



COVID-19 Preparedness Plan for Whistler Adventure School (WAS)

Table of Contents:

Page	Topic
2	Introduction
3	Overview of policies (all)
4	Communication Policy
5	Arriving on campus
6	Covid Best Practices Signage
7	Operating policy
8	Capacity requirements
8	Student Learning Accommodations
9	Student Arrival Checklist
11	International Student Arrivals
14	Facility and Worker Hygiene controls
14	Ventilation
14	Cleaning
16	Staff Procedure Checklist
17	Incident Case Management
20	Case Management Checklist
21	Communications and training practices and protocol
21	WAS In Person Instruction Policy
22	COVID-19 Safety Responsibilities by role
23	Communication Strategies
24	Appendix-Sample Communication

Introduction:

In accordance with the COVID-19 Go-Forward Guidelines for B.C.'s Post-Secondary Sector, and federal guidance for post-secondary institutions, WAS has developed this COVID-19 Safety Plan.

WAS is committed to providing a safe and healthy workplace for all our employees, faculty and students. To ensure we have a safe and healthy workplace, WAS has developed the following COVID-19 Preparedness Plan in response to the COVID-19 pandemic. Managers and employees, faculty and students are all responsible for implementing this plan. Our goal is to mitigate the potential for transmission of COVID-19 in our workplaces and communities, and that requires full cooperation among our employees, faculty and students and management. Only through this cooperative effort can we establish and maintain the safety and health of all persons in our workplaces.

The COVID-19 Preparedness Plan is administered by **Shelly Quinn** who maintains the overall authority and responsibility for the plan. However, management and employees, faculty and students are equally responsible for supporting, implementing, complying with and providing recommendations to further improve all aspects of this COVID-19 Preparedness Plan. WAS's team have full support in enforcing the provisions of this plan.

Our employees, faculty and students are our most important concern. WAS is serious about safety and health and protecting our workers. Worker involvement is essential in developing and implementing a successful COVID-19 Preparedness Plan. We have involved our employees, faculty and students in this process by addressing all employee and student feedback and matching their expectations for a safe work environment.

WAS's COVID-19 Preparedness Plan follows the industry guidance developed by the "Government of Canada's Guidance for Post-Secondary Institutions During the COVID-19 Pandemic" rules and standards, and the Province's relevant and current executive orders. It addresses:

- ensuring sick employees, faculty and students stay home and prompt identification and isolation of sick persons;
- social distancing – employees, faculty and students must be at least six-feet apart;
- worker hygiene and source controls, including face coverings;
- workplace building and ventilation protocol;
- workplace cleaning and disinfection protocol;
- drop-off, pick-up and delivery practices and protocol; and
- communications and training practices and protocol.

WAS has reviewed and incorporated the industry guidance applicable to our business provided by the province of British Columbia for the development of this plan, including the following industry guidance Ministry of Advanced Education, Skills and Training. Other conditions and circumstances included in the industry guidance and addressed in the plan that are specific to our business include:

- additional protections and protocols for students, faculty, employees, guests and visitors;

- additional protections and protocols for face coverings and personal protective equipment (PPE);
- additional protections and protocol for access and assignment;
- additional protections and protocol for sanitation and hygiene;
- additional protections and protocols for work clothes and handwashing;
- additional protections and protocol for distancing and barriers;
- additional protections and protocols for managing occupancy;
- additional protocols to limit face-to-face interaction;
- additional protections for receiving or exchanging payment; and
- additional protections and protocols for certain types of businesses within our industry.

Important note: WAS Covid plans are subject to change. Since the pandemic remains a fluid situation, we cannot commit to a precise date or schedule for changes to this plan. We will update WAS's safety plans as new information becomes available.

WAS Covid-19 Policies -Tier 1 Phase 1

1. Policies for WAS students, faculty and staff

WAS has identified places where the risk of transmission is introduced. The virus that causes COVID-19 spreads in several ways, including through droplets when a person coughs or sneezes, or from touching a contaminated surface before touching the face. To facilitate a safe environment, the following protocols must be maintained by all parties entering and participating in WAS activities:

Students (participants), employees and faculty:

- **will wash hands often**
- **will maintain 2 meters of social distance**
- **will wear a face covering nose and mouth at all times**
- **will stay home if at risk or sick and are not showing symptoms**
- **have not had contact with people with Covid outside of WAS (agree to disclose if so)**
- **agree not to travel to other areas outside of the immediate Sea-to-Sky corridor while enrolled in WAS courses**

WAS has implemented leave policies that promote employees, faculty and students staying at home when they are sick, when household members are sick, or when required by a health care provider to isolate or quarantine themselves or a member of their household. Accommodations for employees, faculty and students with underlying medical conditions or who have household members with underlying health conditions have been implemented.

WAS has also implemented a policy for informing employees, faculty and students if they have been exposed to a person with COVID-19 at their workplace and requiring them to quarantine for the required amount of time of 14 days.

In addition, a policy has been implemented to protect the privacy of workers' health status and health information.

Communication Policy:

- New International Arrivals must submit their Quarantine Plan and are advised to download **ArriveCAN app** (iOS, Android or web format) per the Government of Canada Website.
- WAS staff is directed to visit BCCDC at the site listed below for additional information. <http://www.phsa.ca/our-services/programs-services/bc-centre-for-disease-control>
- WAS has signage in place at the entry of the school stating that staff, students and visitors exhibiting COVID-19-like symptoms are not allowed to enter the campus.
- A travel and health information sheet will be distributed to all WAS staff, students and visitors in advance of their entering the classroom. The questionnaire must be fully completed and signed by WAS staff and students prior to being permitted to start class and enter the classroom or restricted area(s). All completed information sheets are filed in the WAS Health and Safety binder kept by the administrator at the school.
- Any visitors must make an appointment in advance and will be directed to making an online meeting wherever possible. In the event that a face to face meeting is required, the visitor must complete the health information sheet and follow the safety protocol, including wearing a mask, sanitizing hands on entry and maintaining physical distance of at least 2m.
- Signage is in place to keep social distancing in corridors and entry ways. Physical distancing and sanitation signage is posted throughout the WAS campus as required by governing authorities.
- WAS staff and students are informed not to congregate at the entryway or other common areas of the building in order to ensure physical distancing on arrival and departure.
- When approaching the school, we ask student and staff to maintain physical distance of 2m at all times.

