



EF's Communicable Disease Plan

AN OVERVIEW OF CAMPUS RISK REDUCTION MEASURES AND POLICIES



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SECTION ONE: ABOUT EF VANCOUVER

ABOUT EF:

EF Education First is a global education company focusing on language, academic, cultural exchange, and educational travel programs. With a mission to open the world through education, EF was founded in 1965. EF International Language Campus (EF ILC) in Vancouver was opened in 2001 and has welcomed tens of thousands of students to learn English and immerse themselves in Canadian culture. These students make possible full time employment for dozens of teachers and administrative and service personnel, and greatly contribute to the local and broader economy and support the existence and wellbeing of numerous local businesses in the service, retail, entertainment, tourism and hotel industries both around campus/downtown and in the neighbourhoods where they reside.

COMMITMENT TO A SAFE CAMPUS AND OPERATION:

EF ILC in Vancouver is committed to ensuring the safety and wellbeing of its current and prospective students, its staff, teachers, host families, residences and its closely affiliated extended EF family (tour, hotel, transfer and restaurant suppliers) as well as the broader community in which it operates. EF has succeeded in preventing a communicable disease outbreak prior to and during the pandemic despite operating face to face classes. As the new variants created during the pandemic threaten unvaccinated cohorts globally, there is still great risk of unknown variants that may threaten vaccinated cohorts. Given the entire operation depends solely on international students traveling from their countries to our city and taking classes onsite, risk reduction measures must be taken to protect everyone involved.

In order to significantly reduce risk and decrease the likelihood of a communicable disease or outbreak, EF Vancouver has implemented this plan which includes new policies, protocols and measures EF Vancouver has taken and will continue to take on campus, as well as at their accommodation and off campus extra-curricular activities. EF's Plan is informed and regularly updated based on the recommendations, guidelines and mandates in the [Fall 2021 BC Return to Campus Guidelines](#) and [federal government guidelines](#) and affiliated bodies not limited to the following:



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- [BCCDC](#)
- [BC Public Health Office](#)
- [Worksafe BC's Protocols for Returning to Post Secondary Operation](#)
- [Public Health Agency of Canada](#)
- [Languages Canada](#)

EF Vancouver is regularly reviewing and monitoring recommendations with respect to campus related community spread updates, public exposure events, and is committed to working with its local EF staff, partners and affiliated suppliers to ensure relevant policies and protocols are reviewed and updated appropriately in order to ensure a safe work and study environment.

EF' VANCOUVER'S "REBUILDING TO THRIVE" MISSION

Through disciplined daily actions our educational leaders of the classroom as well as our committed student service team will carefully continue to welcome our students to safely embark on their cultural and educational journey in British Columbia. We will guide our students to expand their cultural understandings and language skills by showing them what it means to be a west coast Canadian. We quickly adapt to sudden turns, find detours when required, and avidly pursue our mission to teach students English in a caring and safe learning environment. S=We will show them how to embrace cultural diversity within our global community and see our unforgettable natural wonders and landscapes in new and novel ways. One step at a time, we will rebound and rebuild to greatness.



SECTION TWO: COMMUNICABLE DISEASE RISK REDUCTION

COMMUNICABLE DISEASE POLICY

EF International Language Campus is committed to provide a safe work and learning environment for staff, teachers, students, EF host families at all times. The safety and wellbeing of our EF community as well as our broader community remains paramount. EF Vancouver's Communicable Disease Policy is based on [Canada Guidelines for Case Management in Post Secondary Settings](#) and the [BCCDC's Guidelines](#) for communicable disease management and control.

In the event of an communicable disease outbreak, either within the EF-affiliated community or on campus,– EF Vancouver will follow local, provincial and federal health authorities' guidelines and recommendations; their laws, regulations and requirements will take precedence over any EF policy or protocol in those areas.

The School Director and a back up designated staff member (Academic Director) will serve as the health liaison officer to the Public Health Authority (PHA).

Our policy is to treat any medical information as a confidential medical record. In furtherance of this policy, any disclosure of medical information is in limited circumstances with supervisors, managers, first aid and safety personnel, and government officials as required by law.

During a communicable disease outbreak, it is critical that employees do not report to work while they are ill and/or experiencing symptoms indicative of the communicable disease.

Staff who report to work while ill will be sent home on sick leave in accordance with existing personal leave/sick leave policies and/or collective agreements. EF further anticipates that there



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will be an increased level of absenteeism and will support both staff and students through flexible scheduling and remote learning to minimize risk of further transmission.

EF does not and shall not tolerate any discrimination on the basis of race, color, religion, gender, gender expression, age, national origin, disability, marital status or sexual orientation in its community. Furthermore, EF Vancouver actively engages in stigma-reducing actions, both inside the classroom and in its communication and 1:1 Campus Coach mentoring. It is critical that all students and staff feel comfortable to report symptoms and know and trust that they will be supported.

