



COVID-19 Operational Plan

REBUILDING TO THRIVE



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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 order to significantly reduce risk and decrease the likelihood of a COVID-19 outbreak, EF Vancouver has implemented a new COVID-19 Safety Operational Plan. This Plan includes new policies, protocols and measures EF Vancouver has taken, not only on campus, but also all aspects of students' communication and transfer to Vancouver, their accommodation and meals, and off campus extra-curricular activities as well as a detailed Infectious Disease Policy and Protocol. EF's Plan is informed and regularly updated based on the recommendations, guidelines and mandates in the latest [Go-Forward Guidelines for Post Secondary Institutions](#) and [federal government guidelines](#) and affiliated bodies not limited to the following:

- [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](#)

EF Vancouver is regularly reviewing and monitoring recommendations, COVID-19 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 team of educational and student service professionals will prudently and carefully welcome our students to safely embark on their cultural and educational paths. We will guide our students to expand their cultural understandings and language skills by showing them what it means to be Canadian. We will quickly adapt to sudden turns, finding detours around blocked paths, and pursue our mission to teach students English in a modified learning environment that is safe from the moment they arrive in Canada to the day they graduate. 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: OPERATIONAL COVID-19 RISK REDUCTION

STUDENTS PRE-ARRIVAL TO VANCOUVER:

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

- EF 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.
- Students age 18+ must now book their own [3 day Government Authorized Accommodation \(GAA\)](#) and book their 11 day accommodation via EF's sales office in their home country.
- 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](#). For APT Living and Sandman Suites, similar to GEC Pearson, students must self-isolate alone with one exception; that they are traveling with a friend/family member on the same flight(s) and who have their own bedroom in the unit.
- Students age 18+ will have their transfer included in their 3-day GAA and then they can choose to take EF's affiliated transfer to their second quarantine location OR book their own taxi/Uber. They are required to wear a mask and go direct from their GAA hotel to EF's affiliated hotel.
- Students will be provided a Quarantine Plan from EF Vancouver once EF's staff receives their flight details, GAA hotel 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.
- 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.



UPON ARRIVAL: TRANSFER & QUARANTINE (Updated *)

- All students must follow the government mandated guidelines and stay in the Government Authorized Accommodation (GAA) for 3 days ,prior to transferring to EF's organized accommodation to complete the 14 day quarantine requirement. *
- All students wear a mask and sanitize their hands prior taking a private transfer in EF's affiliated Transfer Company, [LANGUAGE LIMOUSINE](#) from the first GAA hotel to the EF organized accommodation. Language Limousine has also taken appropriate COVID-19 safety measures such as contact tracing, disinfecting, plexiglass barriers and mask wearing. See page 21 to review their COVID-19 safety protocols. *
- All students and staff entering Canada from outside of the country are required to self-quarantine in accordance with the BCCDC's [Self-Isolation](#) guidelines.
- 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+, students must book their own 3 day accommodation via the regularly updated list of approved hotels, and follow up and complete their quarantine at EF's organized accommodation. *Residence Advisors and EF's School Director are available daily for additional support.
- Students are provided a "Self-Isolation Care Package" and "Welcome Package" that includes government resources, masks, sanitizer, snacks, and safety information as well as orientation materials for their academic program.
- 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.
- Students who develop COVID-19 symptoms during their quarantine period must self-isolate for 10 days from the onset of symptoms in addition to the time already spent in self-isolation. Students are given the contact information for who to call to get support/guidance. At all times, the guidance of the BC Health Officers will be followed. * Students without any symptoms must self-isolate for 14 days. Please refer to EF's Infectious Disease Policy and COVID-19 Protocol.
- Students attend EF classes virtually for the duration of their quarantine period. Their EF classes commence on Day 1 of their eCampus. *
- Students are provided daily virtual activities, tours and games
- 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 COVID-19 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. To review our guidelines for host families please see an overview here: [Host Family COVID-19 Safety Guidelines](#)
- Host families are frequently updated and copied on all communication to students regarding latest Public Health Orders, and sent reminders to review our Safety Operations Plans. They are provided copies of communications to students.

