
e. Masks available for students - 1 per day per student.
f. Disinfectant spray for wiping surfaces. Individual sprays for each student and faculty member.
g. Disposable gloves. 4 pairs each.
A. Description of Project

Project Title: Cooperative Education
Project Duration: June 15th to August 17th, 2020
Project Sponsor: Aruna Gore
Project Manager: Margaret Hohner

B. Rationale:

The intent of this project plan is to ensure the Co-operative Education program recommences its face-to-face delivery in a practicable, sensible, and safe manner in concert with COVID19 protocols and that we are aligned with the PHO and WorkSafeBC guidelines.

C. Goals and Objectives

The primary goals and objectives include the following:

- To establish safe face to face in class protocols
- To establish secure and effective online access.
- Ensure safety protocols are adhered to when working in community.

D. Project Risks, Constraints & Assumptions

1. Risks
   a) Resources: NVIT is deemed an essential service. There is no additional provincial funding for these undertaking. Planning and executing requires significant human, capital, and technology resources.
   b) Priority: This is the main priority for the organization
   c) Change: Faculty and students will need to follow COVID 19 safe space protocols as outlined by NVIT, on and when working on assignment off campus.

2. Constraints
   a) Time: For NVIT to have the time to test the systems established, all operational and functional processes must be finalized for the physical and virtual environments prior to August 17th, 2020.
b) Resources: Facilities and Academic Office

c) Cost: Cleaning materials/hand sanitizers/masks

d) Scope: Academic Office and Facilities

3. Assumptions

- Instructor and students are aware of protocols expected for a safe workspace.
- Instructor and students will have access to the technology and supports to be able to participate fully in asynchronous and synchronous online delivery of course content. Co-op Preparation (COOP101) will be delivered in an online format. Students will be using various technologies and media for assignments.
- Instructor will be accessible for face-to-face and virtual office hours.
- Students will be participating in their Co-op Work terms and will abide by the safety protocols set out by their employers. The Co-op Coordinator will be available to support students during their work term, both virtually and face-to-face, and will abide by safety protocols set by the employer and NVIT.
- Co-operative Education Coordinator will be respectful of community employers and potential employer’s safety protocols and will be utilizing virtual forms of communication as much as possible.

E. Project Members

Project Sponsor: Aruna Gore

Project Manager: Margaret Hohner

Project Team: Margaret Hohner, Aruna Gore, IT Services

F. Overview of Project

Ensure Classroom spaces have the necessary facility protocols posted and the resources necessary to allow students to return to face-to-face delivery and complete co-op work terms and to have the necessary technology and supports in place for online delivery of courses:

- To establish safe face to face in class protocols as per NVIT facilities protocols following PHO and WorkSafeBC Guidelines.
- Face to face will include practicing social distancing both in class and various spaces on campus.
- To establish secure and effective online access for the delivery of COOP 101-Co-op preparation.
- Ensure safety protocols are adhered to when working in community (COOP110- Work term).
A. Description of Project:

Project Title: University Transfer Program
Project Duration: June 15th – August 17th, 2020
Project Sponsor: Catharine Crow
Project Manager: Lara Condello

B. Rationale

The intent of this project plan is to ensure the Academic requirements for a successful start-up during COVID19 on the Merritt and Burnaby campuses and within our community deliveries are available. Specifically, we want to ensure that the faculty have the necessary resources and technological ability to deliver training in a hybrid model inclusive of safety requirements as well as the technology to ensure a positive learning experience for the students. Specific goals include staffing needs fulfilled, books ordered and available to students, safety guidelines and training available to faculty for return to face to face classroom instruction and training available to faculty in relation to installed hardware and teaching technology in classrooms.

C. Goals and Objectives

The University Transfer Program is offered both on-campus in Merritt and in Burnaby. The intention of this plan is to ensure that the learning environment is safe for students and faculty. Protocols will be developed for on-campus, in-community (practicums) and for practical experiences.

D. Project Members

Project Sponsor: Catharine Crow
Project Manager: Lara Condello
Project Team: Catharine Crow, Lara Condello, Kelly Donaldson
E. Overview of Project – University Transfer Program

Ensure Classroom spaces have the necessary facility protocols posted and the resources necessary to allow students to return to face-to-face delivery:

- To establish safe face to face in class protocols as per NVIT facilities protocols following PHO and WorkSafeBC Guidelines.
- Face to face will include practicing social distancing both in class and in common areas.
- To establish secure and effective online access (if necessary).
- Ensure safety protocols are adhered to when working in community and on practicums.
A. Description of Project

Project Title: Community Education  
Project Duration: June 01 – August 15, 2020  
Project Manager: Chelsea Vaughan

B. Rationale

NVIT intends to work with Indigenous community partners to ensure a safe and responsible return to face-to-face learning.

Goals and Objectives

The focus will be on the following:
- Face-to-face classrooms are safe for students, faculty, and community members.
- To respect First Nations Sovereignty over their respective health wishes.

C. Project Risks, Constraints & Assumptions

1. Risks
   a) Resources: NVIT is deemed an essential service. There is no additional provincial funding for these undertaking. Planning and executing requires significant human, capital, and technology resources.
   b) Priority: This is the main priority for the organization.
   c) Change: Faculty and students will need to follow COVID 19 safe space protocols as outlined by the PHO, WorkSafeBC, NVIT, and the host community.

2. Constraints
   a) Time: For NVIT to have the time to test the systems established, all operational and functional processes must be finalized for the physical and virtual environments by August 2020.
   b) Resources: Community Education
   d) Scope: Community Education and host community
3. Assumptions

That the host community has adequate space for safe delivery of programming.

D. Project Members

Project Sponsor: Chelsea Vaughan
Project Manager: Chelsea Vaughan
Project Team: Kris Billy, Ali Antoine, DH's

E. Overview of Project

To deliver safe face to face community education, the host community must provide NVIT with their specific safety plan regarding COVID-19 to assess any risk. A risk assessment must be administered before NVIT can agree to deliver courses in any community. Please refer to Appendix I for an example of what each community should be submitting to NVIT before the delivery of any community courses commence.

- Face-to-face classrooms are safe for students, faculty, and community members.
  - Determine the number of students a teaching space within the community can accommodate.
  - Share the necessary signage and operational protocols from the NVIT facilities plan.
  - Virtual orientation to learning space expectations.
  - Ensure that faculty are able to safely arrive and live within the community for the duration of instruction.

- To respect First Nations Sovereignty over their respective health wishes.
  - Initiate contact with host community to determine the health protocols of the host community.
  - Make the necessary alterations to the NVIT delivery plan for the respective communities.

F. Current Programming:
## COMMUNITY EDUCATION - Current Programs Update

<table>
<thead>
<tr>
<th>Location</th>
<th>Program</th>
<th>Current Status - June 12, 2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Toms Lake</td>
<td>ADST 1</td>
<td>last face to face course complete</td>
</tr>
<tr>
<td>Bella Coola</td>
<td>AECE 1</td>
<td>program at a stand still, students were working on practicum hours (last course) require ENGL 110 via online</td>
</tr>
<tr>
<td>Bella Coola</td>
<td>UT (8 courses)</td>
<td>Courses in progress *moved to online delivery</td>
</tr>
<tr>
<td>Bella Coola</td>
<td>UT (8 courses)</td>
<td>Courses complete - 4 of 8 Program end date: Aug 31, 2020</td>
</tr>
<tr>
<td>Port Alberni</td>
<td>AECE 1</td>
<td></td>
</tr>
<tr>
<td>Fort St. John</td>
<td>CHAD 1</td>
<td>program at a stand still, postponed until further notice. Courses complete - 4 of 11 *no longer considering online delivery, Program end date: Sept 30, 2020 will move to F2F in Fall 2020</td>
</tr>
<tr>
<td>Vanderhoof</td>
<td>IHMS 1</td>
<td>Courses in progress *moved to online delivery for applicable courses, Courses complete - 7 of 10 extended agreement to 2021. Program end date: July 31, 2021</td>
</tr>
<tr>
<td>Vanderhoof</td>
<td>IHMS 2</td>
<td>Last course ends June 30, 2020 *moved to online delivery Courses complete - 9 of 10 Program end date: June 30, 2020</td>
</tr>
<tr>
<td>Burns Lake</td>
<td>AECE 1</td>
<td>Courses in progress *moved to online delivery Courses complete: 6 of 14 Program end date: Sept 30, 2020</td>
</tr>
<tr>
<td>Hazelton</td>
<td>UT Courses</td>
<td>Courses complete *moved to online Dogwood course GWES Graduation June 18, 2020 Program end date: Aug 30, 2020</td>
</tr>
<tr>
<td>Prince Rupert</td>
<td>HTCA</td>
<td>Program resumed May 24 with approval from Northern Health Courses to complete - 11 of 12</td>
</tr>
<tr>
<td>Moricetown</td>
<td>ADST 1</td>
<td>Courses complete *moved to online delivery Program end date: June 15, 2020</td>
</tr>
<tr>
<td>Moricetown</td>
<td>BRTR</td>
<td>program at a standstill, trailers transported back to Merritt! Courses complete - 4 of 6 *scheduled to resume F2F in Fall 2020 Program end date: April 30, 2020</td>
</tr>
<tr>
<td>Burns Lake</td>
<td>CR/IHMS</td>
<td>Courses complete *moved to online delivery Program end date: April 30, 2020</td>
</tr>
<tr>
<td>Cache Creek</td>
<td>AGLP</td>
<td>Program at a standstill *F2F to resume this month (small class size) Courses complete - 5 of 10 Program end date: July 31, 2020</td>
</tr>
<tr>
<td>Burnaby</td>
<td>AGLP</td>
<td>Courses in progress *moved to online delivery Courses complete - 6 of 10 *scheduled to resume F2F in July 2020 Program end date: July 15, 2020</td>
</tr>
<tr>
<td>Lillooet</td>
<td>AGLP</td>
<td>Courses in progress *moved to online delivery Courses complete - 4 of 10 Program end date: Jan 2021</td>
</tr>
<tr>
<td>Fort St. James</td>
<td>CR courses</td>
<td>program at a standstill *scheduled to resume F2F in Fall 2020 Courses complete - 5 of 9 Program end date: April 30, 2020</td>
</tr>
<tr>
<td>Fort St. James</td>
<td>BRTR</td>
<td>program at a standstill, trailers transported back to Merritt! Courses complete: 2.5 of 6 *scheduled to resume F2F in Fall 2020 Program end date: May 29, 2020</td>
</tr>
<tr>
<td>Penticton</td>
<td>AECE 1</td>
<td>Program at a standstill students were working on practicum hours (last course)</td>
</tr>
<tr>
<td>Merritt</td>
<td>FITC</td>
<td>Program complete Program end date: April 15, 2020</td>
</tr>
<tr>
<td>New Aiyansh</td>
<td>FITC</td>
<td>Program Complete Program end date: May 15, 2020</td>
</tr>
<tr>
<td>Kelowna</td>
<td>FITC</td>
<td>*Program Postponed Program end date: June 30, 2020</td>
</tr>
<tr>
<td>Merritt #3 online</td>
<td>FITC</td>
<td>Program starts April - July 2020 *moved to online</td>
</tr>
<tr>
<td>Merritt #4 online</td>
<td>FITC</td>
<td>Program starts June-Sept 2020 *moved to online</td>
</tr>
<tr>
<td>Merritt #5 online</td>
<td>FITC</td>
<td>Program starts Sept-Dec 2020 *moved to online</td>
</tr>
<tr>
<td>Merritt #6 online</td>
<td>FITC</td>
<td>Program starts Jan-Mar 2021 *moved to online</td>
</tr>
<tr>
<td>Port Alberni #2</td>
<td>FITC</td>
<td>Program starts July-Sept 2020 *moved to online</td>
</tr>
<tr>
<td>Prince George</td>
<td>FITC</td>
<td>Program starts July-Oct 2020 *moved to online</td>
</tr>
</tbody>
</table>
A. Description of Project

Project Title: Library  
Project Duration: June 15th to August 17th, 2020  
Project Sponsor: Aruna Gore  
Project Manager: Rita Cavaliere

B. Rationale

The intent of this project plan is to ensure that the Library recommences its face-to-face delivery in a practicable, sensible, and safe manner in concert with COVID19 protocols and that we are aligned with the PHO and WorkSafeBC Guidelines.

C. Goals and Objectives

The primary goals and objectives include the following:

- To establish safe face to face interactions with library patrons
- To establish secure and effective online access through Ask Away, Journals, Ebooks, Databases, Moodle and using the chat feature to assist students with any research, referencing or general questions.
- Ensure safety protocols are adhered to when working in the library.
- To ensure student workers feel safe with protocols put in place

D. Project Members

Project Sponsor: Aruna Gore  
Project Manager: Rita Cavaliere  
Project Team: Rita Cavaliere, Clint Garcia, Aruna Gore, Catherine Crow, David Leggett, Jashan Sidhu

E. Overview of Project

Ensure Classroom spaces have the necessary facility protocols posted and the resources necessary to allow students to return to face-to-face delivery:

- Reconsider types of food brought in. Ex. communal snacks versus individually packaged in September
- Unplug and place sign up on every computer that does not follow 6ft rule and use painters’ tape to section off library tables
- PDF all typical support papers in the Library
- Develop a central email address for Learning Commons
- Develop a cleaning procedure in the LC and who is responsible (computers, tables, etc.)
- Student orientation: Do it virtually. Record videos to provide overview library services and introduce team members add introductions on LC Moodle page with pictures and email addresses
- Books not to be checked in or re-shelved for 72 hours
- LC puzzles put away
- Mask and Plexiglas in areas where social distancing is not an option. (Library front counters). Plexiglas installed in a way that can be easily removed without causing demand to the counter
- Student Cards-Using gloves and masks when taking photos and take the photo from a safe distance. Alternatively, students can send in photo (selfie) to use.
- Community members using the space must follow our social distancing rules including sanitation and handwashing.
A. Description of Project

Project Title: Faculty Response to COVID-19 Symptoms in the Classroom
Project Duration: June 15th to August 17th, 2020
Project Sponsor: John Chenoweth, Catharine Crow, Aruna Gore
Project Manager: Faculty

B. Rationale

The intent of this project plan is to ensure that Faculty are able to address suspected COVID-19 symptoms in the classroom when NVIT recommences its face-to-face deliveries under the PHO and WorkSafeBC Guidelines.

C. Goals and Objectives

The primary goals and objectives include the following:
- To establish safe face to face in class protocols
- To establish procedures for Faculty to follow if students exhibit COVID-19-like symptoms in the classroom

D. Project Risks, Constraints & Assumptions

1. Risks
   a) Resources: NVIT is deemed an essential service. There is no additional provincial funding for these undertaking. Planning and executing requires significant human, capital and technology resources.
   b) Priority: This is the main priority for the organization
   c) Change: Faculty and students will need to follow COVID19 safe space protocols as outlined by NVIT.

2. Constraints: N/A

3. Assumptions

Instructor is aware of protocols expected when COVID19 symptoms are suspected.
Students are aware of safe practices and are self-monitoring their physical conditions in response to COVID19.
E. Project Members

Project Sponsor: Academic Department
Project Manager: Faculty
Project Team: Academic Department, Facilities, & Leadership Team

F. Overview of Project

Ensure Faculty are advised of procedures when a student is demonstrating COVID19-like symptoms in the classroom:

- To establish safe face to face in class protocols as per NVIT facilities protocols following PHO and WorkSafeBC Guidelines.
- To establish procedures for Faculty to follow if students exhibit COVID19-like symptoms in the classroom.
  - If a student exhibits any COVID19-like symptoms upon classroom entry, Faculty will discreetly ask the student to step outside the classroom.
    - Faculty can request the student to leave the campus immediately and consider joining the class virtually until no longer demonstrating symptoms.
    - Faculty will advise the Academic Office of the request.
    - The Academic Office will work with Facilities to remove the student’s belongings from the classroom and ensure that the student’s space is sanitized.
    - If the student refuses the request to leave campus, then Faculty will advise the Academic Office.
  - If a student begins showing symptoms during class time, Faculty will discreetly ask the student to step outside the classroom and follow the above removal procedure.
  - NVIT will ensure the classroom is safe for the remainder of class time and if necessary, will make arrangements for the classroom to reconvene in another space.
  - If a student is confirmed as COVID19 positive, NVIT will follow the direction of the Public Health Officer.

G. Project Budget: n/a
A. Description of Project

Project Title: Any Learner, Anywhere, COVID-19 Recovery Plan
Project Duration: May 14 – August 15
Project Managers: Kylie Thomas, Amanda Street, Rae Tiessen, Connie Strayer, Jennifer Lisle, Krystal Langager

B. Rationale

NVIT has announced a hybrid model for return to the classroom in Fall 2020. To ensure proactive and effective integrated planning for the NVIT Community, all parts of the organization need to anticipate as much of the unknown/unexperienced as possible. This planning ensures we are working to move forward together rather than duplicating efforts or contradicting initiatives. Comprehensive strategic and systems-based approach is required for a successful start-up and meaningful teaching and learning experience.

C. Goals and Objectives

1. To provide relevant and effective supports to prospective and current learners, regardless of their physical or virtual place of learning.

2. To implement the technologies essential for prospective and current learners to access services and supports.

3. To ensure our teaching and learning environments are safe and within the recommendations of BC’s Public Health Officer and the guidelines of the Ministry of Advanced Education.

D. Deliverables and Specifications

Where necessary, establish physical spaces for meeting and conducting business with learners and employees that meet the required social distancing requirements. This includes marking space, signage, and wayfinding signs. Exploration, installation, and training for software applications that support online booking, elections, and assessment and exam proctoring. Create student orientation Moodle curriculum and welcome package. Finalize and host NVIT graduation and Awards ceremonies.

E. Project Risks, Constraints & Assumptions

1. Risks
   a) Resources: NVIT is deemed an essential service. There is no additional provincial funding for these undertakings. Planning and executing requires significant human, capital, and technology resources.
b) Priority: This is the main priority for the organization

c) Change: The COVID 19 Recovery plan responds to a significant societal shift as a result of the global pandemic. During execution, NVIT must be prepared to shift the objectives and goals to align with the fluid direction of BC’s Public Health Officer.

2. Constraints
   a) Time: For NVIT to have the time to test the systems established, all operational and functional processes must be finalized for the physical and virtual environments by August 15, 2020.

   b) Resources: Facilities, Information Technology, Student and Registrar’s Office, Finance and Academic Teams

   c) Cost:

   d) Scope: Recruitment, Marketing, Communications, Admissions, Registration, Accommodations and Accessibility, Academic and Financial Planning, Events, holistic learner support and wellness,

3. Assumptions

   • That Team Members will be available for meetings and planning as required and have the resources to advance the initiatives.

   • That intersecting NVIT units will have resources to support the initiatives and priorities within the Student, SEM and Registrar division.

   • That the Master COVID 19 Recovery plan is integrated across all NVIT units to ensure common priorities and shared resources to advance initiatives across the Institute.

F. Project Members

   Project Sponsor: Kylie Thomas

   Project Managers: Connie Strayer, Rae Tiessen, Amanda Street, Jennifer Lisle, Krystal Langager

   Project Team: Ashley Manhas, Jashan Kaur, Stephanie Williams, James Beck, Lesley Manuel, Tessa Quewezance, Hilary Thomas, Anna Brown, Melissa Pinyon, Kelsey Hengen, Emma Matusiak, Chloe Price, Connie Strayer, Rae Tiessen, Jen Heard, Clint Garcia, Amanda Street, Kelly Donaldson

G. Communication

   Sponsors: Kylie Thomas

   Project Team: Jennifer Lisle, Krystal Langager
Project team will be responsible for monitoring progression of the project plan. To do this, they will note completion deadlines and connect with team leads. Each Friday an update will be provided to the overall project team members highlighting completions as well as tasks that are not advancing or require further support.

Overview of Project

The Student, SEM and Registrar division collectively identified many opportunities to develop or enhance services to support prospective and current learners at NVIT. Although the impetus for planning is a responsive and relevant operation and services plan for the current COVID 19 environment, the planning anticipates and includes the current context while extending ongoing services and supports to all learners - regardless of their location of study. At the core of this plan is learner success; thus, institutional sustainability.

Understanding that each operational unit at NVIT is dependent upon the others to advance divisional and institute-wide initiatives, the project plan is comprehensive and based upon an integrated planning and service model.

For the purpose of ensuring consideration of all services and supports at each point of the learner cycle, the initiatives and projects have been grouped into two categories: Prospect to Learner and Learner to graduate. Each initiative identifies a Team Lead as well as intersecting institutional operations. Where the knowledge and responsibility lie primarily within the accountability scope of a different division, the Team Lead suggested may identify a person of responsibility within that unit.

I. Prospect to Registered Learner:

<table>
<thead>
<tr>
<th>Activity:</th>
<th>Team Lead:</th>
<th>Intersection:</th>
<th>Complete by:</th>
</tr>
</thead>
</table>
| **Online Bookstore:** | Melissa    | • Finance  
                    |            | • IT                      | July 15/2020  
                    |            | for those currently  
                    |            | registered - ongoing |
| • Notify students a head of time to order their books so they arrive on time for class. |            |               |                           |
| **Online Payment Option:** | Amanda    | • Finance  
<pre><code>                |            | • IT                      | ASAP         |
</code></pre>
<p>| • Ensure all modes of online payments are accepted (Visa, MC, AMEX, Debit). |            |               |                           |</p>
<table>
<thead>
<tr>
<th><strong>Virtual Recruitment:</strong></th>
<th>Tessa</th>
<th>• IT (to ensure recruiter laptops have the correct software)</th>
<th>ASAP - Ongoing</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Reach out to communities to set up dates to “virtually” visit them.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Virtual Program Sessions:</strong></th>
<th>Tessa</th>
<th>• IT • Academic Team</th>
<th>June 30/2020 ongoing</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Videos from department heads describing their programs.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Virtual PSBC Recruitment:</strong></th>
<th>Tessa</th>
<th></th>
<th>Done</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Invest in the virtual platform arranged by PSBC.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Previous learner connections:</strong></th>
<th>Kelsey</th>
<th></th>
<th>July 17, 2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Connect with CE students about completing courses and programs on campus or online.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Connect with past learners or grads to advise opportunity to finish courses online</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Update Future Students Page:</strong></th>
<th>Emma and Chloe</th>
<th></th>
<th>June 30/2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>• More information regarding who the recruiters are and who to reach out to.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• More user friendly</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Anything a prospective student might need to know should be on this page.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Additional IEB Advertising:</strong></td>
<td>Emma and Kelsey</td>
<td>June 26 2020</td>
<td></td>
</tr>
<tr>
<td>--------------------------------</td>
<td>-----------------</td>
<td>-------------</td>
<td></td>
</tr>
<tr>
<td>• Send IEB posters to communities/Bands/High schools.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>NVIT Podcasts:</strong></th>
<th>Tessa and Chloe</th>
<th>Fall 2020-Spring 2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>• RARO’s and Students to discuss various topics each month to be featured on the Future Students page.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Online Appointment booking:</strong></th>
<th>Jen H.</th>
<th>July 15</th>
</tr>
</thead>
<tbody>
<tr>
<td>• IT</td>
<td>Student Services</td>
<td></td>
</tr>
</tbody>
</table>
**Student Orientation:**
- Orientation kits developed for all students.
- Send kits to online learners.
- Create online orientation Moodle class and send link to every registered student. Online class will showcase recorded videos providing an overview of the Enrolment Services team and the services and supports available to all learners.
- Post on social media, NVIT website, etc. video clips of the Enrolment Services staff and functions.
- Teams virtual meetings to answer potential students’ questions.
- Virtual connecting with Department heads and/or students in their program of interest.

