



Mission “Rebuilding to thrive”

We will slowly rebuild to greatness through our careful, disciplined daily actions. We will start slowly, carefully, and thoughtfully and proceed to help others keep our joint mission alive.

To ensure a safe operation to work and study and more so to decrease the likelihood of an outbreak, new safe social distancing measures, mask wearing, and other protocols are necessary. The measures we are implementing at EF Toronto are in accordance with Ontario Public Health and provincial government safety guidelines. Ultimately, we need everyone to learn these new protocols, adapt quickly and stay focused and disciplined for us to stay open and keep working! Together we can rebuild to thrive and keep on this new journey.

We will reopen conservatively and in phases:

Phase 1: to commence once the Ontario Government moves the Toronto region to Stage 3 of their reopening plan – to be in place for 4 weeks (minimum) – Tuesday, August 4th, 2020

During this phase, we will limit numbers in the school to adhere with the Ontario Government’s indoor gathering regulations. We can anticipate having everyone adapt over the first month of reopening to give time to adjust to our new normal. We will not return to our old ways until directed by local governments and health authorities, but we need to use this initial period to become more disciplined regarding protocols and safety policies. Each policy and protocol is solely intended to help prevent Covid-19 transmission and reduce likelihood of an outbreak in the event of a positive COVID-19 case. During this phase, the café will remain closed for food and beverage services and students will be recommended to bring their lunch from home.

Phase 2: minimum of 4 weeks after Phase 1 – Tuesday, September 1st, 2020

During this phase, we will open more of the classrooms and allow for a limited lifting of some restrictions on campus. These may include allowing up to 15 people to sit in the café area, including limited soft seating in the lounge, and staff room. We will also assess at this time if the café will reopen for food and beverage service pending local government recommendations.

EDUCATION AND TRAINING: Prior to returning to school all staff, returning teachers and students will receive an orientation session via Zoom to inform them of the new processes and protocols in place for their return to in person instruction. At the completion of the orientation all attendees must sign a form indicating they have received the training and understand what is now required of them when they return to the school. If someone is unable to attend the training, an alternative time will be set up, so they are able to learn revised processes and return to the school. Those who have not attended



an orientation session will not be able to work/attend/teach a class until the orientation has been conducted.

Reorientation sessions will be conducted as required with changes/adaptation in directives from government and health authorities during Phase 1 of reopening.

*The orientation will be for staff, teachers and students that will be on campus during the Phase 1 stage of reopening. Orientations to commence the week of July 20th for staff and the week of July 27th for students and teachers.

CAMPUS CAPACITY: We will continue to follow the recommendations from the Provincial Government and the capacity on campus will not exceed these limits with students, staff and teachers combined. Each classroom and designated area on campus will have a maximum capacity posted (see floor plans on pages 6-8). The capacity maximums consider social distancing in all spaces including classrooms, lounges, and staff/teacher areas. Capacity will be monitored via scheduling of staff/students/teachers, restricted campus access and enforcement to ensure no lounging/socializing before or after class.

CAMPUS ACCESS: The front door will be locked and students who will be required to wait outside on marked tape 2 metres apart prior to being greeted and welcomed on campus via the main entrance. A staff member will check each student in and they will be required to go through the revised entry process. Once in the building students will be directed to their designated classrooms by EF Staff. The campus will be accessible up to 30 mins prior to the commencement of class for students and up to 45 mins prior for teachers. EF Staff will work to a weekly schedule.

