

VFS COVID-19 SAFETY PLAN

Table of Contents

- 1. ASSESSING THE ON-CAMPUS RISKS..... 2**
- 2. MEASURES TO REDUCE THE RISKS 3**
- 3. VFS COVID CLEANING PROTOCOLS..... 5**
- 4. NEWLY CREATED OR MODIFIED POLICIES 6**
- 5. COMMUNICATIONS & TRAINING PLANS 7**
- 6. STEPS TAKEN TO MONITOR OUR SITUATION 7**
- 7. ASSESSING RISKS RELATED TO RESUMING ACTIVITIES..... 7**
- 8. PROTECTING MENTAL HEALTH 8**
- 9. CONTACTS & OTHER RESOURCES..... 8**
- 10. VFS RESPONSE PLAN IN THE EVENT OF A POSSIBLE COVID-19 CASE 9**
- 11. WHEN AND HOW TO REPORT SYMPTOMS AND ILLNESS 9**
- 12. VFS RESPONSE TO REPORTED SYMPTOMS AND/OR CASE 10**
- 13. EDUCATION AND TRAINING..... 12**
- 14. VFS PROTOCOLS TO NOTIFY LOCAL AND PROVINCIAL PUBLIC HEALTH AUTHORITIES OF ANY COMPLIANCE ISSUES WITHIN THE 14-DAY MANDATORY QUARANTINE PERIOD..... 13**
- 15. VFS SELF-ISOLATION FAQ for International Students..... 14**
- 16. WHAT IS A SELF-ISOLATION PLAN? 14**
- 17. ACCOMMODATION 15**
- 18. TRAVEL ARRANGEMENTS TO YOUR ACCOMMODATION 16**
- 19. HOW TO ACCESS FOOD DURING SELF-ISOLATION 16**
- 20. PERSONAL ITEMS 17**
- 21. HOW TO ACCESS PRESCRIPTION DRUGS DURING SELF-ISOLATION 17**
- 22. WHAT YOU CAN AND CANNOT DO DURING YOUR 14-DAY QUARANTINE..... 17**
- 23. BANKING..... 18**
- 24. CELL PHONE..... 18**
- 25. QUARANTINE MONITORING..... 19**
- 26. STUDENT QUARANTINE AND VFS INCLUSION 19**
- 27. STIGMA AND ANTI-RACISM SUPPORT, MENTAL HEALTH, AND CULTURAL/RELIGIOUS CONSIDERATIONS 19**
- 28. COVID-19 TESTING, CONTACT TRACING, AND CARE 19**

NOTES:

Colour Key:

- New committees or roles referenced are in red
- Additional related documents referenced are in blue (excl. hyperlinked emails)

Created and maintained by **VFS's COVID SAFETY & FACILITIES COMMITTEE** (covidsafety@vfs.com).

Created in accordance with recommendations from Worksafe BC and will be updated as new updates are released.

Wherever possible, other staff with greater knowledge of practices have been included for contributions to this plan.

Created in accordance with VFS's Guiding Principles.

1. ASSESSING THE ON-CAMPUS RISKS

The virus that causes COVID-19 spreads in several ways. It can spread in droplets when a person coughs or sneezes. It can also spread if you touch a contaminated surface and then touch your face.

The risk of person to person transmission increases the closer you come to other people, the more time you spend with them, and the more people you come near.

The risk of surface transmission increases when many people contact the same surface and when those contacts happen over short periods of time.

We have identified the following **SPECIFIC AREAS** as being areas of greater risk:

- Bathrooms
- Kitchens
- Meeting / common areas (including eating areas and lounges)
- Resource centers (high traffic times)
- Film sets
- Confined spaces (such as elevators, narrow hallways, smaller production specific spaces such as edit suites, sound recording and mixing rooms)
- Lobbies with higher traffic in entrance / exit areas of buildings

We have identified the following **TASKS** where staff/students are close to one another as being of higher risk:

- Production activities where crew members interact closely (students and Marketing / video production)
- Student / staff 1 on 1 teaching interactions (i.e. assistance on computers)
- Student / student 1 on 1 interactions (i.e. Acting, Makeup)
- Exchange of resource equipment (pick ups, drop offs)
- Admissions interactions with students and prospects (collecting payments, providing tours, answering questions)

We have identified the following **EQUIPMENT** that staff/students share as being of higher risk:

- Computers (especially keyboards)

- All production equipment approved for use (cameras, mics, mixing boards, props, etc).

We have identified the following GENERAL SURFACES that are touched often as being of higher risk:

- Door knobs
- Light switches
- Elevator buttons
- Handles in washroom (flush, sink, paper towel dispensers, soap dispensers)
- Hand railings (stairwells, hallways)
- Thermostats

2. MEASURES TO REDUCE THE RISKS

To reduce the risk of the virus spreading through droplets in the air and on surfaces, we will adopt all possible protocols to protect against risks that have been identified above.