<p>| Jen L., Connie and Melissa, Tessa and Chloe | Faculty, Student Society, Elders Council, Pat Brown, Brenda Ferguson | July 31 |</p>
<table>
<thead>
<tr>
<th>Assessments &amp; CBA’s:</th>
<th>Jen H. and Amanda</th>
<th>IT</th>
<th>July 10/2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Virtual and/or Remote proctoring required.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Online booking</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Academic Planning:</th>
<th>Hilary and Stephanie</th>
<th>Facilities, IT</th>
<th>July 31.2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Face to face appointments require larger meeting space.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Virtual Booking software for virtual and remote learners</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Emergency Aid:</th>
<th>Stephanie</th>
<th></th>
<th>June 30, 2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Would like to have forms fillable and downloadable on the website</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Communication about events/services available:</th>
<th>Emma, Chloe and Tessa</th>
<th>IT, HR</th>
<th>July 10, 2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Larger social media presence.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Keeping communication between both campuses and community-based students streamlined.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Promotional Tic Tacs – QR code on the back to redirect to website homepage</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Programmatic advertising</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Virtual Events:</th>
<th>Tessa and Chloe</th>
<th>IT</th>
<th>August 31 and ongoing</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Host virtual events for the students using Teams Live</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## II. Registered Learner to Graduate

<table>
<thead>
<tr>
<th>Activity:</th>
<th>Team Lead</th>
<th>Intersection:</th>
<th>Complete by:</th>
</tr>
</thead>
</table>
| **Online Bookstore:** | Melissa | • Finance  
• IT | July 15 |
| • Notify students a head of time to order their books so they arrive on time for class. | | | |
| **Online Payment Option:** | Amanda | • Finance  
• IT | July 15 |
| • Ensure all modes of online payments are accepted (Visa, MC, AMEX, Debit). | | | |
| **NVIT Podcasts:** | | • Student Services  
• IT  
• Students | Ongoing |
| • RARO’s and Students to discuss various topics each month to be featured on the Future Students page. | | | |
| **Online appointment booking** | Jen H. | • IT  
• Student Services | Almost complete |
| **Awards Adjudication:** | Amanda | • IT  
• Student Services | August 31 |
| Move meetings virtually via Teams. | | | |
| **Elders Cultural Activities:** | Chloe and Tessa | • IT  
• Student Services  
• Elders council | Ongoing |
| • Supplies and materials delivered to interested students learning from home to take part in a Teams group where the Elders showcase a skill share session. | | | |
| **Grad and Awards Ceremony:** | Tessa and Emma/Chloe | • IT  
• Student Services  
• HR  
• Finance  
• Facilities | September 19  
Burnaby and September 26  
Merritt |
<p>| • Possibly holding them on the same day. “Drive-In” graduation theme. | | | |</p>
<table>
<thead>
<tr>
<th><strong>Academic Planning:</strong></th>
<th>Stephanie</th>
<th>Facilities</th>
<th>July 15, 2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Face to face planning requires a larger meeting space.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Emergency Aid:</strong></th>
<th>James</th>
<th>Student Services</th>
<th>June 30, 2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Would like to have forms fillable and downloadable on the website.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Communication about events/services available:</strong></th>
<th>Emma and Chloe</th>
<th>Student Services</th>
<th>Ongoing</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Larger social media presence.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Keeping communication between both campuses and CE students streamlined.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Promotional Tic Tacs – QR code on the back to redirect to website homepage</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Programmatic advertising</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Alter the physical spaces of the Learning Commons (breakfast, communal kitchen area):</strong></th>
<th>Connie</th>
<th>Facilities</th>
<th>SSC staff</th>
<th>June to August 2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Collaborate with Clint – WorkSafeBC consideration.</td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>- Reconsider types of food brought in, communal snacks versus individually packaged.</td>
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<td></td>
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</tr>
<tr>
<td>- Block off every other computer, section off tables and close SSC kitchen until September.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Menstrual products and condoms individually packed in bathrooms at both campuses.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
| Student Orientation:                      | Connie, Tessa, Ashley, Emma/Chloe | • Student Services  
  • SSC  
  • Faculty  
  • IT | July 2020 |
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>• Packages sent out to our online students.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• On campus learners can receive their packages directly on campus.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Record videos to provide an overview of the Student Success Centre services and introduce team members (helps build rapport).</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Post on social media, NVIT website, etc. video clips of the SSC staff and function.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Teams virtual meetings to answer potential students’ questions.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Virtual connecting with Department heads and/or students in their program of interest. Add SSC page on Teams that includes: Moodle, Workshops, Peer to Peer Mental Supports, tutoring, Quick fact sheets, etc.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
| Provide the same level of supports to CE students: (Teams, Zoom, BlueJeans, video clips, etc.) | Connie | • SSC  
  • CE  
  • IT | Ongoing |
| • Suggestion for student services to have access to CE course delivery schedule (if available) to better anticipate needs. |                                  |                                   |           |
| • Post on social media, NVIT website, etc. | Tessa and Chloe | IT | August 31 and ongoing |
| Virtual Events:                          |                                  |                                   |           |
| • Host virtual events for the students using TeamsLive | Chlo | IT | August 31 and ongoing |
| Elders Cultural Activities:              | Chloe and Emma | IT  
  • Elders council  
  • Pat Brown | August 31 and ongoing |
home to take part in a Teams Live group where the Elders showcase a cultural / skill share session.

**Develop a cleaning procedure in the Learning Commons**
- Who is responsible for cleaning the tables, chairs, computers, etc.?

<table>
<thead>
<tr>
<th>Develop a cleaning procedure in the Learning Commons</th>
<th>Brenda Ferguson</th>
</tr>
</thead>
<tbody>
<tr>
<td>Who is responsible for cleaning the tables, chairs, computers, etc.?</td>
<td>Brenda Ferguson</td>
</tr>
</tbody>
</table>

**Accommodation and Accessibility services to be online:**
- PDF all DS forms.
- PDF all typical support papers in the SSC.
- Develop an SSC email address.
- Invigilation software.
- Workflow chart.
- Privacy in relation to more emailing of documentation.
- Access to tech support software.
- Advance UDL principles.

<table>
<thead>
<tr>
<th>Accommodation and Accessibility services to be online</th>
<th>Facilities Academic Ongoing</th>
</tr>
</thead>
<tbody>
<tr>
<td>PDF all DS forms.</td>
<td>Facilities</td>
</tr>
<tr>
<td>PDF all typical support papers in the SSC.</td>
<td>Facilities</td>
</tr>
<tr>
<td>Develop an SSC email address.</td>
<td>Facilities</td>
</tr>
<tr>
<td>Invigilation software.</td>
<td>Facilities</td>
</tr>
<tr>
<td>Workflow chart.</td>
<td>Facilities</td>
</tr>
<tr>
<td>Privacy in relation to more emailing of documentation.</td>
<td>Facilities</td>
</tr>
<tr>
<td>Access to tech support software.</td>
<td>Facilities</td>
</tr>
<tr>
<td>Advance UDL principles.</td>
<td>Facilities</td>
</tr>
</tbody>
</table>

**Career pathway support:**
- Designated online area to share job postings similar to on campus bulletin boards (portal, SSC Moodle page, Teams). Develop as a joint venture with Co-Op.
- Online support for cover letters, resumes, and e-market.

<table>
<thead>
<tr>
<th>Career pathway support</th>
<th>IT Co-Op Academic September 2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Designated online area to share job postings similar to on campus bulletin boards (portal, SSC Moodle page, Teams). Develop as a joint venture with Co-Op.</td>
<td>IT Co-Op Academic September 2020</td>
</tr>
<tr>
<td>Online support for cover letters, resumes, and e-market.</td>
<td>IT Co-Op Academic September 2020</td>
</tr>
</tbody>
</table>

**“Quick Fact” sheets for technology 7 “How To” videos:**
- Help with navigating Moodle, Teams, Zoom, Discord, etc.

<table>
<thead>
<tr>
<th>“Quick Fact” sheets for technology 7 “How To” videos</th>
<th>Jen H. IT Learning Commons Academic September 2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Help with navigating Moodle, Teams, Zoom, Discord, etc.</td>
<td>Jen H. IT Learning Commons Academic September 2020</td>
</tr>
<tr>
<td>Booking system for Learning Commons Services and Supports</td>
<td>Jen H.</td>
</tr>
<tr>
<td>----------------------------------------------------------</td>
<td>--------</td>
</tr>
<tr>
<td><strong>Hours of operation:</strong></td>
<td>Rita</td>
</tr>
<tr>
<td>Learning Commons accessibility and support in the evenings and on weekends. – Physical and virtual</td>
<td>Rita</td>
</tr>
<tr>
<td><strong>Masks and Plexiglas in areas where social distancing is not an option</strong></td>
<td>Clint</td>
</tr>
<tr>
<td>• Plexiglas to be installed in a way that can be easily removed without causing demand to desks.</td>
<td>Clint</td>
</tr>
<tr>
<td><strong>Or:</strong></td>
<td>Clint</td>
</tr>
<tr>
<td>• Be able to book M069 or LC Conference room (Merritt). Be able to book Boardroom or counselling room (Burnaby).</td>
<td>Clint</td>
</tr>
<tr>
<td><strong>Privacy/emailing of documentation:</strong></td>
<td>Garth</td>
</tr>
<tr>
<td>• Install privacy software for the staff to be able to send and receive sensitive information such as identification and accommodation documentation via email.</td>
<td>Garth</td>
</tr>
<tr>
<td><strong>Counselling support:</strong></td>
<td>Connie</td>
</tr>
<tr>
<td>• Peer to Peer mental health training modules</td>
<td>Connie</td>
</tr>
<tr>
<td>• NVIT virtual Elder’s Council</td>
<td>Connie</td>
</tr>
<tr>
<td>• Inspiring Pathways (1778- 554-0487)</td>
<td>Connie</td>
</tr>
<tr>
<td>• Nicola Family Therapy via Livecare platform (250-378-9222)</td>
<td>Connie</td>
</tr>
<tr>
<td>• 911 for emergency</td>
<td>Connie</td>
</tr>
<tr>
<td>• 1-800-SUICIDE (if you or someone you know may be considering suicide)</td>
<td>Connie</td>
</tr>
</tbody>
</table>
- 310Mental Health Support at 310-6789 (for emotional support, information and resources)
- Kids Help Phone (1-800-668-6868)
- Alcohol and Drug Information and Referral service (1-800-663-1441)
- Chat sessions with a trained counsellor can be accessed by downloading the Here2Talk app or visiting: here2talk.ca
  Students can speak to a counsellor by phone, toll free at 1 877 857-3397 or direct 604 642-5212.
  Students calling from outside Canada can dial 1 604 642-5212 (international calling charges may apply).
- Merritt Mental Health & Substance Use at 250-378-3401
- Interior Crisis Line Network at 1-888-353-2273
- Scw'exmx Community Health Service Society at (250) 378-9745
- Merritt Victim Services at http://www.policevictimservices.bc.ca/

Explore and Implement Software for virtual elections. Ideally multipurpose that can also record and track motions for Board of Governors, Education Council, Student Society etc.

<table>
<thead>
<tr>
<th>Jen H.</th>
</tr>
</thead>
<tbody>
<tr>
<td>• IT</td>
</tr>
<tr>
<td>• Student Society</td>
</tr>
<tr>
<td>• Academic</td>
</tr>
<tr>
<td>• Registrar</td>
</tr>
</tbody>
</table>

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### III. Other ideas to consider:

<table>
<thead>
<tr>
<th>Activity:</th>
<th>Intersection</th>
<th>Student Cycle:</th>
</tr>
</thead>
<tbody>
<tr>
<td><em>New Prospect Management</em>:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• PCEX.</td>
<td>IT</td>
<td>Prospect</td>
</tr>
<tr>
<td><em>IEB/SD 58 Transitions</em>:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Use a QR code to get prospects/OFFRC students connected to NVIT right away (via: NVIT app).</td>
<td>IT, Student Services</td>
<td>Prospect</td>
</tr>
<tr>
<td><em>Additional IEB advertising</em>:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Billboards.</td>
<td>Marketing, Finance</td>
<td>Prospect</td>
</tr>
<tr>
<td><em>Develop new programs earlier</em>:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• New programs are planned too late in the year which does not give recruiting and registration enough time.</td>
<td>Academic Team, Recruitment</td>
<td>Prospect and Learner</td>
</tr>
<tr>
<td><em>Online Registration Tutorials</em>:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Simplifying the online application and registration process.</td>
<td>Student Services, IT</td>
<td>Admissions</td>
</tr>
<tr>
<td>• Current information available needs to be updated and in high traffic areas (website, new NVIT app).</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Update PCB OFFRF letters to include the start/end dates of programs and the statement of tax issued documents, the SIN numbers, and our charity designation, all of which, our sponsors require. The Planners would only need to then tailor the program costs tables.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>IT support:</strong></td>
<td><strong>IT</strong></td>
<td><strong>Learner</strong></td>
</tr>
<tr>
<td>-----------------</td>
<td>--------</td>
<td>-------------</td>
</tr>
<tr>
<td>• Still ongoing issues with phones and overall infrastructure stability.</td>
<td>• IT</td>
<td></td>
</tr>
<tr>
<td>• WIFI capacity and stability</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Sponsorship Module:</strong></th>
<th><strong>IT</strong></th>
<th><strong>Finance</strong></th>
<th><strong>Learner</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>• Building sponsored sections and adding fees via Colleague.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Receiving schedules by deadline</strong></th>
<th><strong>Academic</strong></th>
<th><strong>RO</strong></th>
<th><strong>Learner</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>• “no or go” program date.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>More usage of the Portal:</strong></th>
<th><strong>Student Services</strong></th>
<th><strong>IT</strong></th>
<th><strong>Learner to graduation</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>• Instead of relying so heavy on Facebook, have students get used to using the Portal for any updates or announcements.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Various Program Planning worksheets:</strong></th>
<th><strong>Student</strong></th>
<th><strong>Learner to graduation</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>• Available for download on the portal to compliment self-service degree audit services.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Face to Face Planning:</strong></th>
<th><strong>Facilities</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>• A larger meeting space for the planners is required.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Self Service:</strong></th>
<th><strong>IT</strong></th>
<th><strong>Student Services</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>• Acceptance letters.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Degree audit services.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Academic Planning module.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Awards/Bursaries/Scholar ship module.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Elections and governance support:</td>
<td>IT</td>
<td>Learner to graduation</td>
</tr>
<tr>
<td>------------------------------------------------------------------------------------------------</td>
<td>----------</td>
<td>-----------------------------------------------</td>
</tr>
<tr>
<td>• Online platform created for voting.</td>
<td>Student Services</td>
<td></td>
</tr>
<tr>
<td>• Online platform showcasing the nominees.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Institutional Reporting:</td>
<td>Student Services</td>
<td>Prospect to Graduation</td>
</tr>
<tr>
<td>• Discover what types of data we may want to gather around how COVID-19 affects NVIT and how to best record and report the data.</td>
<td>Institutional Research</td>
<td></td>
</tr>
<tr>
<td>• Do current practices need to be adjusted in order to capture data that the institute may require later?</td>
<td>SEM</td>
<td></td>
</tr>
<tr>
<td>Fillable Forms:</td>
<td>Student Services</td>
<td>Prospect to Graduation</td>
</tr>
<tr>
<td>• Ensure all forms required are available online in PDF mode.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Continuing Studies:</td>
<td>Student services</td>
<td>Learner</td>
</tr>
<tr>
<td>• What can be delivered online.</td>
<td>Facilities</td>
<td></td>
</tr>
<tr>
<td>• What classrooms can be used to ensure proper social distancing.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Employee Wellness:</td>
<td>HR</td>
<td>Prospect to Graduation</td>
</tr>
<tr>
<td>• Revised sick leave policy.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Push for mental health support.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Weekly meetings.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Front desk workspace:</td>
<td>Facilities</td>
<td>Prospect to Graduation</td>
</tr>
<tr>
<td>• Plexiglass needs to be installed onto new desks.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Clear signage for proper social distancing.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Project Budget: SSC

<table>
<thead>
<tr>
<th>Item</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Plexiglass, masks, other supplies for distancing and protection</td>
<td>$5000</td>
</tr>
<tr>
<td>Invigilation software/ proctoring software</td>
<td>$15000</td>
</tr>
<tr>
<td>Privacy software: TorGuard’s Private-Mail</td>
<td></td>
</tr>
<tr>
<td><strong>Key Highlights:</strong></td>
<td></td>
</tr>
<tr>
<td>• OpenPGP end-to-end encryption</td>
<td></td>
</tr>
<tr>
<td>• Standalone Desktop app (Windows for now)</td>
<td></td>
</tr>
<tr>
<td>• Free and paid options</td>
<td></td>
</tr>
<tr>
<td>• Custom domain option available with premium subscription</td>
<td></td>
</tr>
<tr>
<td>$1000</td>
<td></td>
</tr>
<tr>
<td>Counter Mail</td>
<td></td>
</tr>
<tr>
<td><strong>Key Highlights:</strong></td>
<td></td>
</tr>
<tr>
<td>• OpenPGP end-to-end encryption</td>
<td></td>
</tr>
<tr>
<td>• Custom domain support</td>
<td></td>
</tr>
<tr>
<td>• Web form support</td>
<td></td>
</tr>
<tr>
<td>• Windows, Linux, &amp; MacOS X support</td>
<td></td>
</tr>
<tr>
<td>Annual Total</td>
<td>$21,000</td>
</tr>
<tr>
<td>Anticipated Project Total (not inclusive of annual increments or licensing fees)</td>
<td>$21,000</td>
</tr>
</tbody>
</table>
A. Description of Project

<table>
<thead>
<tr>
<th>Project Title:</th>
<th>Continuing Studies (COST), COVID-19 Recovery Plan</th>
</tr>
</thead>
<tbody>
<tr>
<td>Project Duration:</td>
<td>May 14 – Aug 15</td>
</tr>
<tr>
<td>Project Manager:</td>
<td>Jennifer Lisle</td>
</tr>
</tbody>
</table>

B. Rationale

NVIT has announced a hybrid model for return to the classroom in Fall 2020. To ensure proactive and effective integrated planning for the NVIT Community, all parts of the organization need to anticipate as much of the unknown/unexperienced as possible. This planning ensures we are working to move forward together rather than duplicating efforts or contradicting initiatives. Comprehensive strategic and systems-based approach is required for a successful start-up and meaningful teaching and learning experience.

C. Goals and Objectives

To offer a variety of relevant, high demand Continuing Studies courses and certifications to members of the community.

D. Deliverables and Specifications

As Continuing Studies programming brings together a wide cross-section of individuals who may not otherwise be within one another’s circles of contact, it presents an issue in terms of limiting social contact. To address this issue, traditional deliveries will only be considered where appropriate social distancing can be ensured, otherwise alternative hybrid or online deliveries will be explored.

E. Project Risks, Constraints & Assumptions

1. Risks
   a) Resources: NVIT is deemed an essential service. There is no additional provincial funding for these undertakings. Planning and executing requires significant human, capital and technology resources. Continuing Studies deliveries run on a cost-recovery basis and have a significant administrative cost to the institution.
   b) Priority: This is the main priority for the organization
   c) Change: The COVID 19 Recovery plan responds to a significant societal shift as a result of the global pandemic. During execution, NVIT
must be prepared to shift the objectives and goals to align with the fluid direction of BC’s Public Health Officer. Many Continuing Studies courses require close physical contact (e.g. First Aid) which may not be feasible with current social distancing guidelines. Furthermore, adequate classroom space may not be available for COST deliveries due to the requirements of NVIT’s regular academic programming. Although, alternate delivery (i.e. hybrid or online) methods will be considered, they may not be feasible for all courses. In addition, an increase in fees for these deliveries may need to be considered to ensure the institution can recuperate the costs of such deliveries.

2. Constraints
   a) Time: For NVIT to have the time to test the systems established, all operational and functional processes must be finalized for the physical and virtual environments by August 15, 2020.
   b) Resources: Facilities, Information Technology, Student and Registrar’s Office, Finance and Academic Teams
   c) Cost:
   d) Scope: Recruitment, Marketing, Communications, Admissions, Registration, Accommodations and Accessibility, Institutional Research, Academic and Financial Planning, Tutoring, holistic learner wellness,

3. Assumptions
   That Team Members will be available for meetings and planning as required.

F. Project Members
   Project Sponsor: Kylie Thomas
   Project Manager: Jennifer Lisle
   Project Team:

G. Communication
   Sponsors: Kylie Thomas
   Project Team: Jennifer Lisle, Krystal Langager

H. Overview of Project
### COST Program Review & Preparation

<table>
<thead>
<tr>
<th>Date</th>
<th>Activity</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>May 2020</td>
<td>Explore the possibility of both face-to-face and online COST deliveries (&amp; costs)</td>
<td>In progress</td>
</tr>
<tr>
<td>June 2020</td>
<td>Contact COST contractors to determine whether they are currently able to deliver courses. If so, request documentation of the COVID social distancing measures that have been implemented.</td>
<td>In progress</td>
</tr>
<tr>
<td>June 2020</td>
<td>Contact contractors that deliver Admin Fee courses, to determine whether they have any planned deliveries. If so, draft new services agreements with COVID measures incorporated.</td>
<td>In progress</td>
</tr>
<tr>
<td>June 2020</td>
<td>Determine whether any price increases are required as a result of contractor fee increases due to COVID measures. Determine adjustments to max class size and incorporate when building sections.</td>
<td>In progress</td>
</tr>
<tr>
<td>July 30, 2020</td>
<td>Draft schedule of proposed COST deliveries for 20/21. Scheduling of courses will be dependent on classroom availability and needs of regular Academic programming (i.e. normally room U001 is used for COST but may not be available). Investigate the possibility of Saturday deliveries.</td>
<td></td>
</tr>
</tbody>
</table>

### I. Students – Prospect to Registered

<table>
<thead>
<tr>
<th>Date</th>
<th>Activity</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>June-July 2020</td>
<td>Once COVID measures are in place, schedule high demand deliveries during the summer months which are required as prerequisites for students in academic programs (i.e. Standard First Aid, Foodsafe, Level 1 First Aid)</td>
<td>In progress</td>
</tr>
<tr>
<td>July 2020</td>
<td>Update NVIT website with upcoming deliveries and promote through social media and communication with applicants to academic programs who require them as prerequisites</td>
<td></td>
</tr>
<tr>
<td>July 2020</td>
<td>Implement &quot;Instant Enrolment&quot; to facilitate and streamline registration and online payments</td>
<td></td>
</tr>
<tr>
<td></td>
<td>At time of registration, provide registrants with COVID Declaration and advise it must be completed and signed on the day of the commencement of the course</td>
<td></td>
</tr>
</tbody>
</table>
II. Students – Registered to Graduated

<table>
<thead>
<tr>
<th>Date</th>
<th>Activity</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>July 27 onward</td>
<td>Day of the course – review classroom set up regulations with contractor/ instructor regarding social distancing to ensure tables/chairs are not rearranged without the consent of NVIT Facilities.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Require all registrants to submit NVIT COVID Declaration prior to entering the classroom.</td>
<td></td>
</tr>
</tbody>
</table>

I. Project Budget

The Continuing Studies program operates on a cost recovery basis and does not currently have a budget.
A. Description of Project

Project Title: Communications Plan 2020 Project  
Duration: March 15 – Ongoing  
Project Manager: Kylie Thomas

B. Rationale

To ensure proactive and effective communication regarding the fluid COVID-19 environment at NVIT, the Institute must have a plan to keep the NVIT community properly informed and up to date.

C. Goals and Objectives

- To effectively reach the NVIT community with COVID-19 updates.
- To actively engage the NVIT community in COVID-19 planning.
- To foster the confidence of the NVIT community with respect to a safe teaching and learning environment.
- To motivate employees and students to review and take personal accountability and to remain informed of the COVID-19 plans and engage in implementation and preparation for the Fall 2020 academic year.

D. Deliverables and Specifications

- All communications will be posted to the NVIT website and all social media platforms.
- Weekly emails from the President to all staff and faculty regarding recent updates and information regarding the COVID-19 pandemic.
- The COVID-19 Mandatory Protocol and On-Site Etiquette document will be available on the NVIT website and on-campus.

E. Project Risks, Constraints & Assumptions

1. Risks

   a) Resources: NVIT is deemed an essential service. There is no additional provincial funding for these undertaking. Planning and executing requires significant human, capital and technology resources.

   b) Priority: This is the main priority for the organization

   c) Change: The COVID 19 Recovery plan responds to a significant societal shift as a result of the global pandemic. During execution, NVIT must be prepared to shift the objectives and goals to align with the fluid direction of BC’s Public Health Officer.
2. Constraints
   a) Time: For NVIT to have the time to test the systems established, all operational and functional processes must be finalized for the physical and virtual environments by August 15, 2020.
   b) Resources: Facilities, Information Technology, Student and Registrar’s Office, Finance and Academic Teams
   c) Cost: NA
   d) Scope: All Departments

3. Assumptions

   That all communications will be accessible and understood by the NVIT community.

F. Project Members

   Project Sponsor: Kylie Thomas
   Project Team: Emma McMillan, Chloe Price

G. Communication

   Sponsors: Kylie Thomas
   Project Team: Emma McMillan, Chloe Price, Krystal Langager, Jennifer Lisle
A. Description of Project

Project Title: Board of Governors COVID-19 Recovery Plan
Project Duration: May 14 – April 15, 2021
Project Manager: Ken Tourand

B. Rationale

To ensure proactive and effective governance at NVIT, NVIT Board meetings must have a plan to continue regardless of meeting delivery. Due to restrictions on travel and lack of accommodations for Board members who must travel, the decision on whether Board meetings will be face to face or virtual will be made in advance of each scheduled Board meeting.

C. Goals and Objectives

To have Board members available for all meetings.

D. Deliverables and Specifications

Board members physically attending future board meetings will depend on Public Health Officer protocols.

E. Project Risks, Constraints & Assumptions

1. Risks
   a) Resources: NVIT is deemed an essential service. There is no additional provincial funding for these undertaking. Planning and executing requires significant human, capital, and technology resources.
   b) Priority: This is the main priority for the organization
   c) Change: The COVID 19 Recovery plan responds to a significant societal shift as a result of the global pandemic. During execution, NVIT must be prepared to shift the objectives and goals to align with the fluid direction of BC’s Public Health Officer. Board guidance during this time will be important to future planning.

2. Constraints
a) Time: For NVIT to have the time to test the systems established, all operational and functional processes must be finalized for the physical and virtual environments by June 2020.

b) Resources: Information Technology, President’s Office

c) Cost: No additional costs are expected

d) Scope: NVIT, Board of Governors, President’s Office

3. Assumptions

That Board Members will be available for meetings and planning as required.