STUDENTS PRE-ARRIVAL TO VANCOUVER:

The following protocols and measures have been taken to minimize risk prior to arrival on campus:

- EF Student Services staff give students a safety overview of the campus policies, ArriveCAN application and the quarantine process prior to departure. Students are asked to download the BC COVID-19 app which supports secure live tracking. We also review all current and relevant Public Health Orders in place at the time of their arrival and encourage all unvaccinated students to get vaccinated. We also offer support to ensure language is not a barrier to getting vaccinated.
- Unvaccinated students age 18+ will continue to quarantine in accordance with government guidelines and will be supported by EF Vancouver through all steps.
- Vaccinated students of all ages are not required to quarantine.
- Students age 15-17 must also quarantine but can do so at EF's affiliated hotel.
- Student age 15-17 arriving from outside of Canada must book a Transfer via EF to ensure compliant and safe transit to their designated quarantine units at [Sandman Suites](#) , [APT Living](#) or in limited circumstances, [EF-Affiliated Student Residence-GEC Pearson](#). To review a summary of their safety measures you can see here [GEC PEARSON Safety Guidelines and Resources](#).
- All students will be provided a Quarantine Plan from EF Vancouver once EF staff receives their flight details, and date of arrival. They will be required to download and complete the [ArriveCAN application](#)
- All students wear a mask at the airport and on the airplane, and in the Language Limousine vans.



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- EF Students flying to Canada will be asked to present a [negative COVID-19 test](#) prior to boarding their plane irrespective of age, and at their own cost and vaccinated students must also produce a vaccinated record in English/French or must have it officially translated.

UPON ARRIVAL: TRANSFER & QUARANTINE

- All students must follow the government mandated guidelines relevant to their vaccination status.
- All students wear a mask and sanitize their hands prior taking a private transfer in EF's affiliated Transfer Company, [LANGUAGE LIMOUSINE](#) from the airport or quarantine hotel to the EF organized accommodation. Language Limousine has also taken appropriate safety measures such as contact tracing, disinfecting, and mask wearing. See page 21 to review their additional safety protocols. *
- Unvaccinated students' entire quarantine period including all their meals, snacks, linens, and towels are organized and overseen by EF for all unaccompanied minors. For adults age 18+, they should follow up and complete their mandatory quarantine time at EF's organized accommodation. *Residence Advisors and EF's School Director are available daily for additional support.
- Students in quarantine upon arrival are provided a "Self-Isolation Care Package" and "Welcome Package" that includes a welcome letter and orientation information about the school, how to get vaccinated, extra masks, snacks, and safety information.
- Students are contacted daily by an assigned local EF staff member to check in and further check in on their physical and mental health status.
- Unvaccinated students will begin their academic studies virtually in EF's eCampus, and attend all assigned EF classes virtually for the duration of their quarantine period. All vaccinated students will begin their studies in class on campus after arrival.
- At the end of the quarantine periods, students may transfer to their EF Host Family or to their apartment at the residence provided they do not have a fever, or any symptoms associated.

HOST FAMILY SAFETY GUIDELINES

- EF values its host family network and aims to ensure both our students and host families take additional measures to ensure their safety. These include supporting students in getting vaccinated against influenza and COVID-19, and employ additional cleaning measures in their common areas.



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RESIDENCE SAFETY GUIDELINES:

EF Vancouver works closely with GEC Pearson student residence to ensure its building, rooms and areas are running in accordance with the most recent BC's Return to Campus Guidelines and Worksafe BC. To review a summary of their safety measures you can see here [GEC PEARSON Safety Guidelines and Resources](#)

CAMPUS COVID-19 SAFETY POLICY & PROTOCOLS

Student Entry Protocol

- All students must self-assess daily for cold/flu symptoms prior to entering the campus.
- If student is experiencing flu/cold symptoms, their studies will not be adversely impacted as they will be supported via attending virtual eCampus classes if they must remain home for 3 or more days.
- Some international students are arriving from countries where the **Canada approved** vaccines may not be available. As such, additional safety measures such as rapid antigen testing will be conducted weekly for those individuals who have not presented a vaccine certificate.

Staff Entry Protocol

- Staff are required to self-assess daily for flu/cold symptoms and send a text message to their supervisor (Academic Director or School Director) if unwell.
- Staff are provided with KN95 masks and are required to wear their mask and EF lanyard and sanitize their hands prior to entering the campus. KN95s are recommended when risk levels are higher.
- All staff members hired and/or recalled to work are given **ample paid time** to review the EF Communicable Disease Plan as well as paid time to review EF's safety policy and protocols which include evacuation protocols.

CAMPUS CAPACITY:

Each classroom and designated common area on campus will return to their maximum capacities as vaccination rates among students/staff exceed 80%. Campus capacity will be monitored regularly and to minimize traffic, congestion and overcrowding, the schedule will remain staggered with various class start/end times.



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MEASURES TO MINIMIZE RISK ON CAMPUS

The following measures have been implemented to minimize risk of transmission on campus:

1. ADMINISTRATIVE AREAS:

- HEPA Air Purifiers put into each office to increase air circulation and filtration
- Staff who regularly meet with students, hold group sessions with students or check students in daily are provided safety shields and/or safety goggles as well as a mask. Staff are not required to wear the goggles or safety shields however they will be expected to wear KN95s but will be provided to them upon request.
- Plexiglass barriers installed at reception areas
- Administrative staff (particularly those with underlying temporary or chronic health conditions) are encouraged to schedule student meetings safely in large open rooms while wearing a mask. KN95 masks are recommended and provided.