There are FOUR LEVELS OF PROTECTION that have been identified by the Province and will be considered in the following descending order. That protocol which offers the highest level of protection will be adopted. We will consider additional safety measures within descending protocol levels listed below wherever it is more practicable or increasingly more safe to do so. The four levels of protection in descending order are as follows:

1st LEVEL OF PROTECTION – ELIMINATION / PHYSICAL DISTANCING

- We will use policies and procedures to limit the number of people on campus at any one time including through the offering of virtual classes, coordinated scheduling of activities, work-from-home arrangements, virtual meetings, changing activities where possible to reduce the need for meeting in person, limiting or prohibiting visitors.
- We will establish & post occupancy limits in each room that is open and approved for use.
- We will rearrange spaces to ensure distancing of 2m between people at all times.
- We will coordinate the scheduling of activities to ensure distancing of 2m between people at all times.
- We will limit access to a minimal number of spaces and only to those which are required for approved activities. This includes sectioning off kitchens, common areas not needed in teaching spaces and not utilizing elevators at present unless needed for handicap access.
- Within any building being used, separate stairwells will be designated for the purpose of ascending and descending
- Markers will be provided (on floor spaces or as the spacing out of seats) to indicate distancing positions wherever students/staff are positioned at a “station”(i.e. at Resources, Reception, Guest Services Stations).
- A new Committee has been created to ensure new technical setups allowing and supporting online delivery for any students who cannot or wish not to be on campus in the upcoming future. The COVID Online Technical Support Committee (covidonlinetech@vfs.com) will set up classrooms for simulcast delivery of lessons and has setup self-record equipment for use by instructors for the

purpose of recording videos for use in online delivery of asynchronous learning activities. Further details outlined in the Ed. Admin. Online Technical Support Guidelines.

2nd LEVEL OF PROTECTION – BARRIERS

- We will use/install barriers to separate people wherever proper distancing of 2m cannot be maintained.
- We will have plexi-glass barriers in any areas wherever someone is stationed and approached by others as part of their role (i.e. Reception, Resource centers, Guest Services stations).
- We have included barrier cleaning as part of our cleaning protocols.
- We will use face shields as barriers in situations where people need to get within a 2m range of other people (could include Facilities staff, Makeup students, students on productions / sets, etc..)

3rd LEVEL OF PROTECTION – RULES & GUIDELINES

- We will establish and update rules and guidelines (including spacing and traffic flow where possible) for shared spaces, designated delivery areas, and one-way doors or walkways to keep people physically separated.
- Through signage, communications with receipt of acknowledgement and verbal reminders by onsite staff, we will ensure that people on campus are maintaining a minimum distancing between themselves and others of 2m.
- Staff and student access cards have been deactivated and access to campus will only be available to staff & students who make a request and are given approval in advance. Access to buildings to be given by identified VFS staff member.
- Any pre-approved curricular activities to be delivered on campus will be in an agreed upon space(s) which is to be set up in accordance with the Space Setup Checklist.
- Any pre-approved curricular activities to be delivered on campus will have a designated **Covid Safety** Coordinator on site.
- Through signage and other communications we will actively promote personal self-care actions on campus including frequent washing of hands especially upon arrival to campus and after all activities involving touching of surfaces or equipment.
- Upon each arrival at campus, staff and students will be routinely screened through BC Self-Assessment Tool or by filling out of a form (Health Assessment Form) and/or verbally by the **Covid Safety Coordinator**.
- Anyone with symptoms (within the past 10 days) of a cold, flu, or COVID-19 including sniffing, coughing, sneezing, chills, shortness of breath, sore throat, muscle aches or persisting headache are not permitted to access our campus and if symptoms develop while already on campus, the individual must notify the **Covid Safety Coordinator** before immediately returning home. If individual is suddenly severely ill (difficulty breathing, chest pain) 9 1 1 is to be called.
- Anyone required to self-isolate by the Public Health Office (including having been outside of the country or in contact with someone suspected of having COVID-19) will not be permitted to access our campus.

- We will make hand sanitizer available and accessible for use by anyone on campus.
- We have implemented cleaning protocols ([Covid Cleaning Protocols](#)) for all common areas and surfaces (i.e. washrooms, equipment in use, shared tables, desks, light switches and door handles) including the frequency that these items must be cleaned as well as the timing (before and after use).
- We will ensure that adequate cleaning supplies are available for anyone who will require them.
- We will remove unnecessary items/furniture to simplify the cleaning process.
- We will remove and not permit the use of furniture that is of a soft surface that is difficult to sufficiently disinfect.

4th LEVEL OF PROTECTION – PPE

- We understand the limitations of masks to protect the wearer from respiratory droplets.
- For anyone wanting to wear a mask, we will encourage them to bring their own. We will also have available non-medical masks available upon request.
- Face shields will be available and supplied for activities within programs where it is identified to be of benefit and requested by the program in advance of the activity.

3. VFS COVID CLEANING PROTOCOLS

Sanitization has been identified as being key to our Covid-19 Safety Plan so as to reduce risks of spread. The following document outlines our protocols for cleaning.