F. Project Members

Project Sponsor: Ken Tourand
Project Manager: Jamie Sterritt
Project Team: Lindsay Borrows, Alan Casper, Lara-Lisa Condello, Paul Donald, Xni Grismer-Voght, Lennard Joe, Terena Hunt, Sashia Leung, Mellissa Louie, Maynard McRae, Tessa Quewezance
Elaine Herbert [ex-officio] Ken Tourand [ex-officio]

G. Communication

Sponsors: Ken Tourand, Jamie Sterritt

Project Team: Pat Brown

H. Overview of Project

<table>
<thead>
<tr>
<th>Date</th>
<th>Activity</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>June 8, 2020</td>
<td>Board meeting</td>
<td>Zoom</td>
</tr>
<tr>
<td>August 24, 2020</td>
<td>ARM meeting</td>
<td>Teams or Zoom</td>
</tr>
<tr>
<td>September 24, 2020</td>
<td>ARM Meeting</td>
<td>Teams or Zoom</td>
</tr>
<tr>
<td>October 2, 2020</td>
<td>Board meeting</td>
<td>TBD</td>
</tr>
<tr>
<td>October 3, 2020</td>
<td>Board Team Building Event</td>
<td>TBD</td>
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<tr>
<td>October 29, 2020</td>
<td>ARM meeting</td>
<td>Teams or Zoom</td>
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<tr>
<td>November 23, 2020</td>
<td>Board meeting</td>
<td>TBD</td>
</tr>
<tr>
<td>December 7, 2020</td>
<td>ARM meeting</td>
<td>Teams or Zoom</td>
</tr>
</tbody>
</table>
NVIT is Practicing Physical Distancing

Please keep 2 meters apart and follow directional floor signs

If you have any cold or flu symptoms - fever, coughing, sneezing, runny nose - STAY HOME!
Call 8-1-1 or self-check with the BC COVID-19 app.
THANK YOU FOR PRACTICING PHYSICAL DISTANCING
THANK YOU FOR PRACTICING

PHYSICAL DISTANCING

PLEASE YIELD TO
ONCOMING TRAFFIC
Maximum 2 People

THANK YOU FOR PRACTICING PHYSICAL DISTANCING
THANK YOU FOR PRACTICING

PHYSICAL DISTANCING

Solo Use Only
THANK YOU FOR PRACTICING PHYSICAL DISTANCING

CLOSED
SEAT CLOSED
For your safety, this seat is closed to support physical distancing.
THIS ROOM/AREA HAS BEEN CLEANED
THIS ROOM/AREA REQUIRES CLEANING
On-Campus Pandemic Exposure Control
Self-Reporting Declaration Form for Health & Safety

The Nicola Valley Institute of Technology (NVIT) is committed to providing a safe and healthy environment for students and community. Measures have been implemented to minimize exposure to COVID-19 and procedures have been implemented to protect NVIT students and members of the public who enter our facilities.

### Pandemic Exposure Control Responsibilities and Expectations

<table>
<thead>
<tr>
<th>Hand Washing</th>
<th>Cough/Sneeze Etiquette</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hand washing is one of the best ways to minimize the risk of infection. Wash your hands as often as possible.</td>
<td>Cough/sneeze etiquette minimizes the transmission of diseases via droplet or airborne routes.</td>
</tr>
<tr>
<td>Wash your hands immediately:</td>
<td>• Cover your mouth and nose with a sleeve or tissue when coughing or sneezing</td>
</tr>
<tr>
<td>• Before leaving a work area</td>
<td>• Use tissues to contain secretions, and dispose of them promptly in a waste container</td>
</tr>
<tr>
<td>• After handling materials that may be contaminated</td>
<td>• Turn your head away from others when coughing or sneezing.</td>
</tr>
<tr>
<td>• Before eating, drinking, smoking, handling contact lenses, or applying makeup</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Physical Distancing</th>
<th>Personal Protective Equipment (face mask, gloves, etc.)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Physical distancing means limiting close contact with others. When outside of your home, practicing social distancing by keeping two metres (six feet) away from one another is something we can all do to help stop the spread of COVID-19.</td>
<td>If you arrive at campus with personal protective equipment (PPE) and need to dispose, please use the re-sealable bag provided. Place the used PPE into the bag, seal it and dispose into the classroom garbage can.</td>
</tr>
</tbody>
</table>

Please do not come to NVIT if you are feeling sick in anyway.

If you are feeling unwell, you can check your symptoms online or download the self-assessment app. These resources are available 24 hours a day. Please visit the [COVID-19 Provincial Support and](https://www2.gov.bc.ca/gov/content/health/services/health-safety/coronavirus)
Information Website. NVIT is following directions and controls as specified by the BC Centre for Disease Control and the local Health Authority’s Medical Health Officer.

NVIT is conducting active screening for potential risks of COVID-19 with individuals entering campus buildings to support everyone’s safety and well-being. If you fail to meet the screening requirements for attending any facilities, you will not be permitted on campus and expected to stay home, seek medical advice, and contact your department.

I, tap and enter <firstname> <lastname>, understand and agree:

~ that I have not travelled outside of Canada in the last 14 days;
~ that I am not currently ill or suffering from any COVID-19 like symptoms that include a cough, sneezing, fever, sore throat, difficulty breathing. Please refer to the BC Centre for Disease Control website for a full listing of COVID-19 like symptoms;
~ that I have not been in close contact with someone who has been suffering from any of the above symptoms or someone who has a confirmed or probable case of COVID-19; and
~ that if at any time in the future I develop any COVID-19 like symptoms I will not come to the campus.

By signing your name below, you acknowledge you have understood and will abide by the Pandemic Exposure Control Responsibilities and Expectations.

Campus: tap here to enter text.

Signature: tap here to enter text. Date: tap to enter a date.
(type name to acknowledge electronically)

The information collected through this form will be used by NVIT only for the purposes of addressing infection risk in the workplace and in the learning environment. All personal information will be received in confidence and is collected under the authority of the Freedom of Information and Protection of Privacy Act, the College and Institutes Act, and the Workers Compensation Act and related regulations.
Lab Equipment Use for all Lab spaces effective June 11, 2020

Effective Monday June 15 students, instructors, visitors will be required to follow procedures set out below in response to COVID 19 while using NVIT labs. Labs include Health Lap, Wet Lab, Energy Lab, Teaching Kitchen, Trades bldg., Greenhouse. All persons on site will be required to review these procedures prior to using lab space. Any questions regarding these procedures should be discussed with the instructors on site.

1. In the event there are multiple trade cohorts operating at the same time, when possible, Trade labs will alternate time in the trade labs.

2. All persons in Lab spaces will be required to maintain “physical distancing” at all times. At no point should anyone be closer than 2 metres to another person.

3. Student will be assigned their tools for each week and are not to share tools with any other student or instructor.

4. Tools will be wiped down with a cleaning solution every day, and stored on a workbench. No students are to enter the Tool room, or storage room.

5. Each lab will be supplied with a disinfectant spray and disposable towels to allow cleaning (i.e.: touch points, handles, controls etc.) on a regular basis throughout the day by the operator, a disposal container will be available for proper disposal of the towels and gloves. These equipment/machines are required to be wiped down by the operator prior to using the machine.

6. NVIT will supply all cleaners needed to achieve maximum cleanliness.

7. Students will be primarily using their own personal hand tools. Any tools from the shop will be assigned to each student for the week, and disinfected after each use.

8. Students will wear disposable gloves at all times when using NVIT tools and machinery.

9. Only one student at a time will be able to enter seacan. They will ask the instructor for permission prior to entering.

10. Only 10 people in the shop area at any given time.

11. Students will wipe down all common equipment before, and after using.

12. Instructors, and students will review the checklist on Monday and Wednesday mornings.

Printed Name: _____________________       Date: ______________

Signature: __________________________
Health and Safety Acknowledgement

All staff will be returning back to work on July 27th, 2020. Students will be returning back to class in September. NVIT has created a COVID-19 Safety Plan that is posted on our website.

NVIT is closely following guidelines of the Public Health Officer and the Ministry of Advanced Education Skills and Training to ensure the risk of exposure to the virus that causes COVID-19 is minimized at the workplace.

For the safety of our students, Elders and employees carefully review the COVID-19 Safety Plan so, that you can reduce the likelihood that you or other participants will be negatively affected by COVID-19.

Health and Safety Acknowledgement

I acknowledge and agree that I must do my part to ensure a safe working environment.

I have reviewed the NVIT Safety Plan and fully understand its contents. I understand that it is my responsibility to:

- diligently follow and promote the practices described in the NVIT Safety Plan, campus signage and any other NVIT protocols;
- maintain awareness of current COVID-19 developments and public health guidelines; and
- limit personal contact and maintain physical distancing, in accordance with current public health guidelines, while not on campus to minimize potential impact on other participants.

I understand that it is my responsibility to honestly and truthfully complete the BC Self-Assessment Tool (https://bc.thrive.health/covid19/en) (the “Assessment”) every day before arriving on campus. I will follow the directions provided by the Assessment and will stay home and not attend any NVIT campus if recommended by the Assessment or any other medical or health professional. I will immediately inform my supervisor if I am required to stay home.

Signed on this _____ day of ____________________________, 2020.

Print Name ____________________________  Signature ____________________________
THANK YOU FOR PRACTICING PHYSICAL DISTANCING

PLEASE KEEP 2M APART

MAXIMUM 4 PEOPLE

45 MINUTE TIME LIMIT PER PERSON

• DO NOT enter if you are experiencing COVID-19, cold or flu symptoms.
• Wash hands before and after use.
• Disinfect equipment before and after every use.
EQUIPMENT CLEANING AND DISINFECTING PROTOCOL

- Wipe down equipment before and after every use. Use the disinfectant and wipes provided.
- Discard used materials in garbage bin
- You must allow equipment surfaces to air dry naturally before using.
- We encourage users to bring their own gear for personal use whenever practical to reduce sharing of equipment. This may include items such as yoga mats and blocks, gloves, weight belts, and shin, wrist or ankle guards.

- **DO NOT** enter if you are experiencing COVID-19, cold or flu symptoms.
- Please keep 2m apart.
- Maximum 4 people.
- 45-minute time limit per person.
- Wash hands before and after use.
- Disinfect equipment before and after every use.
COVID-19 Framework for Residence Operations & the Student Experience
Residence Preparedness & Business Continuity

As COVID-19 continues to impact post-secondary, Campus Living Centres has been collaborating with our college and university partners to proactively protect our residents and staff.

Our methodology is developed around a ‘Plan, Prepare, Respond’ approach. We’re currently in the planning stage, and a full plan including policies, educational material and protocols will be delivered mid-summer.

This document is an overview of the framework of our evolving COVID-19 Response Plan, which is ultimately guided by federal and provincial recommendations, and each of our respective institutional partners’ overall COVID-19 strategy.

In March, our initial response began with protecting, relocating, and refunding in-house students. With the majority of students having moved out, we have now pivoted to focus on the upcoming Fall semester by preparing for a new normal.

Our framework is organized with a response and/or recommendations from each of the functional areas in residence: operations, human resources, physical resources, residence life, and sales & marketing.

Campus Living Centres is committed to transparency in our approach from the property level, relevant property-support experts, and the leadership team. We will continue to adjust our plans and methods in accordance with severity and response to COVID-19.

The timeline for implementation revolves around four key deliverables

1. Procedures that are being implemented now (e.g., social distancing measures).
2. Processes that are being planned for our summer operations (e.g., supporting summer students, ongoing evaluation of feasibility of non-student accommodations).
3. Tasks to protect the student experience throughout move-in.
4. Residence Life and operational procedures for the fall semester.
Operations

By consolidating all departments and the practical implementation of the overall framework, our Operations professionals will ensure our COVID-19 response complements the on-campus experience. This includes key functional areas such as:

**Front Desk**
- Supporting contactless processes (e.g., receipts, payments, etc.)
- Key student interactions and appropriate procedural barriers (e.g., lock-outs and parcel receipt/delivery)

**Housekeeping**
- Frequent cleaning of high traffic touch-points/surfaces (e.g., entry door handles, elevator buttons)
- Pre move-in disinfectant of suites and common spaces
- Suspension of in-suite cleaning

**Information Technology**
- To ensure the residence’s network has the ability to support the additional bandwidth required for the delivery of online classes and new residence programming.

**Maintenance Services**
- Minimizing suite entry for minor work orders
- Developing new processes for suite entry for major work orders

**Implementation & Training**
- The Residence Operations teams will ensure that all employees are trained, and will oversee the implementation of the COVID-19 response

**Non-essential Spaces**
- Evaluating the process as it relates to opening non-essential spaces
Human Resources

The health and safety of our residents and staff are our highest priority, and we will continue to follow the operational best practices and recommendations from the varying provinces that we operate in.

The current framework for Campus Living Centres Human Resources COVID-19 plan includes changes to HR policies or recommendations regarding COVID-19, ensuring that we comply to all Health & Safety Guidelines, such as:

- **Practising personal hygiene** (e.g., hand washing, hand sanitizing stations)
- **Implementing physical barriers** such as stanchions and sneeze guards, & re-evaluating workstation locations
- **Maintaining physical distance from coworkers, students, and guests**
- **Shift structure** evaluating how many employees are able to work in one physical location at a given time
- **Evaluating AODA requirements for both employees and students with accessibility needs.**
- **Evaluating all training and development protocols** (e.g., responding to sick students or staff, online training delivery)
Physical Resources

The Physical Resources team is developing resources for the properties, including:

- Working with multiple vendors in anticipation of supply chain challenges to purchase relevant cleaning chemicals, PPE, and COVID-19 related equipment such as stanchions and sneeze guards.
  Providing guidelines and instructions for where and how these items can be used and installed

- Evaluating large heavy equipment operations, such as increasing air intake on building HVAC systems

- Developing processes regarding high traffic areas to help maintain clean touch-points, and social distancing

- Evaluating movement of people, including number of elevator passengers, entries, etc.
Residence Life

Residence Life continues to be critical to student success, and in an environment where feelings of anxiety and isolation are magnified, we are adapting our Residence Life program to consider the following:

### Fall 2020 Applications & Admissions
- Flexibility with timelines & acceptance process

### Fall 2020 Move-in Protocols
- Potential restrictions on number of students moving in daily
- Contactless check-in process

### International Student Move-In
- Adapting move-in processes for Federal self-isolation requirements as it relates to students that are new to the country.

### 2020 Residence Life Conference & RA Training
- Moving training and professional development of student staff to an online environment

### Orientation
- Delivering orientation virtually will result in greater focus on information dissemination
- Content will dovetail with institutional messaging

### Mental Health and Support
- Collaborating with our institutional partners to support the delivery of counselling services in a virtual environment

### 2020/2021 Residence Life
- Consideration to things like programming, floor meetings, and in-person meetings with students will all need to be reviewed and adjusted to accommodate the aforementioned restrictions that will most likely be in place
- Review when in-person programming is able to return. Evaluate student common space usage, and when we will be able to re-open.
- Review of Residence Community Living Standards, and reinstating processes such as guests (overnight or otherwise) and group gatherings (social events, movie nights, etc.)
- Continued focus on the importance of personal hygiene and ongoing passive programming/communication to support this.
Sales & Marketing

We are continuing to monitor the current environment as it relates to summer travel. It is our intent to host Residence & Conference Centre guests (non-students) at some point this summer, but only if we can do so in a manner that is safe to our students, guests, and staff. In the event we are able to open Residence & Conference Centre operations this summer, the Sales & Marketing team will provide support in:

**Evaluating the practicality of implementing non-student operations, with procedures around:**

- Check-In/Check-Out Housekeeping Services
- Reduction of Services (i.e. coffee counter, non-essential spaces)
- Contactless check-in, and appropriate front desk operations

**Our Sales & Marketing Team is also focused heavily on student marketing given the potential challenges COVID-19 may have on Fall occupancy. We are preparing and providing:**

- Setting up new photography and virtual tours
- Guide to hosting digital tours (via Facetime, Skype, etc.)
- Residence campaigns to complement college and university virtual open houses
- Social media support and guides (e.g., Instagram Live, Facebook Tours)
- Educational material for move-in, and in-house signage as it relates to:
  > Practicing social distancing
  > Handwashing
  > Protecting yourself against COVID-19
- Digital advertising campaigns (e.g., Google Ads, Facebook/Instagram Advertising)
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 Operational Guidelines & Protocols

As COVID-19 continues to impact post-secondary, Campus Living Centres has been collaborating with our college and university partners to proactively protect our residents and staff.

In March, our initial response began with protecting, relocating and refunding in-house students. With the majority of students having moved out, we have now pivoted our focus on the upcoming Fall semester by preparing for a new normal.

Our methodology is developed around a ‘Plan, Prepare, Respond’ approach, while still remaining nimble to ensure we’re adhering to the constantly changing federal and provincial recommendations.

With that in mind, this guide should be considered the first version in what will be an evolving response. It encompasses the following key areas:

- **Human Resources**
- **Front Desk & Housing Administration**
- **Residence Life**
- **Housekeeping**
- **Physical Resources**
The health & safety of our residents and staff is our highest priority, and we will continue to follow the operational best practices and recommendations from the varying provinces that we operate in. Each property is required to adapt our corporate policies to fit the needs of their students, staff and institutional partners.

The information in this guide is based off of current provincial regulations, and will need to be updated as the government and institutional approaches evolve.

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About COVID-19 (Novel Coronavirus)

Coronaviruses are a large family of viruses found mostly in animals, and COVID-19 is a disease caused by a strain of Coronavirus that is affecting humans. Those who are infected may have little or no symptoms. The most common symptoms of COVID-19 are similar to a cold or flu and include fever, fatigue, cough and difficulty breathing. While the majority of carriers have been reported to display minor or no symptoms, in severe cases, COVID-19 may cause pneumonia, kidney failure or death. In March 2020, the World Health Organization declared the COVID-19 outbreak a pandemic.

According to guidance published by Health Canada, and the World Health Organization, symptoms may take up to 14-days to appear after exposure to COVID-19. Most people recover from COVID-19 without needing special medical treatment, however the elderly and/or those with weakened immune systems are more likely to require hospitalization.

How the virus spreads

The Coronavirus is most commonly spread from persons with infection via:

- Respiratory droplets generated when you cough or sneeze
- Close, prolonged personal contact, such as touching or shaking hands
- Touching something with the virus on it, then touching your mouth, nose or eyes before washing your hands

Government Resources

There are a variety of resources available, and the Canadian response varies from the federal, provincial and local public health units. For the most up-to-date information, visit the varying government websites COVID-19 page, such as:

- Government of Canada
- Province of Alberta
- Province of British Columbia
- Province of Manitoba
- Province of Ontario
Please be aware that guidelines may change as new information becomes available. We ask that you keep up-to-date with the most recent resources. Refer to Employee Resources for more information.

**Conducting Risk Assessments**

Implementing effective risk assessment and control measures across the property is crucial to minimize potential sources of exposure. The internal responsibility system for occupational health & safety is based on a system of inter-connected roles and responsibilities that result in all workplace parties carrying responsibilities for health & safety in the workplace. As such, employees and managers play key roles in the recognition, assessment and control of specific hazards.

As a risk assessment process, the steps of Recognize, Assess, Control, Evaluate (RACE) are applied to establish effective controls in the workplace. The COVID-19 hazard is unlike traditional hazards due to the pervasive nature of risk of infection. The primary transmission mode for the virus is through respiratory droplets and subsequently through surface contacts results in a need to assess hazardous processes such as personal interaction and physical elements of the workplace that may not typically be considered hazardous.

Creating broad awareness of these hazard sources for the residence is important to assure that all employees are familiar with and able to take precautions at a personal level that can reduce the risk of infection considerably. To assure your property is mitigating all associated risks, we ask that Managers conduct a workplace risk assessment to identify potential hazards. See appendix 1.0 for a copy of a risk assessment.

**Suspected or Confirmed Case of COVID-19 in the Workplace**

If a worker develops COVID-19 symptoms, they should immediately notify management and return home and self-isolate. If they cannot leave immediately, the worker should be isolated in a specific space until they are able to leave. If the worker is very ill, call 911 and let the operator know that the person may have COVID-19. If the worker does not have severe symptoms, they should use a self assessment tool, and seek assessment and testing (e.g., at an assessment centre) if indicated to do so. They can also contact their health care provider or Telehealth.

Any worker who tests positive for COVID-19 may be contacted by the local public health unit. The province or public health unit may perform case management and contact tracing that may require additional infection prevention and control measures to be put in place in the workplace.

Workers who have tested positive for COVID-19 must self-isolate at home for 14 days. Any surfaces that were touched by worker that was ill should be disinfected as soon as possible in accordance with enhanced cleaning procedures and protocols. Refer to Employee Responsibilities & Guidelines for more information.
Additional Human Resources Guidelines

This guide outlines a variety of ways that Campus Living Centres properties are implementing a COVID-19 response and how Property Support is available to assist. From a Human Resources perspective, it’s important that the following be taken into consideration:

**PPE**
All employees will be provided appropriate PPE. Refer to ‘Health & Safety Measures to reduce risk’ for further information. An employee may be obligated to carry PPE on their person, if there is a possibility that it may be required. E.g., if a Resident Advisor is responding to a noise complaint, they may need to have a mask on them for use in the event that a 6 foot/2metre distance cannot be maintained.

**Enhanced Cleaning Protocols**
Continue with an increased frequency of cleaning and disinfecting, focusing on high-touch areas (i.e., door handles, buttons, etc.).

**Training**
It is the Manager’s responsibility to ensure their team has completed all related training, and that the appropriate cross-training occurs (i.e., Front Desk staff that occasionally complete Housekeeping shifts are trained in both roles).

**Contractor Logs**
It is essential that we maintain a visitor log to track who is entering the building and access is limited to an as needed basis.

**Scheduling Work**
We ask that all managers stagger start-times and breaks for employees to avoid large group settings and limit interactions during shift changes. Staff should continue to work from home if practical.

**Scheduling Vacation**
Vacation entitlements will not be carried forward into the next calendar year. Employees will be required to take any remaining vacation balances prior to December 31st.

**Signage & Wayfinding**
Ensure all mandatory signage is visible throughout the property, which includes the front entrance, lobby, common areas, stairwells and elevators.

Contact the Human Resources Department to discuss either layoff/recall options, as proper communication must be provided to properties and employees. In addition, create a tracking sheet for employees that are either on leave, or have been laid off due to COVID-19.

In times of stress and uncertainty, communication is necessary. Don’t be afraid to communicate because of the changing nature of this pandemic or assume your team doesn’t need assurances. Show true leadership by providing open conversations and compassionate communications.
With Health and Safety being the top priority for everyone during this pandemic, we must ensure that our workplace is safe for staff, students and contractors, as this is crucial in our ability to sustain operations.

**Physical Distancing**

Limiting personal contact through physical distancing is a highly effective way to reduce the spread of COVID-19 and is advised by government agencies as a practice that should be promoted at all times. This includes avoiding crowded places and non-essential gatherings, avoiding common greetings such as handshakes and limiting contact with people at higher risk (e.g. older adults and those in poor health). The physical distancing guideline that has been promoted for COVID-19 is 2m (6ft.) between individuals. This reduces the likelihood of transmission through contact and through droplets expelled during person-to-person interactions.

Further tools and resources on how to manage pedestrian traffic, and facilitate physical distancing can be found in *Physical Resources: Movement of People*. Campus Living Centres properties are obligated to ensure that the following physical distancing requirements are practiced in the workplace:

- Adjust workspaces to provide minimum 2 metres/6 feet between workers
- If possible, assign an employee to a single work station to minimize the potential for cross-contamination
- Use floor markings to promote distancing and encourage one-way traffic
- Mark distances around work stations, (i.e., tape on the floor) as a visual cue to others who may need to enter
- Install physical barriers (Plexi-glass or similar) between employees and students where physical distancing cannot be maintained
- Reduce or eliminate the use of shared tools or equipment. If this is not possible, require employee to disinfect the tool or equipment before and after each use
- Eliminate non-essential and in-person meetings. Schedule “team huddles” via telephone or using Microsoft Teams. If an in-person meeting is required, make sure to hold them in large spaces
- Establish designated pick-up and drop-off locations for deliveries to minimize face to face interaction
- Eliminate the use of common dishes, and if required ask employees to bring their own
- Ensure any designated staff rooms are set-up to create physical distancing between occupants
Personal Protective Equipment (PPE)

Personal Protective Equipment (PPE) should be considered the last resort in mitigating the spread of COVID-19; as physical distancing is the most effective control. We must remember that PPE is only effective if people wear it correctly. All employees will receive mandatory training on the use of PPE.

Anticipating supply chain issues, Campus Living Centres Physical Resources department has compiled a resource for our properties with multiple vendors for PPE. See COVID-19 Purchasing Plan in appendix 1.1 for further information.

Types of PPE:
- Gloves: single-use gloves will be provided to employees as required
- Masks: single-use masks will be provided to employees as required. If an employee requests a mask, they must be provided with one. Use of personal masks is also acceptable, as long as the mask meets all government mandated guidelines. If an employee reuses their own mask, proper cleaning etiquette must be maintained
- Face Shields: our properties will provide face shields, if requested by a medical practitioner
- Gowns: our properties will provide gowns, if requested by a medical practitioner

Situations where PPE is mandatory:
- All contractors who enter the residence must wear a mask and gloves of their own supply. Refer to Physical Resources: Contractors & Trades for further information
- All employees who enter an occupied unit (i.e., someone currently resides there), must wear a mask and gloves
- In situations where physical distancing of 2 metres or 6 feet is difficult to maintain, all employees are required to wear a face mask/covering, or if they are unsure they will be able to maintain physical distancing. E.g., knocking on a student’s door, or completing building rounds
- Property Support staff must wear masks when visiting sites that are not considered their home property

All PPE must be:
- Selected based on the specific hazard to the worker
- Properly fitted and periodically refitted, as applicable
- Consistently and properly worn when required
- Regularly inspected, maintained, and replaced, as necessary
- Properly removed, cleaned, stored and/or disposed of, as applicable, to avoid contamination of self, others, or the environment
Hand Hygiene

Effective hand-hygiene is a significant control measure that can be effectively applied to minimize the spread of COVID-19.

