



UNIVERSITY
CANADA WEST

Return to New “Normal” Recovery Plan

July 2020

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UCW Return to new “Normal”

Since the onset of COVID-19, UCW has placed the safety of our employees, students and communities at the forefront of our response. This has meant providing support to our students and employees while working to ensure we continue to support critical business functions. It has also provided opportunities for us to re-imagine how we can continue to deliver quality instruction to our students and to support faculty in this transition.

We have been working to adapt our teaching, learning and service delivery methods to ensure students can continue to progress in their academic journey. UCW’s Occupational Health and Safety team has assessed classrooms, labs and offices, to ensure that we can offer and practice safe operating procedures and guarantee close adherence to public health and safety guidelines, as well as WorkSafeBC standards for post-secondary institutions.

Our UCW Academic Department is working with faculty for Summer Term 2020 to supplement in-class learning instruction with blended learning delivery to provide students with full 24/7 access to course materials online to help them prepare for face-to-face classroom sessions where instructors will guide students to a deeper understanding of what they have learned online through applications in case studies, simulations, debates and discussions, etc.

Outside of the class, the Registrar’s Office, Finance Department, Learning Strategist, Student Affairs and Academic Advising will continue to offer students supports for needed services and advice. This will ensure students build connections with each other and their Peer Leaders. It will provide them with the opportunity to learn the soft skills employers look for. Staff will also make referrals for students to connect with important academic resources such as library resources, writing coaches, math tutors, academic advising and our learning strategist to help them learn strategies for academic success.

The health and safety of our university community is our top priority. After working closely with public health authorities and the provincial government, we have made plans for a return to campus that aligns closely with public health and government guidelines for a safe and healthy community.

Recovery Plan

Resuming Business Operations Assessment

Our plan has been created for UCW to ensure everyone's safety in our return to campus which includes the following:

- a safety orientation prepared for new staff and continuing staff returning to campus
- a training plan for familiarizing staff to changes in business operations and needs, such as new processes, new equipment or products
- a review of start-up requirements for workstations, equipment and out-of-use facilities
- a safe process and assigned resources for clearing out-of-use systems and facilities

Workplace Assessment

Area	Potential Risk Level	Mitigation Measures
Classrooms	High	Reduction of time and the number of classes offered as well as limited seat capacity
		Redesigned classrooms to maintain physical distancing (2m)
		Blended learning delivery
		Regular sanitization
Offices	High	Mandatory physical distancing
		Rotation shifts
		Plexiglass barriers
		Regular sanitization
		Work-from-home arrangements
Student Lounges	High	Temporary closure
Elevators/Hallways	High	Regular sanitization
Staff/Faculty Lounge	High	Limited occupancy at any given time
		Removal of shared utensils
		Regular sanitization
Reception/Lobby	High	Plexiglass barriers
		Temperature assessment
		Limited capacity
		Regular sanitization

Workplace Management

Policy and Procedures	Details
Health and Safety Policy	Appendix A
Reopening Plan for Academic Services	Appendix B
Reopening Plan for Staff and other Business Units	Appendix C
Student Health Ambassador	Appendix D
Staff Health Assessment & Daily Check-in Form	Appendix E
UCW COVID-19 Response Guide	Appendix F
Work from Home Policy	Appendix G

Our workplace COVID-19 guidelines ensure that workers, students and others who show symptoms of COVID-19 will be prohibited from the workplace.

Implementation of Guidelines

UCW COVID-19 Guidelines	
Anyone who has had symptoms of COVID-19 in the last 10 days	Symptoms include fever, chills, new or worsening cough, shortness of breath, sore throat, and new muscle aches or headache. Person will be sent home.
Anyone directed by Public Health to self-isolate	Persons will be asked to return to their residences for the self-isolation period.
Anyone arriving from outside of Canada or who has had contact with a confirmed COVID-19 case	Must self-isolate for 14 days and monitor for symptoms.
Visitors are prohibited or limited in the workplace	Visitors will only be allowed if the visit is necessary and an appointment is made prior to campus visit.
First aid attendants	Provided OFAA protocols for use during the COVID-19 pandemic.
Staff	Implemented a work-from-home policy (when needed).
	Sick workers must report to first aid, even with mild symptoms.
	Sick workers will be asked to wash or sanitize their hands, will be provided with a mask and isolated.
	The worker will be directed to return straight home. (Consult the BC COVID-19 Self-Assessment Tool or call 811 for further guidance related to testing and self-isolation).
	If worker is severely ill (e.g., difficulty breathing, chest pain) call 911
	Clean and disinfect any surfaces the ill worker has come into contact with.

Protection and Safety Measures

Level	Measures Implemented
Level 1 Elimination	Working off-site or remote work arrangements
	Changes to work schedules
	Changes to how tasks are done
	Occupancy limits for office and open space
	Limited or prohibited visitors
Level 2 Protection Engineering	Reducing the number of persons on site
	Installed barriers where workers cannot maintain physical distancing from co-workers, students or others
Level 3 Administrative	Included barrier cleaning in our cleaning protocols
	Identified rules and guidelines for how workers should conduct themselves
	Clearly communicated these rules and guidelines to workers through a combination of training and signage