CLEANING PROTOCOL

- Cleaning of in-use campus areas will be cleaned at the end of each day by after hours janitorial service. The company providing this service has been certified Covid compliant.
- In our Covid-19 Safety Plan we identified certain surfaces and equipment as being higher risk based on frequency of touch. Higher touch surfaces will be identified for after hours janitorial for a more thorough sanitization. Such surfaces include washroom fixtures, door handles, hand railings and common area surfaces.
- Cleaning supplies will be present in higher touch areas for individuals wishing to wipe down surfaces on their own prior to making contact.
- Additional cleaning steps will also be taken during use of campus areas as follows:

FREQUENTLY CONTACTED OR HIGHER TOUCH SURFACES

- All higher touch surfaces will be sanitized regularly during use of space.
- This includes countertops in use (common areas), light switches, door handles, bathroom surfaces, desks or tables without assigned seating, reception desks, in-use vending machines, railings, in-use sanitizable furniture surfaces, elevator buttons and railings (if in use).

- Sanitization to be carried out by on site VFS employees (could include VFS Guest Services, Covid Safety Coordinators, Facilities staff)
- Increased activity and use of these surfaces to be identified by Covid Safety Coordinator to ensure sanitization occurs after increased activity.

EQUIPMENT

- Production equipment (including but not limited to camera equipment and other filming gear, recording equipment, props) will be sanitized before and after each use and transfer from one person to another.
- User will be provided with instructions and appropriate supplies to be able to sanitize.
- Similarly computer equipment users will be provided with instructions and supplies in order to sanitize surface before and after use.

CLEANING SUPPLIES

AVAILABILITY & SUPPLIES BEING USED

- A spray bottle of sanitizer or wipes will be provided in each classroom for faculty and student use for cleaning equipment or for use when desired. Equipment or other objects on which sanitizer spray cannot be used will be indicated.
- Spray bottles or wipes will be available in other areas identified as higher touch areas for use by anyone choosing to wipe down an area before making contact.
- We will use and provide cleaning supplies that meet standards approved for use in the sanitization against spread of Covid-19.

4. NEWLY CREATED OR MODIFIED POLICIES

Towards the goal of supporting all above-listed measure to reduce risk, newly created or updated

policies will be provided as follows:

For Students:

- Attendance policy (in class and online)
- Remote work policy (partial and full course completion online)
- Online program completion policy
- Production completion policy
- Assignment submission policy (late, exceptional circumstances, modifications)
- Inclusion and accessibility policy (making classrooms accessible for all)

For Staff:

- Illness / sick days policy
- Flexible work arrangement / work from home policy
- Working alone policy
- Travel policy
- Visitor policy

5. COMMUNICATIONS & TRAINING PLANS

For any on-campus curricular activities, we will provide students and staff with:

Preliminary emailed communications providing them with:

- Pre-approved activities to be delivered on campus.
- The option to not attend and what curricular alternatives are available to them in such case.
- Instructions on when and where to arrive to be given access to campus.
- Explicit instructions to not attend if they are sick.
- Any information requested on safety measures (including this plan) being taken by VFS.

On campus reminders (verbal via VFS staff and by way of signage) including:

- Effective hygiene practices.
- Occupancy limits within spaces.
- Spaces designated as off limits.
- Who is restricted from entering the premises (i.e. visitors and anyone with symptoms). **COVID Safety** Coordinators will be trained on monitoring students and staff to ensure policies and procedures are being followed.

6. STEPS TAKEN TO MONITOR OUR SITUATION

We will monitor for updates coming from The Provincial Health Officer, Worksafe BC and any sector specific communications that we feel need to be incorporated as updates into our Safety Plan.

We will attempt to monitor and identify any new risks or any safety practices that are not proving effective and make modifications where need be.

When resolving safety issues, we will involve any staff and/or outside groups whenever necessary.

We will communicate to students and staff that anything observed as being inconsistent with our Safety Plan or that otherwise makes someone feel uncomfortable should be reported to the **COVID Safety Coordinator** onsite as well as being emailed to **VFS's COVID Safety & Facilities Committee** (covidsafety@vfs.com).

Please note that for COVID-19 an undue hazard is one where someone's activity places them at increased risk of exposure and where adequate controls are not in place to protect them from that exposure. We do need all such risks reported to us through the above-mentioned committee.

7. ASSESSING RISKS RELATED TO RESUMING ACTIVITIES

We have identified that with staff and students having been off campus for a significant amount of time, there is the possibility that certain procedures or functioning of equipment will require reminders or some level of retraining.

Instructional staff will identify any such areas requiring retraining of students on specific equipment to ensure proper use. Similarly, supervisors of staff will look to identify any areas requiring retraining of staff where necessary.