On campus, the following rooms/areas may be used during **Phase 1**:

1. Activities/Reception desk, Housing Office & School Dir. Office on 1st floor; Academic Director and Academic Administrator Office on 2nd floor
 - a. Academic Administrator office will only be accessible for ONE staff member at a time and schedules will be arranged accordingly
2. Classrooms: Room 101, Lecture Hall, Room 201, Room 203 and Room 206
3. Bathrooms: Unisex bathroom for students on the 1st floor, staff bathroom in the basement and bathroom in the teacher lounge – all other bathrooms, including the 2nd floor common bathrooms will be closed and off-limits
4. Teacher prep room (2nd floor) with limited capacity (maximum of THREE people at time)
5. Teacher lounge (2nd floor) with limited capacity (maximum of THREE people at a time)
6. Meeting Area: The 1st floor reception desk will be the designated meeting place for students or staff who have scheduled an appointment to meet face to face



- a. Meetings will take place in designated offices – School Dir. Office or Academic Dir. Office

The 3rd and 4th floor, all other classrooms, lounges, café, and bathrooms located on 2nd floor will be closed. This is necessary to ensure oversight of used areas for cleaning. Furthermore, staff and students will be assigned to specific rooms within Language Level Pods to minimize broad exposure to the entire student/staff/teacher population. See below for more regarding Language Level Pods.

ENTERING CAMPUS: Prior to entering the building, each person entering will be required to wear a face covering/mask (that covers both nose and mouth. There will be ONE entrance to the campus: the front door (for staff, teachers, and students). There will be a strict directional flow indicated by floor signage and social distancing policy will be implemented in these areas, also indicated by floor signage. A designated staff member will be checking and greeting other staff and teachers on arrival at the school on entry to the building – schedule to be posted weekly. A hand sanitizer station will be located at the front of the school to be used on entry to the building. The elevator will continue to be accessible for staff and students requiring assistance with a (max capacity of 1). All students will be required to use the main staircase between the 1st and 2nd floors. For access to the Lecture Hall students will be required to use the rear staircase at next to the café to go to the Lecture Hall (only after being screened upon entry to the school) and they will leave via the main staircase at the front of the building.

SAFETY PROTOCOL FOR ENTERING: Staff, teachers, and students entering the building will be required to do the following prior to entering the campus area:

1. Stand and wait on the designated markers at the front of the school
2. Wear a cloth or disposable mask, covering the nose and mouth
3. Complete a health assessment and answer a few health-related questions and have no symptoms associated with COVID-19
4. Have their temperature taken and be within an acceptable range – under 38° Celsius
5. Allow the responsible EF staff to spray hand sanitizer carefully and liberally on hands and allow to dry for 30 seconds before proceeding
6. Agree to follow the directional flow on campus and in the building's common areas as per the policies of EF Toronto
7. Receive a wrist band to be worn throughout the day indicating the individual has gone through the entry process and has been cleared to enter the school

Masks must always be worn on campus and everyone on campus should actively follow social distancing guidelines. Students are encouraged to bring their own face covering/mask however, disposable masks are available for staff, teachers, students as required.



EF Check-in Greeter: An EF staff member who is scheduled to greet, check students/staff/teachers and conduct a health check is required to wear a cloth face covering or disposable mask, a face shield, disposable gloves and stand behind a greeting table at the entrance to the campus.

VISITOR/SUPPLIER ENTRY: Prior to entering the building visitors will be required to call the main EF Toronto line – 416-850-2456 and wait for a greeter to meet them and go through the entry protocol including: ensuring they are wearing a mask, hand sanitization, temperature check and health survey. A name and contact number will also be taken to support with tracking and tracing in the case of a COVID-19 outbreak in the school. Visitors will be given a visitor lanyard that will always be required to be worn while they are on site. This will indicate to staff, teachers, and students that they have gone through the necessary entry procedures.

TRAFFIC THROUGH CAMPUS: Staff are required to follow the directional flow and markers labeled to ensure safe social distancing. Staff should remind students to walk single file to their classrooms and especially prior to leaving the classroom at the end of class.

Staff and teachers need to use the designated staff bathroom in the basement. Alternatively, staff may use the shared bathroom in the teacher lounge the 2nd floor.

Teachers will not enter classrooms until students have entered the classroom and are seated. There will be a designated area marked on the floor for the teacher to stand/sit in during their class adhering to social distancing guidelines. At no time will any student be permitted to enter the marked area.

