



COVID -19 Staff Safety Guide



Introduction

In accordance with Provincial Health Authorities of British Columbia and Ontario - organizations including schools are required to create and communicate a COVID-19 Safety Plan to comply with physical distancing, hygiene and cleaning regulations to protect the staff, students and the community.

This staff guide is a summary of Tamwood policies, protocols and procedures that have been put in place under those guidelines and in accordance with the best practices established by Language's Canada.

The process of creating the policies and procedures includes:

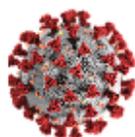
- A risk management assessment to adhere to the physical distancing / health and safety guidelines.
- Protocols implemented to reduce risk.
- Policies created to manage the workspace, school campus and any students offsite in quarantine or self-isolation to minimize the risk of transmission.
- Communication and training plans to educate and inform staff, students and partners.
- Monitoring and assessment plan for risk and wellbeing of staff, students and partners.

Tamwood has a 'COVID-19 Safety and Response Team' to:

- Create and build a relationship with local and provincial health authorities to plan, collaborate and develop a solid communication and protocol plan for any potential outbreaks.
- Continue to establish and develop policies and procedures to reduce the transmission of COVID-19 within the school and those in self-isolation/quarantine.
- Continue to establish, update and deliver COVID-19 training related to policies, protocols, health and wellness support / issues and concerns as well as information to educate the school community including positive messaging and culture development around 'social stigma'.
- Handle and support the management of supplies (cleaning supplies/ PPE), resources (access and location of local assessment centres, contingency accommodation, appropriate and quantity of supplies).
- Provide and distribute mental health and wellness resources, self-isolation material to those in self-isolation and quarantine.
- Appoint a liaison to work with the school and local/provincial health authorities to keep current on any changes to provincial health requirements and outbreaks.
- Monitor and check-on the well-being of staff and students to ensure they have the appropriate and immediate care during isolation in regards to meals, medication and services like cleaning, entertainment, communication tools or other supplies.
- Work with local health authorities to monitor and report any violations on campus or flagged during self-isolation / quarantine.

What you should know about COVID-19

What you should know about COVID-19 to protect yourself and others



Know about COVID-19

- Coronavirus (COVID-19) is an illness caused by a virus that can spread from person to person.
- The virus that causes COVID-19 is a new coronavirus that has spread throughout the world.
- COVID-19 symptoms can range from mild (or no symptoms) to severe illness.



Know how COVID-19 is spread

- You can become infected by coming into close contact (about 6 feet or two arm lengths) with a person who has COVID-19. COVID-19 is primarily spread from person to person.
- You can become infected from respiratory droplets when an infected person coughs, sneezes, or talks.
- You may also be able to get it by touching a surface or object that has the virus on it, and then by touching your mouth, nose, or eyes.



Protect yourself and others from COVID-19

- There is currently no vaccine to protect against COVID-19. The best way to protect yourself is to avoid being exposed to the virus that causes COVID-19.
- Stay home as much as possible and avoid close contact with others.
- Wear a mask that covers your nose and mouth in public settings.
- Clean and disinfect frequently touched surfaces.
- Wash your hands often with soap and water for at least 20 seconds, or use an alcohol-based hand sanitizer that contains at least 60% alcohol.



Practice social distancing

- Buy groceries and medicine, go to the doctor, and complete banking activities online when possible.
- If you must go in person, stay at least 6 feet away from others and disinfect items you must touch.
- Get deliveries and takeout, and limit in-person contact as much as possible.



Prevent the spread of COVID-19 if you are sick

- Stay home if you are sick, except to get medical care.
- Avoid public transportation, ride-sharing, or taxis.
- Separate yourself from other people and pets in your home.
- There is no specific treatment for COVID-19, but you can seek medical care to help relieve your symptoms.
- If you need medical attention, call ahead.



Know your risk for severe illness

- Everyone is at risk of getting COVID-19.
- Older adults and people of any age who have serious underlying medical conditions may be at higher risk for more severe illness.



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[cdc.gov/coronavirus](https://www.cdc.gov/coronavirus)

Work and School Environment

Arriving at the school / office will look a little different. A staff orientation will be provided prior to commencing work so everyone is familiar with the requirements.