Protection and Safety Measures continued

Level	Measures Implemented
Level 4 Protective Gear	We note that everyone (staff, faculty and students) will be required to wear masks on campus
	All visitors will be requested to wear mask
	UCW has:
	<ul style="list-style-type: none"> trained workers in the proper use and disposal of masks
	UCW has adequate PPE:
	<ul style="list-style-type: none"> face masks hand sanitizers gloves touchless thermometers surface disinfectant wipes
Level 5 Cleaning Measures	The workplace has sufficient hand-washing facilities on site for all workers.
	Hand-washing locations are visible and easily accessed.
	Policies are in place that specify when workers must wash their hands.
	Communications to workers have been made about good hygiene practices highlighting that frequent hand-washing and good hygiene practices are critical to reducing the spread of the virus.
	Implemented cleaning protocols for all common areas and surfaces — i.e., classrooms, washrooms, tools, equipment, vehicle interiors, shared tables, desks, light switches, and door handles. Protocols dictate that these items must be cleaned numerous times each day according to a defined schedule (before and after shift, after lunch and after use).
	Cleaners have had adequate training and materials.
Removed unnecessary tools and equipment to simplify the cleaning process — e.g., coffee makers, shared utensils and shared plates.	

Communication Plan

Our plan ensures the following:

- everyone entering the workplace, including visitors, understands how to keep themselves safe while at our workplace.
- a training plan to ensure workers and others are trained in workplace policies and procedures. All workers have received policies for staying home when sick.
- posted signage at our campus, including occupancy limits and effective hygiene practices.
- posted signage at the main entrance indicating who is restricted from entering the premises, including visitors, students and employees with symptoms
- managers have been trained to monitor employees and the workplace to ensure policies and procedures are followed.
- crisis communication plan is prepared to manage effective communications under any critical circumstances.
- Communications department sends regular updates and reminders to staff, students and faculty.

Workplace Monitoring

Things may change as our business operates. When a new area of concern is identified or something is not working, necessary steps will be taken to ensure:

- UCW updates our policies and procedures with managers, employees and students being involved in this process
- a pandemic response committee is in place to monitor risks
- employees have been provided with contact information for health and safety concerns
- when resolving safety issues, joint health and safety committees or worker health and safety representatives will be involved
- UCW has hired Student Health Ambassadors to oversee physical distancing to/from and in classrooms
- implementation of one-way traffic zones, physical distancing marked out on floors throughout buildings and particularly in classrooms, etc.

New Student Arrival Management

Student Responsibilities

- All students, prior to travelling to Canada, must prepare a credible 14-day isolation/quarantine plan under new rules announced by the federal government to combat the spread of COVID-19. Students will need to demonstrate that they have a suitable place to isolate or quarantine, with access to necessities including food and medication. UCW has put together accommodation resources for students that need to isolate (**Appendix H**). Students are not allowed to visit the University campus until they can demonstrate that 14 days has passed with dated proof of arrival.
- UCW students should have medical insurance prior to travelling to Canada. UCW students in Canada will automatically be enrolled into Guard.me medical insurance for their first term, however, students are responsible for medical insurance up until their first term start date.
- Students must inform UCW of their travel plans before and after arriving in Canada by messaging Student Services in the MyUCW Student Portal.
- UCW students will be asked to submit the **UCW Travel and Self-Isolation Checklist Form (Appendix I)**.
- Students are required to self-monitor for symptoms of COVID-19.
- If a student experiences any symptoms of COVID-19 during the quarantine period, they must follow the advice from the Public Health Agency of Canada and immediately notify their isolation accommodation provider, as well as UCW.
- Any student who has a suspected or confirmed case of COVID-19 will be required to remain at their quarantine site until a medical practitioner has confirmed they are clear of these symptoms and/or the student has tested negative for COVID-19.

Staff Responsibilities

- Student-facing staff will be made aware when new students are coming to the campus for the first time. Students will have to demonstrate proof of arrival (date) to ensure that 14 days of quarantine is over. If not, they will be asked to leave and self-isolate immediately.
- UCW staff will conduct regular check-ins on students to inquire about their mental and physical wellbeing.
- Provide students with optional virtual social, wellness and entertainment activities.

Appendices

Appendix A: Health and Safety Policy

Policy Title: Health and Safety

Purpose

This policy states the University's commitment to providing a work and learning environment that is healthy, safe and secure for the University Community and outlines the responsibilities for achieving this.

Scope

This policy addresses the promotion and protection of the health and safety for the entire University Community (students, employees and facility users). In compliance with the Workers' Compensation Act, the University promotes a culture of health and safety that raises awareness and mitigates risk and the prevention of injury and illness.

Principles

University Canada West will take steps to mitigate and prevent injury and illness through:

- a. the establishment and maintenance of an Occupational Health and Safety Committee and an Occupational Health and Safety Program
- b. adhering to all applicable Health and Safety Legislation
- c. providing training and education that promotes proper safety practices and procedures.

1. Responsibility and Accountability for Health and Safety

a. University

It is the responsibility of the University, acting through academic and administrative heads to:

- provide a safe, healthy and secure working environment;
- establish, maintain and regularly review the Occupational Health and Safety Program;
- ensure that inspections are made regularly and to take necessary action to eliminate unsafe conditions;
- provide appropriate first aid facilities and training;
- establish and maintain adequate maintenance standards and equipment to ensure hazards are guarded against or eliminated;
- ensure compliance with WorkSafeBC and other applicable regulations and legislation;
- ensure an effective system of conducting investigations;
- ensure the OHS Committee(s) are provided with information, as appropriate, regarding the commencement and outcomes of workplace incident investigations and reports;
- communicate, as appropriate, with the University Community regarding events or situations when potentially harmful conditions arise or are discovered.

b. Supervisor/Managers

It is the responsibility of Managers/Supervisors to:

- develop, implement and enforce safe work procedures for their area and enforce safety regulations;
- provide job/site specific health and safety orientation for new employees;
- ensure all employees under their supervision receive appropriate training and are aware of safety practices and follow safety procedures;
- ensure all equipment and materials are properly handled, stored and maintained;
- take part in Occupational Health and Safety Committee inspections and investigations;
- regularly inspect their areas for health and safety hazards, unsafe acts and/or conditions and document them;
- promptly address identified hazards, as well as health, safety and personal security concerns expressed by their staff;
- report incidents, accidents, injuries and/or near misses to the academic or administrative head of the unit/area.

c. Employee

It is the responsibility of each employee to:

- learn and follow safe work procedures;
- request for instruction or training prior to commencing work if safe work procedures are not known;
- report any unsafe conditions or hazards to their supervisor;
- participate in inspections and investigations as appropriate;
- use personal protective equipment as required;
- work safely and encourage co-workers to work safely;
- report accidents, incidents, injuries and/or near misses to the Supervisor;
- be aware of the Health and Safety Policy.

d. Health and Safety Lead

It is the responsibility of the Health and Safety Lead to:

- provide leadership to assist Administrators, Supervisors and employees in implementing health and safety programming, prevention and education;
- where appropriate, act as liaison with regulatory authorities on behalf of the University;
- support the establishment, orientation and activities of the Occupational Health and Safety Committee(s);
- ensuring the implementation of new occupational health and safety regulatory requirements;
- providing guidance and assistance to Supervisors and Administrators in identifying, evaluating and correcting health and safety hazards,
- ensure the regular monitoring, inspections and audits are performed;
- maintain incident statistical data and communicate relevant information to regulators and members of the University Community.

e. Occupational Health Safety Committee(s)

It is the responsibility of the Occupational Health and Safety Committee to:

- participate in the development and implementation of health and safety programs for employees;
- respond to concerns and suggestions regarding workplace health and safety;
- ensure the maintenance and monitoring of workplace accident/injury/incidents/hazard reports;
- participate in workplace health and safety inquiries and investigations and provide recommendations;
- coordinate and promote employee health and safety training and awareness activities;
- make recommendations to the University for accident prevention and safety program activities for employees.

f. Students and Facility Users

It is the responsibility of the Students and Facility Users to:

- Work safely and conduct themselves in a safe manner;
- Follow rules and regulations pertaining to safe work and/or learning procedures and/or activities;
- Immediately report unsafe conditions, injuries, accidents, incidents and/or near misses to an instructor, staff member or by email – healthandsafety@ucanwest.ca;
- Be aware of the Health and Safety Policy and related University policies.

Related Policies & Legislation

Policy Number	Policy Title
2002	Closure Due to Inclement Weather Policy
2004	Emergency Preparedness Policy
	Fire Services Act
9014	Student Rights and Responsibilities Policy
	WorkSafeBC OHS Regulations
	Workers' Compensation Act

Appendix B: UCW Plan – Academic Services

BC’s COVID-19 Forward Strategy Additional Guidelines Post-Secondary

1. Routine daily screening protocol for all staff and students
2. Routine and frequent environmental cleaning
3. Clear policy developed for students and staff who have symptoms of a cold, flu or COVID-19, with anyone coughing or sneezing not to attend classes, extracurricular activities, sports or work
4. Increased use of online learning balanced against the need for social interaction for learning and development
5. Early arrival and self-isolation for 14 days for international students

Physical Distancing Protocols

Physical distancing is challenging in a campus setting. The following protocols will be enforced by everyone and by the Student Health Ambassadors:

- No greetings using hugs or handshakes
- Students and employees will be reminded of physical distancing rules frequently in class and upon entry to campus
- When possible meet outside
- Items designed to be shared (computers, technology, etc.) will be cleaned and sanitized frequently
- Chairs and tables will be positioned to be 2-metres apart
- No food or drink will be shared
- Food preparation activities will be prohibited
- Class times will be staggered to prevent contact when entering or exiting a classroom or facility
- Student Health Ambassadors and employees will remind and reinforce the rule: “keep your hands to yourself”
- When someone self-identifies or is identified as showing symptoms of illness, they will be sent home immediately

UCW Safety Plan

#	Topic	Plan
1	Arrival Plan	A daily health check is expected upon entry into the campus
		A signed statement is required, and temperature checks are mandatory upon entry
		All employees and students will be required to wear a mask when on campus
		All visitors will be requested to wear mask

UCW Safety Plan continued

#	Topic	Plan
2	Course Design	Faculty will use a blended model of teaching. Each class will be divided into two groups (face-to-face and online), then instructors will alternate between online and face-to-face with each section.
		First weekly meeting time – Asynchronized Faculty will use asynchronized assignments, readings, activities and assessments they have designed for fully online courses for the first meeting class time of each week.
		Second weekly meeting time – Face-to-Face – will involve applications of the content learned in the asynchronous online materials in mini-lectures, discussions, presentations, case studies, activities, simulations, assessments/exams, etc. will be created by the instructor for each week based on the syllabus.
		Faculty will be asked to deliver a blended teaching model.
		Faculty will record/video their synchronized activities and mini lectures noted above and post them in Moodle for students who cannot attend face-to-face or are concerned to attend.
3	Scheduling Plan	Classes will be scheduled with 40-minute breaks between classes for cleaning and sanitizing.
		Seating plan for each classroom will accommodate half of the room's seating capacity.
4	Seating Plan	Add up the number of seats in each room and each floor and divide into half to calculate the total capacity.
		Place physical distancing markings on each classroom floor to show where tables and chairs are to be located in classrooms and in office areas.
5	Classroom Exit Plan	Instructors
		Student Health Ambassadors and/or an Instructor will remind students to use the washroom facilities before class.
		If student requests washroom break during class, only one at a time (when in washroom, keep 2-metres apart), and wash your hands for 20 seconds.
		Instructor announces time to leave classroom.
		Student Health Ambassadors take over and oversee the exit procedure.
		Student Health Ambassadors
		Arrives in room 5 to 10 minutes earlier than class schedule to ensure physical distancing seating arrangements are followed.
		Instructs students to leave in order of closest person to the door first.
		Reminds students to avoid touching surfaces that are located in common areas, such as doors, tables, etc.
		Follows the class out and enforces physical distancing rules.
Informs students to walk downstairs 2-metres apart, only 1 person in the elevator at a time		