During Phase 1, only the designated classrooms, offices and areas noted above will be used and all other areas will be restricted. Students will only be allowed to eat or drink in designated areas on campus (in their classrooms during breaks) and most activities will be scheduled offsite. A limited number of onsite activities may be scheduled with a max capacity allowance. Teachers are encouraged to plan for and take their students off-campus for classes. There are several open and relatively quiet areas around our campus within a 5-8 min walk:

- St. Andrew's Park – Adelaide & Brant - quite noisy with construction in the area
- Victoria Memorial Square – Portland & Wellington
- Alexandra Park – Bathurst & Dundas

We will prepare off campus backpacks for students/teachers that include:

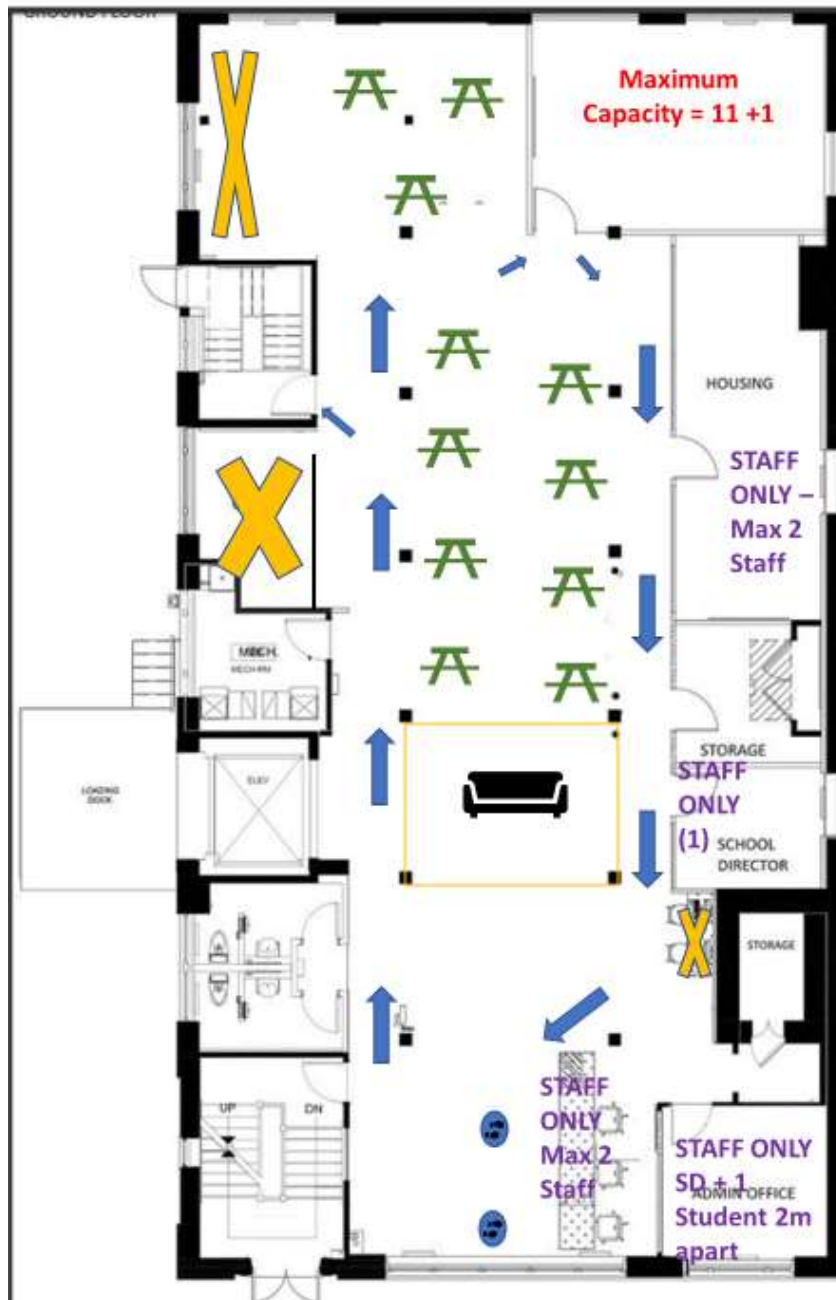
- Portable white board & marker
- Hand sanitizer
- First Aid Kit
- Extra Masks