Arrival to the WAS Campus

Everyone entering the WAS campus will be required to:

- fill out the health screening questionnaire
- directed to use hand sanitizer
- wear a facemask (a non-medical mask will be provided to anyone who does not have one).

Staff and students are encouraged to use their own individual facemasks and adhere to proper usage protocols whether for disposable or multi-use masks.

More information can be found at: <http://www.bccdc.ca/health-info/diseases-conditions/covid-19/prevention-risks/masks>

Appropriate signage will be prominently displayed outlining proper mask usage and current physical distancing practices in use throughout the campus.

<https://www.worksafebc.com/en/resources/health-safety/posters/help-prevent-spread-covid-19-entry-check-visitors?lang=en>

All students are sent a full COVID 19 protocol email prior to the first class of every WAS course detailing the safety procedures and outlining that they must not come to class if they are feeling ill or have had contact with any person with Covid 19.

Employees, faculty and students have been informed of and must self-monitor for signs and symptoms of COVID-19. The following policies and procedures are being implemented to assess workers' health status prior to entering the workplace and for employees, faculty and students to report when they are sick or experiencing symptoms. Signage is posted at all entrances as well as the [BC COVID-19 Self-Assessment Tool](#) is available online

WAS Staff and students are encouraged to limit contact with others, as well as wear masks and observe physical distancing requirements when possible, including while on transit to and from school/work.

Help prevent the spread of COVID-19: How to use a mask



Wash your hands with soap and water for at least 20 seconds before touching the mask. If you don't have soap and water, use an alcohol-based hand sanitizer.



Inspect the mask to ensure it's not damaged.



Turn the mask so the coloured side is facing outward.



Put the mask over your face and if there is a metallic strip, press it to fit the bridge of your nose



Put the loops around each of your ears, or tie the top and bottom straps.



Make sure your mouth and nose are covered and there are no gaps. Expand the mask by pulling the bottom of it under your chin.



Press the metallic strip again so it moulds to the shape of your nose, and wash your hands again.



Don't touch the mask while you're wearing it. If you do, wash your hands.



Don't wear the mask if it gets wet or dirty. Don't reuse the mask. Follow correct procedure for removing the mask.

Removing the mask



Wash your hands with soap and water or use an alcohol-based hand sanitizer.



Lean forward to remove your mask. Touch only the ear loops or ties, not the front of the mask.



Dispose of the mask safely.



Wash your hands. If required, follow the procedure for putting on a new mask.

Note: Graphics adapted from BC Centre for Disease Control (BC Ministry of Health), "How to wear a face mask."

Social distancing of at least six feet will be implemented and maintained between employees, faculty and students in the workplace through the following engineering and administrative controls:

Maintaining physical distance policy

- WAS faculty and staff will continue to work-from-home until otherwise appropriate
- WAS will ensure proper space so that the number of people in each area is sufficient to prevent parties from coming too close to one another or members of the public.
- Maintain a distance of two metres between parties and others wherever possible
- The WAS workspace has been configured to ensure a minimum of 2m between each workspace and a 3 m area all along the front of the teaching room for the faculty to maintain physical distance from the students.
- Students will choose one workstation and will keep this workstation throughout the course to minimize sharing of computers.

Where physical distance cannot be maintained

- Where other measures are not sufficient, the use of masks or gloves is mandatory with the understanding that these have limitations.

Operating policies

- The provincial health officer and the BC CDC have issued the following guidance around self-isolation that must be adhered to:
 1. anyone with symptoms of COVID-19 including fever, chills, cough, shortness of breath, sore throat and painful swallowing, must self-isolate at home for a minimum of 14 days
 2. anyone under the direction of the provincial health officer to self-isolate must follow those instructions
 3. anyone who has arrived from outside of Canada, or who is a contact of a confirmed COVID-19 case, to self-isolate for 14 days and monitor for symptoms
 4. Anyone who may start to feel ill while at work, should notify Shelley Quinn or Anik Champoux immediately. Anyone feeling ill will need to be traveled either by trusted person or by ambulance. It is understood anyone with symptoms must travel from the workplace to their home.
 5. All WAS staff working from home have to adhere to WAS Working from Home policy.

6. Staff schedules have been modified to reduce the time spent together, and staff are working from their homes and networking through various digital platforms for any project work or meetings.
7. Occupancy limits for classrooms, offices and washrooms are posted in each room.
8. Chairs and desks not in use in classrooms have been removed to ensure occupancy limits are not exceeded.
9. We encourage staff and students to bring and eat lunch at their workstation or outside.
10. There will be no access to refrigerators, microwaves, shared dishes or utensils.

Capacity Requirement*

WAS is dedicated to providing the best possible learning environment for our students. As such, we have lowered our enrollment by over 50% and increased the number of faculty teaching where applicable. Further, our staff has increased flexibility in their schedules due to this reduction of students on campus. Right now, we have 5-10 students in a program at any given time, which is easily managed by our current staffing. It is our belief that we can safely manage our student body and keep the highest level of learning in effect during this pandemic.

As such, WAS has capped enrollment for WAS programs to meet Covid-19 policy. The following is a list of our programs and program student capacity during the pandemic. Students will not be allowed to enroll once capacity has been met.

1. Marketing Media-9
2. Mountain Sports Technician-6
3. Ski Guide-Groups of 6 (held outdoors and divided into small groups)
4. Bike Guide- Groups of 6 (held outdoors and divided into small groups)
5. Alpine Guide- Groups of 6 (held outdoors and divided into small groups)
6. Rock Guide- Groups of 6 (held outdoors and divided into small groups)
7. Adventure Tourism Winter- Groups of 6 (held outdoors and divided into small groups)

Further, we have reduced hours of operation and discontinued all non-essential events which has further increased our availability and capacity to handle any issues which may arise.

***Plan revised as needed**

- Things may change as we move forward. If anyone at WAS identifies a new area of concern, or if it seems like something isn't working, WAS will take steps to update policies and procedures. All parties will be involved in this process.
- Anyone with immediate issues should address Shelly Quinn directly.