2. COMMON AREAS:

- Shared space in the building has installed hand sanitizer station near the elevators and posted maximum capacities at the elevator.
- Plexiglass will remain installed at the reception desk and activities and social services desk.
- Designated staircases for staff and students.
- Elevator access restricted to EF staff with access cards; maximum capacity increased to 4
- The vending machine will reopen for use in the café lounge and other resource
- Garbage bin lids removed, and garbage removed twice daily.
- Lounges will be made available for soft seating, however overcrowding will be discouraged.
- All seating will be set up in the café lounge with spacing in between.
- Access to additional shared bathrooms in the internal staircase will be reopened. Students may use the bathrooms inside the EF campus on the Second Floor ongoing.
- Touchless hand sanitizers at the entranceway.



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Staff Break and Preparation Room

- Teachers are welcome to utilize the preparation area and its resources during their paid preparation time on campus;
- Staff enter through building lobby (common area) where hand sanitizer is accessible 2.5 metres from the door.
- The access code pad is wiped with sanitizing wipes regularly.
- Staff copier/scanner has sanitizer wipes provided at the copier with signage to remind staff to wipe down before and after use.
- Staff are provided their own locker, markers, and fresh laundered whiteboard rags to use and store.
- A HEPA air purifier is placed in the break room to filter the air hourly.
- Shared prep desks are sanitized daily at night; full electrostatic sanitization and UV sanitization is scheduled monthly.
- Signage and sanitizing wipes are provided throughout and particularly at the entrance/exit and the kitchen area.

3. CLASSROOMS:

- Staggered scheduling of classes
- Sanitizing wipes provided in each classroom; students and teachers wipe down their areas after use including the computer keyboard/mouse.
- Use of shared buzzers and board games allowed with sanitizing wipes

4. SOCIAL GATHERINGS & RECREATION -YOUTH EXTRA-CURRICULAR ACTIVITIES

Social Gatherings & Recreation

- Social gatherings will be set at normal sizes however mask wearing is still required indoors and on busses.
- Activities are organized in accordance with the [BC Restart Guidelines](#), by the Student Welfare & Activities Manager
- All equipment is sanitized prior its usage.
- Surgical masks are provided to staff and students whenever contact is required *
- Excursions on day and weekend trips are provided by [Discover Canada Tours- Safety Protocols for all Tours](#)



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5. CAMPUS CLEANING & DISINFECTING:

An EF Cleaner will be onsite to disinfect throughout the day and additional cleaning staff disinfect and clean after campus hours. The following areas are prioritized:

- All common area surfaces including tables, door handles, passcodes on each door
- Lysol wipes and/or sprays/paper towel and hand sanitizers are provided in each area. Additional stock will always be made available in the academic office.
- Janitors will further vacuum, disinfect tables, bathrooms and remove garbage at the end of our workday.
- White board spray will also be available in the academic office for teachers.
- UV and electrostatic disinfection will be scheduled regularly, and immediately after any known probable infectious disease cases or clusters of cases.

STAFF PROTOCOLS

Staff are required to review campus safety protocols during paid time when they are sent as well as attend any meetings to review government guidelines. They are expected to raise any safety risks they see during the course of their workday and adhere to the risk reduction measures put into effect. It is a mandatory requirement to follow all safety protocols, as the consequences for noncompliance could seriously jeopardize the health and wellbeing of staff, students as well as the entire operation.

Staff are encouraged to ask questions and contribute to the overall safety initiatives and follow protocols as required. The following protocols for offices on campus are in effect:

1. CAMPUS ENTRY

An EF staff member is scheduled to greet and check students at the start of each day. They will be provided with PPE and sanitizer. Prior to entering the campus, a designated EF Staff member will help ensure the following measures are implemented:

- Students and staff who start to develop flu/cold symptoms on their way to campus should avoid entering the campus, and instead contact their supervisors for support. They should



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further get tested if the self-assessment deems it mandatory. not in their class cohort (CEFR Level Pod

- All are required to wear a mask that sufficiently and correctly covers both nose and mouth.
- EF Staff are provided with a reusable cloth mask and upon request, disposable KN95 masks.
- Be prepared to answer a few health-related questions and report no symptoms associated with Covid-19 or influenza/colds.
- Spray hand sanitizer liberally on hands and allow to dry for 30 seconds before proceeding*

2. MASK WEARING & EATING

All staff, students and scheduled visitors are required to wear a mask prior to entering the campus and to keep their mask on when they are in common areas, classrooms, offices. While KN95s and N95s are provided and available free of cost to our staff and students, they will only be mandated when risk levels are high. When risk levels are low, regular cloth or surgical masks may be worn.

Teaching staff may eat in their designated area but excessive talking unmasked or wandering around unmasked will be prohibited unless explicitly stated otherwise. Administrative staff who work alone in their office, or offsite recruiting throughout the day may remove their masks if their doors are closed, their HEPA air purifiers are on. When their office doors are opened, masks should always be worn appropriately. All staff may eat at their designated desk once the province is in Stage 4 of the BC Restart Plan.