Proper hand washing helps prevent the transfer of infectious material from the hands to other parts of the body, particularly the eyes, nose, and mouth; or to other surfaces that are touched. At all times, individuals should avoid touching their eyes, nose or mouth with contaminated gloves or unwashed hands.

Campus Living Centres employees should be washing or sanitizing their hands at a minimum:

- Before leaving the work area
- Before eating or drinking
- When returning to your work area from other areas
- After handling materials that may be contaminated
- After visiting the washroom
- When you get home from work

Hand sanitizer stations should be installed throughout the residence, with a focus on areas such as common areas, gathering places, corridors, and high traffic work areas. Hand sanitizing solution should be made readily available in all work spaces across the residence.

The ready availability of hand-hygiene facilities (soap and water or alcohol-based hand sanitizers) also helps to reduce anxiety surrounding infection risk that residence staff and students may experience.

Cough and Sneeze Etiquette

Germs such as influenza, cold viruses, and even whooping cough are spread by coughing or sneezing. When you cough or sneeze on your hands, your hands carry and spread these germs. When you touch an object such as a door handle, telephone or computer keyboard with unclean hands, you are spreading germs. The next person who touches these objects may pick up germs and get sick if they do not clean their hands before touching their eyes, nose or mouth. Stop the spread of germs that can make you and others sick by:

- Covering your mouth and nose with a tissue when you cough or sneeze. Put your used tissue in the waste basket
- If you don’t have a tissue, cough or sneeze into your upper sleeve or elbow, not your hands
- You may be asked to put on a facemask to protect others
- Wash your hands often with soap and warm water for 20 seconds. If soap and water is not available, use an alcohol-based hand sanitizer.

A variety of educational materials are to be posted throughout the Residence, including how to hand-wash and how to minimize the transmission of COVID-19. Refer to Educational Resources, Posters & Signage at the end of this guide for more information.
Cleaning & Disinfecting

The Housekeeping Section of this guide outlines varying ways to clean and sanitize our Residence buildings. From a Health & Safety perspective, it is imperative that our properties evaluate the touchpoints in their workplace, and how to best ensure cleanliness and/or mitigate their use. Some areas to consider:

<table>
<thead>
<tr>
<th>High Touch Count Item</th>
<th>Mitigation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Door Handles</td>
<td>Where possible, ask for internal doors to be propped open (ensure all fire doors are kept closed). Place hand sanitizer station next to external doors to allow for hand cleaning after touching door handles.</td>
</tr>
<tr>
<td>Lunchroom Tables</td>
<td>Stagger breaks and ensure all personnel understand how to disinfect. Supply disinfectant product and disposable cloths in the lunch room.</td>
</tr>
<tr>
<td>Shared Printer/Fax Machines</td>
<td>Ensure staff are aware on how to safely use and disinfect the machine.</td>
</tr>
<tr>
<td>Desks/Countertops</td>
<td>Where possible, designate single person use desks and/or supply disinfectant.</td>
</tr>
<tr>
<td>Toilet Seats/Bathroom Stall Handles</td>
<td>Increase cleaning frequency.</td>
</tr>
<tr>
<td>Shared devices (i.e., computer mice, telephones, keyboards)</td>
<td>Where possible designate single use devices as often as possible and single person workstations. Disinfect between each operator. Always spray liquid disinfectant onto a cloth and never directly onto electronic devices.</td>
</tr>
<tr>
<td>Time Clock/Punch Clock</td>
<td>Stagger arrival times where possible and relax your attendance policy to allow for physical distancing between the workers during sign-in. Consider other ways to track employee attendance, and refrain from using the punch clock.</td>
</tr>
<tr>
<td>Light Switches</td>
<td>Turn the lights on once per day and disinfect switch at the start and end of shift. Never spray liquid disinfectant directly onto a light switch.</td>
</tr>
<tr>
<td>Alarm Panels</td>
<td>Where possible designate for single use. Disinfect between each operator. Always spray liquid disinfectant onto a cloth, never directly onto electronic devices.</td>
</tr>
<tr>
<td>Vending Machines</td>
<td>Inform workers of the risk. Use personal &quot;dialing wands&quot; that can be washed (metal or plastic) with soap and water after use or install hand sanitizer stations next to the vending machines.</td>
</tr>
<tr>
<td>Huddle &amp; White board markers</td>
<td>Each person that needs to write information on huddle boards should be provided with their own marker.</td>
</tr>
</tbody>
</table>

Screening Protocols

Passive screening will be in place at all properties. This requires individuals to self-identify when they may have been exposed to the virus, travelled outside of Canada, are experiencing symptoms or have been diagnosed as having COVID-19. Please refer to Educational Resources, Posters & Signage at the end of this guide for more information.

Further measures for screening may be instituted as appropriate or required. This may include health questionnaires, data collection and/or active temperature monitoring of all individuals accessing the premises.
Employee Responsibilities and Guidelines

We ask that all Campus Living Centres employees review the below responsibilities & guidelines and adhere to them. It is imperative that we work together to ensure health and safety measures are being adhered to, so we can continue to delivery quality service in the safest way possible. If you have any questions or concerns, please reach out to your Manager, or contact the Human Resources Department.

Campus Living Centres commits to monitoring all incoming COVID-19 updates from Health Canada and will amend and adjust these guidelines as required.

Safety Precautions

Taking the appropriate self-protection steps, such as:

- Wash your hands often with soap and water for at least 20 seconds
- Avoid touching your eyes, nose or mouth with unwashed hands
- Avoid close contact with people who are sick
- Cough and sneeze into your sleeve and not your hands
- Notify your supervisor and stay home if you are sick to avoid spreading illness to others
- Maintain physical distancing
- Use any required PPE as instructed
- Report any unsafe acts or conditions to the supervisor

Symptoms of Illness while at Work

If you experience an immediate onset of symptoms while at work you must:

- Advise your supervisor/manager immediately that you are unwell
- Leave work immediately to go directly home, while respecting physical distancing protocols
- Complete the self-assessment if, there are any concerns that the symptoms coincide with COVID-19
- Consult a Public Health Authority or Telehealth
- Complete an accident/incident report
- Follow the directions you receive from the above sources and advise your supervisor/manager of the outcome

Duty to Self-Report

Employees shall disclose to their supervisor/manager if they have:

- Been diagnosed with COVID-19, or are waiting to hear the results of a lab test for COVID-19
- Any symptom of COVID-19, even if mild, and have:
  - Been in contact with a suspected, probable or confirmed case of COVID-19;
  - Been told by public health (directly, through public communications or through a self-assessment tool) that they may have been exposed to COVID-19

In such cases, employees will be required to monitor symptoms as directed by your healthcare provider or Public Health Authority until they advise that you are no longer at risk of spreading the virus to others.

If you are experiencing symptoms, you should:

- Leave work immediately to go directly home, while respecting physical distancing protocols
- Consult a Public Health Authority or Telehealth
- Complete the self-assessment if, there are any concerns that the symptoms coincide with COVID-19
- Complete an accident/incident report
- Follow the directions you receive from the above sources and advise your supervisor/manager of the outcome
Return to Work Requirements

You currently need to quarantine (self-isolate) for 14 days if, you:

- Are returning from travel outside of Canada (mandatory quarantine)
- Have had close contact with someone who has or is suspected to have COVID-19
- Have been told by public health that you may have been exposed and need to quarantine (self-isolate)

Quarantine (self-isolate) means that, for 14 days you need to:

- Stay at home and monitor yourself for symptoms, even just one mild symptom
- Avoid contact with other people to help prevent transmission of the virus prior to developing symptoms or at the earliest stage of illness
- Do your part to prevent the spread of disease by practicing physical distancing in your home

If you do not display symptoms after 14 days, you will be able to return to work.

If you exhibited symptoms or have been confirmed to have COVID-19, you will only be able to return to work once the appropriate Health Authority provides confirmation you are no longer infected. In all cases, constant communication between the employee and management will be required, and the employee will need to be cleared to return to work by their immediate Supervisor/Manager.

Requirements for Reporting Travel

Any federally mandated restrictions on isolation may need to be factored into the employee’s vacation time. Any employee that is travelling outside of Canada will be required to advise their Supervisor/Manager and/or the Human Resources Department of their travel destination. Per Federal guidelines, employees are required to self-monitor their symptoms, and may be required to self-isolate or quarantine for a period of fourteen (14) days, or a time period deemed effective by relevant health authorities.

Training

You are requested to follow established safe work practices and procedures as directed by the employer. In addition, you must ensure you have completed any mandatory Share Knowledge training and material acknowledgements in a timely manner.

Mental Health & Wellbeing

In these difficult times, it is normal to feel a high degree of uncertainty, worry, anxiety and stress about all that is going on in the world. It is important for all of us to acknowledge these feelings and find ways to support our mental health.

On SharePoint, you will be able to access the COVID-19 – Resource & Information Centre which provides employees with additional tools and resources, as well as information on our Employee Assistance Program (EAP).
If there were to be a confirmed case of COVID-19 in the workplace, it could cause feelings of anxiety amongst co-workers. It is important that we provide clear communication and direct employees to reliable sources of information. You can refer to COVID-19 – Resource & Information Centre on SharePoint, and also consider:

**Employee Assistance Program (EAP)**

As part of your employee benefits, you receive access to EAP services offered by Homewood Health. These services provide:

- 24/7 confidential professional support via phone, video or chat, to help employees manage personal items such as stress, anxiety, grief, financial concerns, and more
- A vast library of online resources for coping with resiliency, self-care, managing change, and more

You can contact them online, or by phone at 1-866-644-0326.

**Mental Health Resources**

Employees may be experiencing a high degree of uncertainty, worry, anxiety and stress about the health and safety of their loved ones, and how COVID-19 may disrupt their work and personal lives. It is important for all of us to acknowledge these impacts and to engage in an open dialogue about them, including ways to maintain and support our mental health. It is particularly important to recognize and support those who have been instructed to self-isolate or who are suffering from symptoms of COVID-19.

Here are some further online resources to help support your mental health:

**Canada-Wide**

- Taking care of your mental health
- Wellness Together Canada
- Public Health Authorities

**Alberta**

- Text4Hope
- Healthy Together
- Mental Health Hotline: 1-877-303-2642

**British Columbia**

- Virtual Mental Health Supports
- Crisis Line: 310-310-6789

**Manitoba**

- Mental Health Virtual Therapy
- Klinic Crisis Line: 1-888-322-3019

**Ontario**

- Free Mental Health Support – Mind Beacon
- Connex Ontario: 1-866-531-2600
The effect COVID-19 has had on our workplace is significant. We have altered some of our operations and even physical workspaces to adhere to government guidelines to provide a safe and functional workplace. With these changes, the need for training has arisen to ensure all employees are aware of their responsibilities in the workplace.

Most COVID-19 training is mandatory for all employees to take. Employees will be required to answer a brief quiz at the end of each training to confirm they are retaining the information.

All training will occur on CLC’s Learning Management System – ShareKnowledge, and Managers will be required to confirm that their staff have completed the mandatory training within the specified timeframe.

Training will include, but not be limited to:
Introduction to COVID-19, Facts Signs & Symptoms
- What is COVID-19
- Signs & Symptoms
- How its contracted and spread
Physical Distancing
- What is Physical Distancing
- Measures to reduce risk
PPE & Preparedness
- What is Personal Protective Equipment
- How to wear/remove PPE
Hygiene & Cleanliness
- Sneezing & Cough Etiquette
- How to wash your hands
- How to sanitize your hands
- Increased cleaning measures

Our goal is for you to understand your role in keeping our workplace safe, and you will be asked to sign an acknowledgement form stating you have been shown:
- How to properly wash your hands
- How to maintain physical distancing
- The signs & symptoms of COVID-19
- Your responsibilities as an employee
Delivering a clear COVID-19 response begins with our front-line employees, and acceptance processes. Each property is required to adapt our corporate policies to fit the needs of their students, staff and institutional partners.

This section of the guide will outline the steps we’re implementing for our front desk operations, in addition to considerations regarding how we manage our acceptance processes, potential occupancy restrictions and how we’re attracting potential students.

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The front desk is the face of our operations, and as such, it is imperative that we display a high level of accountability of our COVID-19 response and maintain safe practices. The front desk will always play a pivotal role in the residence experience, and some standardized key functions, such as those outlined throughout this section will need to be adapted.

**Lockouts/Key Reprogramming**
When students are locked-out, either due to demagnetization or damage to the card, or loss of physical brass key, changes will need to be made, such as;
- Lockout keys are disinfected after each use, or
- Lockout keys are disposed after each use

**Mail & Parcel Delivery**
Residence will continue to accept mail and parcels from Canada Post and all other courier companies. The process will need to be adapted so;
- Physical Distancing can be maintained between residence staff and delivery people, and
- Residence staff can process and store mail while maintaining PPE guidelines, and
- Students may be notified by email or phone that they have received mail, and
- Physical Distancing can be maintained when students are retrieving their mail.

*Residence will temporarily cease accepting drop-offs from family or friends of a Resident’s belongings. If a student requires a personal delivery, it will occur without the reliance on Residence Staff*

**Payments**
Residence will promote efforts to receive all student payments via online banking (e.g., bill payments), and currently cash and cheque payments are being minimized. If debit/credit transactions are required to be processed at the front desk;
- The Point of Sale (POS) will be sanitized before use, and
- Staff will ensure physical distancing is maintained when passing the POS to the payee, and
- The POS will be sanitized after use, and
- Staff will ensure their hands are sanitized after use, and
- The POS will be made inaccessible to students and guests when not in use.
**Guest Sign-In**

The ability to host guests in residence could be suspended or reinstated numerus times during the semester. We will work with our institutional partners, guided by the risk assessment teams, as well as provincial and federal governments to determine the best time(s) to allow guests in residence.

Typically, students are able to sign-in up to two guests at a time within the Envoy visitor sign-in system.

If/when guests are allowed in Residence, the following model is being evaluated:

1. **Easing guest restrictions gradually**
   - Taking a phased approach to the reintroduction of guests, including restrictions on number of guests per host, length of stay and total number of guests in the building.

2. **Removal of tablet sign-in**
   - Cut down on touch-points by removal of guest sign-in tablet, and having Front Desk staff manually entering guest information into Envoy.

3. **Sighting Photo Identification**
   - Sight and verify photo identification through sneeze guard vs collecting and storing identification.

4. **Pre-Screening Questions**
   - Pre-screening questions may need to be asked prior to guests entering the building, and properties will post passive signage stating that anyone with symptoms may not enter the building.
Other Considerations

All non-essential front desk services, such as printing and scanning will be suspended until further notice. Essential front desk services, should be done in such a way where physical distancing is maintained, and touch-points are minimized as much as possible. For example, form collection could be operated by:

1. Student stapling their completed forms and placing them in a designated box by the front desk
2. Each week, staff closing the box, dating it and placing it in a designated area where it can be kept for a minimum of 72-hours
3. After time has passed, staff can place all forms in the appropriate student folders
4. Educate that staff wash or sanitize hands after handling all forms or student folders

Summer Accommodation Front Desk

We commit to resuming Residence & Conference Centre operations only when approved by our institutional partners and Campus Living Centres Senior Management. This may involve collaborating on a way that provides the right operational barriers between our students, guests and staff, both on-campus and within the residence. Our procedures are adapting to the ‘new normal’, and will take into account the following:

- Minimizing contact at the front desk via digital signature of registration cards, or if paper-based copies are signed, letting the guest keep or dispose of the pen
- Not allowing cash payments, and following earlier point of sale guidelines
- Wherever possible spacing out room assignments so blocks of empty suites exist between guests and students, and rooms may maintain a minimum of three hours before housekeeping services
- Offering reduced services, such as suspension of coffee counter, access to cardio rooms and other lounges
As our partner institutions determine the best and safest way to provide access to campus during COVID-19, many prospective students are unable to physically tour the building prior to applying for residence. Websites are a great resource for content, pictures, or virtual tours; however, digital media alone does not offer the engagement a face-to-face interaction does.

Some of the ways we’re adapting our efforts to digitally promote to potential students are:

- **‘Going live’ on Social Media**
  Including virtual open houses on Instagram or Facebook

- **One-on-one virtual tours/Q&A sessions**
  Complement traditional in-person tours with virtual sessions

- **Digital Advertising Campaigns**
  Within budgetary constraints, running Pay-Per-Click and Affinity campaigns

The Campus Living Centres’ Sales & Marketing department has created a ‘Guide to Going Live’, (please refer to [appendix 2.0](#)) which further elaborates on going live and hosting virtual events.
Occupancy Considerations

As college and university campuses develop their September education plans, bringing students back to residence for the fall semester creates some unique challenges. In light of COVID-19 and the associated health risks, we have been working diligently to ensure these risks will be mitigated, with the goal of providing a safe and secure living environment for all of our students.

One topic that has warranted significant discussion has been potentially reducing occupancy to support the current stringent physical distancing measures. We acknowledge the need to find a balance between safe operating procedures and building density, while not creating an unnecessary obstacle to potential students. Any decisions made with respect to occupancy levels will be made in collaboration with our campus partners, while following guidelines and recommendations of the institutions risk assessment team, Ontario Colleges, federal, provincial, and local health authorities.

There are a multitude of student housing layouts that exist in Canada, and as such, some institutions have felt it necessary to reduce the number of students in residence, while other colleges and universities have taken a different approach. As we navigate our way through the decision-making process with our clients, a variety of factors need to be considered.

Campus Living Centres believes that the foundation of the decision-making process should be that each occupied room functions like a household, with two key questions that need to be answered. Can the members of that household effectively control the sanitization of their personal space (bedroom, bathroom & kitchenette), and can the members of that household effectively isolate within the suite when necessary?
Suite Configuration Considerations

Every student residence building has its nuances, below outlines some examples of suite types.

**Figure A: Open Concept Suite Example**

At this stage, Campus Living Centres does not recommend using these suites for more than one occupant for the 2020 Fall Semester. Further evaluation is required if full occupancy can be achieved in the Winter Semester.

**Figure B: Private Two Bedroom Suite Example**

Pending risk assessment review, layout can likely be used for double occupancy due to existing barriers while sleeping, and the ratio of students to bathroom can be kept to 2:1.

**Figure C: Private Four Bedroom Suite Example**

Occupancy density should be reviewed based off of living space, bathroom and cooking facility ratios.

**Figure D: Townhouse/Apartment Example**

Similar to Four Bedroom Suites, occupancy density should be reviewed based off of living space, bathroom and cooking facility ratios.

*Any suite that has been altered from original design to support increased density (i.e., from double occupancy to quadruple occupancy) should hold no more than the original density of students.*
Other Considerations

In addition to the density of the suites themselves, consideration will also need to be given to other areas of the residence experience, such as:

- Ensuring safe access to cooking and laundry facilities
- Educating students on appropriate cleaning & sanitization measures
- Increased feelings of isolation students may experience in single occupancy situations
- Considering closing floors or wings of buildings due to low occupancy levels

Student Acceptance

As we get closer to our scheduled move-in dates, we will work with our institutional partners to ensure that we maintain a level of flexibility to the application process in order to mitigate COVID-19 related cancellations. We’re committed to frequent communication with our new and returning residents.

Our ‘Plan, Prepare, Respond’ approach to acceptance, involves maintaining status-quo, until a clear, single decision can be made as it relates to Fall Occupancy, while still preparing for lower occupancy levels and varying occupancy configurations. We will then respond to our students with the final process/strategy.

Campus Living Centres COVID-19 Acceptance Process

If current acceptance levels outweigh our ability to accommodate due to COVID-19 limitations, the Student Residence Agreement allows for the delay of the delivery of services until such a time that our students are able to move-in. Campus Living Centres will act at the direction of the institution in terms of how cancellation penalties and refunds are addressed.
Residence Life continues to be critical to student success, and in an environment where feelings of anxiety and isolation are magnified, we are adapting our Residence Life program. Each property is required to adapt our corporate policies to fit the needs of their students, staff and institutional partners.

Campus Living Centres commits to remaining nimble in the delivery of the residence experience. This will allow us to adapt to our community model as restrictions continue to be changed to support and encourage our students academic and social success.

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As we move through varying re-opening phases, and the ‘new normal’ Campus Living Centres is anticipating a lasting impact on the student experience – highlighted by the need for a new delivery of mental health supports. To prepare our student staff and their leaders for success within their roles, CLC has completed a review of our staff training program.

**Review & Respond**

After a thorough review, the following three opportunities were identified to further enhance our approach to staff training in response to COVID-19.

1. Further integration with the institution to increase student access when pursuing mental health support and resources
2. Intentional enhancements to both staff training content and delivery models
3. Revised training timelines to reflect current and projected needs

Based on our findings, the following action items have been completed:

- New mandatory suicide intervention training for all residence life staff
- Expanded summer training plans to include more student health and wellness content
- Revised professional development plan to include incremental training throughout fall term
- Integrated support plans with institution for streamlined student support plans
Enhancements

As a result of restructuring training delivery models, future needs will continue to be met with skill, efficiency, and in a timely manner.

Skill

CLC has leveraged its relationships with key content experts from The Mental Health Commission of Canada, LivingWorks, and the Centre for Innovation in Campus Mental Health, to provide fundamental education and information surrounding mental health support work.

Efficiency

CLC has streamlined training delivery models to reflect both physical distancing requirements and content access needs. A portion of training will take place using our internal Learning Management System, allowing ubiquitous access and flexibility for tailoring individual training plans.

Timing

CLC has revised training plans, implementing an incremental approach to when and what content is delivered to staff. The new approach takes into account necessary training needs while considering skill development opportunities throughout the academic year to ensure a more proactive training plan is delivered.

Training

The table below outlines some examples of new and revised programs that we’ve added to our training schedule. We’re evaluating training for all employees, including Resident Advisors (RA’s) and permanent, full-time staff. A full breakdown of training can be found as appendix 3.0.

<table>
<thead>
<tr>
<th>Professional &amp; Student Staff – Revised Training</th>
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<tbody>
<tr>
<td>Course Title</td>
</tr>
<tr>
<td>S.T.A.R.T.</td>
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<tr>
<td>More Feet on the Ground</td>
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<tr>
<td>Sexual Violence Prevention Module</td>
</tr>
<tr>
<td>The Inquiring Mind – Train the Trainer</td>
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<tr>
<td>SafeTALK</td>
</tr>
<tr>
<td>Bringing in the Bystander</td>
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</tbody>
</table>

As a reflection of our continuous improvement approach, CLC will continue to evaluate government & institutional responses. Our objective remains to enhance the student experience and as COVID-19 implications continue to unfold, we commit to continuing to anticipate and meet student needs.
Campus Living Centres has always taken great pride in our move-in events with these events historically taking months of planning and coordination with a variety of vendors. Our Fall 2020 Move-In will look vastly different in order to align with physical distancing requirements.

Our properties will be working with our institutional partners to adapt our student move-in to align with the on-campus experience, while considering the following procedural changes.

**Providing storage options**
Where practical, giving students access to their suite in the time leading up to move-in to allow the student to deliver their belongings to their new suite, prior to moving in.

**Limiting number of people on-site**
This includes staggering the number of people moving in per day, and limiting the number of support people that can accompany a student moving in.

**Restricting movement of people**
Referring to the ‘Movement of People’ section of this guide, ensure that appropriate directional signage, and physical distancing markers are installed to assist with the flow of pedestrian traffic in and out of the building.

**Facilitate reduced contact check-in**
Evaluate historically ‘face-to-face’ elements of move-in and prepare for contactless, or reduced contact delivery with appropriate barriers.

**Adhering to federal self-isolation guidelines**
While travel recommendations are anticipated to continue, providing the ability to isolate (i.e. individual suite, hotel) is a necessity for new arrivals in Canada. Refer to section on self-isolation for additional information on how to support students.

**Acknowledgement form**
Students will be required to sign a COVID-19 Protocol Acknowledgement form prior to moving into residence, which outlines their responsibilities as a member of the residence community.

Frequent, concise communication with our students is a cornerstone of the success of our move-in. Our properties will ensure that students who have been accepted and student who have applied and been waitlisted are kept updated via email and social media updates.
Room Preparation

Traditionally residence prepares student suites with pieces of swag, information about a variety of campus resources in addition to important educational information like fire safety. The Housekeeping Section of this guide outlines the appropriate cleaning & sanitization steps, and the properties are responsible for ensuring that the appropriate education pieces are also placed in the room to ensure students are educated on their role in protecting our residence communities. All items should be placed in the suites a minimum 72-hours prior to them being occupied. Refer to Educational Resources, Posters & Signage at the end of this guide for more information.

Orientation

New and returning resident orientation will need to adapt to a virtual environment, to set the precedent on physical-distancing requirements and ensure students are educated on their role within the residence community, and the supports available to them. Orientation should incorporate:

- Changes to residence processes due to COVID-19
- Digital delivery of key informational topics (i.e., bystander training)
- Strive to build a sense of community via digital means
To ensure that our Residence Life Program is adapted to this pandemic environment, we are evaluating a variety of factors, such as minimizing in-person contact for conduct, adapting our programming model and how we respond to students in crisis.

**On-Duty Expectations**

Any in-person interactions between staff and students requires staff to follow PPE and physical distancing measures. This includes, but is not limited to a Resident Advisor investigating community concerns like noise complaints, or a Residence Life Coordinator responding to a student in crisis.

**Conduct Management**

The conduct process requires that students receive fair and unbiased procedure, with an opportunity to contribute to the process. As such conduct and its processes will not change, however delivery methods will need to be adapted, so the majority of conduct conversations can take place virtually or over the phone.

