



HERITAGE COMMUNITY COLLEGE
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Covid-19 Policies and Procedures for Heritage Community College

We have created Protocols that meet the expectations of the B.C Post-Secondary COVID 19 Go-Forward.

Protocols, policies and procedures that we developed for COVID-19 in class delivery, they are all existing in our safety plan as well available at COVID 19 Policies and Procedures for Heritage Community College.

Government of Canada expands restrictions to international travel by land and air

For travellers arriving to Canada by land, as of February 15, 2021, all travellers, with some exceptions, will be required to provide proof of a negative COVID-19 molecular test result taken in the United States within 72 hours of pre-arrival, or a positive test taken 14 to 90 days prior to arrival. In addition, **as of February 22, 2021**, travellers entering Canada at the land border will be required to take a COVID-19 molecular test on arrival as well as toward the end of their 14-day quarantine.

All travellers arriving to Canada by air, as of February 22, 2021, with some exceptions, will be required to take a COVID-19 molecular test when they arrive in Canada before exiting the airport, and another toward the end of their 14-day quarantine period. With limited exceptions, air travellers, will also be required to reserve, prior to departure to Canada, a 3-night stay in a government-authorized hotel. Travellers will be able to book their government-authorized stay starting February 18, 2021. These new measures are in addition to existing mandatory pre-boarding and health requirements for air travellers.

Finally, **at the same time on February 22, 2021, all travellers**, whether arriving by land or air will be required to submit their travel and contact information, including a suitable quarantine plan, electronically via **ArriveCAN** before crossing the border or boarding a flight.

The Government of Canada continues to strongly advise Canadians to cancel or postpone any non-essential travel, including vacation plans, outside Canada. Foreign nationals should likewise postpone or cancel travel plans to Canada. Now is not the time to travel.

Protocols for Safe Campus Access

1. Before Coming to Campus

a) Training

modules are available online to ensure all students, faculty and staff understand their roles and responsibilities in maintaining a safe campus environment.

Online training modules include:

- COVID-19 safety for employees working/returning to campus
- COVID-19 orientation for new employees included in onboarding process
- COVID-19 safety information for students



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Pre-Arrival Communication

HCC will communicate with employees before accessing campus to review College-wide safety protocols and answer questions and ensure employees have reviewed relevant training modules.

HCC will conduct orientation for the new employees

Administrative staff will ensure that safety measures are clearly communicated to students during the orientation

COVID-19 Daily Self-Assessment

All faculty, staff, students, contractors and visitors must assess themselves daily for COVID-19 symptoms prior to accessing campus property. COVID-19 symptoms are similar to other respiratory illnesses including flu and common cold. They include:

- Fever
- Chills
- Cough
- Shortness of breath
- Sore throat
- Stuffy or runny nose
- Headache
- Muscle aches
- Fatigue
- Loss of appetite

People infected with COVID-19 can also experience gastrointestinal symptoms such as diarrhea, nausea and vomiting a few days after the onset of the above symptoms.

- The BC COVID-19 self-assessment tool is available online for conducting self-assessments:

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

- Signage posted at the entrance, communicates expectations for completing a self- assessment to all individuals before they enter the campus.
- Anyone with symptoms associated with COVID-19 as well as anyone who has travelled outside Canada in the previous 14 days, or anyone identified as a close contact of a person with a confirmed case of COVID-19 must self-isolate in accordance with guidance from the BC Centre for Disease Control.

Safety Measures on Campus

Reducing the Number of People on Campus.

Heritage Community College supports a lot of efforts to reduce the number of students and employees on campus, including:

- Conducting most classes at Heritage Community College through remote learning
- Encouraging employees to work from home



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- Encouraging meetings by zoom
- Encouraging students to consider the necessity of any visits to campus
- Continuing to follow provincial orders and guidance by prohibiting gatherings of more than 50 people

Occupancy Limits and Physical Distancing

The College has created an occupancy limits in common area, service areas, washrooms, the elevator, together with directional signage to promote and guide physical distancing throughout the campus. The college addresses other safety measures including the provision of additional hand sanitizers on campus and the strategic placement of seating.

All employees, students and visitors are expected to abide by the posted room occupancy limits and follow any directional or other signage. All persons on campus should always attempt to maintain a two-meter distance from others as directed by the Provincial Health Officer.

Signage

Comprehensive COVID-19 safety signage is being implemented on campus. All employees, students and visitors are expected to abide by this signage.