8. PROTECTING MENTAL HEALTH

In addition, it is important to remember that individuals may be affected by the anxiety and uncertainty created by the COVID-19 outbreak. It is important to remember that mental health is just as important as physical health, and to take measures to support mental well-being. Here are some resources that can assist with maintaining mental health during these times:

- COVID-19 Psychological First Aid Service: Information and Signup (British Columbia Psychological Association) – Free virtual counselling provided by registered psychologists.
- COVID-19: Staying Well In Uncertain Times (Canadian Mental Health Association – B.C.) – Tips and information on how to reduce and manage anxiety in the workplace due to the COVID19 outbreak.
- Managing COVID-19 Stress, Anxiety and Depression (Ministry of Mental Health and Addictions) - Tips and resources on things we can do as individuals and collectively to deal with stress and support one another during these challenging times.
- Mental Health and Psychosocial Considerations During COVID-19 Outbreak (World Health Organization) – These mental health considerations were developed by the WHO’s Department of Mental Health and Substance Use as messages targeting different groups to support for mental and psychosocial well-being during COVID-19 outbreak.
- Mental Health and COVID-10 (Conference Board of Canada) – Videos on different aspects of mental health, including coping with anxiety, job loss, and dealing with isolation.
- Taking Care of Your Mental Health (COVID-19) (Public Health Agency of Canada) – Tips and resources for taking care of your mental health during the COVID-19 outbreak.

9. CONTACTS & OTHER RESOURCES

VFS’s COVID SAFETY AND FACILITIES COMMITTEE

DL Covid Safety and Facilities (covidsafety@vfs.com) For any requests, questions or notes to report to VFS related to risks or hazards with respect to being on campus, please email

VFS’s COVID ONLINE DELIVERY TECHNICAL SUPPORT COMMITTEE

DL Covid Online Technical Support (covidonlinetech@vfs.com) For any assistance required in creating online video materials or in broadcasting from a campus space to an online audience

VFS’s COVID NEW POLICIES (STUDENTS) CREATION COMMITTEE

DL Covid Policies Students (covidstudentpolicies@vfs.com) For questions related to policy updates or newly created policies as is relevant during the Pandemic.

VFS’s COVID NEW POLICIES (STAFF) CREATION COMMITTEE

DL Covid Policies Students (covidstaffpolicies@vfs.com) For questions related to policy updates or newly created policies as is relevant during the Pandemic.

CANADA MINISTRY OF HEALTH'S SELF-ASSESSMENT TOOL

<https://www.thrive.health/canada-covid19-app> To help determine whether you may need further assessment for COVID-19 testing by a healthcare provider.

10. VFS RESPONSE PLAN IN THE EVENT OF A POSSIBLE COVID-19 CASE

MISSION - We Keep Each Other Safe

Collectively we will take the following steps during the pandemic to ensure a safe, respectful, trust-based environment for the maximum well-being of our fellow community members:

1. Education (of ourselves and others) and understanding of the situation(s),
2. Establishment of and adherence to the right rules and protocols,
3. Optimal communications towards the goals above and the overall goals of safety and respect.

The magnitude of our response plan will depend upon how well we are able to create and maintain an environment of spread diminishment prior to any identified Case of COVID-19. The following 3 points are from our Safety Plan and highlighted here as being most critical to creating and maintaining the safest environment at VFS by way of minimizing any potential for spreading of the virus:

1. **MINIMIZE INTERACTIONS** between people (by ensuring sufficient space and safety protocols)
2. **SANITIZE** (spaces, surfaces, hands as well as ensuring ideal airflow)
3. **COMMUNICATE AND ENFORCE** all safety rules and updates

The following outlines the steps to be taken should a student, staff member or contractor test positive for or display symptoms of COVID-19.

11. WHEN AND HOW TO REPORT SYMPTOMS AND ILLNESS

A student or employee with a possible or confirmed case for COVID-19 is expected to notify VFS. Students / employees should report if:

1. they test positive for COVID-19
2. the moment they experience any symptoms¹ of COVID-19 (prior to any testing)
3. someone with whom they have had close contact experiences any symptoms or tests positive for COVID-19

STUDENT REPORTING

Students should notify their Program Admin. staff (PM or HOD) by email with a copy to the VFS COVID Safety Committee (covidsafety@vfs.com) in the event of any of the above 3 situations.

Students should please include their phone number so that someone from their Program Admin. & Safety Committee can together call them to go through VFS's Tracing Questions about the possibility of any students/staff at VFS who were exposed to them and advise on any next steps.

¹ Symptoms include any of the following: Fever / Chills / Cough / Shortness of breath / Sore throat / Stuffy or runny nose / Loss of sense of smell / Headache / Muscle aches / Fatigue / Loss of appetite

EMPLOYEE REPORTING

Employees should notify their supervisor with a copy to HR (hr@vfs.com) and the VFS COVID Safety Committee (covidsafety@vfs.com) of any of the situations listed above. Please include a phone number so that the supervisor and HR (together) can contact them.

RETURN TO CAMPUS

The student / staff must self-isolate immediately in any of the above 3 situations. Upon receipt of a negative COVID-19 test (which takes ~24-48 hours assuming that the system does not become overburdened), the individual can notify as per above to be cleared to return to campus.

In the event of a positive COVID-19 test result, the individual must self-isolate for 14 days per BC CDC's guidelines. Afterwards, the individual must be retested and notify (per above) to be cleared for return to campus.

CONFIDENTIALITY

Aside from groups needing to be notified and listed above (Program Admin, Safety Committee, HR, others who were deemed to be exposed and at risk) the confidentiality of all reporting individuals must be maintained to avoid any potential violation of privacy laws.