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 Go-Forward 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 (Updated*)

- All students must self-assess daily for COVID-19 symptoms prior to entering the campus.
- Students are given name tags with lanyards and are required to wear them to enter the campus.*
- Each student is in a colour coded cohort based on the time their classes start.*
- Students must not arrive earlier than 15 mins prior to the start of their class
- Students are sent the relevant campus safety policy and protocols on the last day of their quarantine, prior to their first day on campus along with an onsite safety orientation and a “[Welcome to EF Vancouver](#)” campus tour to ensure understanding and comprehension of these safety measures.
- Students who are a “close contact” of a known positive case must follow the guidelines of the public health officers.
- Students who have developed COVID-19 symptoms should take the online assessment [COVID-19 Self-Assessment Tool — Thrive Health](#) and are given information in their orientation packet about the next steps including calling 8-1-1 (or a medical professional) for further advice and get tested. If they have symptoms the test is free. For support and guidance on where to go, they should call EF's emergency phone/School Director, who will guide them through the steps



Staff Entry Protocol: (Updated*)

- Staff are required to self-assess daily and send a text message to the EF Emergency Phone reporting their health status.*
- Staff are required to wear their mask and EF lanyard and sanitize their hands prior to entering the campus.
- Staff who have developed COVID-19 symptoms should take the online assessment [COVID-19 Self-Assessment Tool — Thrive Health](#) and are given information in their orientation packet about the next steps including calling 8-1-1 (or a medical professional) for further advice and get tested. If they have symptoms the test is free. For support and guidance on where to go, they should call EF's emergency phone/School Director, who will guide them through the steps
- All staff hired and recalled are given paid time to review the COVID operational Plan on EF's updated safety policy and protocols, and reoriented when modifications are applied or at the start of each academic term, whichever occurs first.*
- Any staff deemed a close contact as defined by the Public Health Officer (ie. within 2 metres for 15 minutes plus without appropriate PPE and) with a confirmed COVID-19 case.
- All staff who travel outside of Canada must self-isolate in accordance with the BCCDC's [Self-Isolation](#) guidelines.
- Students who are in scheduled classes and who must self-isolate after coming into close contact with a known COVID-19 positive case will be given virtual classes for the duration of their self-isolation period.

CAMPUS CAPACITY:

At no time will there be more than 120 students and staff combined on the entire campus at any given time, and each classroom and designated common area on campus will have a maximum capacity posted based on current guidelines (2 metre social distancing). Campus capacity is further managed by a staggered scheduling of classes, minimal on campus classes to avoid requests to eat in lounge areas, removal of social area furniture and guided one-direction traffic flow. Capacity will be monitored regularly through scheduling, ensuring designated EF Staff members are onsite and ensuring not only EF's Entry Protocol is enforced, but also eliminating areas and opportunities for prolonged socializing indoors.

MEASURES TO MINIMIZE RISK ON CAMPUS (Updated*):

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



1. ADMINISTRATIVE AREAS:

- Maximum capacity posted for each office area.
- HEPA Air Purifiers put into each office to increase air circulation and filtration.*
- Workstations spaced 2 metres apart.
- Staff who regularly meet with students, teach students or check students in daily are provided safety shields and/or safety goggles as well as a mask.*
- Plexiglass barriers installed at workstations where social distancing isn't possible.
- Chairs opposite workstations removed
- Staggered staff schedule
- Administrative staff (particularly those with underlying temporary or chronic health conditions) are encouraged to schedule student meetings either safely on campus in a controlled socially distant environment, wearing safety goggles/PPE and behind plexiglass and work remotely when applicable to reduce further face to face contact. *
- All meetings scheduled in advance; held socially distant, behind a plexiglass barrier or via Zoom when applicable.
- Student meetings held via Zoom or in the designated meeting area with safe social distancing or behind plexiglass.