Student Learning Accommodations: Tier 1 Phase 1:

- Students who are ill may apply for academic concession due to missed classes or course requirements
- Academic concessions may be made directly to the Faculty, with

- appeal to the Senior Academic Officer, in accordance with WAS’s standard policies
- Students who are ill and unable to complete a course may submit a Medical Leave form, as per WAS’s usual policies
- If staff and faculty are unable to work due to an illness, institutional sick day policies apply
- Staff and faculty should communicate with their supervisor and Senior Education Administrator if they are unable to work

Tier 2 Phase 2:

- All of the above apply
- WAS Faculty are urged to be flexible and use discretion regarding class absences in order to encourage students to stay home if ill; the SEA can help and guide Faculty on managing student absences related to illness.

Student Checklist:

STUDENT Procedure	Checklist
<p>Only staff and students can enter the classrooms</p>	<p>Same faculty is working with a stable, healthy group of students.</p> <p>Consistent staff member on hand for each day of the week</p> <p>Faculty ratios are maintained at 1 – 2 staff to every 10 students</p> <p>Groups are not combined</p>
<p>Students who are dropped off should be done curbside, not accompanied inside the building</p> <p>or</p> <p>Use separate entrances (where possible), social distancing signage and taping off 2-meter increments</p>	<p>Students who are dropped off should be done curbside, not accompanied inside the building</p> <p><input type="checkbox"/> 2 meters spacing marked on floor and/or outdoor space.</p> <p>No more than 10 people in common area.</p> <p>Alternate sign in/sign out procedure is implemented so students do not have to share pens/clipboards or keypads</p>
<p>Health Check in Station is set up and used every morning for staff and students</p>	<p><input type="checkbox"/> Face covering for students and staff doing health checks</p> <p>Disposable gloves</p>

<p>ALL staff and students receive a health screening upon entering WAS. Health Check logged on Employee/STUDENT Health Screening Log</p> <ul style="list-style-type: none"> □ If student is ill, log on the WAS Illness log □ If temperature of 37-38C – monitor throughout the day 	<p>Exclusion Criteria:</p> <ul style="list-style-type: none"> □ Cough □ Sore throat □ Shortness of breath □ Fever 38C or more □ If student has had close contact with someone with COVID-19 or symptoms follow local health department guidance □ Other signs illness requiring exclusion
---	---

International Student Arrivals Plan: Policy and Protocols

Policies:

- a) WAS requires all incoming students to use of ArriveCAN app and the BC Covid-19 App in order to adhere to their requirement under the Quarantine Act. This is communicated via our learning management system Populi which emails and texts student relevant information
- b) WAS outlines incoming students at to the procedures and responsibilities for airport arrival and transportation for asymptomatic travelers to Whistler which include wearing a mask, using private transit to the 14-day quarantine facilities.
- c) WAS states that students may only quarantine in suitable locations 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;
- d) WAS requires a health screening upon entering the quarantine and health monitoring throughout the quarantine period for COVID19 symptoms. This is for the general well-being, and compliance with quarantine requirements as well as meeting our needs once the student is allowed on campus.
- e) WAS utilizes technology to integrate the student into the Whistler community by holding welcome sessions and group chats to allow the student to become associate with their new home.
- f) By using Whistler Community Services Outreach for mental health, WAS students have access to messaging and support system as it relates to their integration into the community which includes stigma and anti-racism supports, mental health and cultural/religious considerations. Further, WAS is committed to supporting an open and free learning environment where racism is not supported. Students will be encouraged to make appointments as needed.
- g) All emergencies referred to 911
- h) WAS in partnership with the community of Whistler give students current Information about COVID-19 testing, contact tracing, and health care providers throughout their time at WAS.
- i) WAS' Operations and Sales Managers Anik Champoux and Shelley Quinn oversee the day-to-day components of the WAS Covid-19 plan and are responsible for its compliance.

Procedure:

Upon arrival and clearing customs, students will take a taxi to one of the following approved Quarantine Hotels, or to another approved quarantine location of their choice within 25km of YVR. A mask must be worn at all times while in transit to the hotel, and physical distancing must be maintained whenever possible during transit. The listed properties all have expanded their

cleaning and Covid readiness protocols to be able to host students for the quarantine period in safety.

WAS staff will work with the student to determine the best option for the individual before their arrival in Canada. The student will complete their quarantine plan and it will be submitted to the BC government prior to entering into Canada.

1. YWCA Vancouver: <https://ywcavan.org/hotel/self-quarantine>

\$75 plus 17.5% taxes per night. Total \$1233.82 for 14 nights taxes included

Room Type - Standard double, private bathroom with microwave, fridge, free wifi, free local calls, lists of food and essentials deliveries provided.

2. Sandman Vancouver City Centre.

\$55.00 plus 17.5% taxes per night. Total \$904.82 for 14 nights, taxes included.

Room type: Standard Queen Room or Standard Two Double Room

3. Sandman Suites Vancouver – Davie Street.

\$75.00 plus 17.5% taxes per night. Total \$1,233.82 for 14 nights, taxes included.

Room Type: Queen Suite or Twin Single Suite.

Sample of Covid specific measures taken by the hotels that we feature:

<https://ywcavan.org/hotel/self-quarantine>

<https://www.sandmanhotels.com/about/message-about-covid-19>

- During the 14-day quarantine, a representative of the school (Shelley Quinn, Anik Champoux or Diane Riley) will contact the student by phone or text every 72 hours and can speak as needed to provide emotional support.
- All students will be provided with the reference materials provided by BC Centre for Disease Control prior to their arrival in Canada: <http://www.bccdc.ca/health-info/diseases-conditions/covid-19/guidance-documents> pertaining to medical health and services available during their quarantine.
- Students will be directed to download the app for self-assessment on <https://bc.thrive.health/> prior to arrival in Canada.
- Once in Canada, for medical advice about Covid 19, students will be directed to call 8-1-1 (HealthInkiBC) or visit www.vch.ca/COVID19, and if they have symptoms compatible with COVID 19 they should follow the directions listed at www.vch.ca/COVID19.