Reducing the number of service visits

To facilitate efficient campus visitation by students, we have created "by appointment only" protocols, with staggered appointments for in-person visits, together with posted occupancy limits in all areas.

Limiting Visitors

Heritage Community College is operating in a limited-access mode, with no public events on campus.

Non-medical Face Coverings

Heritage Community College encourages anyone entering buildings on campus to wear a non-medical face covering if possible.

Wearing a non-medical face covering may provide an added layer of protection whenever maintaining two meters of physical distance is not possible or predictable.

Hand Hygiene the College provides and stocks adequate washroom and hand-washing facilities on site for faculty, staff students. Capacity limits are posted for washrooms to ensure physical distancing.

Faculty, staff, students, contractors and visitors should wash their hands, including upon arriving on campus, before and after breaks, before and after eating, before food preparation, after handling cash or other materials, before and after handling common tools and equipment, etc. Supervisors and



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Instructors are to provide the ability for frequent handwashing or sanitizing.

Numerous hand sanitizing stations are located throughout the campus, at entry points, within departments and service areas, and in corridors to facilitate hand hygiene.

Off-Campus Activities

are subject to compliance with the College's Safety Plan, together with existing policy and procedures, including risk registers, for Off-campus Activities Involving Students.

Protocol if Individuals Develop COVID-19 Symptoms on Campus:

- Contact an administrative for First Aid
- Administrative staff will respond to the area to provide the individual a mask and safely separate the symptomatic individual to the designated room to provide a confidential assessment, including the Thrive BC assessment for COVID-19
- Further to assessment, and unless further immediate care is required, the symptomatic individual will be advised to return to their place of residence and to contact 8-1-1 or their local healthcare provider for further direction
- Where necessary, administrative staff will arrange for transportation for the symptomatic individual
- Administrative staff will notify Cleaning Services of related cleaning requirements to ensure that cleaners are dispatched to clean and disinfect the space where the individual was separated and any areas used by them (e.g., classroom, bathroom, common areas).
- Through existing confidential communication processes, administrative staff will notify the SEA of an incident of a symptomatic individual on campus
- SEA will seek advice from the local public health authority around managing cases of COVID-19 in the institution.
- The College will maintain and keep records on first aid reports and incidents of exposure.

Protocol for Reporting Unsafe Conditions

- Employees should raise safety concerns to their Supervisor and through any member of a joint health and safety committee or health and safety representative.
- Safety concerns requiring immediate attention should be reported to campus Security and a Supervisor.
- General concerns or comments regarding campus safety can be directed to info@hccbc.com

When in the classroom and common areas of the college:

- In the classroom, individual desks will be spaced 6ft apart; marked by 'X' on the floor for easy placement; sanitizing wipes will be provided for individual chairs and desks
- Groups or gatherings of students in hallways or other common areas will not be permitted

Disinfecting and Cleaning Standards:



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- The College is cleaned and disinfected in accordance with the BCCDC's Cleaning and Disinfectants for Public Settings.

Where cross-contamination is possible shared items are removed (e.g., shared office supplies, magazines, utensils etc.).

Adequate hand-washing facilities are stocked and available on site and easily accessed.

- Students, instructors and staff will be required sanitize their hands before entering college property, wash and sanitize throughout the day, and upon leaving the college property.
- Breaks will be encouraged with social distancing; accessing fresh air outside of the college building when weather permits

Safe Handling of Food:

- Students or employees should not share food or personal items like phones, pens or pencils
- Expectations for safe and healthy handling of all food items; all food must be in glass containers with easily wipe-able surfaces; or individually packed in wipe-able plastic bags; no sharing or communal access to open food. Potlucks are not permitted.

Ongoing College Communication and Transparency:

- The college will post regular updates to their college on social media; inclusive of these policies and procedures.