12. VFS RESPONSE TO REPORTED SYMPTOMS AND/OR CASE

1. Student or employee reports to VFS (per above)
2. VFS calls (per above) individual to confirm whether or not they have gone for testing and then asks VFS's Tracing Questions to identify anyone else (VFS students, staff) who might be an at risk Contact (based on BC CDC's definition of at risk Contacts <http://www.bccdc.ca/health-info/diseases-conditions/covid-19/self-isolation/contact-tracing>)²
3. Per language taken from "REPORTING SYMPTOMS & ILLNESS" section above, reporting student/staff falls into one of 3 categories as follows (with VFS's follow up steps listed below each heading):
 - a. they test positive for COVID-19
 - This assumes that they're first reporting a COVID positive test result to us without having previously reported symptoms or contact with someone who has COVID.
 - **IMMEDIATE RESPONSE:**
We will work with health authorities and provide support where necessary with respect to their swift contact tracing efforts including provision of names of individuals who were on campus for specified periods, following their instructions on communications, etc.... Meanwhile, if there is an interim period that requires action as follows, we will carry it out:
 - **RESPONSE WITH STUDENTS:**
Fellow pod/group members and any other individuals identified from VFS's Tracing Questions as being at-risk, to be notified immediately (even if they are within a class that is underway) and asked to go home to self-isolate, monitor for symptoms & await possible contact from public health nurse for further instructions (if they haven't already).

² Having had un-distanced, unmasked conversation / interactions for extended period of time within period 5 days prior to reporting individual's first symptoms

All other students/staff within program will be notified of situation and will also be notified as to whether or not their classes will be cancelled (until further notice). It will depend upon extent of possible spread (amount of interactions with others outside of their pod/group and amount of spaces visited by COVID positive individual). Students will be given the option to stay at home should they feel any concerns.

- **RESPONSE WITH STAFF:**
All staff having had an in-person class with COVID positive individual within previous 5 days will be notified so as to be made aware of the situation and elect to stay at home should they feel any concerns.
- **RESPONSE WITH FACILITIES:**
Immediately close and additionally clean space(s) that were visited by COVID positive person within previous 5 days.

b. ... they experience any symptoms of COVID-19 (prior to receiving test results)

- **IMMEDIATE RESPONSE:**
We will contact student/staff staying at home (by phone or email) to determine:
 - (i) If she/he has sought out (by way of Thrive app or calling 811) for guidance on whether or not testing is recommended,
 - (ii) Date/time of testing so that we can know when to expect and follow up for test results,
 - (iii) Severity of symptoms and whether or not she/he is ok or requiring assistance and,
 - (iv) Exposure risk to others by way of un-distanced, unmasked, prolonged interactions.
- **RESPONSE WITH STUDENTS:**
Fellow pod/group members and any other individuals identified from VFS's Tracing Questions as being at-risk, to be notified and asked to go home to self-isolate, monitor for symptoms & await test results from symptomatic individual.

All other students/staff within program will be notified of situation and will be given the option to stay at home should they feel any concerns. If symptomatic individual's test results come back as being positive, we will ensure that public health officials have taken the time needed to reach out to those they deem to be at-risk Contacts and ask them to self-isolate for 14 days.

- **RESPONSE WITH STAFF:**
All staff having had an in-person class with symptomatic individual within previous 5 days will be notified so as to be made aware of the situation and elect to stay at home should they feel any concerns.
- **RESPONSE WITH FACILITIES:**
Perform additional cleanings of any spaces visited by individual within previous 5 days.

c. ... they have had close contact with someone who experiences any symptoms or tests positive for COVID-19

- **RESPONSE WITH STUDENTS:**

If individual has had close contact with someone outside of VFS who is displaying symptoms but has not yet received test results, we ask that the individual stay at home and self-monitor as they await test results of the symptomatic individual.

If individual has had close contact with someone who has tested positive for COVID, they will be asked by public health officials to get tested or self-isolate and self-monitor for 14 days. We will notify the fellow pod/group members and any other individuals identified from VFS's Tracing Questions as being at-risk and ask that they self-monitor at home while we await the test results of the individual who had contact with the COVID positive individual.

All other students/staff within program will be notified of situation and will be given the option to stay at home should they feel any concerns.

- **RESPONSE WITH STAFF:**

All staff having had an in-person class with individual (who has had contact with individual confirmed to be COVID positive) within previous 5 days will be notified so as to be made aware of the situation and elect to stay at home should they feel any concerns.

- **RESPONSE WITH FACILITIES:**

Perform additional cleanings of any spaces visited by individual (who has had contact with individual confirmed to be COVID positive) within previous 5 days.

4. VFS to check in with first individual to ensure that testing has happened and await test results (24-48 hours)
5. Other activities (in spaces not impacted and with individuals not deemed to be at-risk Contacts) are able to continue

IF AND WHEN INDIVIDUAL'S TEST RESULT COMES BACK AS POSITIVE:

6. Contact and work with health authorities where need be
7. Notify others at VFS required for agreed upon internal / external communications

13. EDUCATION AND TRAINING

Information is being shared by VFS and will be updated and transmitted through the best channels possible to ensure full awareness and that the following questions can be answered:

1. How can COVID-19 be transmitted?
2. What are the symptoms of COVID-19?
3. What precautions and protective measures are required to prevent COVID-19 and additionally where do some of the greatest threats come from at a given time (regions within city, business types, etc)?
4. What should you do when you have symptoms of COVID-19?