2. COMMON AREAS (Updated):

- Unscheduled visitors to the campus are strictly forbidden.
- Scheduled visitors must first get approval from the School Director and provide a self assessment immediately prior to entering and ensure contact information is up to date. Scheduled visitors must also provide their contact information. *
- Restricted student access to the campus 15 minutes prior to the start of class and staff/ access to the campus 30 minutes prior to the start of taught class in a staggered schedule.
- Signs and floor markers at the entrance positioned 2 metres apart to minimize close contact while entering.
- Shared space in the building has installed hand sanitizer station near the elevators and posted maximum capacities at the elevator.
- Shared internal staircases have unidirectional signs to indicate the direction in which they enter/exit.*
- Social distancing floor decals are laid out throughout the hallways and common areas to remind students and staff to stay 2 metres apart.
- Maximum capacity poster posted for each common area that ensures safe social distancing of 2 metres.
- Plexiglass installed at the reception desk and activities and social services desk.



- Uni-directional flow up EF's staircase, as well as entrances and exits and throughout the campus.
- Designated staircases for staff and students.
- Elevator access restricted to EF staff with access cards; maximum capacity posted.
- Restricted access of all classrooms, lounges and offices not scheduled for use.
- Removal of microwaves, kettles, and shared phone chargers in the student shared café lounge
- Water fountain access restricted to touchless bottle refill only.
- Garbage bin lids removed, and garbage removed twice daily.
- Removal of student lounge sofas in main activities lounge; limited number of lounge chairs positioned in accordance with social distancing measures.
- All chairs removed from the café lounge. Tables positioned to guide traffic and restrict lounging in proximity.
- Restricted student access to the shared bathrooms in the internal staircase to help minimize close contact in the staircase. Students and staff may use the unisex bathrooms inside the EF campus on the Second Floor.
- Hand Sanitizers provided throughout campus
- Touchless hand sanitizers at the entranceway. *

Staff Break and Teacher Preparation Room (Updated*):

- Teachers are strongly encouraged to prepare for both their virtual and face to face classes at home as much as possible. *
- Staff enter through building lobby (common area) where hand sanitizer is accessible 2.5 metres from the entrance and staff are reminded to apply it prior to entering
- Access code pad is UV sanitized 2 x per day and 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.
- HEPA air purifier is placed in the break room area of staff room; door leading to exit remains open during the break times. *
- Staff signage reminding of social distancing and sanitizing hands prior to using the elevator
- Shared prep desks are sanitized daily; full UV sanitization scheduled regularly*
- Signage and sanitizing wipes are provided throughout and particularly at the entrance/exit and the kitchen area. *



3. CLASSROOMS:

- Maximum capacity posted on each classroom door based on social distancing guidelines
- Staggered scheduling of classes
- Post-rush hour scheduling of classes to reduce exposure on public transit.
- Hybrid scheduling of face to face and virtual classes.
- Desks spaced 2 metres apart in the classrooms with floor markers to guide positioning
- Teacher designated area in classroom marked by floor tape
- Sanitizing wipes provided in each classroom; students and teachers wipe down their areas after use.
- Computer keyboards removed from computer lab.
- Restricted use of shared buzzers and board games.