DIRECTIONAL FLOW of traffic on campus and in the common areas of the building – First Floor (Main Floor), Basement, Second Floor. *

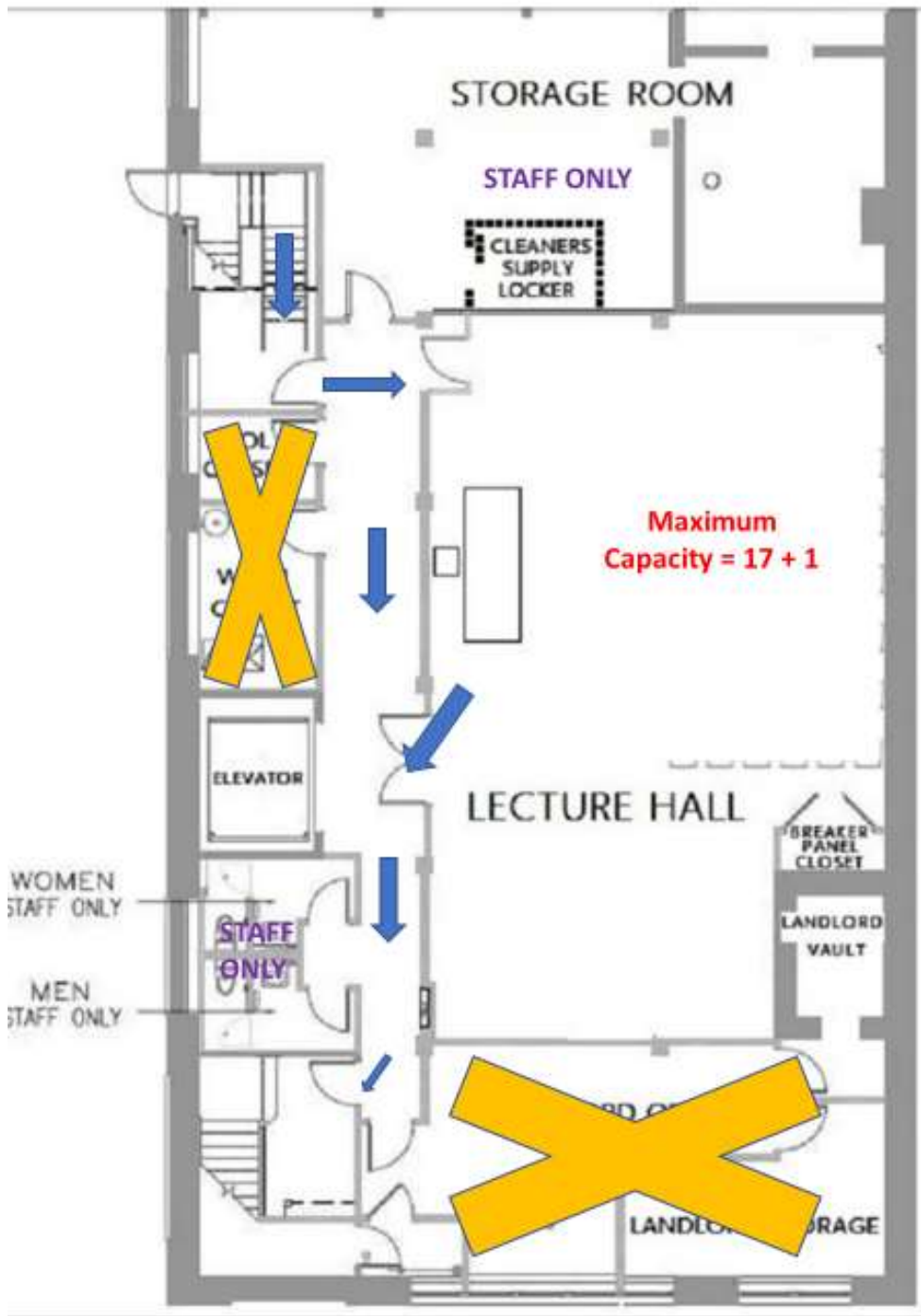
*July 29th, 2020: current government directive for Stage 3 - max gathering size 50 indoors (in one space) 100 outdoors – while adhering to social distancing