5. Where can you obtain further information and help?
6. How can VFS staff react to individuals in violation of rules?
7. How do program admin / supervisors respond to students / staff reporting illness / symptoms?

14. VFS PROTOCOLS TO NOTIFY LOCAL AND PROVINCIAL PUBLIC HEALTH AUTHORITIES OF ANY COMPLIANCE ISSUES WITHIN THE 14-DAY MANDATORY QUARANTINE PERIOD

VFS is committed to ensuring community members do not have any compliance issues while undergoing the mandatory 14-day quarantine. Key members from the Educational Administration, Student Services and Admissions departments have formed a Health & Safety Management Team (HSMT) that will conduct daily meetings while any students are in their 14-day quarantine. The HSMT will ensure:

- all students, prior to leaving their country of origin, understand and agree to the terms of their 14-day quarantine
- all students have secured appropriate accommodations from one of the preferred providers on the VFS Self-Isolation FAQ (or any accommodation as approved by the HSMT)
- all students understand and agree that disregarding any of the 14-day quarantine requirements is against the law and will result in serious consequences up to and including a fine of up to \$750,000 and/or imprisonment for six months.
- all students receive a daily check-in (email, zoom, phone) to enquire on their well-being and to remind them of their responsibilities.
- any issues of non-compliance are immediately reported to the COVID Safety and Facility Committee (CFSC) for reporting to the local and provincial health authorities.

VFS has established a response team, consisting of the members of the (CFSC), including the Managing Director and the Head of Student & Regulatory Affairs, who will liaise with members of the local PHA and other authorities in the unlikely event that any compliance issues arise within the mandatory 14-day quarantine period.

The following agencies will be contacted in the event that any compliance issues arise:

PHO
250-387-6121
250-952-1330
604-660-2421
educ.covid@gov.bc.ca

CDC
604-707-2400

VCH
604-736-2033
604-675-3900

COVID Hotline
1-888-268-4319
8-1-1 (option #2)

RCMP
778-290-3100

Border Watch at Border Services Agency
1-888-502-9060

Local Bylaws Officer
3-1-1

15. VFS SELF-ISOLATION FAQ for International Students

ALL TRAVELLERS ARRIVING TO CANADA ARE REQUIRED BY THE CANADIAN GOVERNMENT TO QUARANTINE (SELF-ISOLATE) FOR 14 DAYS AND TO SELF-MONITOR FOR SYMPTOMS.

- Unless you [are exempt](#), all international travellers returning to B.C. are required by law to self-isolate for 14 days and complete a self-isolation plan
- Travellers must [submit a B.C. self-isolation plan](#) and [complete the federal ArriveCAN application](#) for approval **prior** to their return to B.C., or upon arrival.

16. WHAT IS A SELF-ISOLATION PLAN?

You must be able to show how you can safely obey the law by self-isolating. That means staying home and avoiding situations where you could come in contact with others for 14 days.

Your self-isolation plan must consider:

- The location of your 14-day self isolation
- How you will travel to your isolation location
- Arranging the necessary supports:
 - Food
 - Medication
 - Child care
 - Cleaning supplies
 - Pet care
 - Social or family support

Need assistance?

Need help with your self-isolation plan? Talk to a Service BC agent

Service is available from 7:30 a.m. to 8 p.m. Pacific Time

International

604-412-0957

Within Canada

Text: 1-604-630-0300

Call: 1-888-COVID19

17. ACCOMMODATION

Some landlords or homestay families will allow you to self-isolate in their homes or apartments. However, some may not. It's important to have a place where you can safely self-isolate for 14 days.

Self-isolation options:

GEC (Global Education City, Vancouver student housing company)

- Address: 718 Drake St., Vancouver, BC V6Z 2W6
- Direct booking: <https://gecliving.com/inquiry/vfs/self-isolation/>
- Welcome package: Face masks, hand sanitizer, disinfectant wipes, snacks, bottled water, and toiletries (shampoo, conditioner, body lotion, soap, toothbrush, toothpaste)
- Food
 - 10% discount on White Spot food (located on the lobby floor)
 - Food deliveries are allowed. Delivery staff are allowed to drop off food at the door
- Sanitary
 - Weekly housekeeping. Housekeepers follow COVID guideline when cleaning the unit

YWCA

- Address: 733 Beatty St., Vancouver, BC V6B 2M4
- Food
 - Food deliveries are allowed. Delivery staff are allowed to drop off food at the door
- Sanitary
 - Weekly housekeeping

