

HEALTH AND SAFETY PLAN FOR COVID-19

Vancouver School of Healing Arts is committed to ensuring the health and safety of all its students and community by following the guidelines of the Government of Canada, the Province of British Columbia, and local health and safety authorities. For more information about how Vancouver School of Healing Arts is addressing the COVID-19 situation, and how we are working to protect the health and safety of our community at large, please visit our Website: <https://vsoha.com/covid-19-guidelines-rules-procedures/>

This document provides an overview of how Vancouver School of Healing Arts is ready to work with international students who plan to travel to Canada to ensure compliance with travel restrictions and mandatory quarantine requirements so that the health and safety of our communities continues to be protected.

Overall Requirements

Vancouver School of Healing Arts is well-prepared to receive international students at this time based upon the following provisions:

1. Pre-Existing Guidelines and Protocols

Vancouver School of Healing Arts has already developed and put into place operational plans and protocols that meet or exceed the expectations of the *B.C. Post-Secondary COVID 19 Go-Forward Guidelines*, *Government of Canada's Guidance for Post-Secondary Institutions During the COVID-19 Pandemic*, and demonstrate compliance with WorkSafe BC's *COVID-19 Safety Plan*. These plans and protocols are available for viewing on our website at: <https://vsoha.com/covid-19-guidelines-rules-procedures/>

2. Public Health Outbreak Response Capabilities

Throughout the COVID-19 pandemic, the Vancouver Coastal Health Authority (VCH) has demonstrated the ability to respond quickly and relevantly to any outbreaks. Notification systems have been utilized to communicate outbreak information and VCH has undertaken initiatives to address rapid access to testing, and further outbreak directions.

Vancouver School of Healing Arts' anticipated enrolment numbers of new-arriving International Students for December 2020 and beyond will not overextend our capacity to meet federal quarantine requirements and the PSI COVID-19 Guidelines and deliver education to our current students.

4. Institution Outbreak Response and Case Management

Vancouver School of Healing Arts has already developed a detailed contingency plan with safety protocols if an outbreak is detected and the appropriate individuals that need to be informed and how action will be taken. The Vancouver School of Healing Arts Contingency Plan clearly states that if a student or employee discloses a positive diagnosis, close contact, or symptoms of COVID-19, the student or employee will:

- a) Be asked to leave the campus immediately to self-isolate and monitor for symptoms,
- b) Be advised on safe and viable options for returning to their residence,
- c) Be encouraged to seek COVID-19 testing,
- d) Be encouraged to seek public health or medical advice if symptoms appear,
- e) Be interviewed for relevant information such as where have they been on campus, with whom have they been in contact while on campus, etc.

Following the student's departure from campus, the Director of Operations will:

- a) Contact Facilities to initiate a deep-clean process of any potentially affected areas in accordance with BCCDC guidelines,
- b) Remain in daily contact with the individual to stay informed of their health status and ensure individuals have support during their isolation period, and
- c) Follow the individual's medical practitioner or health authority's direction to determine the appropriate timing for the individual to return to school or work. Final screening is required by a health care professional within 24 hours of the end of self-isolation.

5. Public Health Notification Protocols

A portion of the Vancouver School of Healing Arts' Contingency Plan outlines protocols for communicating with local public health authorities.

Specifically, if a positive diagnosis is reported to the College, Vancouver School of Healing Arts is prepared to assist the local health authority, but only with their direction and as requested, with the contact tracing of each person identified by the infected individual and all persons who were in any identified areas of the campus.

The health authority, with assistance from, and in coordination with the college, will notify the individuals who have been in recent contact with the infected individual and/or with whom they recently shared a common area.

Close contacts will be instructed that, out of an abundance of caution, Vancouver School of Healing Arts is requesting that they not return to campus for at least 14 days since the last point of contact and/or contact a health professional by calling 8-1-1 to secure a COVID-19 test. These contacts will be encouraged to self-isolate and seek all medical care and testing that they feel may be appropriate.