3. ADDITIONAL CLEANING PROTOCOL FOR STAFF

- Each staff member is expected to be a model of good hygiene and to follow government guidelines for hand washing.
- Staff are welcome to use the UV sanitizing box to disinfect their access cards, keys, phones and pens.
- Each staff member is provided with cleaning wipes and sanitizers and are expected to wipe down their own desk area regularly.
- Teachers are required to initiate the additional cleaning protocol in the classroom ensuring students take a wipe and wipe down their desk after use.



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4. STAFF ROOM PROTOCOL

EF staff are required to follow the safety measures that have been put into place as they are based on the guidelines and mandates set forth by the [BC Restart guidelines](#) as well as [Worksafe BC](#) guidelines. All Teachers should help report visible safety concerns adhere to the following measures:

- Apply and use hand sanitizer **prior to** entering the room (sanitizer next to elevator)
- Assigned tables when possible (work with Academic Director to share with teacher in alternate schedule) and assigned lockers.
- Wipe down area after use including chair, keyboard, mouse, buzzers and desk area
- Teachers should wipe down the photocopier after use –wipes are provided and additional wipes will be made available in the academic office.
- The Day Porter will further disinfect high use areas in staff room throughout the day.
- Teachers are required to label their whiteboard markers and pens and bring them to class and back to their desk area or locker after use.
- Wipe down their desk after use with provided sprays/compostable wipes and put these wipes in the compost bin. Non-compostable wipes put into the garbage.

EDUCATIONAL DELIVERY

EF Vancouver is certified and approved by PTIB to run face to face onsite classes after September 1st 2021 for all students who are not required to self-isolate. EF has incorporated various safety measures to minimize risk of transmitting any communicable disease via the respiratory tract and these measures exceed the minimum guidelines for public post secondary to ensure to minimize disruption to their paid program. Virtual classes will be made available for students who are required to self-isolate.

Classes are led virtually for students who must self-isolate or remain at home due to illness and will not be penalized when attending doctor's appointments, getting vaccinated or remaining at home due to malaise.

- In the event of a communicable disease cluster or outbreak, individuals from that class will be required to attend classes virtually until safe to return to class. Whether they self-isolate or are required to take a PCR test will depend on public health guidelines in that given scenario.



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- Surveillance rapid antigen testing may be done in order to ensure communicable disease risk is kept low in each class. This may be done if there is more than 3 positive cases on campus.

RECEPTION:

The reception is the area staff members will greet and check students in at the start of the day and be available for deliveries and any student questions. Plexiglass will remain installed to eliminate close contact, a sanitizing station will be available, and a maximum of 5 people will be allowed inside the reception at any given time. All staff must enter the staff room through the main lobby entrance and not the reception. After classes commence, the reception area may be quiet for a few hours. During this time, provided a staff member who is working alone may temporarily remove their mask until others enter the space. (Note: Being vaccinated protects oneself but does not protect others from being gifted the transmissible disease. Keeping your fluids to yourself is the only way to protect others.)

CAFÉ LOUNGE/WATER REFILL/VENDING:

The lounge will reopen to near normal capacity. Tables will be spaced out, and reminders set up on the tables to sanitize hands and remind of capacity (2 per table max) The vending machine may be used as desired as well as any resources available, however sanitizing wipes need to be used to ensure the safety of others and eating inside will only be allowed in certain contexts during scheduled lunch times. Note that any overcrowding of the lunch area including sitting on tables or exceeding the café lounge posted maximums per table or standing around tables where others are seated will exponentially increase the risk of transmitting disease and could jeopardize the overall operation. It is extremely important students have a safe place to eat on campus in the colder, rainier months, and therefore this area will be closely monitored to ensure risk is minimized and the area can be utilized for its purpose.

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EF ILC CANADA'S COMMUNICABLE DISEASE POLICY:

EF International Language Campus is committed to provide a safe work and learning environment for staff, teachers, students, EF host families at all times. The safety and wellbeing of our EF community as well as our broader community remains paramount. EF Vancouver's Communicable Disease Policy is based on [Canada Guidelines for Case Management in Post Secondary Settings](#) and the [BCCDC's Guidelines](#) for communicable disease management and control.

In the event of an communicable disease outbreak, either within the EF-affiliated community or on campus,– EF Vancouver will follow local, provincial and federal health authorities' guidelines and recommendations; their laws, regulations and requirements will take precedence over any EF policy or protocol in those areas.

The School Director and a back up designated staff member (Academic Director) will serve as the health liaison officer to the Public Health Authority (PHA).

Our policy is to treat any medical information as a confidential medical record. In furtherance of this policy, any disclosure of medical information is in limited circumstances with supervisors, managers, first aid and safety personnel, and government officials as required by law.

During a communicable disease outbreak, it is critical that employees do not report to work while they are ill and/or experiencing symptoms indicative of the communicable disease.