- Face masks are mandatory in common areas.
- Signage is posted at entry points as a reminder not to enter the school if you display signs of illness.
- Plexiglass has been installed at the reception desk.
- You must sanitize your hands on entering the building. A hand sanitizer station is available for use for everyone entering the school.
- Sign-in is required daily for all staff and visitors, and for students not attending class for contact tracing purposes. Staff and visitors must sign in every day on arrival to the school.
- Teachers will take attendance of the students in their classes, daily.
- You will have your temperature checked by a Tamwood staff every day on arrival at school.
- Common areas, classrooms and work areas display occupancy limits.
- Common areas, classrooms and work areas display physical distancing posters.
- Furniture, desks and other shared equipment have been rearranged or removed to promote physical distancing throughout the facility.
- To ensure maximum social distancing in a classroom setting, certain seats in class tables will be unavailable. Please refer to each individual classroom's signage and markers to see where students are allowed to sit.
- Elimination of group activities and larger in-person meetings.
- No sharing of books, classroom equipment or other supplies.
- Classes are staggered and structured to comply with classroom capacity, with alternative delivery methods like live-streaming or split / rotating in-class schedules.
- Students arriving at campus should go directly to their classroom.
- Visitors to the campus are restricted to essential activities and on appointment only.



Hygiene & Physical Distancing Habits

The virus spreads through close contact with others. Be mindful to keep 6 feet (2 metres) distance from others at school and outside of school. At school you will find:

- Hand sanitizers available throughout the facility.
- Medical grade HEPA filters are installed throughout the facility.
- Sanitization signage is posted around the school for reference and with reminders at sinks in the washrooms. Wash hands for a minimum of 20 seconds.
- Tissues and closed top lined bins are available in common areas and throughout the facility. Please dispose of tissues immediately and safely.
- Respiratory etiquette visual signs are posted throughout the facility.
- Occupancy limits are posted for all classrooms, common areas and work spaces.
- Traffic flow signage is posted in hallways.
- Physical distancing signage is displayed throughout the facility to promote safe distancing practices.

Protect Yourself and Others

- Wash your hands often with soap and water (minimum 20 seconds).
- Maintain physical distancing (6 feet apart).
- Sanitize often.
- Sneeze and cough into your upper sleeve/elbow.
- Avoid touching your eyes, nose and mouth.
- Avoid crowded spaces and social interactions, and stay home whenever possible.
- Wear a non-surgical mask in public and on transit
- Bring a mask to school and wear it in all common areas
- Avoid people who are sick and stay home if you are sick.

Cleaning and Disinfection Protocols

- The school campus is cleaned nightly by property custodians.
- Throughout the day, staff will be required to help with additional cleaning of frequently touched surfaces and equipment. A cleaning schedule is posted, sufficient supplies are provided and on hand and training is provided.
- Teachers are responsible to make sure the surfaces in their classrooms are clean after each class.
- Any employee cleaning common areas/high-touch surfaces must wash their hands with soap and hot water, per recommended hand washing instructions after completing the cleaning task and prior to performing any other duties.

- Mobile phones and other frequently touched electronics like tablets, remotes, keyboards, and mice should be cleaned and disinfected frequently. This will be the responsibility of the user.

Policies to Protect Each Other

Polices to protect the school and community from illness and to reduce the risk of COVID transmission have been implemented:

'Stay at Home' policy

- Daily, before arrival at school or work, staff and students must conduct the daily health assessment: <https://bc.thrive.health/>
- If you are displaying symptoms, (fever, cough, sore throat, sneezing) whether or not the illness has been confirmed, you must stay at home and seek medical assistance.
- If you have been exposed to, or live in the same household with a clinically confirmed COVID-19 case or has been exposed to a confirmed COVID-19 infected person and advised by public health to self-isolate, you must stay at home and follow the direction of public health authorities.
- Anyone returning to Canada who has travelled internationally must stay at home to self-isolate for the required 14 days.
- Please contact your immediate supervisor if you experience any possible symptoms of COVID 19 or if you have been exposed to a confirmed COVID-19 infected person and advised to self-isolate to discuss options for working remotely or taking medical leave.