4. SOCIAL GATHERINGS & RECREATION -YOUTH EXTRA-CURRICULAR ACTIVITIES (Updated):

Social Gatherings & Recreation

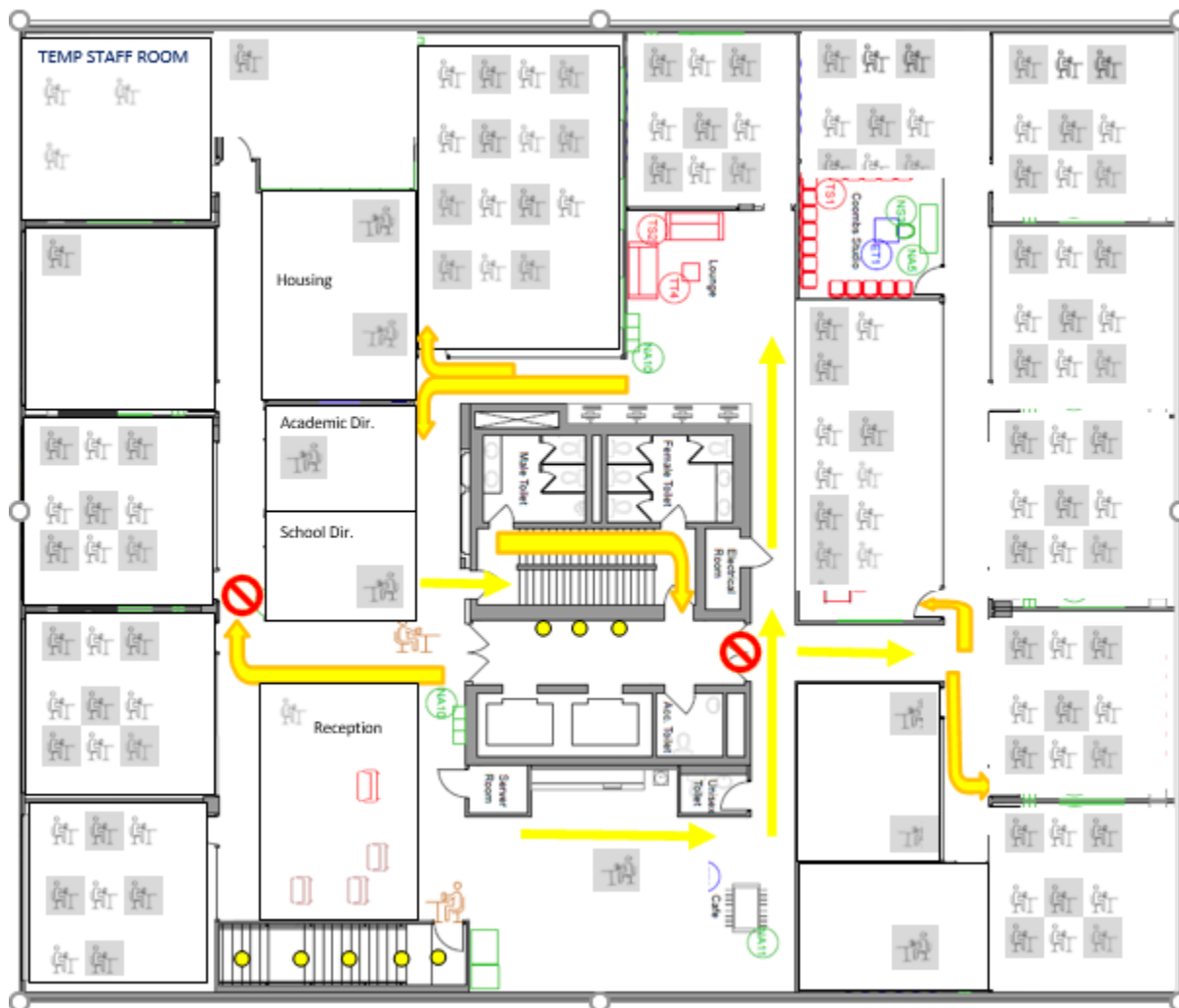
- Social gatherings include going for a walk/hike/snowshoeing, public pools, and skating rinks while social distancing and wearing a mask. *
- Social gatherings of up to 10 people can gather at a park or beach, or backyard of home – however these people must be the SAME people you regularly meet with – not new people (classmates/roommates/admin/teaching staff who work together) *
- Social gatherings inside your home (your bubble) are NOT allowed at any time unless they are in your immediate family who live with you in the same home. *
- Removal of shared games such as the foosball table, giant Jenga/chess and all boardgames.
- Games have been relocated to the residence or brought students during self-isolation. *
- Activities are restricted to individual-oriented activities and virtual activities that natural involve social distancing. These include badminton, tennis, biking, golf, go karting, kayaking, paddle boarding, outdoor yoga, outdoor running, skiing/wakeboarding, swimming, virtual tours, and virtual trivia nights led by EF staff. *
- Activity Coordinator monitors and adheres to updated government recommended or mandated group size for each activity.
- Outdoor, socially distant meeting spot at Terry Fox Plaza.
- EF Staff provides hand sanitizer to all students at the meeting point
- All equipment is sanitized prior its usage.
- 70% of activities are scheduled outdoors, 30% virtually.
- Surgical masks are provided to staff and students whenever contact is required *



- Excursions on day and weekend trips are currently suspended. Once restrictions allow, these excursions will be provided by our close excursion partner, Discover Canada Tours, follow their COVID-19 safety guidelines [Discover Canada Tours- Safety Protocols for all Tours](#)