Exchange Hotel

- Address: 475 Howe St., Vancouver, BC V6C 2B3
- What's included: Tax, weekly housekeeping service, Wi-Fi, cable TV, utilities, 15% discount on food & beverage
- Food
 - 15% discount on food items from the restaurant in the hotel (Mediterranean)
 - Food deliveries are allowed. Delivery staff are allowed to drop off food at the door
- Sanitary
 - Weekly housekeeping. Housekeepers follow COVID guidelines when cleaning the unit
 - When guests refuse to have housekeeping, cleaning supplies will be provided
 - Designated floors for self-isolation rooms

Sandman Hotel (2 downtown locations)

- Addresses: 180 West Georgia St. & 1160 Davie St., Vancouver BC
- What's included: Weekly housekeeping service, Wi-Fi, cable TV, utilities, 15% discount on food and beverage

- Food
 - Food deliveries are allowed. Delivery staff are allowed to drop off food at the door
- Sanitary
 - Weekly housekeeping. Housekeepers follow COVID guideline when cleaning the unit

18. TRAVEL ARRANGEMENTS TO YOUR ACCOMMODATION

- **Go directly to your place of quarantine** without delay and stay there for 14 days from the date you arrived in Canada.
- You **must wear a suitable mask or face covering** while in transit.
- **Practise physical distancing** at all times.
- **Use private transportation** such as a private vehicle to reach your place of quarantine, if possible.
- **Do not make any unnecessary stops** on your way to your place of quarantine.
- **Avoid contact with others** while in transit:
 - Remain in the vehicle as much as possible.
 - If you need gas, pay at the pump.
 - If you need food, use a drive through.
 - If you need to use a rest area, put on your mask and be mindful of physical distancing and good hygiene practices.

19. HOW TO ACCESS FOOD DURING SELF-ISOLATION

Here are some convenient ways to access food during your self-isolation (quarantine) period.

Food Delivery Apps

- [Skip the Dishes](#)
- [Uber Eats](#)
- [Door Dash](#)
- [Fantuan](#)
- [Yogi's Kitchen](#)

Grocery Delivery

- [Save-On-Foods](#)
- [Stongs](#)
- [Spud](#)
- [Instacart](#)

Meal Kit Delivery (if you have a kitchen)

- [Chef's Plate](#)
- [Fresh Prep](#)
- [Hello Fresh](#)
- [Good Food](#)

Check out [meal kit reviews, comparisons, and discounts](#).

20. PERSONAL ITEMS

In addition to food supplies, recommended items to have on hand during the COVID-19 crisis are listed below.

- Medical masks for you and your caregiver (if applicable), or non-medical masks or face coverings
- Disposable paper towels
- Tissues
- Thermometer
- Over-the-counter medicine, or any prescription medicines that you may need (pain killers, fever reducer – i.e. ibuprofen or acetaminophen). Information on rules regarding travelling with medication and bringing health products into Canada can be found [here](#).
- Alcohol-based sanitizer containing at least 60% alcohol
- Dish soap
- Hand soap
- Regular laundry soap
- Regular household cleaning products
- Hard surface disinfectant
- Alcohol prep wipes, or appropriate cleaning products for high touch electronics

Finally, depending on your type of accommodation, you may need to bring (or order) personal items such as towels, sheets, pillows, etc., if they are not provided. Please consider ordering these types of items before you arrive. Stores like Walmart or online retailers such as Amazon provide a variety of household items for delivery.

21. HOW TO ACCESS PRESCRIPTION DRUGS DURING SELF-ISOLATION

Students in need of prescriptions drugs may contact the following pharmacies, which offer free delivery:

<https://www.pharmacybc.com/service/free-delivery/>

<https://pharmacy.londondrugs.com/PharmacyServices/Prescription-Delivery>

<https://www.rexalldirect.ca/>

22. WHAT YOU CAN AND CANNOT DO DURING YOUR 14-DAY QUARANTINE

Prohibited during quarantine:

- You may not leave your place of quarantine unless it is to seek medical attention.
- You may not have any guests even if you are outside and stay two metres apart from them.

Permitted during quarantine:

- You may use shared spaces, or private outdoor spaces in your place of quarantine provided you:
 - Avoid contact with others who did not travel with you;
 - Disinfect spaces after use;
 - Wear a suitable non-medical mask or face covering if a distance of 2 metres from others residing in your place of quarantine cannot be maintained.

Recommended during quarantine:

- **Wash your hands often** with soap and warm water or use an alcohol-based hand sanitizer containing at least 60% alcohol.
- **Avoid touching your face.**
- **Cover your mouth and nose** with your arm when coughing or sneezing.

23. BANKING

If you need to set up a Canadian bank account during your 14-day self isolation, you can set up an account virtually. You may need to provide your passport and study permit. See below for a list of banking options.