'Sick at School' policy

- If you display symptoms of illness at school, even mild (fever, cough, sore throat, sneezing) you must report to the designated First Aid Attendant. You will directed to a designate space in the facility to isolate and you will be given direction and assistance to follow the guidance contained online <https://covid19.ontario.ca/self-assessment/r7/> or <https://bc.thrive.health/covid19/en> and to follow up with the instructions of your medical doctor or public health.

Designated School Staff to Monitor

- Teachers and student services staff must monitor students for signs for visible cold, flu or related cold symptoms and if a student is presenting with possible symptoms, the teacher must direct the student to the on campus first aid attendant or campus manager for assessment and further medical assistance. Special Care must be taken to maintain the privacy and confidentiality of those seeking healthcare and those who may be part of any contact investigation.

Protocols to Report

If you show symptoms of COVID-19

In the event that you demonstrate symptoms of COVID-19 at anytime, you must isolate immediately and take the Covid-19 assessment: <https://bc.thrive.health/> or <https://covid-19.ontario.ca/self-assessment/>

- You must immediately inform your Tamwood supervisor
- You must immediately inform any other members who are living in the same household as you.
- You should provide information to your manager about the campus location(s) used, as well as the names of individual(s) with whom you had contact while on campus.
- If on campus, prepare to leave campus immediately.
- Be tested for COVID-19 (if not yet diagnosed) if the self assessment suggests you may have COVID.
- Self-isolate and monitor for symptoms. Seek medical and/or public health advice if symptoms appear, in accordance with public health direction.
- If the self-assessment result shows that you do not need to take a COVID test, you should stay home and self-isolate until the symptoms are gone for 48 hours before you go back to school.
- While waiting for a test result, Tamwood COVID Response & Safety Committee will gather all contact – sign-in & student attendance records for the previous 48 hours and ensure all information is available for local health authority if the test result is positive. Employees and students who have been in contact with an affected person or who were working/studying in the same campus will be notified immediately and may need to isolate for 14 days. Careful attention will be taken to keep personally identifiable information confidential, e.g. name, age, gender, school location.

Should Tamwood have a confirmed case of COVID-19, Tamwood will follow the direction of local public health, administer deep cleaning and sanitization protocols as well as follow a detailed communication plan.

Steps for Tamwood Faculty or Supervisors/Managers:

If a student or employee discloses a close contact or possible symptoms:

- Direct the student to the on-campus first aid attendant or campus manager for assessment and further medical assistance. Once assessed, request that the student or employee leave the campus immediately to self-isolate and monitor for symptoms. Advise that they seek public health or medical advice if COVID symptoms appear.
- Collect relevant information from the student or employee (where have they been on campus, with whom have they been in contact while on campus, etc.).
- Protect the student or employee's personal information, including medical information. Names should not be disclosed.
- Contact the Tamwood COVID Response Team and Campus Management who will initiate follow the protocols set out in the Safety Plan and COVID Communications Plan.
- All critical information will be communicated on an ongoing basis to staff, students and agents through email and social media. Careful attention will be taken to keep personally identifiable information confidential, e.g. name, age, gender, school location.

- For employees, identify an alternative individual to perform the employee's duties if their job duties cannot be completed in a remote work environment, or if they are too ill to work.
- For students, identify an option to allow the student to continue to participate remotely.
- Remain in contact with the individual to stay informed of their health status and help them feel connected and supported.
- Follow the individual's medical practitioner or health authority's direction regarding the appropriate timing for the individual to return to school or work.

Protocols Once a Diagnosis is Reported to Tamwood

Once a diagnosis is reported to Tamwood, the following steps will be taken:

- The Campus Manager or Student Care Manager will contact the individual to confirm the diagnosis.
- The individual should be advised that their disclosure is appreciated, that they will not be discriminated against or face retaliation because of the diagnosis, and that while information about the diagnosis may be shared with others, they will not be identified by name.
- The individual must be instructed to stay home for at least 14 days (or longer, if recommended by their health care provider or the health authority). The individual should contact their supervisor or instructor to make arrangements to work from home or to progress in their coursework online if possible.
- In order to identify the scope of the risk immediately, the health authority will interview the individual to determine who they may have come into close contact during the 14 day period prior to the positive test. The individual should also be asked to identify all areas on the campus where he/she was physically present during the incubation period.
- Tamwood will assist the local health authority, if requested, with the contact tracing of each person identified by the infected individual and all persons who were in any identified areas of the campus. The health authority, in coordination with Tamwood, shall notify the individuals who have been in recent contact with the infected individual and/or with whom they recently shared a common area. Close contacts shall be instructed that, out of an abundance of caution, Tamwood is requesting that they not return to campus for at least 14 days since the last point of contact. The contacts should be encouraged to self-isolate and seek all medical care and testing that they feel may be appropriate. The contacts should also be reminded that discrimination or retaliation against individuals that are suspected to have tested positive for, or been exposed to, COVID-19 (or any other illness) is strictly prohibited.
- Communication to the wider community will take place on the advice and guidance of the provincial authorities, and in accordance with the Tamwood COVID-19 Communications Plan.

Tamwood's Plan to Combat Discrimination and Racism and COVID-19 Stigma

Tamwood affirms its commitment to recognizing, addressing and eradicating all forms of racism, discrimination and ethnic oppression. We work to reduce racial injustices both within the institution and the broader community. Tamwood faculty, staff and administrators are united in the pursuit to end racial and ethnic bias and to empower our students towards this collective goal. As an anti-racist and ethnically unbiased community, we will purposefully strive to identify, discuss and challenge issues of race, color, ethnicity and the impact(s) they have on students, faculty, and staff members.

Tamwood also does not tolerate the stigmatization of people who contract the COVID-19 virus and uses its best efforts to protect its students, staff and faculty from stigma by:

- Maintaining the privacy and confidentiality of those seeking healthcare and those who may be part of any contact investigation.
- Quickly communicating the risk, or lack of risk, from contact with products, people, and places.
- Correcting negative language that can cause stigma by sharing accurate information about how the virus spreads.
- Speaking out against negative behaviors and statements, including those on social media.
- Making sure that images used in communications show diverse communities and do not reinforce stereotypes.
- Using media channels, including news media and social media, to speak out against stereotyping groups of people who experience stigma because of COVID-19.
- Thanking healthcare workers, responders, and others working on the front lines.
- Suggesting virtual resources for mental health or other social support services for people who have experienced stigma or discrimination
- Providing all staff and students with a copy of the COVID Stigma Guide (attached)

Health and Safety Concerns

Staff or students with concerns or issues related to COVID-19 within the school community can communicate directly with a member of the COVID-19 Response and Safety Team in person or via email at admin@tamwood.com

Any issues or concerns will be recorded with the COVID-19 Response and Safety Team long with the resolution and any required follow up.

Students Arriving in Canada and Self-Isolation/Quarantine

Tamwood is committed to operating in a way that prioritizes the health and safety of students, staff, host families, and communities, and adheres to the regulations and guidelines of the government of Canada, provincial and local public health authorities.

COVID-19 safe arrival and quarantine protocols will be included as part of the overall student experience from the moment they sent in an application. Prior to arrival in Canada, students will be required to attend a mandatory pre-arrival online orientation session to review safe travel, important apps to download, self-isolation requirements, mandatory travel documents, mental

health and wellness resources, emergency contact support as well as an assigned 'Student Care Manager' that will be in contact with each student daily to monitor their health, wellness and be a direct point of support.

Important Signage Displayed at School

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Tamwood Vancouver Campus

How to use a mask?

Before Putting on a Mask:
Clean hands with alcohol-based hand rub or soap and water.

While Wearing a Mask:

1. Cover your mouth and nose. Make sure there are no gaps between your face and the mask.
2. Avoid touching the mask. If you do, clean your hands with alcohol-based hand rub or soap and water.
3. Replace the mask with a new one as soon as it is dirty. Do not re-use single-use masks.

To dispose of the mask:

1. Remove the mask from behind using the strings. Do not touch the front of mask.
2. Discard the mask immediately in a closed bin.
3. Clean hands with alcohol-based hand rub or soap and water.