Staff who report to work while ill will be sent home on sick leave in accordance with existing personal leave/sick leave policies and/or collective agreements. EF further anticipates that there will be an increased level of absenteeism and will support both staff and students through flexible scheduling and remote learning to minimize risk of further transmission.

EF does not and shall not tolerate any discrimination on the basis of race, color, religion, gender, gender expression, age, national origin, disability, martial status or sexual orientation in its community. Furthermore, EF Vancouver actively engages in stigma-reducing actions, both inside the classroom and in its communication and 1:1 Campus Coach mentoring. It is critical that all students and staff feel comfortable to report symptoms and know and trust that they will be supported.

COVID-19 CONTROL PROTOCOL & PROCEDURES:

HEALTH CHECKS: SELF EDUCATION & SELF ASSESSMENT GUIDANCE:

EF International Language Campus requires all staff and students to conduct a personal health check assessment daily, prior to leaving their home and commuting on public transit to campus. EF staff including teachers and administrative student services personnel should review the latest



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updates in our community and stay informed about common communicable disease prevention. All teachers and support staff should openly discuss and inform students' understanding of risk reduction measures regularly.

In order to do a self-assessment, the following tools can be used:

Mobile APPs: BC COVID-19 and Canada COVID-19

Self-assessment test (website) [British Columbia](#) (which includes other languages)

Call 8-1-1 or your local health professional

HEALTH CHECKS BEFORE ENTERING CAMPUS:

Students and staff members will be asked to self-assess again prior to entering the campus. An EF Greeter in appropriate PPE (gloves, surgical mask and face shields or safety goggles) will ask students health-related questions in order to not only prompt further self-awareness of physical symptoms but also ask about their mental wellbeing. The EF Greeter will spray their hands, provide additional hand sanitizer and help ensure their face masks are worn correctly prior to entering. Any individual who feels unwell, or who requests to have their temperature taken will be given a thermometer to self-assess. Any individual visibly ill or who has a fever will not be allowed to enter the campus and will be given support to ensure prompt follow up with a medical professional. EF Staff will support the individual to safely return home, take the Self-Assessment, and be guided through the steps if testing is required, and at all times, EF Staff will adhere to the local Public Health Officer for Vancouver's guidance for general and specific cases. In addition, EF staff will encourage and insist students/staff follow the advice and/or guidance from a Health Care professional. All students are provided masks in their Welcome Packages, and given an opportunity to purchase additional reusable masks on campus. All Staff who would like a reusable mask and safety goggles/safety shields will be provided them upon request.

Any staff or student who is concerned about their personal health because of an communicable disease such as Covid-19 or Influenza, or who is aware that another student, host family member, or EF Teacher/Staff member has an communicable disease should report their concern to the School Director.

NOTE:

In cases where a positive case has been detected, the student or staff member are contacted by a Public Health Case Officer (PHCO). That PHCO has the sole responsibility to thoroughly interview that student or staff member and translators are available if required. The PHCO reviews all actions of the individual who has tested positive, and tracks the origin of infection, and determines the time period the individual was contagious. From there, they further analyze where the infected individual was during this period and in what capacity. If the PHCO deems whether the infected person had "close contacts" (which is defined as being within 2 metres of others without PPE for 20 minutes or more) and starts to gather a list. Neither the infected person or any other person including the staff or management at EF can make the determination of whether or not the individual had "close



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contacts” during his/her infection period. If the PHCO deems any student or staff member on campus or in the residence or host family or friends/family members as “close contacts” of the infected individual, the PHCO will reach out to the School Director to get a contact list for all “close contacts” they listed. The PHCO will then send an email or phone call to each of the infected individual’s close contacts and ask them to “self-monitor” for symptoms and get tested only if they are presenting symptoms. It is the responsibility of the School Director to have an up-to-date list of all student, staff, host family, hotel and residence staff emails and phone numbers, and be prepared to give the contact info and names of those deemed close contacts. If the PHCO deems the infected individual did not have any “close contacts” on campus, or if the Public Health Office team (including the PHCO) deems further action is required, again the School Director is not allowed to communicate directly, but rather provide the contact info for all requested potentially affected members on campus. If they deem there is no risk to the campus, it means the daily self-reporting and self-monitoring are deemed sufficient and further alerts are not necessary. This ensures stigma is minimized and privacy laws are adhered as well as a general panic is avoided.

PROTOCOL: COVID-19 SYMPTOMS OCCUR ON CAMPUS

STUDENT DEVELOPS SYMPTOMS ON CAMPUS:

EF Staff take the following steps:

Immediately separate and isolate the symptomatic student from others in a supervised area. Call 8-11 and/or take the BC Thrive Self-Assessment, and support student in getting tested.

Contact the student’s host family and advise them of the student’s condition. Ensure the student is picked up in an approved transfer van with installed plexiglass and ensure the student is wearing a mask at all times. The student will be sent to self-isolate at one of EF’s affiliated hotels in a single room, and students will be required to pay the quarantine related costs.

Staff are required to report the case to the School Director or a designated staff member immediately and help follow up with the student and host family. If the student is a minor, additional support is required to ensure the student follows the BC CDC guidelines.

