

LCC COVID-19 Safety Plan and Protocols

LCC is located on the 6th floor at 333 Terminal Avenue in Vancouver. Our staff include a Division Manager, Coordinators, Instructors, Registrars, and Assistant Registrars; our students include international students, permanent residents, and Canadian citizens.

This document includes:

- * an overview of LCC's COVID-19 plan
- * safety measures for the whole building and for the 6th floor
- * reporting and communication structure
- * specific measures for instructors, students and guests

Overview of LCC's COVID Plan

LCC's COVID-19 Safety Plan and Protocols are based on the Government of Canada's Guidance for Post-Secondary Institutions During the COVID-19 Pandemic, the B.C Post Secondary COVID 19 Go-Forward Guidelines, orders of the Provincial Health Officer, Languages Canada COVID-19 Guidelines for Operation of Private Language School and the ISSofBC Return-to-Workplace Safety Plan. It will be updated periodically, as needed.

First-level protection (elimination): LCC promotes safe physical distancing between people as recommended by the Provincial Health Officer and has developed policies and procedures to reduce the number of prolonged close contacts among faculty, staff and students.

- a. Staff work on a staggered, shift rotation basis.
- b. Regular staff meetings/communication will continue to be done online/by phone unless in exceptional circumstances. Staff who work in different rooms or on different teams should avoid meeting with the others unless absolutely necessary and approved by the Managers. No meeting or event of more than 50 people will be organized or attended by staff.
- c. There are occupancy limits for all rooms in use, and signs posted on each door.

Second-level protection (engineering): In situations where physical distancing cannot be maintained, physical barriers (plexiglass) have been installed.

Third level protection (administrative): LCC has created and implemented cleaning protocols including hand hygiene stations and frequent cleaning of high touch surfaces; advised instructors, staff and students not to share equipment; and implemented one-way doors and walkways. Posters and signs about safety measures, one-way hallways and room occupancy limits are posted on the walls, doors and floors.

Before returning to work onsite, all staff complete an orientation. This orientation includes:

- a. **Signing a COVID-19 Safety Plan Acknowledgement Form** that signifies their understanding of ISSofBC's Safety Plan. Reviewing the 333 Terminal Avenue site safety plan, the LCC COVID-19 Safety Plan and Protocols, and confirming their understanding of these Plans and other related policies and procedures.

- b. **Training** on observable symptoms of COVID-19 as per the [Public Health Agency of Canada](#), handwashing/sanitizing and cleaning workstations and equipment, placing garbage (including single-use PPE, Kleenex and Lysol wipes), in a closed bin, and proper use of PPE (masks and face shields). Staff, volunteers, clients and others are not allowed to enter LCC if they are sick.
- c. **A daily self-assessment** by answering the questions below prior to entering the workplace (if any are answered “yes” the staff member will not enter the workplace and will self-isolate):
 - a. Do I have any new symptoms (cough, sore throat, fever)?
 - b. Have I travelled outside of Canada in the past 14 days?
 - c. Have I or any member of my household been asked to self-isolate?
 - d. To the best of my knowledge, have I or any member of my household been in contact with a confirmed COVID-19 case?
- d. **Protocols in case they start to feel sick at work.** Staff at work who subsequently feel symptomatic should:
 - a. immediately notify their Supervisor/Manager by email or phone.
 - b. use disinfectant wipes to clean their desk, chair, keyboard and mouse, as well as any other high-touch area before exiting the building.
 - c. contact a friend, family member or emergency contact to pick them up if they do not feel able to get themselves home. When waiting to be picked up, staff should wait outside the building.
 - d. If symptoms persist, to contact 811 or their local healthcare provider for further direction.
 - e. If they are in medical distress such that they need to be transported by ambulance to hospital, call 911 themselves or have another staff member do so on their behalf.
- e. **Signage and instructions** (eg. for occupancy limits on all rooms, and one-way traffic).
- f. **Logging in/out** and maintaining a record of appointments/visitors for contact tracing.
- g. **Receiving deliveries** at a pre-arranged entrance.
- h. **Support in case of personal difficulties** – staff have access to the Employee Assistance Program (a confidential service), and other information and blogs are available on the [ISSofBC website](#).

Fourth level protection (masks):

- All clients, service providers and staff must wear a mask when moving about the building and/or interacting with others. Individuals who choose to wear a face shield are also required to wear a mask. On-going training ensures that faculty, staff and students are using masks appropriately.

Safety Measures for the whole building (333 Terminal Ave.)

The property manager is responsible for the following:

- **Enhanced cleaning:** Using disinfectant on all high-contact surfaces and increased cleaning of the bathrooms and lobby. Managers can contact the property manager if additional cleaning is needed.
- **Signs posted:**
 - Advising people with symptoms not to enter the building
 - Directing people to the correct doors to the lobby (labelled Entrance and Exit).
 - Advising people that a maximum of 2 people are permitted in each elevator
- **Sanitizer:** Touch-free hand sanitizer stations are installed in the lobby and the elevator cabs.
- **Fire Drills:** The property manager and OHS committee chairs are working with the fire department to determine best practices for holding fire drills while physical distancing measures are in place.