Heritage Community College has established an outbreak management plan as stated below

1. Students, staff and faculty will have minimum exposure due to the staggered schedule and limit of the capacity. At each particular time there will be no more than 20 persons in total residing at the college. The college will carefully record attendance and activities in each in person class in order to manage the contact tracing in case of a possible exposure to COVID 19.
2. The college provided Information about Vancouver Coastal health COVID 19 test centers. COVID 19 test centers can be located from the Vancouver Coastal health web site at <http://www.vch.ca/covid-19/covid-19-testing>
3. In case an individual reports symptom similar to COVID 19, the following actions will take place:
 - a. SEA will be notified. SEA will contact the management committee for an emergency meeting to review the contact tracing and make decisions
 - b. The individual will be asked to leave the premises (If at the college) and apply to get tested immediately. COVID 19 test centers can be located from the Vancouver Coastal health web site at <http://www.vch.ca/covid-19/covid-19-testing>
 - c. If the individual does not feel well and cannot make it to the test center, A designated staff will arrange for transportation to the test center after seeking advice from health authorities by contacting 8-1-1.
 - d. A designated staff will follow up through video calls every two hours to make sure that the possibly exposed individual is actually at one of the health centers



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- e. In case the video call remains unanswered or the individual is not taking the test immediately, designated staff will report the case to health authorities through contacting 8-1-1 and providing the individual's address
- f. Upon receiving the test results, if positive, the designated staff and SEA will observe the records of the past 14 days attendance and activity log and will notify all individuals that were in contact with the infected individual, preserving the privacy of the infected individual, asking them to stay at home and immediately notify the college if they observe symptoms
- g. Should anyone else observe symptoms they will be asked to continue staying at home and seek COVID test immediately
- h. Steps C through f will repeated for each case should it happen.

Heritage Community College has a COVID 19 safety plan as per WorkSafeBC requirements as well as a Health and Safety Committee.

Heritage Community College has incorporated all functionality and activities into our safety plan in the following way:

We have regular online/on-ground committee meetings where we review reports and government recommendations to create a checklist that will help guide our processes to take necessary precautions for COVID -19. We have also updated our handbook's policies and procedures.

In the event that we should experience a second wave of Covid-19, Heritage Community College will sustain project activities in the following way:

We will ensure we have adequate inventory, supplies and PPE, conduct regular reviews of the hierarchy of controls, and provide more online training to sustain our project activities. We were able to cope, sustain and deliver the program without interruption thus far and our experience will serve us well in the event we hit a second wave or similar challenges.

Heritage Community College has applied the hierarchy of controls specific to our industry (physical distancing is the first control in the hierarchy of controls for every industry and then expands from there)

We exercise many of the controls for COVID19 related to hazards. We have updated and implemented new policies, procedures, education, scheduling, and signage mechanisms including new rules for the workplace that are designed to eliminate or reduce threats of COVID19. Further we strictly follow the guidelines as provided to us by the Health ministry, PTIB, BC health care registry as well as WorkBC.

Pre-travel quarantine support planning involves student acknowledgement of legal requirements and ensuring they have made proper arrangements for a successful quarantine period upon arrival.

The quarantine period is set-up to achieve three goals:

1. Compliance with the quarantine act and Ministry of Health guidelines
2. Social, physical (nutrition/medicine) and emotional support during isolation



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3. Preparation for post-quarantine success.

Heritage Community College will be in touch with students every step of the way while they are in quarantine. Students are supposed to be in touch with a designated college staff and are supposed to report the following and receive support they require.

The quarantine period includes the following stages, information provision and support:

1. Pre-Boarding: Students must send HCC's designated staff a message BEFORE boarding the plane and provide the college with any changes to the flight. The college staff will be tracking the flight over the internet and the destination airport website. This should happen again before the boarding on the plane that directly flies to Vancouver.
2. Arrival: Students must send the college a message using the free internet at YVR and confirm his/her arrival. Health Authorities will be notified of this violation if the college does not receive the arrival message
3. Arrival: Students will be met at the airport by a pre-planned transport provider
4. Arrival: Students will check-in and follow the pre-arrival plan method agreed to in Phase I.
5. Post Arrival: Days 1-3: Zoom or phone check-in twice per day. Check-in priorities:
 - a. Arrive CAN app use reminder
 - b. Successful quarantine tips and resources
 - c. Food/meal/medicine/social and emotional check
 - d. Share online school resources (academic preparation)
6. Maintenance monitoring: Days 4-12: daily video check-in once a day.
7. Quarantine closure monitoring: Days 13-14:
 - a. Day 13: Provision of campus guidelines and online delivery reminder.
 - b. Day 14: Quarantine ends
8. While in Quarantine, Students are required to attend online classes and all school online meetings to help integration to the college community.