STAFF DEVELOPS SYMPTOMS ON CAMPUS:

Staff should go home as soon as possible via taxi. A staff member will be provided with a N95 respirator and will be required to wear this while transiting home.

Symptomatic staff should separate themselves into an area isolated from others and avoid touching multiple surfaces.

A staff member must give written consent to the School Director to allow the School Director to communicate any of their personal health details with other staff members. Even so, it is only after



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a Public Health Officer further gives permission to disclose one's health status to others can any further communicating be done.

Staff responsible for facility cleaning must clean and disinfect the space where the staff member was separated and any areas used by them (e.g., classroom, bathroom, common areas). Cleaning includes UV disinfection of all areas touched as well as items touched.

Staff or students with Covid-19 symptoms are required to perform a health-assessment via the BC COVID-19 app/website and call 8-1-1 or their health care provider for further guidance. If required or recommended by provincial PHA, student/staff must get tested.

PENDING PROBABLE/CONFIRMED POSITIVE COVID-19 CASE:

EF will work with the Public Health Office and support their assessments, communication requests and any further recommendations. Local Public Health guidance and advice will be followed. If there is doubt or concern of the [BC CDC's guidelines on communication, or self-isolating](#), you are encouraged to self-educate and ask questions where required.

PENDING TEST RESULTS:

Students and staff members awaiting results should remain in self-isolation as per the case worker or nurse's guidance. Further info can be found at the [BC CDC](#). EF will follow up with both students and their host family or residence staff to ensure everybody's safety and wellbeing.

PROBABLE/DEFINITE COVID-19 POSITIVE TEST RESULTS:

Students under the age of 19 should contact EF ILC's School Director (604-781-4793) who is their Custodian, and will support through the necessary steps involved. Students age 19+ should contact the School's Emergency Phone Number (604-889-0608) or School Director in order to ensure preparation measures can be taken should the Public Health Office request contact numbers/emails for affected individuals.

If a staff or student has tested positive for a communicable disease, the Public Health Case Officer (PHCO) will interview the student and for minors, the student should provide the School Director's phone number as their local phone number so that the student is supported during the interview with the PHCO.

For further guidance, and as per the BC Go Forward Guidelines, the School Director should email/call the local Vancouver Public Health Officer (Dr. Paty Daly) at 604-675-3918 or after hours at 604-527-4893 if there are doubts or concerns regarding possible/plausible multiple infections. The PHCO will interview, then initiate contact tracing, and then they will contact the School Director to request the contact info for any individuals they deem "Close Contacts" and will function as the liaison to local authorities. All PHCO and the Public Health Officer's instructions and



Communicable Disease Plan

recommendations must be followed at all times. The School Director will support and ensure students can self-isolate in accordance with the BCCDC's [Self-Isolation](#) guidelines and PHCO's instructions.

Confirmed positive cases will have to remain in self-isolation as per their instructions. As a general guideline, individuals are not "contagious" the moment they interact with another who may be a close contact. Only through the interview process can the time frame of infection and time frame for communicableness can be determined by the PHCO. EF will only notify the school staff/students/host families and suppliers as well as parents of students if instructed to do so by the Public Health Office. Otherwise, the Public Health Office will post any campus exposures on [their websites](#) where close contacts were identified. The guidelines currently state that the Public Health Office will be the ones contacting affected individuals. Only after they have been notified can the School Director request permission to further notify all members of the community, as the right to know is imperative. Staff and students who are required to self-isolate will be given the opportunity to work or attend classes virtually, if they feel well enough to do so.

A dedicated staff member will check-in with any student in self-isolation daily (phone, WhatsApp, e-mail) to ensure student's physical and mental well-being. The staff member in self-isolation will only be contacted if permission given to do so.

The School Director will immediately initiate deep cleaning (sanitization and UV disinfection) of all areas of the campus.

In the event more than 5 individuals test positive, the current guidelines indicate an outbreak may be possible, and to ensure stigma and privacy are respected, as well as immediately reduce further risk of transmission, the campus may go to a virtual class/work setting for 7 to 10 days along with further communication to students/staff to self-monitor.

PHYSICAL, MENTAL HEALTH & STIGMA:

Students who test positive shall remain in their assigned accommodation option assuming they are asymptomatic or only display mild symptoms and do not require hospitalization, unless it is deemed unsuitable by the Public Health Office.

Host families hosting students in self-isolation will be provided with an additional lunch supplement in addition to the regular weekly stipends to provide 3 meals a day. Or the student may order lunches via delivery providers if the host family is in support of this.

SELF ISOLATION IN CO-LIVING ARRANGEMENT:

EF staff will continue to support host families caring for students in self-isolation and will consult with them prior to ensure the physical arrangements are conducive for self-isolating. EF will consult the guidelines for self-isolating in a co-living arrangement and further follow all guidelines and



Communicable Disease Plan

recommendations laid out in [Canada's Guidelines & Case Management for Post-Secondary Co-Living Arrangements](#).