UCW Safety Plan continued

#	Topic	Plan
6	Sanitizing Plan	Cleaning is high priority and done between each class time and continuously throughout the day. Cleaning of all surfaces will be carried out throughout the UCW Campus.
		Cleaning staff will employ enhanced cleaning processes.
		Wipe down all the tables, chairs, door frames or any other surface that may be touched.
		Bathrooms and hallways are cleaned during class times.
		A full stock of hand-washing supplies will be available at all times.
		Garbage containers must be emptied often.
		Clean high-touch surfaces (i.e. keyboards, tablets) with 70% alcohol making sure the wipe makes contact with the surface for one minute for disinfection
		There is no evidence that COVID-19 is transmitted via textbooks, paper or other paper-based products.
		Faculty and staff should not share personal items (electronic devices, writing instruments, etc.)
		USE of Washroom Facilities
		The number of students permitted in the washroom will be limited.
		Strict hand-washing routines are enforced.
Toilet seats, toilet flushing handles and sink taps will be disinfected frequently.		
7	Proper Hygiene	Hand-washing with soap and water for 20 seconds is the most effective way to reduce the spread of COVID-19 (in addition to physical distancing).
		When sinks are not available for hand-washing, alcohol-based hand sanitizers containing at least 70% alcohol will be available. This is not effective when hands are very soiled – then it is important to wash with soap and water.
		Employees and students should wash their hands:
		When they arrive at the campus and before they leave campus.
		Before and after eating and drinking or handling food.
		After using the restroom facilities.
		After sneezing and coughing into hands.
		Whenever hands are visibly dirty.
		After contact with body fluids (i.e. runny noses, spit, vomit, blood).
		After cleaning tasks.
		After removing gloves.
After handling garbage.		
8	Kitchen Plan	Students sit or stand 2-metres apart when using and cleaning kitchen facilities or eating their food.
		No sharing of utensils or plates will be permitted.

UCW Safety Plan continued

#	Topic	Plan
9	Communication Plan	Develop effective messaging protocol.
		Place signage in each room listing the protocols:
		<ul style="list-style-type: none"> ● Posters ● Social Media ● TV screens
		Role of Student Health Ambassadors in class messaging
		Orientation messaging.
		Student events messaging.
10	Resources & Guidelines	Protocols & Response
		Communication of rules including the wearing of masks – i.e. when students, faculty or staff do not follow rules, protocols will be disseminated.
		Support
		Provide list of available supports.
		Provide verbiage for faculty announcements in class and on Moodle.
		Provide verbiage and training for Student Health Ambassadors.
		Student Affairs
Make available supports & resources highly visible for students both virtually and physically in buildings.		
11	Staff Protocols & Resources	All staff will be required to wear masks on campus.
		Plan for serving students to be developed.
		Plan for staff interaction in open workspace.
		Plan for number of people permitted in office space.
		Plan for reception.
		Response if students/staff do not follow protocols? Students who fail to adhere the campus COVID-19 guidelines will receive a verbal warning from the Student Affairs Manager, on repeated failures the student will be requested to leave the premises and Student Affairs will follow up and take necessary steps.
		Employees who fail to adhere the workplace COVID-19 guidelines will receive a verbal warning from the HR department. On repeated failures the staff member will be requested to leave the premises and HR will follow up and take necessary steps.
12	Student Services	Library plan and protocols developed.
		Registrar Plan for serving students to be developed and for staff interaction in open workspace, as well as number of people permitted in office space.
		Student Affairs plan (Appendix F) for supporting students
		Shields available for services
		Place tape on floor to show where tables and chairs must be located in services

UCW Safety Plan continued

#	Topic	Plan
13	Safety Plan	All employees and students will be required to wear masks on campus.
		If Students / Staff are sick – When employees or students are sick, they will be sent home until they recover. All persons with confirmed symptoms of COVID-19 must follow the 14-day self-isolation period.
		If an employee or student becomes sick on campus, they will be isolated and sent home. The space where persons are isolated will be sanitized immediately following.
		All employees will be asked to undergo training on health and safety risks.
14	Technology Plan	Use of tech plan.
		Cleaning equipment on a schedule.
		Provision of tech to students who do not have laptops.
		Ensure provision and maintenance of video equipment in classrooms.
		Classroom set up upgraded with dual monitors, projector and HD web camera to facilitate blended mode of teaching.
		Implementation of QLess for appointments in high service areas such as Registrar's Office and Student Affairs.
15	Anticipated Challenges	Some students/staff/faculty refuses to come in regardless of safety plan.
		Faculty tech challenges.
		Student tech challenges.
		Perception by faculty of increased workload. The contact time with students has not increased.
		Staff, Student Health Ambassador safety plan – adapting to the “new norm” and procedures may be difficult initially.
		Students not following protocols – what is the response from faculty, staff, and administration.
		Some people will not have masks – so masks will be supplied.