5. CAMPUS TRAFFIC AND MAP

Staff and students are always required to follow the uni-directional flow and remain socially distant to others on campus and in the common areas of the building. See campus map below:



6. 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.
- Janitors will further vacuum, disinfect tables, bathrooms and remove garbage at the end of our workday.
- White board spray will also be provided for teachers to wipe down after use.
- A UV disinfection will be scheduled regularly, and immediately after any known probable or definite COVID-19 positive case
- Shared items in all areas have been removed or restricted to an assigned schedule with cleaning wipes to minimize access and reduce risk.

STAFF PROTOCOLS

Staff are expected to read protocols sent as well as attend any virtual Q&A meetings to review staff protocols, report on any safety violations, address any safety risks not identified in this manual, as well as utilize scheduled time to carefully review all relevant protocols and policies and should 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 (Updated *):

An EF staff member is scheduled to greet and check both students and staff in at the start of each day. S/he will be wearing appropriate PPE and will stand behind a greeting table either outside or in the reception behind the desk to ensure all staff and students follow the protocol for Campus Entry. Prior to entering the campus, a designated EF Staff member will help ensure the following measures are implemented:

- All staff must first call or text the EF Emergency Phone (School Director) that they have completed their daily health assessment and report on their status.
- All students are required to check in with an EF Greeter prior to entering and prior to arriving at the entrance, and they should self-assess for symptoms and report their status.
- All are required to wear a mask that sufficiently and correctly covers both nose and mouth. Face shields alone do not suffice; however, they can be worn in addition to a face mask.
- EF Staff are provided with a reusable cloth mask and upon request, disposable masks.



- Be prepared to answer a few health-related questions and report no symptoms associated with Covid-19
- Allow EF staff to spray hand sanitizer liberally on hands and allow to dry for 30 seconds before proceeding*
- Students and staff may be asked different health check questions.
- A designated EF Staff member wearing a face shield and mask will assist in the check in process. *
- A hand sanitizer station is on the ground floor next to the elevators for staff.
- There are two ways staff can access the second floor. Staff can choose to take an elevator (max capacity of 2) or take the staircase up that is accessible **opposite** the elevators, following the one-directional flow that the building management has imposed.
- During winter months, staff are welcome to enter the staff room after using the hand sanitizer station next to the elevator at the start of their day to drop off their rain boots, umbrellas, bike helmets, winter coats, etc.

2. MASK WEARING & EATING (Updated *)

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, and in the presence of others not in their class cohort (CEFR Level Pod). Teaching staff may eat in their designated area and are discouraged from talking/socializing while their mask is removed to eat. Administrative staff who work alone in their office may temporarily remove their masks if their doors are closed and 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 area provided the maximum capacity for the room is met, and the others in the room are in their designated area. Staff are given a non-medical reusable cloth mask along with disposable masks upon request.

- All staff should schedule meetings with other staff or students virtually wherever possible.
- Teachers are encouraged to prepare lessons remotely from home and students should work on classroom assignments and projects off campus.

3. ADDITIONAL CLEANING PROTOCOL FOR STAFF (Updated *)

- Each staff member is expected to be a model of good hygiene and to follow government guidelines for hand washing.
- Staff are encouraged to use the UV sanitizing wand to disinfect their keyboards and desks.*



- All staff are encouraged to use the UV sanitizing box to disinfect all items they touch regularly (pens, phone, keys, access cards etc)
- 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.

4. STAFF ROOM PROTOCOL (Updated *):

The Staff Room may be temporarily relocated to the second floor when volumes shrink and schedules reduce significantly or if sanitary measures are insufficient in the areas between our permanent Staff room and campus on the 2nd Floor. With increased volumes all spaces are to be utilized in a safe socially distant manner, however our teachers and staff frequently transit between the building's common areas between floors and visitors (delivery personnel, and other unregistered transients frequent through the areas between our staff room and campus, which means additional measures are required to be followed both by management and all staff members collectively to reduce risk. Staff are encouraged to use paid time or claim for time spent reporting safety concerns or identify areas of concern in the building and staff room. 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 Public Health Officer as well as Worksafe BC. Government notices, [Worksafe BC](#) guidelines and EF Campus Safe Reopening and EF's Infectious Disease Policy and Protocol will be posted in this room as well as sent via your EF.com account. All Teachers should help report visible safety concerns adhere to the following measures:

- Apply and use hand sanitizer prior to entering the room (reception entry or next to elevator)
- Assigned tables when possible (work with Academic Director to share with teacher in alternate schedule) OR remove all items and place in locker and wipe down after use.
- Ensure the maximum capacity posted is always adhered to in all rooms to ensure safe social distancing.
- Schedule meetings in advance with other EF Staff members and attend virtually when applicable.
- Teachers should prepare as much as possible at home; avoid handing out items to students you touch
- Wipe down area after use including chair, keyboard, mouse, buzzers and desk area
- Teachers should wipe down the photocopier after use –wipes provided



- Staff should utilize the portable UV Sanitizer Box – 2nd floor Activities Desk- to sanitize personal items (access cards, phones, markers/pens).
- The Day Porter will further UV disinfect high use areas in staff room with a UV sanitizer wand daily using the safety goggles at Reception
- 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.
- Shared coffee makers and kettles, microwaves will be unplugged and unavailable for use temporarily until a post-use log clipboard is set up to sign off on wiping down equipment.

EDUCATIONAL DELIVERY (Updated *)

EF has adopted new academic measures to deliver English as a Second Language in an environment with minimal risk of COVID-19 transmission. **In summary:**

- Up to 40% of classes are led virtually depending on the level of community transmission in the community in which our staff/students reside.
- Each teacher and class of students will become part of a cohort called CEFR level learning pods (“Pods”).
- The schedule is staggered to eliminate contact between Pods. The higher the volume, the more staggered start/finish times will be scheduled.
- The secondary staff room on the 2nd floor will be available for teachers ongoing who prefer to not repeatedly enter the building’s common areas between lessons. Teachers may also use the 2nd floor empty rooms for use to eat (door closed) provided they sanitize their area after use.
- Teachers may take Chromebooks home to prepare and encouraged to do so. And/or attend campus up to 30 minutes prior to the start of their class. 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 during their allocated time slot. *
- Classes on campus will be scheduled based on their Level Pods
- Teachers should assign seating in the classroom, and students should sit beside the same peers 2 metres apart. *
- Students who are not adhering to safety protocols should be warned, then asked to leave if violations continue. *



CEFR LEVEL LEARNING PODS:

The purpose of creating a Pod is to ensure there is a distinct cohort of students and teachers that not only work and study together, but who may travel to/from the campus during the same set times, and engage in on campus activities without cross-interactions with other Pods. This will help minimize risk of COVID-19 transmission and exposure, and to help ensure swift contact tracing in the event of a positive Covid-19 case.

- A teacher will be assigned a CEFR LEVEL to teach and will be the teacher of a designated cohort of students for 12 weeks for both their General English and Special Interest (SPIN) classes.
- After 12 weeks, there will be a 1-2 week break period.
- Each Pod will be assigned to different area/classroom on the campus to ensure zero overlap with another Level Pod onsite
- Each Pod will be assigned to a specific schedule with set start/finish times.

CEFR LEVEL LEARNING POD PROTOCOL (Updated *):

1: PRE-ARRIVAL

- **Academics (Updated *):**
 - will contact students who have not completed their placement test and reminded to complete it within 7 days. Once the placement test is complete, they will be assigned to eCampus. *
 - will contact students to schedule a Speaking Assessment via Zoom in order to complete oral testing and assign a CEFR Level Learning Pod. *
- **Accommodation & Admin**
 - students who have requested the No Accommodation must also show proof of booking into government approved quarantine facility, provide address and local phone number (ie. Fongo voip app) *
 - Must book both the GAA 3 day government quarantine + 11 days EF approved quarantine residence. *
 - Must book meal supplements are describe clearly how s/he will get food delivered
 - Students under the age of 18 will quarantine in our affiliated hotel prior to going to their Host Families.
 - The host family and must also meet the government guidelines as well as Languages Canada guidelines and pass a criminal record check and agree to follow EF's COVID-19 safety protocols for hosting. *