TAMWOOD

COVER YOUR COUGH

- Cover your mouth and nose with a tissue when you cough or sneeze
OR
- Cover your mouth and nose using your upper sleeve, not your hands, when you cough or sneeze
- Put the used tissue in a waste basket
- Wash your hands with soap and water
OR
- Clean them with an alcohol-based hand rub if soap and water are not available

If you're visiting a hospital or personal care home when you have a cough or cold, you may be asked to wear a surgical mask to protect others from infection.

HELP PREVENT THE SPREAD OF INFECTION

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KEEP 2 METRES APART

SEAT CLOSED

For your safety this seat is closed to support social distancing

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A GUIDE TO MASK USE

Before putting on a mask, clean hands with alcohol-based hand rub or soap and water.

Cover mouth and nose with mask and make sure there are no gaps between your face and the mask.

Replace the mask with a new one as soon as it is dirty and do not re-use single-use masks.

To remove the mask: remove it from behind (do not touch the front of mask); discard immediately in a closed bin; clean hands with alcohol-based hand rub or soap and water.

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TAMWOOD

Coronavirus COVID-19

BC Centre for Disease Control | BC Ministry of Health

Hand Hygiene

SOAP OR ALCOHOL-BASED HAND RUB: Which is best?

Either will clean your hands; use soap and water if hands are visibly soiled.

Remove hand and wrist jewellery

HOW TO HAND WASH

1. Wet hands with water
2. Apply liquid or foam soap
3. Rub hands together for 20 seconds
4. Rinse hands thoroughly under running water
5. Pat hands dry thoroughly with paper towel

HOW TO USE HAND RUB

1. Apply about a 1-2 coin sized amount of hand rub
2. Rub hands together for 20 seconds
3. Rub all surfaces of your hands and wrists (including thumbs and fingers)

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Be socially safe Together!

We're In This Together
Practice social distancing

6 feet

TAMWOOD

Social Stigma Associated with COVID-19



A guide to preventing and addressing social stigma¹

Target audience: Government, media and local organisations working on the new coronavirus disease (COVID-19).

WHAT IS SOCIAL STIGMA?

Social stigma in the context of health is the negative association between a person or group of people who share certain characteristics and a specific disease. In an outbreak, this may mean people are labelled, stereotyped, discriminated against, treated separately, and/or experience loss of status because of a perceived link with a disease.

Such treatment can negatively affect those with the disease, as well as their caregivers, family, friends and communities. People who don't have the disease but share other characteristics with this group may also suffer from stigma.

The current COVID-19 outbreak has provoked social stigma and discriminatory behaviours against people of certain ethnic backgrounds as well as anyone perceived to have been in contact with the virus.



WHY IS COVID-19 CAUSING SO MUCH STIGMA?

The level of stigma associated with COVID-19 is based on three main factors: 1) it is a disease that's new and for which there are still many unknowns; 2) we are often afraid of the unknown; and 3) it is easy to associate that fear with 'others'.

It is understandable that there is confusion, anxiety, and fear among the public. Unfortunately, these factors are also fueling harmful stereotypes.

WHAT IS THE IMPACT?

Stigma can undermine social cohesion and prompt possible social isolation of groups, which might contribute to a situation where the virus is more, not less, likely to spread. This can result in more severe health problems and difficulties controlling a disease outbreak.

¹ This checklist includes recommendations from Johns Hopkins Center for Communication Programs, READY Network.

Stigma can:

- Drive people to hide the illness to avoid discrimination
- Prevent people from seeking health care immediately
- Discourage them from adopting healthy behaviours

HOW TO ADDRESS SOCIAL STIGMA

Evidence clearly shows that stigma and fear around communicable diseases hamper the response. What works is building trust in reliable health services and advice, showing empathy with those affected, understanding the disease itself, and adopting effective, practical measures so people can help keep themselves and their loved ones safe.

How we communicate about COVID-19 is critical in supporting people to take effective action to help combat the disease and to avoid fuelling fear and stigma. An environment needs to be created in which the disease and its impact can be discussed and addressed openly, honestly and effectively. Here are some tips on how to address and avoid compounding, social stigma:

1. [Words matter](#): dos and don'ts when talking about the new coronavirus (COVID-19)
2. [Do your part](#): simple ideas to drive stigma away
3. [Communication tips and messages](#).