Canadian Banks

- RBC (reach Luwam Tesfay, Banking Advisor: 604-665-5823 or luwam.tesfay@rbc.com)
- TD Bank
- CIBC
- Scotiabank
- Tangerine
- BMO

24. CELL PHONE

Phone Box - To check out their current rates, and sign up please [go to their website](#):

- Get a SIM card delivered for free to anywhere in the world
- Easy online activation
- Get a Canadian phone number in advance and prior arriving in Canada
- No contract commitment
- No activation or cancelation fee
- International credit card accepted
- Student-friendly prices
- Students can suspend their lines during vacation and reactivate the same number when they return to Canada
- 99% of devices are compatible with our network
- Multi-language support (English, French, Japanese, Chinese, Korean, Portuguese, German)

25. QUARANTINE MONITORING

VFS Admissions and Students Services will contact students by phone/email/text each day during their 14-day quarantine to follow up on their physical and emotional well-being, as well as general compliance with quarantine requirements

26. STUDENT QUARANTINE AND VFS INCLUSION

After students have arrived in Vancouver and have commenced their self-isolation students will have access to all of the services and supports of the Student Services department in order to ensure students begin to feel a sense of belonging at VFS and in Vancouver, and so that all of their needs are being met prior to the start of the program. Student Orientations occur approximately one week prior to the start of the program where key stakeholders welcome new students, prepare them for the start of classes and generally welcome them into the VFS community.

27. STIGMA AND ANTI-RACISM SUPPORT, MENTAL HEALTH, AND CULTURAL/RELIGIOUS CONSIDERATIONS

VFS actively supports anti-racism in all messaging, as well as cultural and religious considerations. For many years, over 50% of the students each year attending VFS are international students, and VFS actively welcomes and supports all students regardless of their cultural/religious backgrounds. VFS also has a robust Counselling Service for students in need and will offer both online and in-person sessions for students as appropriate.

Any students who feel as though they have been targeted based on their perceived race, disability, religion, place of origin or ancestry should contact VFS Educational Administration at edadmin@vfs.com or 604-685-5808. Educational Administration staff will arrange a meeting with students to discuss the matter in a confidential manner and outline VFS policies and available response options.

28. COVID-19 TESTING, CONTACT TRACING, AND CARE

Testing is available for all who need it but not everyone requires a test. If you develop symptoms, use the [BC COVID-19 Self-Assessment Tool](#) to help determine if you need further assessment or testing for COVID-19. You can complete this assessment for yourself, or on behalf of someone else, if they are unable to.

Where to get a COVID-19 test

You can get a COVID-19 test from a physician, nurse practitioner, urgent and primary care centre, or at a [COVID-19 test collection centre](#). You can call 8-1-1 to find testing near you. Please visit an emergency department if you are experiencing health conditions that require urgent and emergency care.

Vancouver Coastal Health test collection centres and urgent and primary care centres (UPCC) that offer testing and assessment are listed below. Please be prepared to wait in line. Test collection centres may have faster wait times. To find the wait times for some of our sites, please visit [VCH's wait-times website](#).

Many test collection centres are located outdoors. Please be prepared for inclement weather.

Vancouver

Vancouver Test Collection Centre - Parking lot adjacent to St. Vincent's

- Parking lot, 4875 Heather St., Vancouver, BC
- Please do enter Honoria Conway
- 8:30 a.m. to 4:00 p.m., seven days a week
- Ages 4+
- Drive-up and walk-in available
- No appointment necessary

Vancouver Test Collection Centre - North parking lot (#865) Vancouver Community College

- 1155 East Broadway, Vancouver, BC
- Entrance on 7th Ave. between Keith and Glen Drive, north parking lot #865
- No access through Vancouver Community College
- 9:00 a.m. to 7:30 p.m., seven days a week
- Ages 4+; saline (gargle) test available for children
- No appointment necessary

Vancouver Test Collection Centre - Downtown Eastside

- 429 Alexander St., Vancouver, BC
- 10:00 a.m. to 5 p.m., Monday to Friday (closed 12:30 p.m. and 1:30 p.m.)
- No appointment necessary

City Centre UPCC

- 1290 Hornby Street, Vancouver, BC
- 8:00 a.m. to 10:00 p.m., Monday to Saturday and 9:00 a.m. to 5:00 p.m., Sunday
- Ages 12+
- No appointment necessary

REACH UPCC

- 1145 Commercial Drive, Vancouver, BC
- Monday to Saturday, 8:00 a.m. to 10:00 p.m. and Sunday, 9:00 a.m. to 5:00 p.m.
- All ages
- Please call 604-216-3138 for all COVID-19 related inquiries - appointments only at this time (no walk-ins)

North Vancouver

North Vancouver Test Collection Centre - Centennial Theatre parking lot

- 2300 Lonsdaléite Avenue, North Vancouver, BC
- Parking lot is behind the Centennial Theatre
- 8:00 a.m. to 7:00 p.m., seven days a week
- Ages 4+; saline (gargle) test available for children
- No appointment necessary

North Vancouver UPCC

- 221 West Esplanade, Suite 200, 2nd floor, North Vancouver, BC
- 8:00 a.m. to 10:00 p.m., Monday to Saturday and 9:00 a.m. to 5:00 p.m., Sunday
- All ages
- No appointment necessary

Richmond

Richmond Test Collection Centre

- Parking lot of Richmond Tennis Club, 6280 Gilbert Road., Richmond, BC
- 9:00 a.m. to 4:00 p.m., seven days a week
- Ages 4+ ; saline (gargle) test available for children
- No appointment necessary