- Students can also access the full range of information on the BCCDC regarding testing, isolation, self-care and support. The BCCDC is the ultimate authority for students to consult with regards to COVID 19 and protocols once in Canada.
 - The closest Urgent care facility to these quarantine hotels is the City Centre Urgent Primary Care Centre: 1290 Hornby St, Vancouver, BC V6Z 0A3.
 - Phone Number: 604-416-1811
 - <https://www.citycentreupcc.ca/>
-
- If it is determined that a student needs to take a COVID test and ultimately tests positive for COVID19 during their quarantine, they will follow the directions given by the medical professionals, and the school representative, Shelley Quinn will be in contact with the student and their family to ensure that the students' needs are being looked after.
 - More details are available on the WAS Covid 19 Safety Plan which is posted on the WAS website at this link: <https://whistleradventureschool.com/covid-19-coronavirus/>
 - Upon completion of the mandatory quarantine, the student will be able to make their way to Whistler to their accommodation and commence classes. All students will be contacted and be sent the WAS Covid 19 safety plan and will be familiarized with all of the WAS Covid safety protocols prior to commencing class.
 - Students will have access to food via delivery services such as:
 - <https://www.skipthedishes.com/vancouver/restaurants>
 - <https://www.ubereats.com/ca>
 - <https://www.doordash.com/food-delivery/vancouver-bc-restaurants/>
 - <https://www.fantuan.ca/en/>
 - <https://www.yogiskitchen.ca/>
 - <https://stongs.com/>
 - Students prescription drugs and other medications will be handled:
 - <https://pharmacy.londondrugs.com/PharmacyServices/Prescription-Delivery>
-
- Students Students will not have contact with vulnerable individuals or be living in a group or communal setting (except for family members); WAS will communicate the Federal Quarantine Act to students incoming, while in quarantine to ensure they observe the required standards. WAS will ensure students know their stiff consequences for violations of the following:

Comply with the Federal Quarantine Act

On March 25, 2020, the federal government implemented a self-isolation plan for returning international travellers on select flights under the Quarantine Act.

The federal government will continue to use its authority under the Quarantine Act to ensure compliance with the order to self-isolate, enforceable by RCMP or local police

Maximum penalties for breaking self-isolation orders include a fine of up to \$750,000 and/or

imprisonment for six months

Service BC will conduct compliance and wellness checks to ensure travellers can effectively maintain their 14-day self-isolation.

The quarantine plan is specific and specifies that they are not in contact with any other individuals unless they are travelling with a companion or family member in which case they can quarantine together.

Please reference the document [WAS Covid 10 Safety Plan](#) for additional information on the protocol for all students and staff at the Whistler Adventure School.

A any students requiring Mental health assistance will be directed to contact Whistler Community Services Outreach services: <https://mywcss.org/contact-outreach/>

At WCSS, our team of Outreach Workers provide no-cost, confidential support for those experiencing challenges with mental health, financial insecurity, advocacy, physical health and injury, housing, food insecurity, substance use, employment, family/friend relationships, parenting support or violence/conflict in relationships.

Typically, our team is mobile, and can reach clients wherever they are. For the time being, most of our services are offered virtually but let us know what you need. During the COVID-19 crisis, we are all in this together and our Outreach team wants to help. It's ok to not to be ok. We are here to listen and offer support.

Please reference the document **WAS Covid 10 Safety Plan** and the **WAS Covid 19 Policies for Students and Staff** for additional information on the protocol for all students and staff at the Whistler Adventure School.

Facility and Worker hygiene and source controls

Basic infection prevention measures are being implemented at our workplaces at all times. Employees, faculty and students are instructed to wash their hands for at least 20 seconds with soap and water frequently throughout the day, but especially at the beginning and end of their shift, prior to any mealtimes and after using the restroom. Anyone on campus are required to wash or sanitize their hands prior to or immediately upon entering the facility. Hand-sanitizer dispensers (that use sanitizers of greater than 60% alcohol) are at entrances and locations in the workplace so they can be used for hand hygiene in place of soap and water, as long as hands are not visibly soiled.

Employees, faculty and students are being instructed to cover their mouth and nose with their sleeve or a tissue when coughing or sneezing, and to avoid touching their face, particularly their mouth, nose and eyes, with their hands. Employees, faculty and students are expected to dispose of tissues in provided trash receptacles and wash or sanitize their hands immediately afterward. Respiratory etiquette will be demonstrated on posters and supported by making tissues and trash receptacles available to all employees, faculty and students and other persons entering the workplace.

Workplace building and ventilation protocol

Operation of the building in which the workplace is located, includes necessary sanitation, assessment and maintenance of building systems, including water, plumbing, electrical, and heating, and ventilation systems. Steps are also being taken to minimize air flow blowing across people.

Workplace cleaning and disinfection protocol

Regular practices of cleaning and disinfecting have been implemented, including a schedule for routine cleaning and disinfecting of work surfaces, equipment, tools and machinery, vehicles and areas in the campus environment, including restrooms, class/meeting rooms, and drop-off and pick-up locations. Frequent daily cleaning and disinfecting is being conducted of high-touch areas, including phones, keyboards, touch screens, controls, door handles, railings, copy machines, etc. Hand sanitizer is available to everyone at the entrance area and within the classrooms.

Important points:

- Constrain work that requires more than 1 person in the same area in confined space
- Restrict access by non-employees (ex. external contractors, etc.) with no non-essential work being performed.

Appropriate and effective cleaning and disinfecting supplies have been purchased and are available for use in accordance with product labels, safety data sheets and manufacturer specifications, and are being used with required personal protective equipment for the product.

WAS works closely with the building management of the Campus and is using cleaning products and protocols that meet guidelines and are approved for use and effective against viruses, bacteria, and other airborne viruses.

General cleaning and disinfecting of the premises occurs at least once a day. Frequently touched surfaces are cleaned and disinfected at least twice a day.

Daily cleaning of hands-on learning environments and touch points throughout the building is provided.

Sanitization of all stations at the beginning and end of each class.