- All international arriving students must have an EF Airport Transfer article added if they are under age 18. Those 18+ can choose to use EF's Transfer after their GAA 3 days is completed. *
- Domestic students may choose their own mode of transfer to their host family/own accommodation

- **In the week prior to arrival (Updated *)**

- Student must take a molecular Covid test prior to departure (72hrs or less) and if their Covid-19 results return positive, they will need to postpone their program to a future date.
- Must download the ArriveCAN app and ensure to have a local phone number (hotel phone number provided there's a phone in the room, or provide a personal VOIP phone number via Fongo). *
- Communicate the phone number, GAA confirmation address including check in/out dates and have all EF articles added and confirmed.*
- Once all details are received, the directors at EF Vancouver will create and send a customized Quarantine Plans which will be reviewed in the mandatory pre-departure meeting with the student.*
- Attend the mandatory pre-departure meeting on Friday prior to departure

2: ARRIVAL

- All internationally arriving students must take their GAA or EF Transfer from the airport to their quarantine facility or hotel (depending on age)
- 14 days self-quarantine will apply to all international students

3: POST-ARRIVAL

- Student Services/Daily Check In: health checks and sanitizing stations will be scheduled at the entrances; EF staff will support the daily check in
- Academics: Class start, and finish times scheduled according to CEFR Level Learning Pod
- Activities: will be scheduled according to the latest government guidelines. These activities will be scheduled and staffed by additional activity leaders to ensure compliant socially distant transit to/from activity meeting points and activities. Maximum numbers of participants will be guided by the local guidelines for BC Go Forward Guidelines for Post Secondary



CLASSROOMS (Updated *)

Each classroom will be assigned to a CEFR Level Learning Pod. Each desk will be positioned 2 metres apart. A HEPA air purifier will be placed in each room, and UV Sanitization will be scheduled weekly. *Teachers and students must not move their desks or chairs closer to each other or towards the Teacher's desk. Wipes will be provided, and all students and staff should wipe down their areas after use including stereo, keyboards, desk and chair edges at the end of each class. This protocol needs to become ingrained into daily life without exception. There are janitors that come in every day after working hours.

RECEPTION:

The reception is the area staff members will greet and check students in at the start of the day.. Plexiglass is installed to eliminate close contact and a maximum of 1 student or staff member at a time is allowed to stand at the reception desk.

MEETING ROOM (Updated *):

Students and staff 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, make an Erika insurance claim, discuss housing, or health. The meeting will take place either via Zoom, or face to face in the new meeting room area with PPE and behind plexiglass or outdoors socially distant if no space on campus. Ensure to choose either the designated campus meeting room area and ensure students and staff sit 2 metres apart. Staff will also always be located at the Student Service & Reception desk for guidance, and health checks, and can support in scheduling a meeting. *

CAFÉ LOUNGE/WATER REFILL/VENDING:

The water fountain will be blocked but students and staff can use the touchless water refill station, provided all respect safe social distancing protocols. The café lounge can safely fit 6 tables with 1 chair at each table and be a safe distance away from those refilling their water containers or transiting through the café lounge. Wipes will be provided at the vending machines and required to wipe down after use. Students must remain socially distant at all times in the lounge.



BATHROOMS:

Staff and students may use the bathroom next to the elevators by using code 135 to access. Ample soap and hand sanitizing spray is provided. Admin Staff on the second floor should use the bathroom during the time classes are in session to reduce unnecessarily risk. If during the break, all Staff must use the bathroom on the ground floor by first exiting down the staircase opposite the activities desk, follow the floor decals through the lobby and around and back into the staircase entrance opposite the elevators.

SECTION THREE: ANNEX & ADDITIONAL RESOURCES

VISUALS OF CAMPUS PROTOCOLS:

Some of EF Vancouver's campus COVID-19 safety protocols can be viewed here:

[EF Vancouver Campus Safety Protocols](#)

[EF Vancouver Campus: Covid-19 Safety Measures \(by EF Students\)](#)

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 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:

- 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](#)



EF Vancouver COVID-19 Operational Plan