Library Plan

Key Functions	Status Pre-COVID-19	Status during COVID-19	Corrective Measures	Restart Plan
In-class instruction	All library instruction was delivered either in-class or in the Lab	All online – using Teams/BBB/Zoom	All classes were moved online, using tech tools tailored to the class	Plan for a blended model of delivery (adapted to the course/faculty)
Drop-in workshops	Delivered in the Lab (maximum capacity = 18 seats) – 87 students in total	Delivered via MS Teams = 161 students in total (85% increase)	Removal of capacity constraints resulted in increase in attendance	Continue with online delivery, plan for a blended model of delivery
1-on-1 appointments	30 minutes, in person, personalized appointments	30 minutes, online personalized appointments	Offering these appointments via MS Teams	Continue with online delivery, plan for a blended model of delivery
Virtual chat services	Students ask questions via AskAway, a virtual chat platform	Students ask questions via AskAway, a virtual chat platform	None; the service is well used (initial indicators suggest an increase in the use of service)	This has become an essential part of our service; will continue to use it in the future
Lending of physical materials	High usage of tech materials (iPads, chargers) and course reserves	All lending services are suspended	Planning underway for a phased reopening	Putting in place measures for re-opening in July 2020
Library space usage	High usage of campus library space (study areas, computers)	Campus is closed	Planning underway for a phased reopening	Putting in place measures for re-opening in July 2020

Student Affairs Plan

Key Functions	Restart Plan
1 on 1 appointments	Depending whether staff feels comfortable to come back on campus, can assist students 1 on 1 on campus (depending on the number of students and staff). May ask students to inquire via virtual chat or phone services
Workshops/information sessions	Continue to offer via Teams
Virtual chat and phone services	Continue to offer this service via Teams
MyUCW portal and outlook account	Continue to assist via MyUCW portal and Outlook account

Appendix C: Safety Plan Staff and Business units

- Routine daily screening protocol for all staff.
- Routine and frequent environmental cleaning.
- Clear policy for staff who have symptoms of a cold, flu, or COVID-19, with anyone coughing or sneezing not to work.
- Increased use of Teams for meetings and online platforms for virtual engagements.
- Where possible windows to be open during appropriate climate conditions

#	Topic	Plan	Comments/Resources
1	Space Arrangements	Limited seating in offices to maintain physical distance Each office space is measured to find out exactly how many people can be in the room while maintaining 6ft distance as per the BC health guidelines	<ul style="list-style-type: none"> • Signage will be put up on doors and walls. • Clear signs on the floors as well to remind staff of the 2m distance • Written guideline distributed to staff members to highlight safety measures • Signs will be put up to allow for safe distance
		The staff lounge office space. will maintain safe physical distancing, a maximum of 2 people in the space at any given time will be strictly enforced	
		The lobby area will have restrictions in relation to number of people in the given space and physical distancing will be strictly enforced	
2	Scheduling Plan	Shift rotations for staff members. Each department will be submitting a schedule for staff members highlighting their rotation shifts	<ul style="list-style-type: none"> • Work from Home Policy (Appendix G)
		Working from home is still in effect whenever possible	
3	Student Health Ambassadors	Part-time student workers will operate as “Health Ambassadors” and as floor monitors	<ul style="list-style-type: none"> • A list of responsibilities and duties for “Health Ambassador” is attached • This also serves supporting student employment on campus and supporting students financially. Students working on campus is best practice for increased academic performance and retention.
		Health Ambassadors will be supervised by Student Affairs	
		Each floor will have one Health Ambassador for monitoring	
		Coordinate staff, student, and faculty traffic on each floor	
		Responsibilities include ensuring safety procedures are met and reporting breaches	
		Monitor washroom traffic	
Training and education for students on health and safety, physical distancing, and appropriate use of face coverings will be provided for maintaining a safe environment.			

#	Topic	Plan	Comments/Resources
4	Sanitation: Cleaning and other Safety Practices	Stringent and timely sanitation and cleaning standards will be instituted for all high-traffic areas. Hand sanitizer will be available in convenient locations. Health Ambassadors will be present to provide advice on appropriate distancing practices and ensure these practices are adopted.	<ul style="list-style-type: none"> Elevator usage places priority on people with disabilities
		Cleaning of all surfaces will be carried out daily and in some cases in intervals throughout the day.	
		For offices, special attention will be put towards high-touched surfaces such as desks, keyboard and mouse	
		Classrooms will be cleaned immediately after the students exit, currently the assumption half an hour for cleaning between each class schedules	
		Wipe down all the tables, chairs, door frames or any other surface that may be touched	
		Cleaning schedules will be worked around this schedule as well to ensure desks and surfaces are cleaned thoroughly after each day	
		Washrooms and hallways are cleaned during class times. Office and common spaces – At end of day by building cleaners.	
5	Safety Measures	COVID-specific guidelines will be distributed to all staff: <ul style="list-style-type: none"> safe hygiene practice, safety measures put in place and protocols for cases or individuals with symptoms on campus 	<ul style="list-style-type: none"> Guideline distributed to internal (and outside whenever necessary) stakeholders
		Personal Protection Equipment is provided for staff	
		Plexiglass protection for front line office and Reception	
		Mandatory requirement to wear masks at all times	
		Limiting number of people in work and common spaces	
6	Communication Plan	Develop messages to communicate protocols and procedures	<ul style="list-style-type: none"> Communications team - responsible for producing and distributing relevant and important materials throughout the office/ campus space
		Place signage in each room listing the protocols: Posters, Social Media, TV Screens	
		Signage on walls, doors, desks, floors, etc. constant reminders for implementing effective hygiene practices, physical distance measurements, etc.	