Sanitation signage will be posted for employee/ student reference. Hand sanitizer bottles and wipes to be supplied throughout the campus. Increased sanitation of the following areas:

- Entry doors
- Garbage bins
- Switches

Increased sanitation of all restrooms with signage indicating maximum occupancy in a washroom at a time posted. Physical distancing signage and hand sanitizing protocols are posted inside the washrooms.

WAS asks staff members to clean their workstations and high touch surfaces around working area at the beginning and end of shifts. The disinfecting wipes will be provided at each office and classroom, when available.

Staff Screening Checklist

STAFF Procedure	Y/N	Checklist
<p>ALL staff receive a health screening upon entering the program</p> <ul style="list-style-type: none"> <input type="checkbox"/> Health Check logged on Employee Health Screen Form <input type="checkbox"/> If staff is ill, log on the Illness log <input type="checkbox"/> If temperature of 37-38 – monitor throughout the day 		<p>Exclusion Criteria:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Cough <input type="checkbox"/> Sore throat <input type="checkbox"/> Shortness of breath <input type="checkbox"/> Fever 38C or more <input type="checkbox"/> If student has had close contact with someone with COVID-19 or symptoms follow local health department guidance <input type="checkbox"/> Other signs illness requiring exclusion
<p>Each group has easy access to handwashing sinks with soap and paper towels.</p>		<p>Check soap and paper towel supply</p>
<p>Each staff member has 2 face coverings</p>		<p>Cloth face coverings are laundered <i>daily</i> and dried on highest heat setting</p>
<p>Emergency contact information is on file for every student so emergency contacts can be contacted quickly due to sick student or necessary closure</p>		<p>Emergency contact and enrollment paperwork is current</p>
<p>Signs are posted regarding avoiding ill people, covering cough, minimizing non-essential activities in the community, and frequent handwashing.</p>		<ul style="list-style-type: none"> <input type="checkbox"/> Signage is printed and posted at entrances and exits <input type="checkbox"/> Handwashing signs are posted at sinks
<p>Enough supplies are available for 2–4 weeks</p>		<ul style="list-style-type: none"> <input type="checkbox"/> Sanitizer and disinfectant <input type="checkbox"/> Face covers <input type="checkbox"/> Paper towels Toilet paper Facial Tissues <input type="checkbox"/> Soap and laundry soap <input type="checkbox"/> Gloves <input type="checkbox"/> PPE based on selected screening used <input type="checkbox"/> Other daily supplies as required

Incident Case Management

In the event there is a positive case of COVID-19 at our campus, we will observe the protocols established below in conjunction with the Provincial and Federal Health and Government authorities.

Tier 1 One:

- The Operations Manager will initiate the case management system if there is a report from a member of the community or a notification from public health authorities
- The affected individual/s must complete the WAS medical form by request of the Operations Manager.
- Employees and students who have been in contact with affected person or working on the same campus will be notified straight away and will need to isolate for 14 days
- The General Manager will act as incident commander and liaison to the Vancouver Coastal Health and other personnel as needed.
- WAS will follow guidance provided by public health officials at the time of the report.
- WAS will make decisions on next steps which may include:
 - contacting and supporting any affected students, teachers, staff and visitors
 - instructions on how to be tested at the appropriate testing facility
 - Operations Manager will continue communicating with individuals or groups of contacts regarding self-isolation or monitoring for symptoms
 - Manager will give ~~pat~~ on sick leave and making work-from-home or other alternative arrangements
 - Perform deep cleaning of campus facility
 - updating the affected WAS community through social media and the WAS website; posting public notices in building
 - entrances and public spaces; and closing any campuses as directed/if required by local health officials.
 - If additional mental support or medical support is required, WAS works with the local medical authorities via Coastal Health and Whistler Community Services, both of which provide assistance and support to WAS staff and students.

Tier 2:

- All above steps apply
- Communicating to current students, faculty and staff with regards to WAS's response
- Possibility using other modalities for instruction as needed.
 - opening windows and meeting in a space where physical distancing is possible (ex. Garage door, etc.)

Tier 3-Case on Campus:

The following steps will be taken immediately by management upon confirmation that a student, staff member, or teacher has tested positive for COVID-19 in the school/workplace:

- School Director to be notified immediately, who will then notify the Senior Management team.

- Senior Management will contact the applicable public health authority to seek guidance on how best to proceed (call 811).
- Following the advice of the public health authority, school management will ensure that affected persons are immediately sent home to isolate and await guidance on further isolation/ testing requirements. Students, staff, and teachers who have been in contact with someone who has tested positive for COVID-19 will be instructed to self-monitor for symptoms, and to call 811 if required (with WAS's assistance if needed) for further guidance.
- Senior management will initiate contact tracing within the school and arrange for temporary closure of affected classroom(s) and/or campus for deep cleaning. If necessary, this may include a temporary campus shutdown (minimum 3 days) with a shift of classes back to online delivery format for duration of shutdown.
- Senior Management will communicate any critical information to all students, staff, and teachers through email and updates on our website and social media.

Management of individuals exposed to COVID-19 outside of the school

Situations will arise where students, staff, or teachers may be exposed to COVID-19 outside of the school environment (for example, exposure to family or household members that don't attend the school, social contacts outside of school). Household members and others who live with the individual who has tested positive should isolate for 14 days and follow the guidance of the public health authority.

Students who are required to self-isolate or quarantine will have access to lessons online until it is deemed safe for them to return to school (see Student Accommodations Policy).

If a Student Presents with Symptoms of COVID-19 at their Post-Quarantine Accommodation Site

In the event that a student demonstrates symptoms of COVID-19 in their post-quarantine accommodation site, the following steps will be followed:

- The student must isolate immediately in their bedroom, informing the school and/or residence (HI Hostel) contact immediately.
- If the student is in a residence (HI Hostel) contracted by WAS, the school management will contact the residence/homestay contact, to ensure clear communication of the situation.
- Residence contact will separate all other members of the household (in an outdoor common space if possible), to ensure they do not come into contact with the student, or any surfaces/areas the student has touched.
- Persons that have come into close contact with the student, specifically those in the student's class or "cohort", would be advised to self-monitor for symptoms and may be required to self-isolate for 14 days if advised by the public health authority.
- Together with the assigned school management member, the student will contact the local health authority, and take the recommended steps (go to the hospital, continue self-isolation, proceed to an assessment center for testing etc.).
- A thorough, professional cleaning of all areas the student has occupied will take place,

and any other rooms and areas they have frequented.