In addition, we have a designated staff assigned to each student who is in quarantine, they will conduct one to 4 zoom meetings with the students to verify their stay at the designated quarantine location. A designated staff is provided

with the link of the online tool that is provided by city of Vancouver to report violators of the quarantine act. This tool can be found at

https://vancouver.ca/home-property-development/report-a-provincial-health-order-violation.aspx?utm_source=&utm_medium=social&utm_term=&utm_content=&utm_campaign=COV%2BCOVIDENFORCEMENT

Heritage Community College has developed a process to help students prepare for successful travel and quarantine upon arrival. The process includes the following steps:

- Sending of a request to travel email and get instructions from the college,



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- follow-up direct confirmation and approval of travel plans and readiness by staff
- Email confirmation of requirements completion.

Pre-travel quarantine support planning involves student acknowledgement of legal Requirements and ensuring they have made proper arrangements for a successful quarantine period upon arrival.

The following checks are including in the pre-quarantine travel planning phase:

1. Study permit confirmation
2. Review of in-person/in-Canada requirements of program
3. Submission of travel itinerary
4. Confirmation of in-Canada communication options and preferences
5. Submission of quarantine details including:
 - a. airport transportation needs upon arrival
 - i. Public transit not recommended for any new arrivals
 - ii. Masks where not required by a transit provider (taxi) are recommended
 - iii. Taxi and ride-share service numbers provided
 - b. quarantine accommodation location and confirmation if a private provider
 - c. Confirmation of download of Arrive CAN app.
 - d. Confirmation of submission of BC Self-Isolation plan
 - e. medical insurance requirements acknowledgement
6. Provide Heritage Community College details about an International telephone number or a messaging ID on a device that can be connected to the internet upon arrival at YVR which provides free internet. Our staff will be in touch with the student the moment they land. Heritage Community College will not issue students any document unless this information has been received and verified.

Heritage Community College will provide ongoing communication with students outside of Canada regarding safe travel to Canada and mandatory self-isolation/quarantine in the following methods and with the following messages:

Methods of communication:

1. Weekly reminder emails to accepted and returning students not currently in Canada. This is



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done through automation from our CRM software

2. Pre-arrival orientation webinars including “Quarantine 101” material and Q&A
3. Direct response from student services for 1:1 support via email, zoom or other media like WhatsApp or Telegram.
4. Updates on our web site under COVID-19 Update heading

Messages to be delivered

1. Requirement to notify us before travelling to Canada
2. Information and requirement of submission of self-isolation plan (including airport transfer). They must certify in writing that they understand
 - a. Public transit is prohibited for any new arrivals
 - b. Taxi and ride-share service numbers provided to them by HCC
3. Information and requirement of submission of self-isolation plan to the BC Government
4. Information and requirement of submission of plan via the “Arrive CAN” app to the Government of Canada
5. Instructions for purchase of medical insurance and MSP application
6. Instructions for timing of travel to meet the 14-day self-isolation requirement in accordance with the start date of their classes
7. Transportation and mask requirements for arrival
 - a. Public transit is prohibited for any new arrivals
 - b. Masks where not required by a transit provider (taxi) are recommended
 - c. Taxi and ride-share service numbers provided
8. Pre-vetted full-service self-isolation accommodation package if the students ask for it
9. Information on the additional food services delivery options

Self-assessment tool

Use the online [BC COVID-19 Self-Assessment Tool](#) to help determine if you need further assessment or testing for COVID-19. If you cannot use the online tool, contact [Health link BC](#), 24-hours a day/seven days a week. You can complete this assessment for yourself, or on behalf of someone else, if they are unable to.



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Transportation

International students should plan to take a taxi or ride share service or have a private pick-up (by family or other) directly to the address of self-isolation. Students will be required to wear a mask and maintain social distancing. [Taxis and wheelchair-accessible vehicles](#) are available at taxi stands located on Level 2 of the Domestic and International Arrivals Area at YVR.

Public transit including bus, SkyTrain, and Canada Line is not permitted for students travelling from the airport to your address of self-isolation.

Students will always be required to wear a mask and maintain 6 ft of physical distance.

- a) Suitable place for student and co-arriving family members to quarantine with procedures including:
- Access to supplies such as prescriptions and food;
 - Students will not have contact with vulnerable individuals or be living in a group or communal setting (except for family members);
 - Quarantine accommodation enabling individual physical distancing, and infection-prevention control protocols in place;

The quarantine period is set-up to achieve three goals:

1. Compliance with the quarantine act and Ministry of Health guidelines
2. Social, physical (nutrition/medicine) and emotional support during isolation
3. Preparation for post-quarantine success.