#	Topic	Plan	Comments/Resources
7	Resources & Guidelines	Protocols & Response	<ul style="list-style-type: none"> ● Refer to UCW Health and Safety policy for more information. ● For health and safety concerns, email: healthandsafety@ucanwest.ca
		Communication of rules and procedures – i.e. if staff are not following procedures, what are the next steps?	
		Support	
		Resources are available on-site and online	
		Health and safety guidelines	
		HR/OHS	
		Available for contact via email and phone for questions, concerns, issues, etc.	
8	Staff Protocols & Resources	Training student-facing staff on safe practices and ensuring they are prepared to meet students, as well as being equipped to handle themselves in various situations	<ul style="list-style-type: none"> ● HR and OHS Committee will schedule and provide training/info sessions
		Plan for staff interaction in open workspace	
		Plan for number of people permitted in office space	
		Plan for reception	
		Response if staff, faculty or students do not follow protocols	
9	Technology Plan	Provide required tech support and equipment	<ul style="list-style-type: none"> ● IT Team will be available on-site and online for support
		Main communication platform: Microsoft Teams	
10	Anticipated Challenges	Staff refuse to come to campus	
		Technological issues (connections or equipment)	
		Breach of physical distancing protocols	
		Initial difficulties may be faced by staff and Student Health Ambassadors as people adjust to the “new normal”.	
		Possibility of decreased PPE resources in which case more will need to be ordered or a procedure will be put in place to ensure safety in place of PPE	

Appendix D: Student Health Ambassador – Role and Responsibilities

- Monitor incoming and outgoing traffic on designated floors and areas, including but not limited to high traffic areas such as corridors, classrooms, office spaces, washrooms, etc.
- Coordinate with other Student Health Ambassadors and ensuring that traffic is adhering to safety guidelines
- Attend training sessions as required by the University
- Maintain up-to-date knowledge on the University's safety guidelines, procedures, and protocols
- Promote and communicate safe hygiene practices to student, staff and faculty on a regular basis
- Report any breaches of safety procedures or guidelines to Student Affairs Manager
- Evaluate and recommend improvements to the procedures and guidelines whenever necessary
- Provide assistance at the start and end of classes, ensuring that students are entering and exiting whilst maintaining physical distance
- Distribute safety equipment such as masks and/or gloves
- Monitor supplies in each designated areas and report to Office Manager if supplies need replenishing or restocking (i.e. empty hand sanitizer bottles)
- Other duties as assigned

Appendix E: Screening Form for Entry to UCW campus

EMPLOYEE HEALTH ASSESSMENT & CHECK-IN

DATE: _____

EMPLOYEE NAME: _____

DEPARTMENT: _____

POSITION: _____

Employee Temperature _____ TIME: _____ If Fever is more than 37.6 ° (Return to home)
--

In the interest of Health & Safety of all the Employees at University Canada West, you are required to complete this EMPLOYEE HEALTH ASSESSMENT & CHECK-IN form to the best of your knowledge.

If you have a Fever, please return home to Self Quarantine, and seek advice from medical professional at (811)

- | | | |
|--|------------------------------|-----------------------------|
| 1. Do you have a Fever? | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| 2. Are you experiencing Shortness of Breath? | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| 3. Do you have a Dry Cough? | YES <input type="checkbox"/> | NO <input type="checkbox"/> |

If you answer yes to the top 3 questions, you must return to home, self-quarantine and contact medical officials. During your shift if you experience symptoms of items 1-3 notify the FRONT RECEPTION Staff immediately. You will be required to get clearance from a medical professional to return to work.

- | | | |
|--|------------------------------|-----------------------------|
| 4. Are you experiencing a Runny Nose? | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| 5. Are you experiencing a build up of Phlegm or Mucus? | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| 6. Have you been experiencing Fatigue? | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| 7. Are you experiencing Body Aches? | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| 8. Have you been Sneezing? | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| 9. Are you experiencing Diarrhea? | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| 10. Have you been experiencing Nausea or Vomiting? | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| 11. Do you have a Sore Throat? | YES <input type="checkbox"/> | NO <input type="checkbox"/> |

If you answered yes to any items from 4-11, we suggest that you wear a mask and gloves during your shift or/and communicate with your line manager to discuss work-from-home options.

Employee Signature Date

UCW Representative Signature Date

**IF YOU HAVE ANY CHANGES IN SYMPTOMS
PLEASE NOTIFY THE FRONT RECEPTION STAFF and YOUR LINE MANAGER
IMMEDIATELY**

If you have any concerns or questions, please contact
healthandsafety@ucanwest.ca; or
hrdiary@ucanwest.ca

Appendix F: COVID-19 Response Guide

COVID-19 Response Guide

What steps is UCW taking to help prevent spreading Covid-19?

- Daily Health Assessments
- Physical Distancing enforced
- Any employee identified with symptoms will be requested to return home and seek medical attention

What procedures are being practiced on site?

- Enhanced surface cleaning everyday
- Strict handwashing and hygiene requirements
- All employees are enforced to sanitize their workspace regularly
- Appropriate PPE is provided upon request

What do you do if you suspect another worker has symptoms of Covid-19?