Options for hosting conduct meetings include remote virtual rooms with AV setup for students to access; using a lounge or other large space where physical distancing measures can be met; or sharing virtual meeting links, such as Microsoft Teams. When hosting a conduct meeting residence staff must balance both the need for confidentially and health and safety concerns. At no point should a residence life staff member conduct a meeting if they do not feel safe or student confidentially cannot be guaranteed.

In some situations, an in-person meeting may be warranted. To determine this, staff should consider the following:

i. Has the student has exhibited a pattern of behaviour (2 or more separate conduct cases) that breaches the RCLS and/or;

ii. Has the student accumulated enough points to merit a review of their student residence agreement and/or;

iii. Will the student be placed on a behaviour contract and/or;

iv. There is a concern for the health and safety of the student.

In the event an in-person conduct conversation is deemed necessary, the staff member should consult with their supervisor immediately. In-person meetings should only be held if it is possible to do so in a safe manner for the employee.
Programming

We’ve expanded the Community Development model to include new content and delivery methods to ensure engagement strategies are aligned with physical distancing needs. The expansion will include:

i. A list of recommended online platforms for residence engagement
ii. Adapted programs to reflect both online programming needs as well as revised in-person programming
iii. Additional programs and implementation strategies
iv. A collaborative digital space for residence staff to access resources and connect with each other for the purposes of implementing the revised residence life program

The revised Residence Life program is designed to adapt throughout the semester as physical distancing restrictions are changed – beginning with a focus on virtual programming, before ideally moving towards small in-person events. The ability to offer in-person programs, and to what extent, will depend on specific instructions from both Regional Public Health Agencies and the Institution.

Students in Crisis

Although policies and procedures surrounding responding to students in crisis will not change. All attempts to support a student with mental health concerns, including wellness checks and suicide intervention procedures should be done on a case-by-case basis with staff adhering to PPE and physical distancing measures as outlined by Human Resources in the ‘Health & Safety Measures to Reduce Risk’ portion of this guide.

Wherever possible, wellness checks should be conducted virtually. In the event that an in-person response is required, responding staff members should either relocate to a large space, such as a lounge, with staff following all proper PPE and physical distancing measures.

In the event an immediate concern for the health and safety of a resident is determined, an in-person response is required, responding staff should adhere to PPE and physical distancing measures (outlined by HR) and follow existing procedures. If the student in question is self-isolating due to COVID-19 staff should ensure EMS are informed of resident’s status when call for assistance is made.
If a residence staff member is informed that there is a confirmed or suspected case of COVID-19 in Residence, it is important that proper steps are taken to support the needs of the impacted individual, their roommate(s) if applicable, and the greater residence & campus community.

While the immediate priority is on supporting everyone impacted, it is important that all confirmed and suspected cases are reported through appropriate channels, this may include:

- Property staff notifying their immediate supervisor, and completing a Persons of Concern report
- The Director, Residence Operations, General Manager, or designate notifying institutional contact
- Additional reporting measures as directed by institutional partner

Supporting the Individual

As self-isolation/quarantine is a requirement for confirmed cases, the student may wish to do this at a friend or family members home. However, if this is not possible, Residence may be the only option. In order to effectively support the needs of the individual, it is important that the following areas of need are addressed prior to, and during the quarantine period:

- Education for the student on how to self-isolate/quarantine
- Location of quarantine suites
- Financial resources
- Food supply
- Medication arrangements and delivery
- Academic supports
- Mental health supports and services
- Physical health supports and services

If a student decides to stay in residence for their period of self-isolation/quarantine, a Residence Manager or designate will conduct a Wellness call to ensure the aforementioned areas of need have been effectively reviewed. Upon completion of this call, the Residence Manager will email copies of any support materials that are relevant for the students’ wellbeing.

For the following 13 days, a staff member with the appropriate mental health and first aid training, typically a Residence Manager, will follow up with the impacted student on an ongoing basis to ensure all areas of need are still being met.
Supporting the Roommate(s)

If the student is living with a roommate, or roommates, the close contact is reason enough to presume they may have been exposed to COVID-19. Following Public Health’s directives will always take precedence but where this is not possible, the following actions should be taken.

In the case where an infected student has one roommate, we would first ask that the student to take a provincial test to determine if they contracted COVID-19. If the infected student is able to quarantine outside of residence, the roommate does not need to be moved and will be able to start their self-isolation the day after the infected student vacates residence. Once they have vacated, the roommate should now be treated as an infected student and the necessary steps taken to support this student’s areas of needs should be followed. This will result in two infected students and two wellness plans to manage.

In the case where an infected student has more than one roommate, we would still ask that all roommates get tested for COVID-19, and regardless if the infected student is able to quarantine outside of residence or not, all roommates will need to be moved to start a period of isolation. This will result in wellness plans for all students living in this suite which will all need to be managed accordingly.
Responding to a concern for Health & Safety

In the event there is a concern for the health and safety of a resident that is in self-isolation that is not mental health related, the following steps should be taken:

<table>
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<tr>
<td>Initiate the duty chain to inform the manager on call of situation.</td>
<td>Attempt another call or text message to the resident of concern. If contact is made with resident in question determine whether additional support or resources are required. If an immediate response is not received proceed to step 3.</td>
<td>A staff member (RLM, RLC, or CA) should refer to PPE and physical distancing guidelines outlined by HR and proceed to the resident’s unit. If the designated staff member does not feel safe to proceed to the unit another staff member can be asked and may take the place of the reslife designate so long as the designate feels safe to do so and follows PPE and physical distancing guidelines as outlined by HR.</td>
<td>Once a staff member or designate has arrived at the unit of the resident in question the staff member should knock three times on the front door and step back into the hallway to adhere to physical distancing requirements. The responding staff member or designate should repeat the knock for three and step back 3 times. After 3 attempts and no response the staff member or designate should stop and call emergency services.</td>
<td>Once emergency services are on site, the reslife staff member or designate should meet EMS and lead them to the unit of the resident in question and provide access to the unit when requested.</td>
</tr>
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Further steps will depend on the outcome of the check however it is important to recognize false alarms may happen. In the event the student is found with no immediate concern for health and safety then conduct proceedings should be initiated as the resident failed to adhere to sections 6 and 14 of the Residence Community Living Standards.

In the event medical intervention is required, existing emergency procedures surrounding the removal of a student should be followed.
Our delivery of housekeeping services, is a vital component to our overall COVID-19 response, this portion of the guide will outline service standards. Each property is required to adapt our corporate policies to fit the needs of their students, staff and institutional partners.

Housekeeping Staff are at a higher risk of a workplace injury than many of our employees – please review the Human Resources portion of this guide carefully, and contact Human Resources if you have any questions.

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- Workstation Cleaning & Sanitization........................................................................................................................................ 40
Campus Living Centres initial COVID-19 response included our properties engaging in a modified level of cleaning and sanitization. This portion of the guide breaks down some varying cleaning considerations that are applicable to all service types, such as:

### Equipment
- Use vacuums with exhaust filters, preferably HEPA filters for carpeted areas
- If using steam cleaners, ensure temperature reaches 71°C, unless the floor coverings are not heat tolerant
- Shared equipment (i.e. vacuums, mops, housekeeping carts) pose a risk, and should be sanitized before and after each use
  - The loaning of equipment to students (i.e., vacuums, mops, etc.) is currently suspended
- Always use clean cloths and paper towel to clean and disinfect surfaces
  - Put cleaning & disinfectant solutions into clean buckets for use
  - To avoid contaminating your cleaning solution, do NOT re-dip dirty cloths back into the cleaning solution, use clean cloths each time.
  - Immediately discard paper towels and disposable wipes after each use

### Chemicals
- Approved chemicals should be used – for example, Ecolab’s Peroxide Multi-Surface cleaner, and all applicable WHMIS/Health & Safety requirements followed
- See ‘Cleaning & Sanitizing Product Guide’ (appendix 4.0) for additional information on chemicals

### Procedural
- Special attention should be made to frequently touched items such as door handles, remote controls, toilets, sinks, faucets, light switches, etc.
- Wherever possible, garbage removal should be handled by a designated person, or small designated team, and all waste should be taken directly to the dumpster and/or garbage room

### Cleaning Areas of Confirmed Cases
- Refer to Physical Resources: COVID-19 Emergency Planning for information on how to disinfect a suite before returning it to service
- Any time a suite is accessed where there’s a confirmed or suspected case of COVID-19 all PPE and self-protection measures like handwashing need to be taken
Sanitizing – Disinfectant Cleaners

Before using any cleaning chemical, ensure that you have received training on its use, and reviewed the Product Specification Documents and Safety Data Sheets in addition to ensuring all appropriate PPE is used. The process for using disinfectant cleaners is:

1. **Secure Area**
   Before disinfecting, secure the area with caution signage and pre-clean heavily soiled areas.

2. **Apply Product**
   Apply disinfectant cleaner using a trigger sprayer to hard, non-porous surfaces, making sure to wet surfaces thoroughly. Ensure surface remains wet for five minutes.

3. **Remove Product**
   After five minutes, wipe surfaces with a clean cloth.

Disinfecting – Electrostatic Sprayers

All Campus Living Centres properties are implementing the use of electrostatic sprayers for an enhanced level of cleaning and sanitization for our students, staff and guests. Either a handheld or backpack unit may be used, in conjunction with an approved disinfectant.

Electrostatic disinfection involves spraying an electrostatically charged mist onto surfaces and objects. The particles contained in the mist is positively charged, meaning they adhere to and cover any targeted surface. This method greatly simplifies the process of disinfecting any irregularly shaped object or hard-to-reach area, as housekeeping staff only need to direct and spray.

The process does not require the user or guests/occupant to vacate the area during operations, and using approved chemicals lessens or negates the need for PPE for the user.

Only approved disinfectant should be used, and all applicable WHMIS/Health & Safety requirements followed. These sprayers are not intended to be used with general disinfectant cleaners, and only may be used with approved chemicals for the machine type.
Per our varying residence service standards, recurring cleaning of suites may have traditionally been a part of the overall service offering. I.e., cleaning counters, showers and toilets in student occupied suites on a bi-weekly basis. This service is currently suspended, and Campus Living Centres will monitor provincial recovery plans and work with our institutional partners to determine an appropriate time to reinstate this service.

While our buildings have any level of student or guest occupancy, common space and high traffic areas should have a high frequency level of cleaning, focusing on touch-points such as door handles and elevator buttons.

Our properties will implement a cleaning and sanitization schedule that achieves minimum frequencies. Refer to appendix 4.1 for an example Cleaning and Sanitization Schedule.
Ensuring clean, sanitized suites for our students, and implementing safe work practices for our employees is a key component to the success of our student move-in, and move-out events. When preparing for changes in student occupancy, Campus Living Centres properties are evaluating:

**Move-In Standards**

- Ensure chemical sanitization of all hard surfaces prior to student occupancy
- For soft surfaces, i.e., chairs, mattresses, utilize steam cleaning
- Room stuffing should be kept to an absolute minimum – fire safety material, COVID-19 educational material, and only brand-new items placed in the suite (e.g., fridge magnets should not be reused from previous semesters)
- Consider third-party final sanitization once room is prepped and ready for move-in

**Move-Out Standards**

- Wait 72-hours after a student has moved-out prior to entering the suite
- Develop suite access protocol for dual-occupancy suites, in the event that only one student moves-out
  - If all students are scheduled to vacate the suite in a short timeframe, wait for all students to vacate before entering the suite for cleaning
  - If this is not practical, coordinate access to the suite with the remaining occupant, ensuring that all relevant PPE is used
- Regular move-out inspections should still occur, and damage charges processed, although including students in-suite in the process should be discontinued. All damages/chargeable items should be photographed and properly documented
- Discard all items left behind in the suite, if the lost and found process is suspended
We commit to resuming Residence & Conference Centre operations only when approved to do so by our institutional partners, Campus Living Centres Senior management, and in a way that provides the right operational barriers between our students, guests and staff. Our procedures are adapting to the ‘new normal’, and have taken into account the recommendations of leading industry associations such as the World Travel and Tourism Council.

Prepping a suite for check-in

- All PPE should be used when entering a suite, regardless of when the last check-out occurred
- All points of the existing cleaning standard are to be followed in each suite, with special attention paid to high-touch areas
- Only single-use, disposable amenities should be placed in suites, at a minimal quantity (i.e., soaps, shampoo/conditioner only), normal offering can be delivered to the suite door, at the guests request
- Wherever possible, mop water should be replaced, all tools disinfected, and all rags disposed of, between rooms

In-house service standards

- In-suite cleaning is not available, and only check-in/check-out services are provided
- If a guest requests a change of linens during their stay, these items are to be delivered to the suite door, in a sealed bag
- All non-essential services (e.g., coffee station, cardio rooms) are currently suspended

Check-out service

- To allow adequate air exchange within suites, staff should wait a minimum of three (3) hours after a guest has left the room before entering for housekeeping
- PPE should be used when entering a suite, regardless of when the last check-out occurred
- All amenities, even if unused (i.e., soap, shampoo, etc.), should be disposed of
- Discard all items left behind in the suite, the lost and found process is currently suspended
- All trash should be double-bagged prior to removal
- All points of the cleaning standard are to be followed in each suite, with special attention paid to high-touch areas
- Ensure care is taken when removing dirty laundry, and disposable gloves used. Gloves should be disposed of after each suite
- All linens should be bagged, removed, laundered, and replaced after each check-out
Ensuring that your workstation is cleaned prior, during and at the end of your shift is an important step in minimizing the spread of COVID-19.

As outlined in Human Resources: Health & Safety Measures to Reduce Risk section of this guide, configuring your workstation in such a way that facilitates physical distancing is important, and this includes;

- Avoiding shared workstations, including shared equipment (phones, keyboards, etc).
- All Physical Distancing measures should be adhered to, including ensuring a minimum of 2 metres (6 ft) between workstations
- Creating procedural barriers to ensure that staff members don’t need to enter one another’s work areas (i.e., multiple cash drawers, point of sale machines, etc.)
- As building occupancy increases, and the number of staff needed in the workplace increases, procedures need to be put into place that continue to minimize staff interaction with each other, and the general public

To ensure a clean workplace, the following steps should be considered;

- Daily office and workplace cleaning and sanitization should be incorporated into the overall cleaning program
- Staff are encouraged to clean and disinfect their work area prior to the beginning and finishing work in that area or for the day. Of particular concern are high touch point items like keyboards, computer mice, etc.
- Residence will promote efforts to receive all student payments via online banking (e.g., bill payments), and currently cash and cheque payments are being minimized. If staff are required to handle money, single-use gloves should be worn with gloves changed at the end of each transaction and before handling any other equipment. Regular hand-washing or use of alcohol-based hand sanitizer should also be encouraged
This section outlines the varying Physical Resources measures to evaluate and implement as part of your properties COVID-19 response. Each property is required to adapt our corporate policies to fit the needs of their students, staff and institutional partners.

The physical footprints of our facilities vary significantly, it is the responsibility of the General Manager to ensure that the appropriate measures are taken to supplement this response at their property.

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To assist with physical distancing, and cutting down on the touch-points that exist within our residences, Campus Living Centres has compiled a variety resources for our properties. In addition to the variety of equipment to be considered, overall building operations and automation is also a large consideration of our COVID-19 response.

**Equipment**

Physical Barriers can take a variety of forms, and are an integral step for the safety of our staff, students and guests. Anticipating supply chain issues, the Campus Living Centres Physical Resources team has secured multiple vendors for all key items ([appendix 1.1](#)). The equipment that is necessary to install/implement at our properties includes:

- **Stanchions and Retractable Barriers**
  To be installed in areas where waiting or lines may form. The Residence may also use these items to facilitate single direction foot traffic

- **Plexi-glass barriers**
  Acts as a sneeze guard to create a physical barrier between staff, students and guests, and at minimum must be installed at the front desk. The residence may choose to install a permanent, or temporary solution in areas where there’s a high likelihood of person-to-person contact

- **Touchless Devices**
  In order to limit the number of touch-points that exist within residence, many items can be considered for retro-fit, this includes items such as toilets, faucets, and door openers

- **Personal Protective Equipment**
  As a last resort, PPE should be used at all times when physical distancing can not be maintained. This is dependant on the situation, but may include masks, gloves, and/or gowns

- **Personal Hygiene**
  All properties are to provide the supplies for all building occupants, staff and visitors to maintain a high level of personal hygiene. This includes, soap and hand sanitizer to be dispensed via touchless dispensers
Building Systems

Modification of Equipment & Systems

Operation of some equipment and building systems will need to be reviewed, and potentially modified, if possible:

- Increasing air intake on building HVAC systems if possible, to increase air circulation throughout building
- Review shut-down protocol of HVAC equipment in the event that systems need to be disengaged (e.g., if an airborne strain of the virus becomes present in the building, air circulation may need to be stopped)
- Review and consider upgrading air filtration on systems that recirculate indoor air. Not all equipment will function with increased filtration, please contact Physical Resources if this is an avenue you are exploring
- If the building has been relatively unoccupied for an extended period, the following steps should be followed:
  - With low occupancy, the domestic water system could become stagnated. Prior to a large intake of residents, this system may be required to be flushed. If your building has operated at a suite occupancy of less than 50% for a period of at least 7 consecutive days, contact Physical Resources for more information
  - Plumbing traps on sinks, toilets and showers, may be dry and therefore allowing sewer gas to leak into the rooms. All unoccupied rooms should be checked and water run to avoid this issue
  - Most unoccupied suites will have had their thermostats set back to save energy. Some thought should be given to bringing the building back in stages in preparation for intake to ensure the system can manage the load

Information Technology

As seen in our student surveys, the reliability, and performance of our Wi-Fi/Internet connection in our buildings is of the highest priority to our residents. It’s important that properties work closely with institutional partners and vendors to deliver vital Internet services to ensure student success.

Some networks experienced increased bandwidth demands of approximately 10% during the early phases of COVID-19. When building occupancy increases, we anticipate additional network & bandwidth demands, and properties should explore:

Time shifting of usage

Properties should ensure that changes in peak times do not impact overall connectivity:

- Peak hours in residence have historically been between 6pm and 4am
- With online delivery of classes, peak hours may move to include between 9am and 5pm

Internet Support Mechanisms

Properties should ensure that Internet Support procedures and materials are readily available so that if a student requires assistance, they are familiar with how to obtain.
As the provinces in which we operate begin to move through their recovery phases, our requirements on how we restrict and funnel the movement of people throughout our buildings is a large consideration, and may need to be adapted based off of changing government restrictions. It is highly recommended that students wear their own masks whilst travelling throughout all shared areas of the residence.

**Elevators**

In an effort to limit exposure, some properties with the Campus Living Centres portfolio have removed a portion of their elevator cars from service. These out of service cars require steps to ensure the continued operational health of the car while shut down. Impacted properties are recommended to follow-up with their provider so they can come to a collaborative agreement on how to best service your elevators throughout the duration of the pandemic.

**Elevator Considerations**

- Campus Living Centres is reducing the number of riders per car to either 1, 2, or 3 riders, depending on the recommendation from their local health unit, and the overall size of the car – appropriate signage should be posted
- Properties should utilize floor decals, to assist passengers with standing location
- As building density increases, properties should implement appropriate crowd control in lobbies and elevator landings (e.g., stanchions) if periods of waiting occur
- If the property chooses to provide an additional tool in the elevator or hall to press buttons, consider a dry paper dispenser vs poking tools or large plastic covers
- A frequent question regarding COVID-19 and the safe use of facilities is the circulation of air – the configuration of our elevators combined with the air exchange while the car is in motion, and the opening and closing of the door at landings provides adequate ventilation

**Hallways & Stairwells**

To assist with smooth travel in and out of the building for our students, it’s important to evaluate how traffic flows throughout the hallways, and where applicable, post appropriate signage.

**Hallway & Stairwell Considerations**

- Consider creating one-way traffic patterns where applicable to encourage less interaction when passing, for example designating stairwells for ‘up’ traffic only, and stairwells for ‘down’ traffic only
- Consider restricting access to any hallways that are not necessary for use of the public, or any hallways that access un-used parts of the building
  - Be mindful of life safety/fire plans when restricting access or limiting traffic flow. Be sure to communicate that all means of egress are still accessible in the event of emergency
Lobby

Our lobby is traditionally the hub of residence operations and a gathering point for our students. Currently, lobby traffic should be limited to essential traffic only and not considered a “common space” for meeting, socializing, etc.

Lobby Considerations

- Limit the amount of furniture (seating, etc.) in the lobby to support physical distancing
- The number of people allowed in the lobby area (including staff) at any one time should be capped based on lobby size and configuration
- Temporary or permanent barriers that direct traffic flow should be installed. Consider floor signage that encourages social distancing and helps enforce it
- Plexi-glass or hard plastic barriers should be installed to separate guests from staff while interacting. These can be temporary or permanent based on desk design, but must still follow AODA requirements and allow for the pass through of debit machines
- If possible, try to keep in-flow traffic separate from out-flow. Consider using alternative exit points to help limit the number of people needing to access the lobby
- Separate ‘lanes’ for deliveries (food, parcels, etc.) to help limit the number of people accessing lobby area

Common Areas

While it is our goal to provide all of our residents with a robust living, social and learning environment, we acknowledge that some restrictions need to be placed on our building’s areas.

Common Area Considerations

- Kitchens: consider restricting available cooking stoves/ovens, or capping number of students allowed in the space to facilitate physical distancing. If putting ovens out of order, install signage explaining the reason that the oven is not in service
- Laundries: Consider restricting available number of machines, or capping number of students allowed in the space to facilitate physical distancing. If putting machines out of order, install signage explaining the reason that the machine is not in service
- All other areas should be assessed for the ability to create physical distancing, and evaluated if, when and how it can be opened
Completing maintenance requests on behalf of our students is a large part of the residence experience. To facilitate physical distancing and protect our students and staff, our ability to enter suites has been reduced to a ‘only when essential’ basis.

**Work Orders - Processes**
As was the case pre-COVID-19, all student work order requests should be recorded via the housing portal.

Suite access should be limited to major work orders, however at any point where suite access is required, employees should use PPE and wear a face mask. Outside of the exception of an emergency work order (e.g., major leak), students are to always be given advanced notice, and the option to vacate the space prior to staff entry.

Outside of an emergency, items/belongings/furniture should not be touched or moved in the process of performing maintenance. If items need to be moved, students directly affected should be given the opportunity to move them.

**Major Work Orders**
Any emergency maintenance relating to major work orders will require suite entrance. Although we may not be able to provide prior notice, wherever possible provide guidance to students when maintenance will occur.

Major work orders include:
- Work to Life Safety Equipment
- Electrical issues (i.e., power to suite)
- Heating/Cooling issues
- Leaks/disruption to water service
- Major furniture (i.e., broken bed)
- Major Pest Control (i.e., bed bugs)

Regular life safety inspections continue to be a priority, and must continue to occur on a monthly basis.

**Minor Work Orders**
Minor in-suite maintenance should be limited, or postponed until a scheduled break, or after move-out. Minor work orders include:

- Thermostat concerns
- Minor pests (e.g., fruit flies)
- Minor plumbing (e.g., slow drains)
- Minor furniture (i.e., wobbly chair)
- Cosmetic (i.e., paint chips)

In some instances, it may be possible for a student to rectify the concern by providing them with the item (i.e., like providing a lightbulb for replacement), be cautious about putting any onus on the student to maintain the suite.
Outside contractors are an integral part of the residence operations. By the nature of our operation, contractors will need to be allowed onsite and at times in a suite to perform the required work. Provisions must be taken to limit the risk and exposure to staff and students.

**Contractor Requirements**

- **Contractor Logbook**
  - The same pre-COVID processes should be applied, and no contractor should be granted access to the site without first checking-in. Contractor logbooks should include name, company, sign in and out times, and what areas of the building are accessed.

- **PPE Requirements**
  - All contractors onsite are required to wear a facemask or face covering, ideally of their own provide.
  - Face masks/coverings must be worn:
    - At all times in common spaces (i.e., lobbies, stairwells, corridors, lounges, etc.)
    - At all times when in a student occupied space (i.e., suite or apartment)
    - In all situations where physical distancing protocols are recommended

- **Protocol Documentation**
  - When scheduling work with any contractor, our properties will ensure the contractor is aware of COVID-19 access requirements, like facemasks.
  - When requested, properties should provide contractors with the Residence and/or Institution COVID-19/Pandemic Protocols.

**Suite Access for Contractors**

Although it is preferable to limit in-suite work, properties should prepare for the scenario that contractors will be required to enter a student suite for major work orders at some point in the semester. When coordinating access to a student occupied suite:

- Preference would be that work is completed when the resident is not in the suite.
- Contractors should be escorted by residence staff to ensure security and adherence to established policies - residence staff should wear relevant PPE and aim to maintain physical distancing.
- When work requires access to multiple suites by a single contractor (e.g., fire alarm testing), the contractor and residence staff shall take efforts to ensure that cross-contamination does not occur, this includes:
  - Disinfecting entry door handles after leaving the suite
  - Not setting down tools within the suite
  - Not touching personal items within the suites

**Project Work**

If project work (i.e., work requiring multiple days on site), is being performed, contact the Physical Resources Department for further information.
While day-to-day operations in this environment are our primary focus, it is equally important to address emergency planning measures, and how new pandemic protocols can affect them.