Main Floor

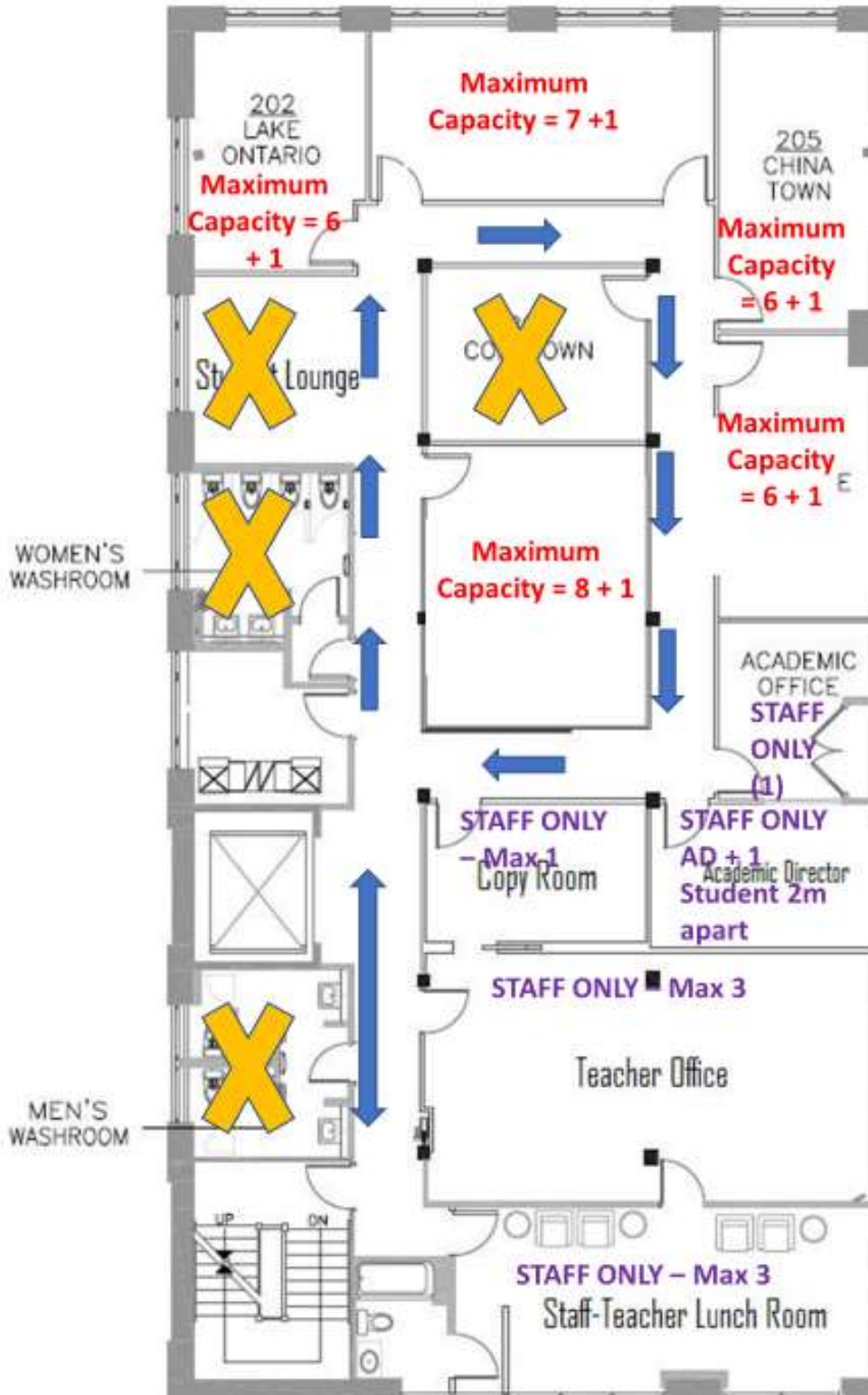




Basement



2nd Floor





The following includes a summary of actions taken to minimize traffic and ensure a safe operation/worksite:

1. Social distancing: There will be markers placed throughout the school to guide 2M distancing as well as arrows to help guide the directional flow and signs to remind staff and students in single file traffic areas
2. Staggered scheduling: Classes will be staggered throughout the day to avoid overlap of arrival times at school and break times – Phase 1 staggered schedule in page 13
3. Language Level Pods: A teacher and cohort of students will be assigned a Language Level Pod and each “Pod” will be assigned a specific classroom and a specific schedule. Students/teachers will be asked to limit interactions outside of this pod while onsite. The purpose of this is to help prevent an outbreak, should there be a positive Covid-19 case on campus.
4. Off-campus classes: Teachers are encouraged to lead classes outside whenever possible to help reduce risk.
5. Off-campus activities: Most activities will be scheduled outdoors, especially during Phase 1.
6. Virtual/outdoor meetings: Meetings may be held either remotely via Zoom or outside where possible.
7. Remote preparation/planning: Teachers are encouraged to prepare for classes as much as possible at home to minimize contact onsite.
8. Admin staff will have a staggered schedule and will take on a variety of roles to support in our Phase 1 and 2 safe operation.
9. Restricted café lounge: The café lounge will be closed for use during our Phase 1. All chairs will be removed and sitting/eating/socializing in this area will be restricted. Staff/students can walk through this area to wash their hands, refill their water bottle, and access their classroom while following directional signage.
10. All lounges in the school will closed during Phase 1 with potential to relax this during Phase 2.
11. Plexiglass installed in the Reception/Activities Desk

PREPARATION & ADMIN: The Teacher Room on the second floor will be available for teachers who need to use a computer/quiet area to prepare and will have a limited capacity of THREE people max. Computer access will be limited to ensure social distancing measures are adhered to. Each teacher is encouraged to prepare as much at home, however, they may use their classroom to prepare or prepare in the shared Teachers’ Room and must use spray/wipes to wipe down all office furniture and equipment used including the computer/keyboard, table/chair.

LANGUAGE LEVEL PODS: The purpose of creating a Pod or cohort of students and teacher is to help minimize cross-interactions with students/teachers/general public.



- A teacher will be assigned a LANGUAGE LEVEL to teach and will be the teacher of a designated cohort of students for 5-6 weeks for both their General English and SPIN classes.
- Each Pod will be assigned to a different area/classroom on the campus to ensure zero overlap with another Pod onsite
- Each Pod will be assigned to a specific schedule

TEACHER ROOM PROTOCOL: During Phase 1, the Teacher Room will have a limited capacity of THREE people at any one time. The Teacher Lounge will also have a max capacity of THREE people and all other staff rooms including the 4th floor kitchen will be off limits. Restricted use of shared items that require frequent disinfecting.

- PCs/laptops are labeled and assigned to teacher(s) for use only
- Chairs will be spaced 2 metres apart and desks will be assigned by teacher
- Hand sanitizer will be kept stocked and provided as required
- Disinfectant wipes and cleaning supplies will be stocked provided in all areas in use
- Staff are required to wipe down their area after use including their chair, keyboard, mouse, buzzers and desk area
- The photocopier in the Teacher Supply Room may be used and supplied rubber gloves must be worn during use
- Teachers will be provided with labelled bags with whiteboard markers, erasers and face shields labeled with their names and are required to bring them to class and back to their desk/cubby area after use.
- The refrigerator, microwaves and kettles/coffee maker will not be available for use during Phase 1. Staff and teachers should bring their own thermos for their hot items or cooler lunch boxes for their own lunch and store at their desk in their cubby/desk.