- **ONLY** Report to the Front Reception Staff and/or email – healthandsafety@ucanwest.ca
- Stay clear of that employee
- Do not make assumptions and let authorities act

Where are the Covid-19 Safety Posters located?

- Posters are located all around the campus and in washrooms

How does Covid-19 spread?

- Breathing in droplets in the air that are created when people cough or sneeze
- Close contact with other people
- Touching contaminated surfaces

What should you do if you have symptoms or have been exposed?

- Take immediate Physical Distancing from other co-workers
- Report to Front Reception Staff Immediately and follow the provided instructions
- Note your whereabouts in the duration of your shift and provide when requested by UCW Management
- Use the BCCDC self-assessment online tool or contact 811 (<https://bc.thrive.health/covid19/en>)

What is the minimum mandatory PPE available on site?

- Hand Sanitizer
- Face Masks
- Temperature measurement tools
- Gloves

Appendix G: Work from Home Policy

Working from Home Policy

1. About this policy

- 1.1 UCW supports working from home under special circumstances to accommodate staff. Occasional or permanent working from home statuses can, in certain circumstances, accommodate a disability or special situation, and can then be categorized as a means of reasonable accommodation, gradual return to work status or flexible work.
 - a) Special situations include government declared emergencies, unforeseen global events (such as pandemic or epidemic diseases).
- 1.2 This policy outlines how UCW will deal with requests for working from home and conditions on which working from home will be granted. If employees are permitted to work from home, compliance with the “Working from Home Policy” is mandatory.
- 1.3 This policy does not form part of any employee’s contract of employment and UCW may amend it at any time.

2. Working from home arrangements

- 2.1 Working from home is only permitted if pre-approved by line managers and HR. In order to qualify for working from home, staff must request to work remotely by submitting the ‘Work from Home Request Form’ to their line managers.
- 2.2 If the request to work from home has not received final approval from HR, the request will not be valid.
- 2.3 During unforeseeable events (in the staff’s personal circumstances), staff are encouraged to use their personal or sick days if they are not able to attend work.
- 2.4 Inclement weather may make it difficult for employees to get to work. Employees are expected to make arrangements during periods of inclement weather which will enable them to arrive as soon as possible. In times of severe weather, employees may reach out to their Line Manager to find out if the office will be open and if they are expected to attempt to come into the office.
- 2.5 You may want to vary your working arrangements so that, either permanently or for a fixed period, you work from home for all or part of your working week. Any request to work remote must meet the needs of our business as well as your needs.
- 2.6 Staff members must outline the specific reasons why they would like to undertake working from home. UCW will take the reasons into account when assessing an application. Staff should recognize that while a home-based work arrangement may assist with dependent care, it is not considered a suitable substitute.

3. Working from Home Application

- 3.1 The base requirement for applying to work from home is only eligible once an employee completes six months of service. However, not all roles and jobs are suitable for remote work.
- 3.2 Employees must submit their request at least 2 weeks before their proposed start date so their request can be considered.
- 3.3 Request cannot be submitted on the same day employees plan to work from home. Employees must notify their line manager before their regular working time if the situation is a special circumstance.
- 3.4 To be considered for homeworking employees must submit a 'Working from Home Request Form' to their line manager. Application must state:
 - a) the reason for requesting to work from home.
 - b) whether this is permanent or for a fixed period. In either case employees should state the date from which they wish the arrangements to start and, if they wish to work from home for a fixed period, the date on which they want the arrangements to finish.
 - c) how employees would organize their work from home including how they would ensure the security of documents and information, where appropriate.
 - d) the extent to which employees could be available to come to work on days they are proposing to work from home if needed, for example to cover if colleagues are off sick, to cope with high or unexpected levels of work or to attend meetings or training days;
 - e) if different from the employee's current hours of work, the hours of work that they propose apply when they are working at home; and
 - f) how employees envisage maintaining contact with their line manager and team, how their work will be set, and progress monitored.
- 3.5 In considering the applications, line manager may invite employee to a meeting to discuss their proposals.
- 3.6 UCW may also ask for employees to agree to a home visit by the OHS & IT Assistant in order to carry out a risk assessment.
- 3.7 UCW will try to respond to requests within 4 weeks of receipt.
- 3.8 If request is refused, UCW will give the employee written reasons for the refusal. If employee is not happy with the decision, they may appeal by contacting HR.
- 3.9 If the application is accepted the agreed arrangements will be recorded in writing and may be subject to a trial period.
- 3.10 Any terms on which it is agreed that employee may work from home will include the following:

- a) UCW reserve the right to terminate the homeworking arrangements, subject to reasonable notice.
- b) Employees will be subject to the same performance measures, processes and objectives that would apply if they worked in the office.
- c) If employees receive an unsatisfactory grade in a review or are subject to a warning for any reason their homeworking arrangements may be terminated immediately, and they will be expected to return to work at UCW premises.
- d) Line manager will remain responsible for supervising their employees and will regularly review their homeworking arrangements and take steps to address any perceived problems. They will also inform employees of meetings or training sessions that they must be able to attend in the office and ensure that they are kept up to date with circulars and information relevant to their work.
- e) Working at or from home may affect their home and contents insurance policy. Employees must make any necessary arrangements with their insurers before commencing homeworking.
- f) **Working hours:** Employees are working remotely so hours of work remain unchanged.
- g) **Accessibility:** being available during working hours and have essential tools of communication (have to be reachable) via email and/or phone.
- h) **Responsiveness:** Respond to calls and messages from colleagues and/or students promptly.