WORDS MATTER:

When talking about coronavirus disease, certain words (i.e suspect case, isolation...) and language may have a negative meaning for people and fuel stigmatizing attitudes. They can perpetuate existing negative stereotypes or assumptions, strengthen false associations between the disease and other factors, create widespread fear, or dehumanise those who have the disease.

This can drive people away from getting screened, tested and quarantined. We recommend a 'peoplefirst' language that respects and empowers people in all communication channels, including the media. Words used in media are especially important, because these will shape the popular language and communication on the new coronavirus (COVID-19). Negative reporting has the potential to influence how people suspected to have the new coronavirus (COVID-19), patients and their families and affected communities are perceived and treated.

There are many concrete examples of how the use of inclusive language and less stigmatizing terminology can help to in control epidemics and pandemics from the HIV, TB and H1N1 Flu.²

² [UNAIDS terminology guidelines](#): from 'AIDS victim' to 'people living with HIV'; from 'fight against AIDS' to 'response to AIDS'.

DOS and DON'TS

Below are some dos and don'ts on language when talking about the new coronavirus disease (COVID-19):

DO - talk about the new coronavirus disease (COVID-19)

Don't - attach locations or ethnicity to the disease, this is not a "Wuhan Virus", "Chinese Virus" or "Asian Virus".

The official name for the disease was deliberately chosen to avoid stigmatisation - the "co" stands for Corona, "vi" for virus and "d" for disease, 19 is because the disease emerged in 2019.

If an employee who has been on campus receives a confirmed positive COVID-19 diagnosis they should immediately notify their supervisor and HR's Health and Disability Specialist. If a student receives a confirmed positive diagnosis of COVID-19 they should notify their instructor. Once a diagnosis is reported the College, the following steps will be taken: 1. HR or the instructor will contact the individual to confirm the diagnosis. The individual should be advised that their disclosure is appreciated, that they will not be discriminated against or face retaliation because of the diagnosis, and that while information about the diagnosis may be shared with others, they will not be identified by name. 2. The individual must be instructed to stay home for at least 14 days (or longer, if recommended by their health care provider or the health authority). The individual should contact their supervisor or instructor to make arrangements to work from home or to progress in their coursework online if possible. 3. In order to identify the scope of the risk immediately, the health authority will interview the individual to determine who they may have come into close contact during the 14 day period prior to the positive test. The individual should also be asked to identify all areas on the campus where he/she was physically present during the incubation period. 4. The College will assist the local health authority, if requested, with the contact tracing of each person identified by the infected individual and all persons who were in any identified areas of the campus. The health authority, in coordination with the College, shall notify the individuals who have been in recent contact with the infected individual and/or with whom they recently shared a common area. Close contacts shall be instructed that, out of an abundance of caution, the College is requesting that they not return to campus for at least 14 days since the last point of contact. The contacts should be encouraged to self-isolate and seek all medical care and testing that they feel may be appropriate. The contacts should also be reminded that discrimination or retaliation against individuals that are suspected to have tested positive for, or been exposed to, COVID-19 (or any other illness) is strictly prohibited. 5. Communication to the wider community will take place on the advice and guidance of the provincial authorities, and is determined by a number of factors, including accessing the risk to the VCC community and/or to the public. If a communication is needed, the College will issue a notice that an individual (or individuals) has tested positive for COVID-19, without identifying the individual, via the appropriate channels. This may include, but is not limited to: • Email • VCC.ca news item 3 • Social media • Internal newsletter Any such notice should reassure faculty, staff, and students that the college is working with the PHO/CDC/local health authorities. Messaging will outline that: unless notified directly by the College and/or local health authority, it is not believed that they have been in close contact with or shared a common space with the infected individual. Faculty, staff, and students should be reassured that the College is providing the notice out of an abundance of caution so that faculty, staff, and students may continue to monitor themselves for symptoms and seek treatment if needed. Social media will be monitored to manage concerns or rumours, and provide accurate information. Responses to questions and concerns will be managed in an ongoing basis. 6. The College will immediately deploy its Re-Clean and Sanitation Strategy. Those areas of the campus identified as visited by the infected individual will be cleaned and disinfected in accordance with BCCDC guidelines.