CLASSROOMS: Each classroom will have its posted max capacity at the door and will be assigned to a Language Level Pod. Chairs/desks will be socially distanced and teachers and students must not move their desks or chairs closer to each other or towards the teacher's desk/designated area. Wipes will be provided, and all students and teachers must wipe down their areas after use including stereo, keyboards, desks, and chairs at the end of each class. This protocol needs to become ingrained into daily life without exception. There is a cleaning crew that comes in every day after working hours to disinfect all areas in use during the day.

RECEPTION: This area will be an area for students to be directed to their respective classes/areas and a sign-up sheet for counselling sessions with an admin member. The reception desk has been fitted with large plexi-glass screens to help ensure the safety of staff working there.



MEETING ROOM: due to challenges inherent in the small offices, students will be required to make an appointment (at the Activities/Reception desk) to meet with a staff member should they wish to discuss their classes, job club, university placement, visa, insurance, housing, or health. They will also be encouraged to email eftoronto@ef.com to request a meeting. The meeting will take place either via Zoom, or face to face in the School Director Office or Academic Director Office. Chairs will be spaced more than 2 metres away from respective staff and should not be moved by staff or students at any time. Staff will also always be located at the Activities/Reception desk for quick questions/guidance.

CAFÉ LOUNGE/WATER REFILL: The café lounge can safely fit 11 tables with 1 chair at each table and be a safe distance away from those refilling their water containers. Wipes will be provided in the café area for students to wipe down after use. Students will not have access to the café area during Phase 1 of reopening.

BATHROOMS: During Phase 1, the unisex bathroom on the 1st floor near the entrance door will be the bathrooms for student use. Staff can use the bathrooms in the basement or in the teacher lounge.

CLEANING: During Phase 1, regular disinfecting of areas between 10am and 5pm will be done by staff. EF staff will disinfect the designated common areas, door handles, passcode panel at the front door and help ensure wipes, sprays/paper towel and hand sanitizers are provided in each area. Each staff member is required to clean/wipe down their own areas and equipment used. Likewise, teachers should wipe down their respective areas of use as well as instruct students at the end of each class to wipe down their tables/tablets to help reduce risk of contamination. Cleaning containers will be provided for each classroom and office containing all necessary equipment for EF's staff and teachers' use. There is a cleaning crew that comes in daily to vacuum, disinfect high touch areas, tables, bathrooms and remove garbage at the end of our workday. They will be using high grade disinfectant to ensure the spread of bacteria/germs is minimized. White board spray will also be provided for teachers to wipe down after use. During Phase 1, kettles, refrigerators, microwaves, coffee makers and toaster ovens will be unplugged or removed.

SICK POLICY: The safety and wellbeing of everyone is paramount to our operation. In addition to following the new safety protocols, EF Toronto has developed a specific policy to address symptoms relevant to COVID-19 in accordance with related policies in the Staff Handbooks and Ontario ESA. Anyone presenting symptoms of COVID-19 is mandated to stay home and encouraged to conduct a [COVID-19 Self-Assessment](#) and follow the directions of health officials.

EF Toronto requires all staff and teachers to do a personal assessment prior to leaving their home and commuting to campus. Anyone who has woken up with, or has had any of the following COVID-19 symptoms in the past 10 days is required to self-isolate at home and report it immediately:



- fever
- chills
- new or worsening cough
- shortness of breath
- sore throat
- new muscle aches
- headache

Anyone currently under the direction of the provincial health officer to self-isolate must follow those instructions. Staff and teachers should report any symptoms to the School Director/Academic Director immediately and follow up by completing the self-assessment and follow directions from local health officials or go to their nearest COVID-19 Assessment Centre. Directions from local health authorities (Toronto Public Health) will continue to be monitored during this time and work to ensure procedures are followed accordingly.

Any staff who develops any of the noted symptoms while on campus must report it immediately. A taxi driver who has plexiglass installed will be contacted and notified and asked to pick up the staff member.