- Assigned school staff will then continue to closely monitor the student, homestay contact, and all other students, staff, and teachers considered at risk, implementing risk assessment measures, such as taking temperatures of all students daily and further ensuring they are aware of symptoms to be aware of.
- If the student tests positive for COVID-19, all homestay contacts will be tested, as well as school contacts identified as at risk by the local health authority.

Return to Instruction on Campus

While an individual suspected to have COVID-19 is **waiting for test results they must be in isolation and cannot attend school in person**. The individual will be sent digital presentations and work assignments after the classes missed if they feel well enough to participate.

Any student or staff member who has tested positive for COVID-19, or who is required to self-isolate, will not be allowed to return to school until the return date advised by the public health authority.

Individuals who have had a COVID-19 test because of symptoms, but who test negative should not return to school until at least 24 hours after their symptoms have resolved.

COVID-19 negative

For an ill individual who has a known alternative diagnosis provided by a health care provider, return to school can occur when symptoms are resolved for at least 24 hours.

Protocol for if students do not remain in quarantine for 14 days:

- WAS will notify the public health authority immediate
- WAS will notify all community stakeholders with regard to contact tracing
- WAS will notify student that they are violating government recommendations and will face consequences as applicable to local, provincial, and national law.
- WAS will notify local police as necessary
- WAS will terminate student's enrollment and report to CIC with regard to study permit.

Process of check-ins during the mandatory 14-day quarantine period.

- During the 14-day quarantine, a representative of the school (Shelley Quinn, Anik Champoux or Diane Riley) will contact the quarantined student by phone or text every 72 hours and can speak as needed to provide emotional support.
- WAS staff will contact students to ensure they are prepared to enter the classroom setting by advising them on all protocols and guidelines for safety.
- Students having issues whether mental or medical will be referred to the following:

- All students will be provided with the reference materials provided by BC Centre for Disease Control prior to their arrival in Canada:
<http://www.bccdc.ca/health-info/diseases-conditions/covid-19/guidance-documents> pertaining to medical health and services available during their quarantine.
- Students will be directed to download the app for self-assessment on <https://bc.thrive.health/> prior to arrival in Canada.
- Once in Canada, for medical advice about Covid 19, students will be directed to call 8-1-1 (HealthInkiBC) or visit www.vch.ca/COVID19, and if they have symptoms compatible with COVID 19 they should follow the directions listed at www.vch.ca/COVID19.
- Students can also access the full range of information on the BCCDC regarding testing, isolation, self-care and support. The BCCDC is the ultimate authority for students to consult with regards to COVID 19 and protocols once in Canada.
- The closest Urgent care facility to these quarantine hotels is the City Centre Urgent Primary Care Centre: 1290 Hornby St, Vancouver, BC V6Z 0A3.
- Phone Number: 604-416-1811
- <https://www.citycentreupcc.ca/>

Case Management Outbreak Response Procedure	Y/N	Checklist
There is a designated space for isolating sick students to stay until a designated person can pick them up.		<ul style="list-style-type: none"> <input type="checkbox"/> Isolation/sick room is disinfected after use <input type="checkbox"/> Staff supervising ill student uses personal protective equipment
Staffing ensures that ratios do not exceed 1-2 staff to 10 persons in any one group		<ul style="list-style-type: none"> <input type="checkbox"/> Ratios must be maintained at all times <input type="checkbox"/> Lower ratios allow for proper physical distancing in each space groups will be using <input type="checkbox"/> Consistent staffing is maintained for breaks. Same staff with same group/classroom
All onsite tours discontinued Non-essential visitors are not allowed in the facility		<ul style="list-style-type: none"> <input type="checkbox"/> No special events/guests are scheduled for WAS
Connect with local health department to notify them regarding staff, faculty or student with COVID-19 symptoms		<p>Our Local Health Department is: Vancouver Coastal Health</p> <p>Phone #: 604-276-4345</p>
Connect with Whistler Mental Health for staff, faculty, and student support		<p>Our Mental Health Consultant is: Whistler Community Services Outreach</p> <p>Phone 866-661-3311</p>

Communications and training practices and protocol

This COVID-19 Preparedness Plan was communicated by our Learning Management System (LMS) Populi to all employees, faculty and students and necessary training was provided as courses begin. Additional communication and training will be ongoing as changes in protocols occur. Training will be provided to all employees, faculty and students who did not receive the initial training and prior to the start of their coursework. Records of training are retained on the LMS.

Instructions will be communicated to all subcontractors, vendors and outside technicians about protections and protocols, including: 1) social distancing protocols and practices; 2) drop-off, pick-up, delivery; 3) practices for hygiene and respiratory etiquette; 4) requirements regarding the use of face-coverings and/or face-shields by employees, faculty and students. All employees, faculty and students will also be advised not to enter the workplace if they are experiencing symptoms or have contracted COVID-19.

Communication will be also provided in welcome packages, forums and other modalities to increase awareness of procedures and protocols. General Manager will check in with all students, staff and faculty to ensure requirements are being met.

Managers are expected to monitor how effective the program has been implemented. All management and employees, faculty and students are to take an active role and collaborate in carrying out the various aspects of this plan, and update the protections, protocols, work-practices and training as necessary. This COVID-19 Preparedness Plan has been certified by **WAS** management and the plan was posted throughout the workplace and made readily available to employees **starting June 1, 2020**. It will be updated as necessary by **designated WAS personnel**.

WAS In Person Instruction Policy-

Tier 1:

- Masks required and available to faculty and front-line staff
- Signage provided on maximum number of people in a given space
- Instructor and student orientation for social distancing. Classrooms are clearly marked for student seating and faculty instruction.