Heritage Community College will be in touch with students every step of the way while they are in quarantine. Students are supposed to be in touch with a designated college staff and are supposed to report the following and receive support they require.

Self-isolation location

Due to COVID-19 some Metro Vancouver hotels are not currently open for guest reservations. Many hotels are changing their room rates due to the pandemic, and they might not know what their rates will be.

Heritage Community College has made arrangements with a few properties regarding self-isolation. If the student would like to use the college's resources and recommendations for a list of coverage providers, they will email info@hccbc.com



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If students are self-isolating with family members, they must read through the [guidelines of BC Centre for Disease Control](#).

Heritage Community College will perform pre-vet the self-isolation location and makes sure that Students will not have contact with vulnerable individuals or be living in a group or communal setting (except for family members);

The quarantine period includes the following stages, information provision and support:

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3. Arrival: Students will be met at the airport by a pre-planned transport provider
4. Arrival: Students will check-in and follow the pre-arrival plan method agreed to in Phase I.
5. Post Arrival: Days 1-3: Zoom or phone check-in twice per day. Check-in priorities:
 - a. Arrive CAN app use reminder
 - b. Successful quarantine tips and resources
 - c. Food/meal/medicine/social and emotional check
 - d. Share online school resources (academic preparation)
6. Maintenance monitoring: Days 4-12: daily video check-in once a day.
7. Quarantine closure monitoring: Days 13-14
 - a. Day 13: Provision of campus guidelines and online delivery reminder.
 - b. Day 14: Quarantine ends
8. While in Quarantine, Students are required to attend online classes and all school online meetings to help integration to the college community.

Provisions for additional support for students with a positive case:

Designated staff assumes case-management and will remain in contact with the student to maintain support. Enhanced services will depend on case severity and



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include:

- System navigation for accessing health services as needed
- Health check-ins with the student every 6 hours
- Enhanced needs assessment (food & medicine) and follow-up
- Updating of the quarantine time frame with public-health guidance

While in Quarantine, Students are required to attend online classes and all school online meetings to help integration to the college community.

Heritage Community College is committed to:

- Ensure that the institute is in compliance with all provincial and federal health and safety regulations
- Ensure common areas, classrooms and offices have been analyzed for safe occupancy limits and have maximum capacities clearly posted when students are in school
- Ensuring necessary signage is posted at all entrances, washrooms and common areas
- Provide flexibility, tools and resources for students, faculty and staff to be able to work from home when necessary
- Install physical barriers such as Plexiglas where physical distancing is not possible, and including them in cleaning protocols
- Provide guidelines, training and signage for students, faculty and staff regarding safe conduct on campus
- Ensure adequate handwashing and hand sanitizing supplies are available on campus
- Ensure enhanced cleaning protocols are followed
- Ensure College relevant policies adequately address COVID 19 and are clearly communicated through our handbook
- Ensure that students, faculty and staff adhere to HCC's policies regarding non-discrimination, and respectful conduct
- Engage with members of the campus community (faculty, staff, students, student unions/societies, occupational health and safety committees) in the development of safety plans, taking into consideration health and safety terms and conditions in collective agreements
- Select, implement, and document risk assessments and appropriate site-specific control measures
- Where reasonably practicable, provide resources (e.g., information, administrative changes, technology, training, human resources) and materials (e.g. PPE, cleaning and disinfecting products and systems) required to implement and maintain Safe Work Plans
- Ensure faculty, staff and students are informed about the content of safety



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policies

- Conduct a periodic review of the effectiveness of the plan. This includes a review of the available control technologies to ensure that these are selected and used when practical
- Maintain records of training and inspections
- Re-examine tasks in the workplace and ensure that
- Safe work procedures are updated with COVID-19 practices.

Mental Health provisions

Faculty, staff and students may be experiencing anxiety, depression or other mental health challenges arising from the COVID-19 pandemic.

Resources are available to support the mental health and wellbeing of students and staff including:

- [Here2Talk](#) offering mental-health counselling available 24/7.
- Culturally-aware crisis support is available 24/7 to Indigenous people in B.C. through the [KUU-US crisis response service](#).
- Faculty and staff can access counselling and wellness services through employee and family assistance programs.
- The Province offers a range of [virtual mental health programs and services](#) to support mental health and wellness.