**Life Safety Equipment Testing**

All code mandated testing must continue, including but not limited to in-suite smoke alarms & fire extinguishers. As part of ensuring life safety devices are tested, properties should:

- Ensure all employees & contractors follow applicable suite access protocols. Refer to Physical Resources: Contractors & Trades for more information
- Consider scheduling in-suite services on the same day every month
- It is suggested to provide increased notice to students to ensure they have ample time to vacate the suite if they so desire
- When conducting life safety systems testing, only check and test the required equipment when entering. No additional work or maintenance requests should be completed at that time

**Fire Drills & Emergency Planning**

Fire drills are still required by law to be conducted annually. It is recommended to continue fire drills each semester, particularly if you have a change or increased intake in students (i.e., new or changing semesters).

Properties should consider additional communication to students and/or parents regarding life safety equipment and fire drills to demonstrate the role these tasks play in safety in residence. Our general evacuation protocols and property specific emergency response plan need to be evaluated, and the following should be taken in consideration:

- Review your muster/assembly points and how you may ensure separation of students once they have evacuated the building
- Review your re-entry plan, and how you can support physical distancing during student return to the building
- Increase communication methods, such as utilizing a loud speaker to assist with staff keeping physical distancing
- Evaluate the impact physical distancing and PPE requirements have on training and response protocols, and include PPE for responders, e.g., facemasks and keep stored with emergency response equipment
- Plan for extended loss of power and/or loss of heat during the winter months
Suite Disinfection – Post Confirmed Case of COVID-19

If there is a confirmed case of COVID-19 in residence, the property should refer to Residence Life: Supporting Students in Self-Isolation.

In the event that a student has quarantined in residence, the following steps should be implemented to disinfect the suite once the student has been cared for:

- Close, and secure any common spaces that the student has recently used (i.e., Kitchens, Laundry) until safe to reopen
- Notify the Campus Living Centres Physical Resources Department – professional disinfection of spaces should be considered, as specific skills, training and equipment may be required. When cleaning a suite:
  1. Wait 72-hours prior to anyone entering the suite
  2. Staff or contractors, would then disinfect the space
  3. After disinfection, housekeeping staff or contractors would clean the suite, following current cleaning standards
  4. After cleaning, housekeeping staff or contractors would sanitize the space prior to new occupants moving in
This guide has provided a variety of guidelines, and the framework for how our individual properties will need to respond to COVID-19. To ensure an appropriate action plan has been implemented, Campus Living Centres will be running a Quality Assessment of the varying COVID-19 responses.

This Quality Assessment will be developed throughout the summer and launched in August, with assessments occurring throughout the academic term.
Educational Resources, Posters & Signage

Campus Living Centres has created a COVID-19 set of branding guidelines. In lieu of our Institutional partners having a preferred campus message, our properties will implement our brand standards. This signage covers three key areas; Movement of People, Education & Front Desk.

All, high-resolution approved signs for Residence use can be found on SharePoint, and are designed to stand-out from other Residence or Campus signage. The property is responsible for ensuring that the appropriate messaging is displayed throughout the building.

The hashtag #ProtectOurResidenceCommunity has been created for use on these posters. This hashtag is not anticipated to see much, if any, student use on social media platforms. It’s included as a marketing tool to capture the eye of our student populations.

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### BRAND GUIDELINE
CLC COVID-19

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</tr>
<tr>
<td>@#$%^&amp;*()_+ 1234567890</td>
<td>@#$%^&amp;*()_+ 1234567890</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>COLOUR PALETTE</th>
</tr>
</thead>
<tbody>
<tr>
<td>PRIMARY</td>
</tr>
<tr>
<td>CMYK 0 0 0 100</td>
</tr>
<tr>
<td>CMYK 0 0 0 100</td>
</tr>
<tr>
<td>CMYK 0 0 0 100</td>
</tr>
<tr>
<td>CMYK 0 0 0 100</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>ICON STYLE</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Icon Style" /></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>HASHTAG</th>
</tr>
</thead>
<tbody>
<tr>
<td>#ProtectOurResidenceCommunity</td>
</tr>
</tbody>
</table>

---

Front Desk – ‘We’re all in this Together’ banner posted at entrance

WE’RE ALL IN THIS TOGETHER

STOP

• If you are feeling unwell, or have recently travelled, you may not enter the building.

• Residents who are symptomatic should self-isolate and notify residence staff via email or phone call.

If you require medical assistance, contact public health.

Maintain 2 metres or 6 feet between yourself, and others.

Residents are highly recommended to wear a mask when in all common areas of the building.

You should maintain personal hygiene by:
• Frequent hand-washing
• Coughing into your elbow
• Avoid touching your face

If you require any assistance, or want to communicate with residence, we’re here for you!

#ProtectOurResidenceCommunity
Front Desk – ‘Passive Screening’ posted at building entrance

Please advise Kristen Harripersad if you require other provincial health information.

STOP

If you are feeling unwell with any of the following symptoms:

- Fever new cough or difficulty breathing (or a combination of these symptoms)?
- Muscle aches, fatigue, headache, sore throat, runny nose or diarrhea?

And have experienced any of the following:

- Have you travelled outside of Canada in the last 14 days?
- Does someone you are in close contact with have COVID-19 (for example, someone in your household or workplace)?
- Are you in close contact with a person who is sick with respiratory symptoms (for example, fever, cough or difficulty breathing) who recently travelled outside of Canada?

If you answered yes to these questions, please do not enter the building. You should seek a clinical assessment for COVID-19 over the phone by calling Telehealth Ontario at 1.866.797.0000

#ProtectOurResidenceCommunity
Front Desk – ‘Sanitize Hands’ posted at building entrance

STOP
ON ENTRANCE TO THE BUILDING, YOU MUST SANITIZE YOUR HANDS

Apply the product on your palms

Rub hands together

Apply on all surfaces until dry

#ProtectOurResidenceCommunity
Education – ‘How to Handrub’ posted by hand sanitizing stations

**HOW TO HANDRUB**

- Apply 1 to 2 pumps of product to palms of dry hands.
- Rub hands together, palm to palm.
- Rub in between and around fingers.

**Rub hands for 20 seconds**

- Rub back of each hand with palm of other hand.
- Rub fingertips of each hand in opposite palm.
- Rub each thumb clasped in opposite hand.

- Rub hands until product is dry. Do not use paper towels.
- Once dry your hands are safe.

#ProtectOurResidenceCommunity
Education – ‘How to Handwash’ – posted in public washroom

HOW TO HANDWASH

1. Wet hands with warm water
2. Apply soap
3. Lather soap and rub hands palm to palm
4. Lather hands for 20 seconds
5. Rub in between and around fingers
6. Rub back of each hand with palm of other hand
7. Rub fingertips of each hand in opposite palm
8. Rinse thoroughly under running water
9. Dry hands with air blower or paper towel
10. If applicable: Turn off water using paper towel

#ProtectOurResidenceCommunity
**Education – ‘About COVID-19’ posted throughout building**

**ABOUT CORONAVIRUS DISEASE (COVID-19)**

**WHAT IS IT?**
COVID-19 is an illness caused by a coronavirus. Human coronaviruses are common and are typically associated with mild illnesses, similar to the common cold.

**HOW IS IT SPREAD?**
Coronaviruses are spread from an infected person through:
- respiratory droplets when you cough or sneeze
- close personal contact, such as touching or shaking hands
- touching something with the virus on it, then touching your eyes, nose or mouth before washing your hands

These viruses are not known to spread through ventilation systems or through water.

**IF YOU HAVE SYMPTOMS**
If you have symptoms of COVID-19, for example, fever, cough, or difficulty breathing:
- stay home to avoid spreading it to others
- if you live with others, stay in a separate room or keep a 2-metre distance
- call ahead before you visit a health care professional or call your local public health authority
- if you need immediate medical attention, call 911 and tell them your symptoms

**SYMPTOMS**
Symptoms may be very mild or more serious. They may take up to 14 days to appear after exposure to the virus.

**PREVENTION**
The best way to prevent the spread of infections is to:
- wash your hands often with soap and water for at least 20 seconds
- avoid touching your eyes, nose or mouth, especially with unwashed hands
- avoid contact with people who are sick
- when coughing or sneezing:
  - cover your mouth and nose with your arm or tissues to reduce the spread of germs
  - immediately dispose of any tissues you have used into the garbage as soon as possible and wash your hands afterwards
- clean and disinfect frequently touched objects and surfaces, such as electronic devices and doorknobs
- stay in your suite if you are sick to avoid spreading illness to others, and notify residence staff

#ProtectOurResidenceCommunity
Education – ‘We’re all in this together’ info card for students

COVID-19: What can we do?
We’re all affected by this global pandemic, but more importantly, we all play a role in reducing the spread of COVID-19.

We can stay in
Stay in your suite, and only leave your room or residence for essential reasons like:
- Filling prescriptions or accessing healthcare
- Running essential errands, like grocery shopping
- Getting exercise or fresh air

We can protect ourselves
Your own personal hygiene is important, and you should practice:
- Frequent hand-washing
- Coughing into your elbow
- Avoiding touching your face
- Wearing a mask in public

We can maintain physical distancing
It’s important that you respect physical distancing guidelines and:
- Keep 2 meters/6 feet between yourself, and others, at all times

We can stay connected
Maintaining physical distancing, and staying in, doesn’t mean you can’t stay connected. You can keep in touch by:
- Video chatting with friends
- Reaching out to Residence supports

The Residence is also doing it’s part by
- Closing non-essential common spaces
- Providing digital programming
- Modified cleaning processes

Residence services will be evaluated as the situation evolves and any closures or reopening of services will be communicated via email to all residents.

If you need help, here are some additional resources you can access

Public Health Information
(Property Public Health Information Goes Here)

Mental Health Supports
(Property Mental Health Supports Goes Here)

Residence Supports
- Email the Front Desk: (Property Info Goes Here)
- Connect with us on Instagram: (Property Info Goes Here)

For Your Information
While residence is your home away from home, please consider how your actions influence others living and working in your community.

As a reminder:
- Guest privileges and resident gatherings may be restricted in accordance with Public Health recommendations
- Smoking or vaping in residence is not permitted
- Social distancing measures are critical to maintaining a safe and healthy residence environment

In the event alleged behaviours appear to breach these or any other aspects of the Residence Community Living Standards (RCLS), you will be contacted and conduct proceedings may follow. If you have any questions or concerns, please use the resources outlines above. Together, we can continue to keep each other and the residence safe.

#ProtectOurResidenceCommunity

#ProtectOurResidenceCommunity
Movement of People – ‘Machine Unavailable’ posted kitchens and laundries

Movement of People – ‘Physical Distancing Marker’ used in areas where lines form

PLEASE STAND
6 FEET OR 2 METRES APART
Movement of People – ‘Directional Arrows’ used to direct pedestrian traffic

THIS WAY
#ProtectOurResidenceCommunity

THIS WAY
#ProtectOurResidenceCommunity

THIS WAY
#ProtectOurResidenceCommunity
Movement of People – ‘One Way’ used to direct pedestrian traffic.
**Movement of People – ‘Elevator Traffic’ posted in elevator landings**

Based on elevator car size, the number of passengers may vary.

- **COVID-19 Novel Coronavirus**
  - Help prevent the spread of germs and protect yourself from COVID-19 and other respiratory viruses.

---

**Physical Distancing on Elevators**

- **When waiting, stay 2 metres apart**
- **No more than three people**

- There should not be more than three people per elevator
- Maintain a distance of 2 metres from others at all times
- Consider taking the stairs

---

**Physical Distancing on Elevators**

- **When waiting, stay 2 metres apart**
- **No more than two people**

- There should not be more than two people per elevator
- Maintain a distance of 2 metres from others at all times
- Consider taking the stairs

---

**Physical Distancing on Elevators**

- **When waiting, stay 2 metres apart**
- **No more than one person**

- There should not be more than one person per elevator
- Maintain a distance of 2 metres from others at all times
- Consider taking the stairs

---

#ProtectOurResidenceCommunity

**COVID-19 Novel Coronavirus**

Help prevent the spread of germs and protect yourself from COVID-19 and other respiratory viruses.
This section of the guide includes varying documents as referenced earlier.

COVID-19 is a rapidly evolving event, please refer to SharePoint for the most up-to-date version of documents.

Appendix Table of Contents
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4.0 Cleaning & Sanitization Guide.......................................................... 80
4.1 Common Area Cleaning & Sanitization Schedule.............................. 81
Appendix 1.0: COVID-19 Risk Assessment

Please refer to SharePoint for a printable version of this form.

Inspection completed by: ___________________________  Property Inspected: ___________________________
Date of inspection: ___________________________  Date of completion: ___________________________

Every Campus Living Centres Property must complete a COVID-19 Risk Assessment. Each position must be reviewed and thus this template requires customization dependant on property and practices. Use the Hierarchy of Control for reference to populate each section accordingly. We will be using the RACE process for dealing with hazards. RACE stands for Recognize, Assess, Control and Evaluate. These steps, when done in order, help the workplace identify and control hazards. Supervisors are encouraged to communicate with workers, the employer, and the joint health and safety committee/health and safety representative throughout this type of process.

Instructions
1. Complete the risk assessment by reviewing the property’s physical space and protocols.
2. Once the workplace is assessed, complete the Corrective Actions portion of the assessment.
3. The person completing the inspection is to sign off as the inspector and send to the health and safety committee for review.
4. The committee chair is to sign off as the committee representative and send to management for review.
5. A management representative is to sign off for management and must review the assessment to provide approval or a reason for denial and corrective actions to be implemented.

<table>
<thead>
<tr>
<th>Hierarchy of Control for COVID-19 Hazards</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>ELIMINATE: the hazard of risk</strong></td>
</tr>
<tr>
<td>- Postpone non-essential projects for the time being</td>
</tr>
<tr>
<td>- Eliminate all non-essential tasks, the goal is to eliminate coming in contact with the virus when that’s feasible</td>
</tr>
<tr>
<td>- Work from Home to avoid risks</td>
</tr>
<tr>
<td>- Conduct virtual meetings as oppose to in-person meetings when possible</td>
</tr>
<tr>
<td><strong>SUBSTITUTE/MITIGATE: the hazard of the risk</strong></td>
</tr>
<tr>
<td>- Substitution would require substituting the hazard itself with a less hazardous exposure. This is not possible or relevant in the context of this type of hazard</td>
</tr>
<tr>
<td>- Sanitizer stations</td>
</tr>
<tr>
<td>- Physical barriers/screens wherever physical distancing isn’t possible</td>
</tr>
<tr>
<td><strong>ENGINEERING CONTROLS: re-design/separate</strong></td>
</tr>
<tr>
<td>- The goal is to ensure we are changing the processes that might generate more of the virus. We know the virus can travel through contact and droplets. As a result, we should use wet method cleaning to avoid spreading it further.</td>
</tr>
<tr>
<td>- Change layouts of workstations, front entrance that promotes physical distancing</td>
</tr>
</tbody>
</table>
| ADMINISTRATIVE CONTROLS: policy and procedures | Use promotional posters to promote best practices to employees and anyone entering properties  
Increase fresh air intake when possible  
Educate the workforce and ensure everyone completes COVID-19 ShareKnowledge training.  
Post promotional posters reminding everyone about hand sanitation, hand washing and information pertaining to COVID-19  
Promote cleaning and not using share common equipment/tools  
Minimize worker contact in high traffic aisles/hallways with on-way floor markings  
Limit the number of people (workers, contractors, public) in one space so that they can distance themselves from each other  
Ensure all staff take covid-19 training modules on ShareKnowledge and acknowledge procedures  
Update HR team as per policies and ensure confidentiality for those who are ill (students and staff) |
| PROVIDE: Personal Protective Equipment | Non-medical masks recommend for all employees when they can’t keep 6 feet away  
Gloves, where appropriate  
Safety Goggles/Face shields, Gown where appropriate |

## GENERAL REQUIREMENTS

<table>
<thead>
<tr>
<th>Recognize</th>
<th>Assess</th>
<th>Control</th>
<th>Evaluate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Where there are potential hazards in the workplace</td>
<td>You need to understand how likely it is that a worker will get hurt or made sick by the hazard. To assess the hazard</td>
<td>Review the hazards by looking for ways to get rid of the hazard or to make the job safer</td>
<td>Is the hazard being controlled efficiently or does it need to be revisited?</td>
</tr>
</tbody>
</table>

### 1A: Interaction with other employees

- Do employees need to work in proximity with other employees (that is, closer than two metres)?
- Do employees have to cooperate with others to complete their duties and responsibilities?
- Would employees have regular contact with others in common spaces (like break rooms) shared with other employees?
- Do any employees work or volunteer at another workspace that might be considered high risk?
- Are any employees identified high-risk category for COVID-19 (elderly, chronic conditions, or pregnant)?

**Recognize** | **Assess** | **Control** | **Evaluate**
--- | --- | --- | ---
**1B: Interaction with students**
- Are employees required to work in proximity with students (that is closer than two metres) to completed their duties?
- Are the students considering a high risk for COVID-19?
- Is physical interaction and touching required with the student to complete their duties?
- Is the employee required to physically touch items or spaces that students have touched?

**Additional Comments:**

**Recognize** | **Assess** | **Control** | **Evaluate**
--- | --- | --- | ---
**1C: Interaction with other individuals**
- Is the employee required to work in proximity with third parties (that is, closer than two metres) to complete their duties?
- Is the employee required to physically touch items or spaces that third parties have touched?

**Additional Comments:**
### Recognize

<table>
<thead>
<tr>
<th>Assess</th>
<th>Control</th>
<th>Evaluate</th>
</tr>
</thead>
</table>

#### 2A. General Workspace Assessment

- Does the workspace layout allow for physical distancing guidelines (at least two metres between employees)?
- Are there any common areas where employees would be expected to move near one another, such as break rooms, and so on?
- Are there areas where bottlenecks are likely, such as lobbies, entrances, elevators?
- Are there any high-touch areas, such as door handles, turnstiles, clock-in machines, and so on?
- Are any areas of the workspace controlled by or shared with third parties?
  - Contractors:
  - Campus Partnership Clients:
    - Assess who the specific individuals are that will be entering the space.
    - (a) Why must they enter?
    - (b) Is this needed in-person?
- How are we controlling compliance with third parties?
- Proof of COVID-19 protocols being followed?
- How is physical access controlled for each?
- Are physical barriers present where socially distancing isn’t possible?

#### 2B. Sanitizing the Workspace

- Are there enough hand-washing stations available?
- Are there sanitizing stations installed in areas where frequent physical contact is likely?
- Is there regular cleaning and sanitation scheduled for identified high-risk areas?
- Do tools get shared? Who cleans tools between usage?

Note the increased cleaning measures:
### Recognize | Assess | Control | Evaluate

#### 2C. Personal Protective Equipment & Hygiene
- Is there enough equipment available to help protect employees?
- Face masks/coverings
- Gloves
- Face shields
- Gowns

PPE is managed by (title, name):

Additional Comments:

### MAINTENANCE DEPARTMENT

<table>
<thead>
<tr>
<th>Recognize</th>
<th>Assess</th>
<th>Control</th>
<th>Evaluate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maintenance employees will be entering personal suites which brings to light new hazards that staff needed to take into account</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Practice thorough hand hygiene before and after leaving each guest room</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Using new Disposable Gloves</td>
<td>Single use gloves can help limit skin contact with surfaces, product</td>
<td>Be sure to set up practices for proper removal of gloves and suitable disposal or changing when they are soiled</td>
<td></td>
</tr>
<tr>
<td>Fitting Face Shields</td>
<td>Can help with barriers and separation too. They should be assigned to people and not shared and can be used regularly if kept clean.</td>
<td>Essential to ensure employees be care of heat stress with these new PPE add-ons</td>
<td></td>
</tr>
<tr>
<td>Reschedule any unnecessary visits to the workplace by supply chain partners, vendors, service technicians or others who don’t need to be there now.</td>
<td>Required preventative maintenance only</td>
<td>Limit to one contractor at a time</td>
<td>Communicate CLC COVID-19 protocol</td>
</tr>
</tbody>
</table>
# HOUSEKEEPING DEPARTMENT

<table>
<thead>
<tr>
<th>Recognize</th>
<th>Assess</th>
<th>Control</th>
<th>Evaluate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Housekeeping employees will be entering personal suites which brings to light new hazards that staff needed to take into account</td>
<td>Practice thorough hand hygiene before and after leaving each guest room</td>
<td>Germs don’t travel in or out from each suite</td>
<td>PPE usage</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Use disposable easy to clean tools and supplies</td>
<td>Hang hygiene before and after</td>
</tr>
<tr>
<td></td>
<td>Eliminate non-essential tasks</td>
<td>Close common spaces</td>
<td>Use signs to communicate closure</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Increase cleaning protocol in all other areas within the building</td>
<td>Notify staff/students and clients over email</td>
</tr>
<tr>
<td></td>
<td>Extensive Cleaning Protocols</td>
<td>Sanitize the workplace thoroughly and often, especially frequently touched surfaces.</td>
<td>Cleaning more frequently based on level of usage</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Pay particular attention to debit machines, screens, cash registers, and equipment, as well as common areas, such as entrances, counters, washrooms and kitchens.</td>
<td>Reassess if the current frequency of cleaning is sufficient for the property based on occupancy</td>
</tr>
<tr>
<td></td>
<td>Staffing in Housekeeping</td>
<td>Limit the number of people working in one space (Example: reception, kitchen, service counter) so that they can distance themselves</td>
<td>Practicing physical distancing during breaks</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Closing off areas to prevent large gatherings</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Not entering work areas where 2-meter distance cannot be maintained</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Staggering shifts and break times</td>
</tr>
<tr>
<td></td>
<td>Cleaning Supplies</td>
<td>Use disposable cleaning supplies (i.e. paper towels and wipes)</td>
<td>Are there tasks you can minimize or eliminate? (i.e. Steam Cleaning instead of Vacuuming)</td>
</tr>
<tr>
<td></td>
<td>Steam Cleaning instead of Vacuuming</td>
<td>Do not vacuum. Vacuuming can produce aerosols. If possible, use a</td>
<td></td>
</tr>
</tbody>
</table>
steam cleaner to clean carpets, chairs and drapes | vacuum instead of sweep, and wet wipe instead of dry dust |

- Managing Confirmed COVID-19 Residents
  - Record their location. Advise the individual not to leave the room
  - Complete thorough cleaning and disinfecting once the guest has left the room.
  - Designate a person or team for removing waste.
  - Do not offer cleaning services.
  - Leave fresh linens, toiletries and cleaning supplies outside the door.

---

<table>
<thead>
<tr>
<th>RESIDENCE SERVICE, SALES AND RESIDENCE LIFE DEPARTMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Recognize</strong></td>
</tr>
<tr>
<td>Residence Service, Sales and Residence Life employees will be interacting with community and students as needed</td>
</tr>
<tr>
<td>Controlling the quantity of people in a workspace</td>
</tr>
<tr>
<td>Provide hand sanitizer for visitors to use upon entry</td>
</tr>
<tr>
<td>Install barrier between employees and customers</td>
</tr>
<tr>
<td>Community Development</td>
</tr>
<tr>
<td>Clean the counters, PIN pads, cash drawers, door handles and switches in your area after use</td>
</tr>
<tr>
<td>Can employees work in a space alone without their physical distancing being affected? If not, what are we doing</td>
</tr>
</tbody>
</table>
| Increase Virtual Meetings. Can meetings with customers/students/coworkers take place remotely over the computer or telephone, using Teams or Go-to Meeting | Promote virtual meetings  
In-person meetings will require Personal protective equipment dependant on location and physical distancing capabilities |
Appendix 1.1 COVID-19 Purchasing Plan

Please refer to SharePoint for the most updated version of this purchasing plan.