Tier 2: (In the case of an Incident)

- Switch to remote learning (no in-person instruction)

Accessibility to Instruction

Tier 2: (In the case of an Incident)

Support provided to students who need accommodations for remote learning

COVID-19 Safety Responsibilities by role

WAS Management and Directors are required to ensure that:

- All resources (information, authorization of administrative changes, technology, training, human resources) and materials (personal protective equipment, equipment, cleaning and disinfecting products and systems) required to implementation and maintenance of the COVID-19 Safety plan are made available as practical when required.
- Ensure that supervisors and workers are informed about the content of safety policies.
- Conduct a periodic review 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 all tasks in the workplace, especially those that require the direct care of students, and ensure that safe work procedures are updated with COVID-19 practices.
- Where possible, have workers perform only essential tasks to maintain the student's education and well-being. Tasks that are non-essential should be put on hold until directed otherwise by the provincial health officer.

Supervisors (managers)

- Ensure that all staff, faculty and students are knowledgeable regarding the controls required to minimize their risk of exposure to COVID-19.
- Direct work in a manner that eliminates or minimizes the risk to workers.
- Post or relay educational and informational material in an accessible area for workers to review.

Workers (teachers, administrative and support staff, and outside contractors)

- Know the controls required to minimize their risk of exposure to COVID-19.
- Participate in COVID-19 related training and instruction.
- Follow established work procedures and instructions as directed by the employer or supervisor.
- Report any unsafe conditions or acts to the supervisor.
- Know how and when to report exposure incidents.

Covid Communication Strategies enacted by WAS

- Remind staff that all health and safety measures in place prior to the pandemic are still in place.
- Attempt to mitigate staff confusion and concerns by communicating essential health and safety information to them in writing before they return to the workplace. If possible, give

staff an appropriate amount of time to review this material, and to respond to questions.

- Upon first return to the workplace, hold a health and safety meeting to review workplace practices relating to COVID-19 and other health and safety matters. Additional communication may be required as new information is made available that may affect work practices.
- Daily check-in meeting with workers to provide them with new information and review any concerns.
- Ensure that students and staff understand the policy that students must stay home if they are sick.
- Minimize the number of non-essential people coming into the school
- Ensure that workers know how to raise safety concerns.
- Establish a protocol whereby information is posted and emailed to all staff relating to COVID-19 in the workplace.

Other Documents to reference:

WAS Policies for Students and Staff - Document sent to all students and staff prior to attending classes.

WAS Travel and Quarantine Protocol - Document for all students travelling to Canada to attend WAS

Appendix: Sample Communication of Covid Policy

Sample email below was sent to all students on May 28, 2020

Dear ,

I hope that you are doing well and getting some time to get outdoors and (safely) have some fun in the sun!

We have some very good news to share with everyone - WAS will be resuming courses as of June 1, 2020. These courses will be for all students who are here in BC or who have already received their study permits prior to March 14 and are able to travel safely and follow the self-quarantine rules upon arrival.

To see the courses that we are offering over the next couple of months, check our [Course Calendar](#). If you are currently registered in a June course, you should have already received an email from me with details and a request to connect to confirm your attendance. If you haven't replied yet, or if you didn't receive an email with your course schedule, please reply to this email so that we can look into it.

There are still some available slots in our [Bike Mechanic](#) June and July courses, as well as in [Bike Guide Training](#) (with a start either June 5 or July 10), and [Rock Guide Training](#) (starting July 8). These are all very small classes (1 instructor, max. 6 students), and will be in-person (not online) classes.

For our students who are still overseas and do not have their study permits yet, we are recommending that you proceed with submitting your study application as soon as possible, and plan for a start date of September or October at the earliest. For our full year programs, we have flexible start months so the sooner you submit for your study permit, the sooner you will be able to travel as soon as students are permitted to cross the borders again.

For some helpful links to see what's happening in BC see below:

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

Check out Mayor Jack Crompton on Facebook or Instagram - [@mayorjackcrompton](#) for regular updates on the Whistler community.

We are putting in place procedures for the continued protection and wellbeing of our students, faculty and staff, following government guidelines to ensure that when classes resume next month, we will have the mandated social distancing and health & safety measures in place so that everyone feels safe and respected. All students will receive an

email outlining the added safety procedures and requirements that they will need to adhere to while attending classes prior to the first class.

In the meantime, in order to maintain your good health and that of the Whistler community, we ask that you continue to adhere to the policies laid out in the provincial plan and keep in mind the guidelines for personal care, social interaction and safety.

Diane, Anik, Martina and me (Shelley) are all available to answer questions or just to have a chat to catch up ... you can reach any of us by email or WhatsApp.

Shelley - shelley@whistleradventureschool.com +1(604) 935-2130

Diane - diane@whistleradventureschool.com +1 (604) 962-4488

Anik - anik@whistleradventureschool.com

Martina - martina@whistleradventureschool.com +420 777 438 698 (in CZ)

Thanks everyone, we're super excited to be back delivering our courses,

Shelley & the WAS Team

You are receiving this email because you are listed as an 'active' student at WAS (currently attending or starting in 2020). Note that for the Ski & Snowboard Guide students, you will all be graduating at on May 31, so this will be your final 'student' email. You can stay a member of the WAS Facebook group and please keep in touch with us and ask about our Alumni Ambassador Program!!

Sample email below was sent to all faculty and students in April 2020 re: Covid

Dear ,

This is the WAS team checking in to see how everyone is doing. A quick update on our side to let you know that we are still working here behind the scenes to ensure that our courses are ready to go just as soon as this crisis has passed, and we are able to safely hold the classes. So far, no change in scheduling from the last update sent March 26. If you have any specific questions about your schedule, classes, or any general questions, please email me back and we can clarify whatever you need.

A few essential bits of information for the WAS students currently in Whistler - There are resources locally to help through [Whistler Community Services](#). Whether you require financial assistance, food assistance or just need someone to talk to. Please follow @whistlercommunityservicessociety on FB to see regular updates. WCSS provides Food Bank services as well as a range of other services to help anyone here in the resort who needs assistance.

All students who have been in Canada for 3 months or more should be registered for Medical Insurance through MSP - please see this link for details: <https://www2.gov.bc.ca/gov/content/health/health-drug-coverage/msp/bc-residents/eligibility-and-enrolment/how-to-enrol>

Also, if you are here as a current student, were working have been laid off due to Covid19, you may be eligible for the CERB: <https://www.canada.ca/en/services/benefits/ei/cerb-application.html> Please check out the link and if you need help, let us know and we can explain it more thoroughly - also the team at WCSS have professionals there to assist with forms and applications.