4. Working from home: equipment

- 4.1 UCW will provide employees with any equipment if deemed required which will allow them to work from home. UCW reserves the right to determine whether employees need equipment and this equipment will remain the property of UCW. UCW will also make all necessary arrangements for and bear the cost of installing and removing equipment from the employee's home. Where equipment is provided employees must:
 - a) use it only for the purposes for which UCW have provided it;
 - b) take reasonable care of it and use it only in accordance with any operating instructions and our policies and procedures; and
 - c) make it available for collection by employees or on UCW's behalf when requested to do so.
- 4.2 It is the employee's responsibility to ensure that they have sufficient and appropriate equipment for working from home. UCW will not be responsible for the provision, maintenance, replacement, or repair in the event of loss or damage to any personal equipment used by the employee when working for UCW.
- 4.3 UCW will not be responsible for associated costs of working from home including the costs of heating, lighting, electricity, broadband or telephone calls.

5. Working from home: data security and confidentiality

- 5.1 All equipment and information must be kept securely. Employees should take all necessary steps to ensure that private and confidential material is kept secure at all times. Line manager must be satisfied that all reasonable precautions are being taken to maintain confidentiality of material in accordance with UCW's requirements before approving the request.
- 5.2 Employees may only use equipment which has been provided or authorized by UCW. Employees agree to comply with UCW's instructions relating to software security and to implement all updates to equipment as soon as they are requested to do so.
- 5.3 Employees confirm that they have read and understood UCW's policies relating to computer use, electronic communication and data security and that employees will regularly keep themselves informed of the most current version of these policies.
- 5.4 If employees discover or suspect that there has been an incident involving the security of information relating to UCW, clients, students or anyone working with or for the company, they must report it immediately to their manager.

6. Working from home: Health and Safety

- 6.1 When working at home employees have the same health and safety duties as other employees. They must take reasonable care of their own health and safety and that of anyone else who might be affected by their actions and omissions.
- 6.2 UCW will retain the right to check home working areas for health and safety purposes. The need for such inspections will depend on the circumstances including the nature of the work undertaken.
- 6.3 Employees must not have meetings in their home with clients, students, faculty or staff members and must not give them personal home address or telephone number.
- 6.4 Employees must ensure that their working patterns and levels of work both over time and during shorter periods are not detrimental to their health and wellbeing.
- 6.5 Employees must use their knowledge, experience and training to identify and report any health and safety concerns to their line manager.

7. Working from home: Unforeseeable events beyond control

- 7.1 Under unforeseeable events beyond UCW's control, employees will be notified latest by morning in which they were meant to come in to report for work, that they will be working from home.
- 7.2 UCW will continue to pay staff according to the B.C. Legislation "Employment Standards Act" unless communicated otherwise by HR.
- 7.3 Under such circumstances, employees understand and agree that they are fully responsible for completing their normal working hours from home. If for any reason this is not possible, employees are to contact their line manager to let them know of any issues.

Appendix H: Isolation Accommodations

If you don't already have somewhere where you can self-isolate, these Vancouver hotels offer special rates for UCW students.

GEC (two locations)

- GEC Granville (suites): 718 Drake St.
- GEC Pearson (furnished apartments with kitchens): 7657 Cambie St.
- Rates: \$64 per night, plus tax (GEC Granville) and \$63 per night, plus tax (GEC Pearson)
- **GEC information for self-isolating guests**
- To book, **visit the website**

Ramada Limited Vancouver Downtown

- 435 W. Pender St.
- Free breakfast to-go bag daily
- Mini-fridges available upon request, for a fee
- Rate: \$89 per night, plus tax
- To book, email **info@ramadadowntownvancouver.com** and request the "University Canada West Special Rate."

Executive Hotel

- 1379 Howe St.
- Rate: \$95 per night, plus tax
- To book, email **sandy@executivehotels.net** and state that you are a UCW student needing accommodation to self-isolate.

Le Soleil

- 567 Hornby St.
- Rate: \$95 per night, plus tax
- To book, email **sandy@executivehotels.net** and state that you are a UCW student needing accommodation to self-isolate.

Blue Horizon Hotel

- 1225 Robson St.
- Rate: \$99 per night, plus tax, for students staying for more than ten nights
- To book, email **info@bluehorizonhotel.com** and state that you are a UCW student needing accommodation to self-isolate.

Please note: These hotels include free WiFi. Every hotel except the Ramada Limited includes a mini-fridge at no extra charge.

If you're self-isolating, hotels will require you to stay in your room. Hotel staff, including housekeeping, won't be allowed to enter your room.

Resources:

<https://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/covid-19-provincial-support>

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

<https://www.ucanwest.ca/students/covid-19-updates/entrance-and-self-isolation-requirements-for-international-students>

Appendix I: Student Travel and Self-Isolation Checklist Form



Student Travel and Self-Isolation Checklist Form

UCW is looking forward to welcome you in Vancouver.

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

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

Please understand that our number one priority is the health and safety of our students and communities.

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

- I am aware of the requirement to comply with the [Government of Canada's Quarantine Act](#), including the penalties of violation of the Quarantine Act, which include up to 6 months in prison and/or \$750,000 in fines.
- I agree to comply with the Student Responsibilities laid out on Page 7 the **UCW Return to New "Normal" Recovery Plan.**
- I have completed and printed the [B.C. Self-Isolation Plan](#) for presentation at my port of entry, and have registered via the ArriveCAN App.
- I confirm that I am responsible for my medical coverage, including COVID-19 related emergencies, until the first day of classes.

Name: _____

Student Number: _____

Signature: _____

Date: _____