<table>
<thead>
<tr>
<th>Image</th>
<th>Item</th>
<th>Purpose</th>
<th>App. Price</th>
<th>Vendor Option</th>
<th>Vendor Option</th>
<th>Vendor Option</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Sentry Stanchion" /></td>
<td>Sentry Stanchion</td>
<td>Encourages physical distancing in waiting and queue areas (like the lobby/front desk), and helps direct foot traffic while waiting.</td>
<td>$129.00 Per Unit</td>
<td>HD Supply</td>
<td>Rona</td>
<td>Hubert</td>
</tr>
<tr>
<td><img src="image" alt="Mobile Safety Barrier" /></td>
<td>Mobile Safety Barrier</td>
<td>Larger portable safety barrier that closes/restricts access points and directs the flow of traffic (foot and car). Interior or exterior</td>
<td>$500.00 Per Unit</td>
<td>HD Supply</td>
<td>Rona</td>
<td>Hubert</td>
</tr>
<tr>
<td><img src="image" alt="Magnetic Retractable Barrier" /></td>
<td>Magnetic Retractable Barrier</td>
<td>Similar to the mobile safety barrier, closes/restricts access points. Meant for interior use.</td>
<td>$135.00 Per Unit</td>
<td>HD Supply</td>
<td>Rona</td>
<td>Hubert</td>
</tr>
<tr>
<td><img src="image" alt="Sneeze Guard" /></td>
<td>Sneeze Guard</td>
<td>Acrylic shield with aluminum frame that provides a barrier between staff and the general public</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><img src="image" alt="HEPA Filters" /></td>
<td>HEPA Filters</td>
<td>HEPA filters are recommended for all vacuums. This option is for Henry/Edward/George models.</td>
<td>$40.00 Per Case</td>
<td>HD Supply</td>
<td>Rona</td>
<td>Hubert</td>
</tr>
<tr>
<td><img src="image" alt="Keyboard Protective Covers" /></td>
<td>Keyboard Protective Covers</td>
<td>Protective keyboard covers designed to fit over computer keyboard and allow for easy cleaning/disinfection.</td>
<td>$10.00 Per Unit</td>
<td>PC-Canada</td>
<td>Wal-Mart</td>
<td>Amazon</td>
</tr>
<tr>
<td><img src="image" alt="Heavy Duty Vinyl Safety Tape" /></td>
<td>Heavy Duty Vinyl Safety Tape</td>
<td>Heavy duty tape designed for floor application that will help direct traffic in conjunction with physical barriers in high-traffic areas (lobby, front desk, etc.).</td>
<td>$17.00 Per Roll</td>
<td>Hubert</td>
<td>HD Supply</td>
<td>Rona</td>
</tr>
<tr>
<td>Image</td>
<td>Item</td>
<td>Purpose</td>
<td>App. Price</td>
<td>Vendor Option</td>
<td>Vendor Option</td>
<td>Vendor Option</td>
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<tr>
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<td>--------------</td>
<td>--------------</td>
<td>--------------</td>
</tr>
<tr>
<td><img src="image1" alt="Infrared Thermometer" /></td>
<td>Infrared Thermometer</td>
<td>Infrared thermometer that can easily take temperature of staff/visitors. No touch necessary.</td>
<td>$185.00 Per Unit</td>
<td>Swish</td>
<td>Ecolab</td>
<td>Sysco</td>
</tr>
<tr>
<td><img src="image2" alt="Handheld Electrostatic Sprayer" /></td>
<td>Handheld Electrostatic Sprayer</td>
<td>Professional cordless electrostatic handheld sprayer ideal for disinfecting, sanitizing, odor removal, decontamination, etc.</td>
<td>$1,110.00</td>
<td>HD Supply</td>
<td>Romco</td>
<td>Rona</td>
</tr>
<tr>
<td><img src="image3" alt="Backpack Electrostatic Sprayer" /></td>
<td>Backpack Electrostatic Sprayer</td>
<td>Professional backpack electrostatic handheld sprayer ideal for disinfecting, sanitizing, odor removal, decontamination, etc.</td>
<td>$2,775.00</td>
<td>HD Supply</td>
<td>Romco</td>
<td>Rona</td>
</tr>
<tr>
<td><img src="image4" alt="Disinfecting Wipes" /></td>
<td>Disinfecting Wipes</td>
<td>Wet wipes pre-covered in solution that kill bacteria and viruses when used on hard surfaces.</td>
<td>$30.00 Per Unit</td>
<td>Swish</td>
<td>Ecolab</td>
<td>HD Supply</td>
</tr>
<tr>
<td><img src="image5" alt="Foam Hand Sanitizer - Wall-Mount Dispenser" /></td>
<td>Foam Hand Sanitizer - Wall-Mount Dispenser</td>
<td>No-touch wall-mounted foam hand sanitizer dispenser (includes dispenser only).</td>
<td>$65.00 Per Unit</td>
<td>Ecolab</td>
<td>Swish</td>
<td>HD Supply</td>
</tr>
<tr>
<td><img src="image6" alt="Foam Hand Sanitizer - Stand Dispenser" /></td>
<td>Foam Hand Sanitizer - Stand Dispenser</td>
<td>No-touch stand-mounted foam hand sanitizer dispenser (includes dispenser and stand).</td>
<td>$170.00 Per Combined Unit</td>
<td>Ecolab</td>
<td>Swish</td>
<td>HD Supply</td>
</tr>
<tr>
<td><img src="image7" alt="Foam Hand Sanitizer - Dispenser Refill" /></td>
<td>Foam Hand Sanitizer - Dispenser Refill</td>
<td>Foam sanitizer re-fills for wall-mounted dispensers.</td>
<td>$100.00 Per Case</td>
<td>Swish</td>
<td>Ecolab</td>
<td>Sysco</td>
</tr>
<tr>
<td><img src="image8" alt="Hand Sanitizer Gel" /></td>
<td>Hand Sanitizer Gel</td>
<td>Pump sanitizer bottles filled with gel sanitizer. Used when soap and water are not available for hand washing.</td>
<td>$40.00 Per Liter</td>
<td>Swish</td>
<td>Ecolab</td>
<td>HD Supply</td>
</tr>
<tr>
<td>Image</td>
<td>Item</td>
<td>Purpose</td>
<td>App. Price</td>
<td>Vendor Option</td>
<td>Vendor Option</td>
<td>Vendor Option</td>
</tr>
<tr>
<td>-------</td>
<td>------</td>
<td>---------</td>
<td>------------</td>
<td>---------------</td>
<td>---------------</td>
<td>---------------</td>
</tr>
<tr>
<td><img src="N95_Mask.png" alt="Image" /></td>
<td>N95 Mask</td>
<td>Masks designed to protect wearer from airborne particles and from liquid contamination.</td>
<td>$4.20 Per Unit</td>
<td>HD Supply</td>
<td></td>
<td></td>
</tr>
<tr>
<td><img src="KN95_Mask.png" alt="Image" /></td>
<td>KN95 Mask</td>
<td>Masks designed to give some protection to wearer, but also to deter spread of airborne particles.</td>
<td>$6.00 Per Unit</td>
<td>Swish</td>
<td>HD Supply</td>
<td></td>
</tr>
<tr>
<td><img src="Disposal_3_Ply_Face_Mask.png" alt="Image" /></td>
<td>Disposable 3-Ply Face Mask</td>
<td>Masks designed to give some protection to wearer, but also to deter spread of airborne particles.</td>
<td>$1.25 Per Unit</td>
<td>Swish</td>
<td>HD Supply</td>
<td>Hubert</td>
</tr>
<tr>
<td><img src="Washable_Re_Usable_Face_Mask.png" alt="Image" /></td>
<td>Washable / Re-Usable Face Mask</td>
<td>Masks designed to give some protection to wearer, but also to deter spread of airborne particles.</td>
<td>$5.00 Per Unit</td>
<td>True North</td>
<td>Hubert</td>
<td>Rona</td>
</tr>
<tr>
<td><img src="Medical_Face_Shield.png" alt="Image" /></td>
<td>Medical Face Shield</td>
<td>Face shields aim to protect the wearer's face from airborne particles, bacteria, etc.</td>
<td>$20.00 Per Unit</td>
<td>Swish</td>
<td>Ecolab</td>
<td>True North</td>
</tr>
<tr>
<td><img src="Nitrile_Disposable_Gloves.png" alt="Image" /></td>
<td>Nitrile Disposable Gloves</td>
<td>Regular use protective gloves designed to protect skin from exposure to contaminants.</td>
<td>$100.00 Per Case</td>
<td>Swish</td>
<td>Ecolab</td>
<td>Sysco</td>
</tr>
<tr>
<td><img src="Heavy_Duty_Re_Usable_Gloves.png" alt="Image" /></td>
<td>Heavy Duty Re-Usable Gloves</td>
<td>Heavy-duty re-usable gloves designed to protect skin from exposure to contaminants, particularly harsher disinfectants.</td>
<td>$9.00 Per Unit</td>
<td>Swish</td>
<td>Ecolab</td>
<td>Sysco</td>
</tr>
<tr>
<td><img src="Protective_Gowns_Coveralls.png" alt="Image" /></td>
<td>Protective Gowns/Coveralls</td>
<td>Protective gowns/coveralls are to help protect skin and clothing from contamination/exposure.</td>
<td>$5.00 Per Unit</td>
<td>HD Supply</td>
<td>Swish</td>
<td></td>
</tr>
</tbody>
</table>
Appendix 2.0: Guide to Going Live

Please refer to SharePoint for a full, high-res copy of this guide.
03 / STEPS TO HOSTING A LIVE VIRTUAL OPEN HOUSE

Providing an interactive, virtual experience of your property by going ‘LIVE’ on Instagram/Facebook lets a large group of prospective residents see your property at one time. This also allows the viewer to participate in real-time, from the comfort of their own homes, and ask any questions they may have.

How to:

Advertise Notice of the Virtual Tour/Open House prior to going ‘LIVE’

Create Post – One to Two weeks before the Live Event date, create a post for each Social Media Channel. We recommend including a picture of the host, including date and time. Be sure to use relevance the tour at least twice, leading up to the Live Event.

Instagram/Facebook Story – When posting an Instagram Story, use the “Countdown” Sticker, so prospects can turn on notifications and see the countdown to their story. Be sure to send Instagram Stories to the Property Facebook Page, as well! If your partner institution is also able to promote your tour, you’ll potentially reach a wider audience. A story will last for 24 hours, but if a prospect saves the Countdown, it will notify them prior to the Live Event.

Instagram/Facebook Story – Question – One day prior to going live, post the “Question” Sticker to Instagram Story asking the audience what they want to know. Example: “Interested in living at [Venue]?” Ask your questions below – make note of their questions. You can A) Answer them directly and share your Stories OR B) Save the questions, to address in your Instagram/Facebook Live at the end of the Tour/Open House.

TIP: You can “plant” frequently asked questions you receive that no one has yet asked on the sticker. That way, you can share them directly to your audience all at once.

Gifts During Instagram/Facebook Live – To draw in a larger audience, it incentivizes them to join the live Tour/Open House. It is not necessary, but it’s a fun way to interact with the audience and provides more content during the episode.

Send E Invites to students with active applications, and leverage institutional communication where possible

Customized and Invited email blast informing new students of Virtual Tour/Open House via Instagram Live, including the link to the Property Instagram/Facebook Page.

04 / STEPS TO GOING LIVE

Instagram

Step 1: Open Instagram App
Step 2: Tap the connection button
Step 3: Scroll right at the bottom of your phone to find the Live option. You'll be live when tapped
Step 4: When you click on the Live option, you'll be live
Step 5: If you don't have any alone time, tap the heart icon to let them know you're answering to the audience before answering.

Facebook

Step 1: Go to your Facebook page, select Live Stream, then select Post
Step 2: Tap ‘Tap to edit a description’ to describe the event that you will be hosting.
Step 3: Hit ‘Start Live Video Button’ to go live.
Step 4: When you finish, close it to your page for other students to watch later.

Be sure to monitor your page for new questions and ensure a timely response.
05 / REAL TIME ONE-ON-ONE TOURS

Getting the word out about this new kind of tour is important — social media posts, banner images on your website, and if possible, coordinating with the institution’s marketing department.

Microsoft Teams is a great resource to provide a one-on-one tour and conversation with someone, and the viewer doesn’t need an app or software to join. For the residence side, there’s an app available so you are still able to walk the building while giving a tour.

When scheduling tours, ensure you inquire if the viewer has any accessibility accommodations to consider to access the digital tour.

**Real Time Digital Tour**

Throughout your real-time digital tour, ask engaging questions, foster for queues and read the student as to how to tailor your ICT. Please note health and safety may be of greater importance, than previously discussed, it is important to be sensitive during these uncertain times and to alleviate concerns as they arise. If you require additional information in regards to cleaning schedules or chemicals used, please connect with your operations team.

**Virtual One-on-One Tours**

During COVID-19, you may no longer have access to your residence buildings. In that event, you can still pursue one-on-one engagement via virtual, virtual tours. By running virtual tours with a student, you can provide an elevated online and customer service experience.

**Send Follow-Up**

After your event is over, we recommend sending a follow-up email to each attendee thanking them for joining the tour, along with the next steps on how to apply for residence.
## Appendix 3.0: Residence Life Training Schedule

Please refer to [SharePoint](#) for the most up-to-date version of this schedule.

<table>
<thead>
<tr>
<th>New/Revised/Maintained</th>
<th>Stage</th>
<th>Category</th>
<th>Timing</th>
<th>Status</th>
<th>Course Title</th>
<th>Delivery Method</th>
<th>Required/Recommended</th>
<th>Target Audience</th>
<th>Provider</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maintained</td>
<td>Base Level</td>
<td>Health and Safety</td>
<td>By Start Date</td>
<td>Rescheduled For Fall</td>
<td>Standard First Aid and CPR-C</td>
<td>In-person</td>
<td>Required</td>
<td>All Staff</td>
<td>Various certified trainers</td>
</tr>
<tr>
<td>Maintained</td>
<td>Base Level</td>
<td>Crisis Response</td>
<td>By Start Date</td>
<td>Rescheduled For Fall</td>
<td>ASIST</td>
<td>In-person</td>
<td>Required</td>
<td>All Staff</td>
<td>LivingWorks</td>
</tr>
<tr>
<td>New</td>
<td>Base Level</td>
<td>Crisis Response</td>
<td>Summer Training</td>
<td>On Time</td>
<td>S.T.A.R.T.</td>
<td>Online</td>
<td>Required</td>
<td>All Staff</td>
<td>LivingWorks</td>
</tr>
<tr>
<td>New</td>
<td>Base Level</td>
<td>Mental Health</td>
<td>Summer Training</td>
<td>On Time</td>
<td>More Feet on the Ground</td>
<td>Online</td>
<td>Required</td>
<td>All Staff</td>
<td>Centre for Innovation in Campus Mental Health</td>
</tr>
<tr>
<td>New</td>
<td>Base Level</td>
<td>Sexual Assault &amp; Violence</td>
<td>Summer Training</td>
<td>On Time</td>
<td>Sexual Violence Prevention Module</td>
<td>Online</td>
<td>Required</td>
<td>All Staff</td>
<td>e-checkupToGo Programs, San Diego State University</td>
</tr>
<tr>
<td>Revised</td>
<td>Base Level</td>
<td>Mental Health</td>
<td>Ongoing</td>
<td>Rescheduled For Fall</td>
<td>The Inquiring Mind - Train the Trainer</td>
<td>In-person</td>
<td>Recommended</td>
<td>Management</td>
<td>Mental Health Commission of Canada</td>
</tr>
<tr>
<td>Maintained</td>
<td>Base Level</td>
<td>Sexual Assault &amp; Violence</td>
<td>Ongoing</td>
<td>Rescheduled For Fall</td>
<td>Bringing in the Bystander - Train the Trainer</td>
<td>In-person</td>
<td>Recommended</td>
<td>Management</td>
<td>Soteria Solutions</td>
</tr>
<tr>
<td>Maintained</td>
<td>Supplemental</td>
<td>Mental Health</td>
<td>Ongoing</td>
<td>Rescheduled For Fall</td>
<td>Mental Health First Aid</td>
<td>In-person</td>
<td>Recommended</td>
<td>Management</td>
<td>Mental Health Commission of Canada</td>
</tr>
<tr>
<td>Maintained</td>
<td>Supplemental</td>
<td>Misc.</td>
<td>Ongoing</td>
<td>On Hold</td>
<td>VTRA 1 &amp; 2 OR NBITA (if offered)</td>
<td>In-person</td>
<td>Recommended</td>
<td>Management</td>
<td>North American Centre for Threat Assessment and Trauma Response</td>
</tr>
<tr>
<td>Maintained</td>
<td>Supplemental</td>
<td>Crisis Response</td>
<td>Ongoing</td>
<td>On Hold</td>
<td>Crisis Prevention Intervention (CPI)</td>
<td>In-person</td>
<td>Recommended</td>
<td>Management</td>
<td>Crisis Prevention Institute</td>
</tr>
</tbody>
</table>

*Note: In-person delivery method indicates face-to-face training, Online delivery method indicates virtual training.*
## Student Staff - Revised Residence Life Department Required and Recommended Training

<table>
<thead>
<tr>
<th>New/Revised/Maintained</th>
<th>Stage</th>
<th>Category</th>
<th>Timing</th>
<th>Status</th>
<th>Course Title:</th>
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<th>Provider:</th>
</tr>
</thead>
<tbody>
<tr>
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<td>Base Level</td>
<td>Health and Safety</td>
<td>By Start Date</td>
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<td>Standard First Aid and CPR-C</td>
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<td>Various certified trainers</td>
</tr>
<tr>
<td>New</td>
<td>Base Level</td>
<td>Crisis Response</td>
<td>August Training</td>
<td>On Time</td>
<td>S.T.A.R.T.</td>
<td>Online</td>
<td>Required</td>
<td>All Staff</td>
<td>LivingWorks</td>
</tr>
<tr>
<td>New</td>
<td>Base Level</td>
<td>Mental Health</td>
<td>August Training</td>
<td>On Time</td>
<td>More Feet on the Ground</td>
<td>Online</td>
<td>Required</td>
<td>All Staff</td>
<td>Centre for Innovation in Campus Mental Health</td>
</tr>
<tr>
<td>New</td>
<td>Base Level</td>
<td>Sexual Assault &amp; Violence</td>
<td>August Training</td>
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<td>Sexual Violence Prevention Module</td>
<td>Online</td>
<td>Required</td>
<td>All Staff</td>
<td>e-checkupToGo Programs, San Diego State University</td>
</tr>
<tr>
<td>Revised</td>
<td>Base Level</td>
<td>Crisis Response</td>
<td>August Training</td>
<td>On Time</td>
<td>SafeTALK</td>
<td>In-person</td>
<td>Required</td>
<td>RAs</td>
<td>CLC trainer certified by LivingWorks</td>
</tr>
<tr>
<td>Revised</td>
<td>Base Level</td>
<td>Mental Health</td>
<td>August Training</td>
<td>On Hold</td>
<td>The Inquiring Mind</td>
<td>In-person</td>
<td>Required</td>
<td>RAs</td>
<td>CLC trainer certified by Mental Health Commission of Canada</td>
</tr>
<tr>
<td>Revised</td>
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<td>Sexual Assault &amp; Violence</td>
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<td>On Hold</td>
<td>Bringing in the Bystander</td>
<td>In-person</td>
<td>Required</td>
<td>RAs</td>
<td>CLC trainer certified by Soteria Solutions</td>
</tr>
</tbody>
</table>
## Appendix 4.0: Cleaning & Sanitization Guide

Please refer to [SharePoint](#) for the most up-to-date version of this list.

<table>
<thead>
<tr>
<th>Product</th>
<th>Classification</th>
<th>Use</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gel Pro</td>
<td>Cleaning Product</td>
<td>Shower and washroom cleaner which also functions as a mild mildew stain remover. Used specifically when completing washroom cleaning (common areas and in-suite).</td>
</tr>
<tr>
<td>QC 93 Ultra Concentrated Acid</td>
<td>Cleaning Product</td>
<td>Multi-purpose washroom cleaner that removes dirt, soap scum, and hard water deposits. Safe for use on chrome, porcelain, vinyl, tile and fibreglass. Used specifically in common and in-suite washrooms.</td>
</tr>
<tr>
<td>Bathroom Cleaner</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Greaselift RTU</td>
<td>Degreaser</td>
<td>Kitchen degreaser used for ovens, stove tops, hoods, vents, grilles, and fryers.</td>
</tr>
<tr>
<td>Neutral Disinfectant Cleaner</td>
<td>Surface Cleaner and Disinfectant</td>
<td>Cleaner used to disinfect, clean and deodorize hard nonporous surfaces - floors, walls, metal surfaces, stainless steel surfaces, glazed porcelain, plastic surfaces personal protective safety equipment. Effective on in commercial and industrial institutions, office buildings, schools/colleges, etc. General cleaner that can be used for any task, common area or in-suite.</td>
</tr>
<tr>
<td>Prep Pak</td>
<td>Floor Care Product</td>
<td>Used specifically for floors, particularly to ensure proper adhesion and performance of floor finish by removing stripper residue before re-coating.</td>
</tr>
<tr>
<td>MAXX Dual Action Floor Cleaner -</td>
<td>Floor Cleaner</td>
<td>Cleaner and conditioner used in automatic floor scrubbers.</td>
</tr>
<tr>
<td>Bright Speed</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Peroxide Multi-Surface Cleaner</td>
<td>Surface Cleaner</td>
<td>Multi-surface cleaner that can be used for any task, common area or in-suite.</td>
</tr>
<tr>
<td>Peroxide Multi-Surface Disinfectant and Cleaner</td>
<td>Surface Cleaner and Disinfectant</td>
<td>Concentrated product three-in-one - surface cleaner, glass cleaner, and disinfectant. Can be used for all cleaning in common areas and in-suite. Disinfectant action in three minutes. Formulated to clean and disinfect non-critical articles, glasses and mirrors, different fixed surfaces (floors, door handles, handrails, tables, benches, windows, etc.), body fluids such as blood, vomit, urine, etc.</td>
</tr>
<tr>
<td>CBC Plus</td>
<td>Toilet Bowl Cleaner</td>
<td>Used specifically for cleaning the inner bowl of toilets in common areas and in-suite.</td>
</tr>
<tr>
<td>Electrostatic Chemical</td>
<td>Disinfectant</td>
<td>Refer to manufacturer’s specifications.</td>
</tr>
</tbody>
</table>
Appendix 4.1: Common Area Cleaning & Sanitization Schedule
Please refer to SharePoint for the most up-to-date version of this list.

<table>
<thead>
<tr>
<th>SPACE</th>
<th>FREQUENCY</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Washrooms</td>
<td>Twice Daily</td>
<td>Sanitize all door handles, sinks, toilets and countertops for all public washrooms.</td>
</tr>
<tr>
<td>Interior Entrance &amp; Lobby</td>
<td>Twice Daily</td>
<td>Sanitize all door handles, hand railings, furniture, tables and Residence Services Desk.</td>
</tr>
<tr>
<td>Offices</td>
<td>Once Daily</td>
<td>Provide each employee with sanitization resources to sanitize all door handles, hard surfaces and desks.</td>
</tr>
<tr>
<td>Corridors &amp; Stairwells</td>
<td>Once Daily</td>
<td>Sanitize all door handles, hand railings and furniture.</td>
</tr>
<tr>
<td>Lounges</td>
<td>Twice Daily</td>
<td>If open, sanitize all door handles, furniture and tables in public spaces.</td>
</tr>
<tr>
<td>Kitchens</td>
<td>Twice Daily</td>
<td>If open, sanitize all door handles, furniture, tables and appliances in public spaces.</td>
</tr>
<tr>
<td>Laundry Rooms</td>
<td>Twice Daily</td>
<td>If open, sanitize all door handles, furniture, tables and appliances in public spaces.</td>
</tr>
<tr>
<td>Garbage &amp; Recycling</td>
<td>Twice Daily</td>
<td>Sanitize all door handles and hand railings in public spaces.</td>
</tr>
<tr>
<td>Elevators</td>
<td>Twice Daily</td>
<td>Sanitize all interior/exterior elevator buttons and hand railings.</td>
</tr>
</tbody>
</table>
References

The following reference documents are amongst those considered in the preparation of this guide:

- American College Health Association
  - Considerations for Reopening Institutions of Higher Education in the COVID-19 Era
- Association of College and University Housing Officers - International
  - Future of Housing Checklist
- BC Centre for Disease Control
  - COVID-19 Guidance to the Hotel Sector
- COCM Student Housing Professionals
  - Fall 2020 Campus Housing Opening Plan
- Government of Canada
  - Coronavirus Disease COVID-19
- International Facility Management Association
  - Pandemic Manual: Planning and Responding to a Global Health Crisis for Facility Management Professionals
- Province of Alberta
  - Alberta’s COVID-19 response
- Province of British Columbia
  - British Columbia’s Response to COVID-19
- Province of Ontario
  - A framework for reopening our province
Dear Students and NVIT community partners,

NVIT is busy preparing for the 2020-2021 academic year and looks forward to a gradual and safe return to our campuses in Merritt, Burnaby and in First Nation communities throughout the province. NVIT’s plan to achieve this is based upon the recommendations of BC’s Public Health Officer. NVIT’s focus is on a quality learning experience for our learners and the safety and well-being of the learners, employees and communities we serve. The COVID19 pandemic has impacted us in many ways causing anxiety and stress. We acknowledge the pressures of trying to lead a normal life, returning to school and work in an unprecedented time.

Faculty are exploring alternative learning platforms while learning new technologies to enhance the skills necessary to offer students an adaptable and enriched learning experience. Intensive efforts are underway to bring students back to our beautiful physical campuses while also developing and building the NVIT virtual learning community and supports. In understanding that our NVIT Community includes those who will teach and learn through alternative methods, faculty are engaging in preparatory activities to ensure that the content of the courses, regardless of delivery mode, continue to have the rich Indigenous content for which NVIT is known.

NVIT acknowledges some students and employees may not return to campus for a variety of reasons. NVIT’s commitment to offer synchronous hybrid/remote video teaching and learning environment is intended to support continuous learning and teaching opportunities for those individuals. To support this virtual environment, Faculty and Student Services are preparing to do both in-person and hybrid/remote teaching and support. In preparation, NVIT is working closely with faculty and support services and our colleagues in IT to enhance our remote teaching platforms and capabilities. Ideally, regardless of where students choose to learn, they have access to classes and learner supports that encourage a rich, relevant and quality virtual academic experience.

NVIT will begin to offer in-person instruction in trade shops and practicum placements this spring and summer, both on-and-off campuses. More specific program plans will be provided.
through the summer. Some terminology students can expect to hear about delivery modes include:

- **Hybrid/Remote Video** – With a schedule (synchronous) students will be expected to attend classes aided by remote technology such as MS Teams, Bluejeans or Zoom. Instructors will provide lectures and other learning activities in real time.
  - If a student has concerns about attending face to face classes, they can join the class remotely.

- **In-person** – Where students will attend scheduled on-campus and off-campus learning activities related to their program.
  - These activities include live lectures, studios, labs, field work, practicum and others where students are physically in the classroom.

- **Hybrid/Blended** – Where students will learn with a range of scheduled remote learning, online asynchronously and in-person instruction.
  - If classes are large, students will be offered either in-class or remote delivery.

As part of this new approach to teaching and learning, students require a laptop or computer, an opportunity for private study and sufficient online connectivity capacity. Learners who do not have these requirements are encouraged to advise Enrolment Services to receive priority access to on-campus learning and supports.