6th Floor Safety Measures

Staff, students, and visitors are required to maintain a distance of 2 metres/6 feet from each other and avoid unnecessary face-to-face interactions.

- In the registration office and outside the bathrooms, waiting spaces are marked on the floor with tape. When posted occupancy limits are reached, people will wait in these spaces.
- Staff desks are separated by 6 feet, and portable plexiglass barriers are provided for frontline staff to allow security and distancing between staff and clients.
- Student tables and chairs are separated by 6 feet, and students are encouraged to always use the same seat in the classroom.
- **Frontline staff** have been provided with **face shields** for in-person registration. **All staff** have also been provided with **2 washable, reusable face masks**.
 - Staff should avoid touching masks or eye protection unnecessarily, and if they have to, they must perform hand hygiene immediately.
 - Reusable PPE (face shields, cloth masks) must be thoroughly cleaned and sanitized.
 - Single-use PPE (gloves, masks) must be properly disposed of in trash bins with covers or lids. Using gloves is not a substitute for handwashing.
- **Frequent hand washing is encouraged.** Handwashing is essential:
 - when arriving at work
 - before and after eating or drinking
 - after using the washroom facilities
 - before and after handling any tools or equipment
 - before putting on and removing a mask
 - before putting on and removing gloves, if used (gloves are not a substitute for washing hands)
- **The Staff Lunchroom (609) and Student Lounge (608) are closed.**
 - Staff must eat lunch at their desks or outside the building. Students and instructors, likewise, must eat lunch at their own tables in the classrooms or outside the building. Sharing of food is not allowed.

- Staff, instructors and students are advised to bring their own water or other beverages. Water from the washroom sinks is available.
- All communal items (eg brochures, magazines, utensils, plates, coffee makers) have been locked in 608 and 609.
- **LCC is cleaned and disinfected in accordance with the BCCDC's Cleaning and Disinfectants for Public Settings.**
 - LCC provides hand sanitizer with a minimum concentration of 60% alcohol in the hallway and in all rooms being used, and sanitizing solution and paper towels for cleaning shared equipment and surfaces.
 - Staff sanitize shared equipment (for example: copier buttons) after each use.
 - The janitorial contractor has increased the frequency of cleaning and disinfection of high-touch surfaces (for examples: door handles, light switches, file cabinet handles, plexiglass shields) in all rooms being used.

To protect all people in our workplace, LCC:

- **Posts rules** for clients and staff, including physical distancing, occupancy limits and hygiene practices such as:
 - frequent thorough handwashing,
 - social distancing and non-touch greetings, eg. handshakes are strongly discouraged
 - maintaining good respiratory etiquette: coughing into a sleeve, sneezing into a tissue, avoiding touching the face, etc.
- **Monitors and Follows any updated policies** and directives from:
 - Government of Canada's [*Guidance for Post-Secondary Institutions During the COVID-19 Pandemic*](#)
 - [*B.C Post Secondary COVID 19 Go-Forward Guidelines*](#)
 - [*orders of the Provincial Health Officer*](#)
 - The ISSofBC Return-To-Workplace Safety Plan
 - The ISSofBC Terminal Avenue Occupational Health and Safety Committee
 - The ISSofBC Personnel Policies and Procedures Manual
 - [*Languages Canada's Study Safe Corridor*](#)
- **Keeps records** of
 - Appointments and class lists for possible future contact tracing.
 - Registration staff are required to keep accurate records of every person who comes into our office, to ensure that proper procedures can be followed in the event of a COVID-19 diagnosis.
 - Teachers are always expected to keep accurate daily attendance records.
 - First aid reports and incidents of exposure (a binder for this purpose is at the first aid station).
- **Follows the procedures below** if informed of a COVID-19 diagnosis of someone who has been at our site within the last 14 days (responsibility of Coordinators/Manager):
 - Direct the affected person to call 811 if they have not yet done so and the test results are not from BC (if results are from BC, Public Health is already aware of the case)
 - On request, provide Public Health with contact tracing lists for all rooms where the affected person may have spent time within the last 2 weeks

- Inform the building manager, as the lobby and elevators may need to be deep-cleaned.
- Inform the janitorial company to do a deep clean of all affected rooms.
- Close affected areas, notify staff and teachers, and move all affected functions (eg. registration, classes) online until the janitorial company has done a deep clean.
 - Teachers will notify their students if classes move online, and registrars will notify clients with existing appointments
- **Follows the procedures below** if a guest or student at LCC becomes symptomatic onsite (responsibility of Coordinators/Manager):
 - isolate them from others in a supervised area and direct or assist them to arrange transportation to their residence (or to hospital if seriously ill).
 - If symptoms persist, instruct the affected person to contact 811 or their local healthcare provider for further direction.