Students in an EF-affiliated residence in self-isolation due to a positive/probable Covid-19 test result will continue to have English lessons through eCampus as well as access to our virtual activities calendar and online resources. EF's dedicated staff members will check-in with students in isolation daily via phone, WhatsApp or e-mail to check in on their physical and mental wellbeing and ensure they are made aware of all the resources available to them including the international student counseling network through Here2Talk website: <https://here2talk.ca/home>. In addition, EF's team can be reached via their emergency phone number outside of the campus hours.

Further to EF's policy on discrimination and stigma, EF will ensure the privacy and confidentiality of students, host families or staff who test positive or who are required to self-isolate. Students will be given information on COVID-19 and encouraged to talk about it. Students are not only immediately immersed into its student community but are provided a thorough Welcome Package and access to EF's app Campus Connect and links to its social media. They are also connected to all other students in quarantine studying in Canada at its EF destinations. Students are made aware of the COVID-19 symptoms and step by step guidelines if experiencing any symptom. Students are also encouraged to utilize the resources available via the Here2Talk app and websites displayed on government issued posters/flyers relating to COVID-19 symptoms, how to wear a mask, and how to clean your hands. Their welcome packages also include EF produced material including its student handbook, additional campus safety policies, residence code of conduct and resources that are available to them.



Communicable Disease Plan

SAMPLE COMMUNICATION: POSSIBLE EXPOSURE OF COMMUNICABLE DISEASE



IMPORTANT NOTICE - PLEASE TRANSLATE!
 此為重要通知，請人翻譯。
 AVISO IMPORTANTE! POR FAVOR PEDIR QUE SE LO TRADUZCAN

Communicable Disease Control
 800 – 601 West Broadway
 Vancouver, BC V5Z 4C2
 Telephone: 604.675.3900
 Toll free: 1.855.675.3900
 Fax: 604.731.2756

August 18, 2021

To: Students and Staff at English First International Language Campus

RE: Notification of possible exposure to COVID-19 – Self-Monitor Letter

This letter is to inform you that you may have been exposed to COVID-19 during the week of August 9 – August 13.

This exposure does not mean you are infected with COVID-19.

If you do not have symptoms and have not been contacted directly by public health, please self-monitor for the onset of COVID-19 symptoms. New illness related to this exposure may occur up to 14 days from the last date of exposure. Therefore, we recommend self-monitoring for signs of illness for 2-weeks from the dates noted above.

If you are currently symptomatic or develop symptoms, please seek testing right away. Testing is not recommended while asymptomatic because results are not accurate or useful.

If public health determines that you may have had close contact, you will receive a call from public health to provide further instructions. If you are identified as a close contact, you will be given specific direction to self-isolate for 14 days from the last date of possible exposure.

Common symptoms of COVID-19 include:

Cough	Fever/chills	Shortness of breath/difficulty breathing	Loss of taste & smell
Headaches, muscle aches, fatigue		Nausea, vomiting, diarrhea	Sore Throat

Most people who get COVID-19 experience only mild disease. A smaller number of people who get COVID-19 may experience a more moderate to severe illness, and for a minority of these cases, hospitalization may be required.

COVID-19 is spread by respiratory droplets when a person coughs or sneezes. It may also be spread by touching an object or surface with the virus on it, then touching your mouth, nose or eyes before washing your hands.

If you are currently symptomatic, and your symptoms worsen please call your healthcare provider. If you do not have a health care provider, call 8-1-1 for an assessment. **If you are seriously ill and need immediate medical attention, call 9-1-1** or go to your nearest emergency department. Please request a mask and inform them you may have COVID-19.

For more information on COVID-19, please visit <http://www.vch.ca/covid-19>

For more information on testing, please visit <http://www.vch.ca/covid-19/covid-19-testing>

Have you received your COVID-19 vaccine? Vaccination is recommended for anyone ages 12 and up. Register now at: Getvaccinated.gov.bc.ca

If you have any questions specific to this exposure, please call public health at Pod 1- 236-558-6999.

Yours sincerely,



SECTION THREE: ANNEX & ADDITIONAL RESOURCES

LANGUAGE LIMOUSINE COVID-19 SAFETY PROTOCOLS & POLICY:

In order to protect our students, staff and host families, Language Limousine (LL) has implemented a safe operational policy and numerous protocols as per [Worksafe BC Transportation Guidelines](#). Some of the key changes are outlined here:

- All drivers must self assess and be in good form prior to picking students up and wear a mask.
- All students must always wear a mask during their greeting and transportation with Language Limousine. Students who require a mask may purchase one from the driver.
- Vehicles are sanitized/wiped down by drivers after every trip. As per the airlines' procedures, we will leave a space between students in each vehicle with a maximum seating capacity of 6 until further notice.
- Hand sanitizer is provided, and students are asked to sanitize their hands prior to entering the van.
- Tissues are provided as well as a receptacle to dispose of it.
- Language Limousine will keep a trip log so we can track which students were in the same vehicles in case there was a positive COVID-19 case or an other communicable disease outbreak.
- Students going back to the airport (Return To Airport's) must self-assess prior to their pick up, and not have any symptoms.
 - If students are showing any symptoms, drivers may request student to ask host to take their temperature.
 - Students will be refused service if they have a temperature, and it will be reported to the EF, who will help the student postpone their return flight.