So far, we are still hoping to be delivering classes later in the Spring (June & onwards) but as we all know, the situation seems to change daily. We are doing our very best to plan accordingly and will keep you updated if there are confirmed changes.

Sending our most positive wishes and vibes to all of our staff, faculty and students. Stay healthy& safe and please continue to follow the mandate of strict social distancing and all of the requirements per the [Government of BC](#) and the [Resort Municipality of Whistler](#).

We hope you're all doing well and please stay in touch with us so that we know what you're up to.

Warm Regards,

The WAS team

Sample template currently sent to students prior to starting a class *with Covid attachment)

Dear ,

We wanted to send you this reminder that your ----- course will be starting on -----.

The full schedule is below:

***Please read our COVID-19 protocols attached for your safety and your instructor's and classmate's safety.

Remember to arrive promptly for your first (and subsequent) classes, and to notify your instructor --- of any special requirements that you may have.

Also please remember that, per the WAS requirements and your signed agreements, that you need to let your instructor know ahead of time if you will be absent, you will be responsible to keep up with any work that you missed, and you cannot have more than 2 absences per course in order to pass the course.

Your Instructor's email is: --- if you need to be in touch with them regarding a specific matter in your course. For any operational or administrative questions, please email us at info@whistleradventureschool.com and we will be happy to help.

Enjoy your classes!

The WAS Team

Sample email that was sent to all students at the onset of COVID

Dear ,

We are writing update you on the upcoming (May, June) course schedule for students in the Marketing and Media Program. We understand that during these very trying times that circumstances surrounding travel, social distancing and education are changing daily, but here is our update as of March 20, 2020.

The courses scheduled in April, May are being rescheduled in hopes that this crisis will pass over the next 3 months. All students who are currently in Whistler with their study permits are allowed to remain under their current permit status, so those with jobs can continue to work up to 40 hours per week while classes are on break.

Event Planning - originally scheduled in April will now be held in August (tentatively) as follows:

Photography - originally scheduled in May will now be held in June (tentatively) as follows:

Photo Editing, originally scheduled in June will be moving to July (this course needs to be taken after photography) tentative schedule as follows:

Internet Marketing and Social Media, originally scheduled for June, tentatively rescheduled for September (exact dates and times to be determined)

We will continue to keep students up to date with any course changes as the situation evolves.

In the event that the global situation does not improve over the coming months and you are not able to remain in Whistler and/or we are not able to offer the courses within the overall timing of your program (1 year from the start of your program), WAS will issue a credit note to enable you to complete your diploma once the global virus threat has ceased. We are available to speak to students individually to discuss options as we recognize that every situation is unique.

Please keep in touch with us at the school - our team is still available to meet by virtual appointment - email info@whistleradventureschool.com to make an appointment. Whistler also has Outreach Support available - please consult Whistler Community Services <https://mywcss.org/> if you require additional assistance with the necessities or advice during this time of crisis.

I hope that this information helps with your planning. The Directors and administrative team at WAS are all working together to try to ensure the safety and wellbeing of our students and staff, and we are following the guidelines and directives of all levels of Canadian Government and the WHO. Please see the attached document for links to various organizations.

Please don't hesitate to contact us if you have any other questions or concerns.

We hope to see everyone back in classes and enjoying life Whistler this summer.

Warm regards and stay healthy everyone!

The WAS team

Sample email that Operations sends to faculty prior to them starting a course (Covid Protocol).

Hi

As your course XXXX is starting on XXXX, as per usual we wanted to touch base and see if you needed anything from us?

Here are the usual documents attached to fill out and return to info@whistleradventureschool.com.

Have a great class and let us know if we can help with anything.

The WAS Team-

WAS Faculty -Pre-Course Checklist:

Attached is the faculty Pre-Course check list to fill out for each of your classes. Please fill it out and send it back to info@whistleradventureschool.com. Should you have any questions about the check list please contact at @whistleradventureschool.com.

WAS Faculty Welcome E-Mail Template:

Below is a template for a welcome e-mail for faculty to send out to their students before the first class. Please CC info@whistleradventureschool.com so that we have a copy. (The template is also attached).

Feel free to personalize it, but make sure the important course information (start times, meeting location etc.) along with your contact information is included.

COVID-19 -Health Screening Forms:

For COVID -19 we need all faculty to fill out the attached Health Screening Form each day. Attached is a copy here but we can also leave printouts of everything attached at the school for you to pick up if you prefer?

***These need to be filled out for each class and be returned to info@whistleradventureschool.com before your course can be wrapped up.

You will also see a document outlining our COVID-19 Policies for Students & Staff that is being sent to all students.

*****We are asking faculty to please do a thorough wipe down of the equipment used by staff and students as well as the washrooms and any touch points used like doorknobs & handles after each class. All products to do so are easily accessible at the school.**

(We do have weekly cleaning of the school, but we appreciate your help in taking this extra step to ensure we are being as safe as possible.)

Faculty Welcome E-Mail Template:

Hi ,

Welcome to **(your class name & Feel free to add anything you want to say about the class.)** Example: I am so excited to be able to work with you this **(insert month)** and sharing my knowledge with you about the **(Skill/topic)** process.

In this class, we will **(list any pertinent dates or field trips)**

This is your Class Schedule:

Example

2019-08-06 - 5:00PM-9:00PM

2019-08-07 - 5:00PM-9:00PM

2019-08-11 - 7:00PM-9:00PM

2019-08-12 - 5:00PM-9:00PM

2019-08-13 - 5:00PM-9:00PM

2019-08-18 - 6:00PM-9:00PM

2019-08-19 - 5:00PM-9:00PM

2019-08-20 - 5:00PM-9:00PM

2019-08-26 - 5:00PM-9:00PM

2019-08-27 - 5:00PM-9:00PM

Field Trip

Dates/times

Meeting place

What to Bring-gear, clothing, food, etc.

What to Expect

Add anything else you would like about the class here. Goals, course management, special requirements, etc.

Your name

Title

Phone/text/WhatsApp

Email