Reporting and Communication Structure

Keeps all staff informed and up to date about new safety measures and risk reduction.

- **Staff and instructors** direct any safety concerns to their immediate supervisor or manager.
- **The Occupational Health and Safety Committee** for the 6th Floor at 333 Terminal Avenue monitors risks in collaboration with managers, and updates measures as needed.
- **The LCC Division Manager** discusses all measures and new procedures with Coordinators, who update relevant documents and communicate back to staff and instructors.
- **The LCC Division Manager** reports to the Director – Language & Career Services to keep her updated and receive direction re closing or re-opening of the site.

Specific Measures for Instructors, Students and Guests

Instructors:

- Guidelines regarding classroom safety have been emailed to all instructors. LCC will update these guidelines as new information arises that affects work practices. Coordinators regularly check in with instructors to provide information and opportunities for discussion.
- Training was provided to instructors before classes were moved online, and again when some online classes became blended (with online and in-person students concurrently). Instructors have ready access to guidance on how to manage student distress in a virtual classroom.
- Records are maintained on all training.
- Instructors must sign a “COVID-19 Safety Plan and Communicable Disease Policy and Procedure Acknowledgement Form” before returning to work in person.
- Instructors who are sick or self-isolating should contact a Coordinator as soon as possible.

Students:

- **In Canada and wanting to study in person.** Guidelines are posted [here](#).

Students must complete an In-Person Class Health Information Form before studying in person. LCC also offers programs online.

- **Planning to come to Canada from another country.** Once the federal government permits exemptions from the travel ban for international students, students will be informed of current Public Health conditions, including that they must quarantine for 14 days as soon as they arrive. As a member of Languages Canada, LCC and our students will have access to the [Languages Canada Study Safe Corridor](#) which will become active as soon as an international student exemption is announced. On registration at LCC, students will receive contact information to purchase a Study Safe Corridor package including
 - Documents to read, sign and submit before travelling to Canada during COVID-19 (interpretation in several languages available from LCC as needed)
 - A charter flight with other international students
 - Transportation directly to a quarantine hotel
 - 14 nights in the hotel, including all meals and WiFi

During quarantine in all cases, LCC will provide students with

- a daily health questionnaire,
- information and help with technology requirements to support online programming
- information and websites to support their mental and physical health (including here2talk, WE Wellbeing, [Wellness Together Canada](#) and SOGI 123). LCC maintains a COVID-19 [Frequently Asked Questions page](#). ISSof BC has a [web page](#) with COVID-19 updates and resources for all staff and clients.
- preparation for life in Vancouver including handling racism and being social in pandemic conditions,
- answers to their questions, and
- online classes (optional).

After quarantine, students who would normally attend classes but are self-isolating as a result of the daily self-assessment process, or who reside with someone who needs to self-isolate, may request academic concessions due to missed classes or course requirements.

LCC recognizes that **persons with disabilities** may be especially impacted by COVID-19 transmission and response. They may face additional barriers, including interruption of support networks, social isolation due to physical distancing and increased risk of contracting the virus. Students who self-identify with a disability affecting their progress at LCC and are affected by these issues will collaborate on developing individualized study plans with instructors and Coordinators.

LCC acknowledges that some **Indigenous students** may require additional accommodations due to housing or community COVID-19 restrictions. We are prepared to accommodate these requests whenever possible, and to consult the **First Nations Health Authority** for the latest guidance on providing services and supports for Indigenous people as needed.

Guests and Prospective Students in Canada

- LCC staff are available by phone, email or appointment. Guidelines for visiting the LCC office are posted [here](#).

- All in-person visitors must have an appointment, and will complete an **Appointment Request Form** which includes health questions.
- No appointments or in-person registrations will be made unless the student or visitor has passed a health screening questionnaire. Students and visitors who answer “yes” to any of the questions will not be able to visit LCC, will be advised to self-isolate, and given instructions to call 811 if they have symptoms.

Students and visitors who enter the campus are requested to

- wear a mask and bring their own pen(s).
- arrive no earlier than 5 minutes before their appointments/classes; if they are too early, they can wait in the lobby (if social distancing is possible there) or outside the building. Limited waiting space on the 6th Floor will be marked on the floor using tape.

LCC does not use agents to recruit students, so no agent oversight or communication is needed.

Notes:

ISS Language and Career College of BC (LCC) is designated by the Private Training Institutes Branch of the Ministry of Advanced Education, Skills and Training, and is accredited by Languages Canada. LCC has an EQA designation from the BC government, and our DLI number is: 019279658882.

LCC is a division of the Immigrant Services Society of BC (ISSofBC). ISSofBC is committed to providing a healthy and safe environment for all staff, clients and visitors at our facilities as the world recovers from the COVID-19 pandemic. Please refer to the [ISSofBC Return-To-Workplace Safety Plan](#) at the safety plan and standards which apply to the whole organization, including LCC.