Jim Cordina
President, Language Limousine



SAMPLE QUARANTINE PLAN



MINISTRY OF HEALTH QUARANTINE PLAN

Student Details:

First Name: <<StudentFirstName>>
 Last Name: <<StudentLastName>>
 DOB: <<DateOfBirth>>
 Nationality: <<CountryOfNationality>>
 Student ID: <<ReferenceNumber>>

Student Contact Details:

Student Email: <<Email>>
 Student Mobile#: <<StudentHomePhoneNumber>>
 Local EF Emergency Phone: 604-889-0608
 School Director Phone#: 604-XXX-XXX

<<StudentFirstName>> <<StudentLastName>> is an international student at EF International Language Campus located at 750 Cambie Street in Vancouver BC V6B 2P2.

EF Vancouver is overseeing most aspects of this student's program, including pre-departure protocols (testing/producing negative Covid-19 test prior to departure), as well as the arrival transfer to the quarantine residence, the quarantine apartments, and post quarantine accommodation.

EF Program Details:

Course: <<CourseTypeName>>
 Studying time, lessons/week: <<TrainingSessionsPerWeek>>
 Course Start Date: <<CourseStartDate>>
 Course End Date: <<CourseEndDate>>
 Number of Weeks: <<Weeks>>

EXAMPLE

The classes will begin via Zoom during the quarantine period. At the end of the quarantine period, the classes will continue on campus for face to face instruction.

Quarantine & Post Quarantine Details:

Entire EF Accommodation Period: <<AccommodationFromDate>> to <<AccommodationToDate>>
 Quarantine Period: 14 days from date of arrival
 Quarantine Address: 7657 Cambie Street, Vancouver BC, V6P 3H8
 Quarantine Apartment #: <<AllocatedRoom>> <<RoomNr>>
 Post-Quarantine Accommodation: <<AccommodationName>>
 <<AccommodationAddress1>>, <<AccommodationAddress2>>
 <<AccommodationCity>>
 <<AccommodationPostalCode>>

Flight Details:

Canada Arrival Airport: <<ArrivalAirport>> <<FlightDetails>>
 Arrival Airline Flight#: <<ArrivalFlight>> <<FlightNumber>>
 Arrival Date: <<ArrivalDate>>
 Arrival Time: <<ArrivalTime>>



MINISTRY OF HEALTH QUARANTINE PLAN

Transport From YVR to Quarantine Address:

<<StudentFirstName>> <<StudentLastName>> will be picked by a Language Limousine from the International Arrivals area shortly after arrival. Language Limousine has ensured his transfer vans are compliant with BC's reopening mandates and guidelines. A log report is kept by Language Limousine of all students' arrivals/drop offs including their driver.

Access to Essential Supplies & Services During Quarantine Period:

Prior to the arrival of <<StudentFirstName>> <<StudentLastName>> his apartment will be stocked with enough cleaning supplies, linens, toilet paper, a first aid kit as well as food/beverages. Meals will be delivered to the front door as per our scheduled deliveries. An EF Residence Advisor will be on call as well as the School Director to address any additional needs or requests during the quarantine period.

EF Emergency Phone: 604-889-0608

School Director Phone: 604-XXX-XXXX

EXAMPLE

Please reach out if you have any further questions regarding this student's quarantine plan or program.

Yours faithfully,

Erin Alefounder
School Director
Erin.Alefounder@ef.com



EF International Language Campuses,
Unit 200 - 750 Cambie St.
Vancouver, BC V6B 2P2 Canada

EF proudly supports the Olympic Games
Beijing 2022 | Tokyo 2020 | PyeongChang 2018
Rio 2016 | Sochi 2014 | Beijing 2008 | Seoul 1988



ADDITIONAL RESOURCES & NUMBERS:

- [Vaccine Registration and phone numbers](#)
- [BC Return to Campus Guidelines](#)
- [BC Restart Plan](#)
- Clinics/locations/wait times/covid testing details: [Medimap](#)
- List of [Approved Hand Sanitizers](#)
- Self-Assessment Website: <https://bc.thrive.health/>
- Self-Assessment app and BC Resources/outbreak updates: BC Covid 19 app
- Self-Assessment phone number: 8-1-1
- EF Emergency Phone: 604-889-0608
- Canada-wide resources/updates/public exposures: Canada Covid 19 app
- Canada Covid Alert App
- Here2Talk app provides free 1 to 1 counselling services and extensive mental health support for all students registered in EF Int'l Language Campuses Vancouver or Victoria
- Here2Talk website: <https://here2talk.ca/home>
- [Education \(post-secondary\): Protocols for returning to operation - WorkSafeBC](#)
- Information about [COVID-19- British Columbia](#)
- [GEC PEARSON Safety Guidelines and Resources](#)
- [BCCDC](#)
- [BC Public Health Office](#)
- [Worksafe BC's Protocols for Returning to Post Secondary Operation](#)
- [Public Health Agency of Canada](#) on COVID-19
- [Languages Canada](#)
- [Safe Study Corridor - Languages Canada Institutions](#)
- [Go-Forward Guidelines for Post Secondary Institutions](#)