In the event of a positive case, EF we will work closely with local public health authorities and follow their directions accordingly – this may include a temporarily suspension of face to face operations.

All international students, staff and teachers traveling from outside Canada have to observe mandatory 14 days quarantine (Quarantine Act, current to Aug 31, 2020). Students, staff members, teachers or host families who suspect or know that they have been in contact with a confirmed COVID-19 case should contact local health authorities, inform School Director/Academic Director immediately.



Phase 1 Staggered Schedule and Language Level Pods

	Week: 2032		
	C1.3 (10 a.m. to 2:45 p.m.)	B1.2 (10:40 a.m. to 3:25 p.m.)	B2.2 (9:30 .am. to 2:15 p.m.)
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Host Family – Accommodation

As we are re-opening our operations in stages, special attention needs to be given to our host family network. New measures have been put in place to ensure the safety and well-being of our students staying with a private accommodation supplier:

- Students arriving to EF Toronto have to quarantine at one of our residences
- Host families can only receive students after successful observation of mandatory quarantine
- Host families who wish to act as a quarantine “location” have to confirm that there is no vulnerable person(s) living in their household
- Host families who wish to act as a quarantine “location” have to be able to provide 3 meals a day, delivered to the student’s room (leave outside the door); hf will be entitled for lunch supplement
- Host families who wish to act as a quarantine “location” have to establish a protocol with the student for immediate cleaning after use of bathroom especially where bathrooms are shared; students can not share a bedroom during mandatory quarantine
- Host families can host more than one EF student (per bedroom) after student(s) have successfully observed mandatory quarantine
- All active host families have to be informed of and trained regarding:
 - Students’ arrival protocol (negative test 72hrs prior to departure; mandatory quarantine)
 - Students’ specific orientation for learning during Covid-19 (staggered schedule, pods, eCampus, online learning in case of an outbreak etc)
 - Increased hygiene measures (frequent handwashing, proper cough etiquette)
 - Increased cleaning protocols
 - Mandatory mask/face-covering whilst on campus

All active host families have to be provided with EF’s “Host Guidelines (Covid-19)”.



Sample "Host Guidelines (Covid-19)"

Host guidelines

The safety and well-being of all our staff members, students and collaborators are our highest priority. We kindly ask all homestay hosts to accept the following instructions to stay healthy and avoid the spreading of the corona virus. We are instructing our students to follow our "Safe travel guide" as they travel to their EF destination.

Covid-19 instructions for homestay hosts

- If your guest(s) or family members feel sick or show any symptoms, please keep a minimum distance from each other and consult a doctor
- If any family member has been tested positive or had direct contact with suspected or confirmed cases, please inform EF as soon as possible
- If your guests share a room, a minimum distance of 1.5 m between the beds is required
- All shared and common rooms must be well-ventilated
- EF may be obliged to share the personal data of homestay hosts with local authorities in case of suspected or confirmed infections at EF
- If you or a member of your household is at high risk of contracting a severe case of the disease, we currently recommend you not to host any students. High risk groups include people over the age of 65 and adults with underlying medical conditions

Are you at risk?

www.who.int
Robert Koch Institut

How do we protect homestay hosts?

Before arrival

- EF provides Covid-19 instructions and recommendations to all new students
- Students who feel sick or show symptoms are advised to postpone their course
- If local regulations require quarantine measures for arrivals from certain countries, students can only move to an EF homestay after the mandatory quarantine period

During the stay

- 1st day at EF for new arrivals: special safety briefing
- Social distancing and hygiene concept for school life, classes & activities at EF
- Daily temperature check for all students and staff at EF
- Any students or staff with symptoms are not allowed to come to the EF school
- Upon request, we provide homestay hosts with free supply of masks and hand sanitizers

- If there are any suspected or confirmed infection cases at EF, we will take measures according to local authorities' guidelines and inform homestay hosts about these
- EF will communicate any relevant updates related to the Covid-19 situation in a timely manner to students, staff and homestay hosts