NVIT continues its commitment toward an exemplary learning and teaching community. Our NVIT Community has faced many challenges over the past year and NVIT is confident we are prepared to work together through the challenges of the COVID 19 environment. These challenges highlight the many opportunities to enhance online and virtual classrooms and better connect with all members of the NVIT community. NVIT’s duty has always been to improve the quality of life of Indigenous people, and our extension of virtual and alternative access to post-secondary education further advances this concept.

Dr. Verna Billy-Minnabarriet, VP-Strategic Partnerships
Dr. John Chenoweth, AVP-Academic and Community Education
Dr. Aruna Gore, Dean-Academics
Dr. Catherine Crow, Dean-Academics
A. Description of Project

Project Title: Community Education – Bonaparte AGLP
Project Duration: June 26, 2020 – March 31, 2021
Project Manager: Chelsea Vaughan

B. Rationale

NVIT intends to work with Indigenous community partners to ensure a safe and responsible return to face-to-face learning.

Goals and Objectives

The focus will be on the following:
- Face-to-face classrooms are safe for students, faculty, community members;
- To respect First Nations Sovereignty over their respective health wishes;

C. Project Risks, Constraints & Assumptions

1. Risks
   a) Resources: NVIT is deemed an essential service. There is no additional provincial funding for these undertaking. Planning and executing requires significant human, capital and technology resources.
   b) Priority: This is the main priority for the organization.
   c) Change: Faculty and students will need to follow COVID 19 safe space protocols as outlined by the PHO, WorkSafeBC, NVIT, and the host community.

2. Constraints
   a) Time: For NVIT to have the time to test the systems established, all operational and functional processes must be finalized for the physical and virtual environments by August 2020.
   b) Resources: Community Education
   d) Scope: Community Education and Bonaparte Indian Band
3. Assumptions

Bonaparte Indian Band has adequate space for safe delivery of programming.

D. Project Members

Project Sponsor: Chelsea Vaughan
Project Manager: Chelsea Vaughan
Project Team: Kris Billy, Ali Antoine, DH’s

E. Overview of Project

- Face-to-face classrooms are safe for students, faculty, community members;
  - Determine the number of students a teaching space within the community can accommodate;
  - Share the necessary signage and operational protocols from the NVIT facilities plan;
  - Virtual orientation to learning space expectations;
  - Ensure that faculty are able to safely arrive and live within the community for the duration of instruction.

- To respect First Nations Sovereignty over their respective health wishes;
  - Initiate contact with host community to determine the health protocols of the host community;
  - Make the necessary alterations to the NVIT delivery plan for the respective communities.

F. Project Budget

Budget covered under existing Community Education budget.

G. Community Specific Protocol(s):

- Bonaparte Indian Band has confirmed that desks/workstations are placed 2 metres apart
- Bonaparte Indian Band will provide classroom dimensions and photo (attached), space is approved for 5 individuals and class has schedule a rotation for face to face attendance.
- See attached Bonaparte Indian Band Safe Work Procedure pertaining to the building where the classroom space is located:
Bonaparte Indian Band

SAFE WORK PROCEDURE

Department: Maintenance
Positions: Building Maintenance Workers

OHSP Section: COVID-19 Prevention
Distribution: Department Manager/Supervisor and All Building Maintenance Workers

Purpose of Procedure: Prevention of COVID-19 Infection and Spread in the Workplace

Preamble:
Bonaparte Indian Band understands the risks and responsibilities to protect our employees and visitors from the spread of COVID-19. We have developed and are implementing Covid-19 Safety Plans and Safe Work Procedures implementing measures for the protection of our employees and visitors to the best of our ability. Our COVID-19 Safety Plan and Safe Work Procedures will be updated regularly following directives from the BC Health Authorities and WorkSafeBC.

Responsibilities:
Management/Supervisors: Must review the COVID-19 Safety Plan and related Safe Work Procedures regularly and make changes to the work environment (including signage and barriers), as required including providing the appropriate PPE and cleaning supplies. Managers and Supervisors are required to train all new employees, and returning employees as part of their employees’ safety orientation in the COVID-19 Safe Work Procedure related to the employees’ job and designated work location(s).

Employees: Are required to attend training and orientation with their manager and/or supervisor prior to the start of work (on the first day of work) or returning to work after a period of isolation and/or returning to work upon reopening of their workplace. All employees are required to follow the COVID-19 Safe Work Procedures and all COVID-19 protocols and measures that have been put in place by Bonaparte Indian Band developed regarding Covid-19.

PROCEDURES-ALL OCCUPATIONS-ALL EMPLOYEES

DO NOT REPORT TO WORK IF:
• Have any of the following symptoms:
  o Fever
  o Chills
  o New or worsening cough
  o Shortness of breath
New muscle aches or headache
- Sore throat
- Have travelled outside of Canada within the last 14 days
- Are a close contact of a person who tested positive for COVID-19

If you are displaying symptoms of COVID-19, refer to Healthlink BC at 811
And call and advise your supervisor you will not be in to work.

**Building Maintenance Worker** - Includes all workers involved with outside building maintenance work within the Bonaparte community. Buildings maintained include community buildings, community member homes, and renovations of homes and other community structures

**Protocols to Reduce the Risk**

**Daily Self-Check**

Prior to going to work ask yourself some questions. How am I feeling today? Do I have any symptoms of illness? Have I been around anyone that presented symptoms of illness? Do I have a cough/trouble breathing/fever? Please arrive to work in good health.

**Maintaining 2-metre Physical Distancing**

While it may be difficult at times, we will do our best to be 2-metres away from each other throughout the while performing work tasks.

There may be instances where the 2-metre distance is not possible due to some job tasks requiring two or more workers to work in close proximity to each other. These tasks may include:

- Lifting and carrying large and/or heavy items
- Loading and unloading materials and supplies
- Stabilizing structures
- Riding in vehicles

Where physical distancing cannot be maintained, your supervisor will provide you with non-medical grade masks, or you may bring your own personal mask to wear while performing these tasks.

**Handwashing/Sanitizing**

Upon arriving at work, please first wash your hands in the washroom for at least 20 seconds. Dry with a paper towel and throw in the garbage. Handwashing is to be done before and after eating, after using the washroom and after smoking outside. Use hand sanitizer through the day as needed, especially when you touch your mask or face. Where a water source is not available for handwashing, employees are required to use hand sanitizer provided by their supervisor, in all instances where hand washing is called for.

**Tools and Equipment**
Supervisors will make every effort to provide tools for individual employee use only. In some instances, shared tools will be unavoidable. The following protocols are required when using landscape tools:

- Employees are required to sanitize, using sanitizing wipes and/or solution and cloths provided by their supervisor, the touch areas (handles, start buttons, etc.) of all tools and equipment prior to use and after use, and before and after sharing tools.
- Sharing tools is discouraged.

**Vehicle Travel**

When employees are traveling with coworkers to jobsites, extra care must be taken to prevent the transmission of droplets and potential transmission of COVID-19. The following protocols must be followed:

- All vehicle occupants must wear a mask
- Full Crew-cab pick-up - Maximum of four (4) occupants
- Pick-up with extended cab - Maximum of two (2) occupants
- Car - Maximum of four (4) occupants

All occupants must:
- Sanitize their hands once seated in the vehicle
- Sanitize their hands after securing their seatbelt, then sanitize the door handle, and all other touch areas, prior to the driver beginning the trip

Upon reaching the destination, all occupants must upon exiting the vehicle:
- Sanitize all touch areas of the interior the vehicle, including the seatbelt, seat, seat back, arm rests, and any other parts of the vehicle that the occupant may have touched.
- After closing the vehicle door, the employee is to use hand sanitizer and ensure to maintain physical distancing of 2-metres from co-workers prior to removing his/her face mask.

**Working in Private Residences**

All work in private community member homes will be pre-arranged by appointment. Supervisors will confirm the appointment date and time, the morning of each appointment and verify that the home is safe for workers to enter and complete the required work by asking a responsible adult living in the home if anyone in the home has in the past 14 days had any of the following symptoms:

- Fever
- Chills
- New or worsening cough
- Shortness of breath
- New muscle aches or headache
- Sore throat

- Have travelled outside of Canada within the last 14 days
- Have been in close contact of a person who tested positive for COVID-19

**If the answer to any of the above questions is YES,** and the maintenance required is not of an urgent nature, the work order will be rescheduled for a minimum of 14 days later.
Effective July 27, 2020, NVIT will be returning back to normal operating hours. Employees who have been working remotely, will be returning and working from campus. In preparation for a safe return to campus NVIT has:

- created NVIT COVID-19 Recovery and Operational Plans, aligned with PHO and WorkSafe BC guidelines
- implemented social distancing protocols across campus
- installed signage, sneeze guards and technologies to ensure a safe campus
- increased cleaning frequency
- ordered face masks for all employees

NVIT realizes that individual employees may have circumstances that may not make it safe to return back to campus. NVIT is committed to providing a safe work environment for all employees, but realizes that some circumstances may not be reasonably accommodated.

If you believe you require a COVID-19 Accommodation Individual Employee Workplan, please complete this form.

Section 1: To be completed by Employee

<table>
<thead>
<tr>
<th>Name:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Position:</td>
</tr>
<tr>
<td>Department:</td>
</tr>
</tbody>
</table>

1. What COVID-19 limitations and/or restrictions are interfering with your ability to perform your job duties?
   a. Existing and/or underlying health condition
   b. Care or close contact with someone who has COVID-19 or symptoms of COVID-19
   c. Suitable child care due to closures or part closures of schools related to COVID-19
   d. Suitable child care capacity at licensed child care facilities due to COVID-19
   e. Other (please specify)..................................................................................

2. Please indicate how long the limitations and/or restrictions are expected to last?
COVID-19 Accommodation
Individual Employee Workplan

3. What accommodation(s) do you believe will assist you in addressing the above noted limitations and/or restrictions:
   a. Additional PPE (Face shield/sneeze guards etc.)
   b. Working remotely part-time and on campus part-time
   c. Working remotely full-time
   d. Working staggered hours (other than conditions of employment)
   e. Unpaid Leave (employee must connect with HR by July 15, for this consideration)
   f. Other (please specify) __________________________________________

4. If request is to work remotely, please identify job responsibilities that can be fully met by working remotely and which responsibilities cannot be met?

5. Is there any other information that would help us evaluate your request? Please include any supporting documentation if applicable (ie Doctor note, letter from school or childcare provider).

Employee’s Signature: ___________________________ Date: ___________________________

Please submit this form to your Supervisor, along with your supporting documentation as listed in #5 above.
COVID-19 Accommodation
Individual Employee Workplan

Section 2: To be completed by Supervisor

6. If request is to work remotely, do you have any concerns about the ability of the employee to fulfil their job requirements?

If yes, please elaborate.

7. Do you support this employee’s request? Why or why not.

Supervisor’s Signature: ___________________________ Date: ___________________________

Please submit this form to the President’s Office, along with the supporting documentation as listed in #5 above.

Section 3: To be completed by the President

Approved ☐

Denied ☐

Reason for denial:

President & CEO Signature: ___________________________

Date: ___________________________

Please submit this form to Human Resources, along with the supporting documentation as listed in #5 above.
SICK LEAVE PROTOCOL

NVIT and its employees have a shared responsibility to ensure that the risk of infection in the workplace due to COVID-19 is minimized to the greatest degree possible. One of the important ways to achieve this objective is for all employees to follow public health directives about social distancing within and outside the workplace.

It is also the expectation that employees will follow public health requirements designed to address the spread of COVID-19, by:

- Not reporting for work when experiencing symptoms consistent with a cold, flu or COVID-19 (fever, chills, cough, shortness of breath, sore throat and painful swallowing, stuffy or runny nose, loss of sense of smell/taste, headache, muscle aches, fatigue or loss of appetite);
- Ensuring that mandatory quarantine periods following travel outside of Canada are strictly observed;
- When having been tested positive for COVID-19, employees do not report to work until they have been medically cleared to do so; and
- Those who know they have been exposed to an individual who has tested positive for COVID-19 at home or through close personal contact seek and follow public health (dial 8-1-1) or medical advice before reporting to work.

If you become ill and are exhibiting any cold or flu-like symptoms, you must remain away from work and inform your supervisor. If you begin to feel ill or exhibit symptoms while on duty you must advise the appropriate supervisor for direction about safely leaving the workplace.

If you are/were in the workplace and it is confirmed by a health care provider that you are/were infected with COVID-19, under the Canada Labour Code, this would constitute a workplace hazard. As such, you have a duty to report this hazard to management.

Sick leave guidance:

<table>
<thead>
<tr>
<th>Symptoms</th>
<th>Instructions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sick (cold/flu/stomach flu)</td>
<td>Stay home. Use the BC Self-Assessment Tool for guidance. If necessary, contact and follow physicians’ recommendations. Do not return to work for a clear 24 hours after symptoms have cleared.</td>
</tr>
<tr>
<td>Diagnosed/confirmed COVID-19</td>
<td>Stay home. Follow physicians’ recommendations. Do not return to work until medically cleared to do so.</td>
</tr>
<tr>
<td>Direct continuous exposure with a person who tested positive for COVID-19 (living in the same household)</td>
<td>Stay home, do not come to work. Self-monitor. Contact 811 or your physician. Do not return to work until the person who tested positive has been medically cleared.</td>
</tr>
<tr>
<td>Symptoms</td>
<td>Instructions</td>
</tr>
<tr>
<td>--------------------------------------------------------------------------</td>
<td>---------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Self-isolation per physicians’ recommendation for suspected COVID-19</td>
<td>Stay home. Follow physicians’ recommendations. Do not return to work until the earlier of 14 days after</td>
</tr>
<tr>
<td>(does not include 8-1-1)</td>
<td>the onset of symptoms or 7 days after symptoms have cleared.</td>
</tr>
<tr>
<td>Showing two or more symptoms of COVID-19</td>
<td>Stay home. Self-monitor. If necessary, contact and follow physicians’ recommendations. Do not return</td>
</tr>
<tr>
<td></td>
<td>to work until the earlier of 14 days after the onset of symptoms or 7 days after symptoms have cleared.</td>
</tr>
<tr>
<td>Indirect exposure, no symptoms (Example: Someone you know was exposed to</td>
<td>Continue to attend work. Self-monitor.</td>
</tr>
<tr>
<td>someone who has COVID-19)</td>
<td></td>
</tr>
<tr>
<td>You are at high risk and you’re concerned about potential exposure to</td>
<td>Complete the COVID-19 Accommodation Individual Employee Workplan.</td>
</tr>
<tr>
<td>COVID-19 in the workplace</td>
<td></td>
</tr>
</tbody>
</table>

The [COVID-19 Self-Assessment Tool](https://covid19selfassessment.ca), developed with the BC Ministry of Health, will help determine whether you may need further assessment or testing for COVID-19.

Sick leave will be applicable if you are sick, diagnosed with COVID-19, have had direct continuous exposure with a person who tested positive for COVID-19, show symptoms of COVID-19 or are in self-isolation for suspected COVID-19.

**Temporary Remote Work Arrangements**

If the illness and/or its' treatment allows for you to perform part or all of your work from home, Management may approve temporary remote working arrangements. You are reminded that if you do not think you can perform your work safely from the remote work location, you have the responsibility to say so.
A. Description of Project

Project Title: Helew’u’ Daycare COVID-19 Recovery Plan
Project Duration: August 15 to April 15
Project Manager: Nicho Wilson

B. Rationale

NVIT has announced a hybrid model for return to the classroom in Fall 2020. To ensure proactive and effective integrated planning for the NVIT Community, all parts of the organization need to anticipate as much of the unknown/unexperienced as possible. As many NVIT students and employees utilize the daycare on a day to day basis, protocols must be in place to ensure safe and confident child care during the COVID-19 pandemic. The child care protocols are in accordance with WorkSafeBC and the PHO.

C. Goals and Objectives

To communicate guidelines on the use and access of the NVIT Daycare in the COVID-19 environment.

D. Deliverables and Specifications

I. Access to Child Care Facilities

- On arrival, staff will review the health of the child with the parent, before the child enters the facility. If the child has any symptoms, they must return home as per the health policy.
- Parents will additionally need to let staff know if their child has been given acetaminophen or ibuprofen in the last 12 hours.

<table>
<thead>
<tr>
<th>Symptom</th>
<th>May return when</th>
</tr>
</thead>
<tbody>
<tr>
<td>Temperature of 100 F / 37.8 C or higher (orally) or 99 F / 37.2 C or higher (under the arm)</td>
<td>May return to child care after a doctor’s note or negative COVID-19 test is provided AND or when symptom free.</td>
</tr>
<tr>
<td>Runny nose</td>
<td>May return to child care after a doctor’s note or negative COVID-19 test is provided AND or when symptom free.</td>
</tr>
<tr>
<td>Symptom</td>
<td>Return Policy</td>
</tr>
<tr>
<td>------------------------------------------------------------------</td>
<td>-------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Cough</td>
<td>May return to child care after a doctor’s note or negative COVID-19 test is provided AND or when symptom free.</td>
</tr>
<tr>
<td>Sore throat</td>
<td>May return to child care after a doctor’s note or negative COVID-19 test is provided AND or when symptom free.</td>
</tr>
<tr>
<td>Difficulty breathing or wheezing</td>
<td>May return to child care after a doctor’s note or negative COVID-19 test is provided AND or when symptom free.</td>
</tr>
<tr>
<td>Unexplained fatigue, aches or cold/flu-like symptoms</td>
<td>May return to child care after a doctor’s note or negative COVID-19 test is provided AND or when symptom free.</td>
</tr>
<tr>
<td>Sinus congestion</td>
<td>May return to child care after a doctor’s note or negative COVID-19 test is provided AND or when symptom free.</td>
</tr>
<tr>
<td>Children who have, or children with others living in the same home who have just returned from international travel</td>
<td>May return after self-isolating for 14 days and being symptom free.</td>
</tr>
<tr>
<td>Children who have, or children with others living in the same home who have been identified as at-risk of potential Covid19 exposure</td>
<td>May return after self-isolating for 14 days and being symptom free.</td>
</tr>
</tbody>
</table>

Additionally, our regular health and wellness policy stands:

Children may not attend child care programs while they have any of the following symptoms:

- unusual, unexplained loss of appetite, fatigue, irritability, or headache
- eye infections
- unexplained rashes or any rash that is not confirmed by doctor to be non-contagious
- known or suspected communicable diseases (measles, chicken pox, pink eye, hand foot and mouth, etc.)
- ear infection
- nausea, vomiting and/or diarrhea in the last 48 hours

II. Pick Up and Drop Off

Drop Off:

1. Parents will meet their classroom teacher in the foyer of the centre. One family at a time will be allowed in the foyer for pick-ups and drop offs. If the child’s teacher does not hear the door chimes, the parent can announce to the classroom teacher that they are there. If the class is outside, the parent can enter through the gates located on each side of the playground while practicing social distancing with staff and other children.
2. Staff will sign the children in and out on the attendance form. Parents will not be required to do so.
3. Staff will help child remove coat / bag and get hands washed.

Pick Up:

1. Parents will meet their classroom teacher in the foyer of the centre. One family at a time will be allowed in the foyer for pick-ups and drop offs. If the child’s teacher does not hear the door chimes, the parent can announce to the classroom teacher that they are there. If the class is outside, the parent can enter through the gates located on each side of the playground while practicing social distancing with staff and other children.
2. The staff member will gather the child’s things
3. Staff member will take child and belongings to the family who will complete the pickup.
4. Staff member will then wash their hands following proper hand washing protocols.

III. Hand Hygiene and Respiratory Etiquette

Hand Hygiene:

- All staff and children must adhere to regular hand washing with soap and water for at least 20 seconds
- Turn water on and wet hands, remove from water
- Add soap to hands and create friction to make bubbles
- Scrub for 20 seconds, sing Happy Birthday or ABC’s or Twinkle Twinkle
- Staff member should use a scrub brush under nails
- Rinse hands under running water
- Dry hands with single use paper towels
- Turn off faucet with paper towels
- Hand Hygiene during the following times:
  - Arrival to the facility and after breaks
  - Before and after preparing food or drinks
  - Before and after eating or handling food, or feeding children
  - After diapering
  - After using the toilet or helping a child use the bathroom
  - After coming in contact with bodily fluid
  - After playing outdoors or in sand
  - After handling garbage
  - After blowing one’s nose, coughing, or sneezing
  - After using the restroom
  - Before coming in contact with any child
  - After touching or cleaning surfaces that may be contaminated
  - After using shared equipment like toys, computer keyboards, mouse, scissors, pens. Etc.
Respiratory Etiquette:

- Cough or sneeze into their elbow sleeve or a tissue. Throw away used tissues and immediately perform hand hygiene (“Cover your coughs”).
- Not touch their eyes, nose or mouth with unwashed hands (“Hands below your shoulders”).
- It is not recommended that children wear cloth or homemade masks. Parents and staff can teach and reinforce these practices amongst children

IV. Physical Distancing

- Workers should maintain a distance of at least 2 metres from each other. Where this is not possible, for example when transferring a very young child from one worker to another, plan and communicate the work task in advance to ensure that time spent in close proximity is minimized.
- It is not always possible for workers to maintain physical distance from children, and between children, when in care. Adhere to the principle of physical distancing where possible, by:
  - Minimizing the frequency of direct physical contact with children.
  - Forming a number of separate play areas in order to space children apart. Note that children who live in the same home do not need to maintain physical distance from each other.
  - Creating smaller groups or cohorts of children and keeping these groups separate from each other.
  - Minimizing the number of different workers that interact with the same child or group of children.
  - Organizing snack/meal areas to space children apart.
  - Organizing nap areas to space children apart and placing children head-to-toe or toe-to-toe.
  - Staggering snack/meal and nap times.
  - Including the use of outdoor space for various activities, including snack/meal time, while adhering to physical distancing and hygiene principles.
  - Increase the space between children during activities such as snack/lunch. i.e., move or separate tables, move chairs farther apart; move sleep areas further apart.
  - Set up regular activities outside such as; snack time, and arts and craft time
  - Set up mini environments within your facility to reduce number of children in a group, i.e., set up 2 or 3 craft areas for colouring or doing crafts
  - Avoid activities that require direct contact between children (e.g. holding hands) or sharing objects
  - When out on walks, children should not be directly holding hands. While walking ropes introduce safety issues (and must be sanitized). If using a stroller for transport, children could hold each side of the stroller. Staffing placement: at the front and at the back, can help ensure child safety.
V. Cleaning and Disinfection

- Regular cleaning and disinfection are essential to preventing the transmission of COVID-19 from contaminated objects and surfaces. The center will be cleaned and disinfected in accordance with the BCCDC’s Cleaning and Disinfectants for Public Settings document.
- General cleaning and disinfecting of the centre should occur at least **once a day**.
- Frequently-touched surfaces should be cleaned and disinfected at least **twice a day**. These include: doorknobs, light switches, faucet handles, tables, counters, chairs, electronic devices, and toys.
- Clean and disinfect any surface that is visibly dirty.
- Use common, commercially-available detergents and disinfectant products. Follow the instructions on the label.
- Remove toys and other items that cannot be easily cleaned (e.g., avoid plush/stuffed toys).
- Empty garbage containers daily, at minimum.
- Wear disposable gloves when cleaning blood or body fluids (e.g., runny nose, vomit, stool, urine). Wash hands before wearing and after removing gloves.
- Clean and disinfect cots and cribs, and launder crib linens and cot blankets.
- Clean diapering stations after each use.
- There is no evidence that the COVID-19 virus is transmitted via textbooks, paper or other paper-based products. As such, there is no need to limit the distribution of books or paper based educational resources to children because of COVID-19.
- Staff will follow daily checklist and document when each chore has been completed

VI. Use of Personal Protective Equipment (PPE)

- Wear disposable gloves when cleaning body fluids (e.g., runny nose, vomit, stool, urine) and when diapering.

VII. Meals and Snacks

- Meals are prepared on-site by a food safe certified person. Both snacks and meals will be served to children in their own bowl or plate as individual servings.
- At the end of meal times all dishes are rinsed with hot water and then ran through the dishwasher on the sanitization mode.
- Children will not be allowed to help with food preparation, Example: making a cake or baking cookies.
- No sharing policies in place. Children and staff are not allowed to share food or drinks. Children have their own labeled cup that they use throughout the day and sanitized at night.
- Children will be spaced out from one another at the meal tables.
- Tables and chairs are sanitized before and after every meal.
VIII. Other Methods to Control Risk

- Sensory experiences are a vital part of early learning and finding creative ways to provide them is essential. Discretion may be used to provide non-washable sensory materials (i.e. playdoh, clay, sand) to children under supervision and with rigorous hand washing protocols. The June BC CDC FAQs state that water, sand and playdoh may be used with handwashing protocols in place. If considering such materials, ensure that a supervision and sanitation policy is in place and shared with parents prior to implementation.
- Children’s belongings will be stored separately in their cubbies. Children’s items are labeled. Infant and toddler diapering supplies are in labelled individual baskets. 3-5 room blankets will be stored in child’s cubbies in bags.
- Have children outside wherever possible, including play time, snack time, and for learning activities.

Related Links

- [http://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/covid-19-provincial-support/bc-restart-plan](http://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/covid-19-provincial-support/bc-restart-plan)

E. Project Risks, Constraints & Assumptions

1. Risks
   a) Resources: NVIT is deemed an essential service. There is no additional provincial funding for these undertaking. Planning and executing requires significant human and capital resources.

2. Constraints
   a) Time: Immediately

   b) Resources:

   c) Cost:

   d) Scope: NVIT students, employees, and children

F. Project Sponsor: Denyse Oswald-Finch
   Project Manager: Nicho Willson