In conjunction with, and in consideration of the advice of local health authorities, Vancouver School of Healing Arts will work with students and staff to ensure there is adequate support during their quarantine period and the process of care is met. The International Student Coordinator and/or the Director of Operations will be in touch with students on an on-going basis.

6. Communication Protocols

While Vancouver School of Healing Arts is sensitive to the needs of all our students, the college is also aware that anxiety in our international student community may be extremely high considering the impact the pandemic may have on work or student visas, accommodations, or educational experience.

Respectful of this, the public communication protocols outlined in the Contingency Plan states that the International Student Coordinator or Director of Operations will clearly advise any potentially ill student that their disclosure is appreciated, that they will not be discriminated against or face retaliation because of the diagnosis, and that while information about the diagnosis may be shared with others, they will not be identified by name. They will also be requested to work with the local health authority and follow their direction explicitly.

Following, and only with the approval and direction of the local health authority, Vancouver School of Healing Arts will issue a notice via an email and that an individual (or individuals) has tested positive for COVID-19, without identifying the individual. This notice will be communicated in such a way as to reassure faculty, staff, and students that the school is working with the PHO/CDC/local health authorities and outline that unless notified directly by Vancouver School of Healing Arts and/or local health authority, it is not believed that they have been in close contact with or shared a common space with the infected individual. Faculty, staff, and students will be reassured that the school is providing the notice out of an abundance of caution so that faculty, staff, and students may continue to monitor themselves for symptoms and seek treatment if needed.

Social media will be monitored by the Marketing Manager to manage concerns or rumors and provide accurate information. Responses to questions and concerns on Social Media will be managed by the Marketing Manager on an ongoing basis.

7. Re-start Plans

Following a full campus shutdown in March, 2020, Vancouver School of Healing Arts initiated a wide range of health and safety protocols which were aligned with recommendations outlined in the BC Restart Plan, and detailed in the BC Post-Secondary COVID-19 Go-Forward Guidelines to address and mitigate the potential transmission of COVID-19 prior to allowing any staff or students return to campus.

8. Plan Maintenance

Vancouver School of Healing Arts' commitment to the health and safety of our community, staff and students is primary and the process of care for all students will continue to be upheld. This requires having a rigorous and ongoing evaluation process for our COVID-19 Health & Safety Plan.

Vancouver School of Healing Arts has a regularly scheduled operations weekly meeting to evaluate whether our plan continues to meet or exceed best practices, particularly as new challenges present themselves, or health authorities offer new recommendations.

Vancouver School of Healing Arts is constantly ready to make amendments and additions to the COVID-19 Health & Safety Plan and we are prepared to continue doing so continuously.

Pre-Arrival Requirements

1. Communication with International Students and their Co-Arriving Immediate Family Members

Prospective international students will be contacted by Vancouver School of Healing Arts' International Student Coordinator and offered direct and ongoing support in planning for, and arranging travel to Canada in accordance with the most up-to-date information about travel restrictions, exemptions, and the expectations of all levels of government and local health authorities as outlined on the IRCC website.

Prior to making any travel plans to Canada, international students will be made aware of, and will be supported by the International School Liaison to understand the travel restrictions and exemptions as referred to on the IRCC website.

Prospective students will be made aware that all travelers arriving in Canada are required to self-isolate (quarantine) for 14-days under the Quarantine Act in order to slow the spread of COVID-19.

Prospective students will also be directed to visit the IRCC website for information about quarantine requirements.

The International Student Coordinator will make direct contact with the student to ensure there is full understanding of, and intention to comply with all these requirements.

2. Completion of *ArriveCAN* application

International students and their co-arriving immediate family members will be directed to download the Government of Canada's [ArriveCAN](#) application prior to arrival at the border and to complete the information required.

The International Student Coordinator will be available to support the international student(s) to complete this application and request that a copy of the application be made available upon its completion to demonstrate compliance. The copy of the ArriveCAN application will be added to the international students' file and kept in a secured location on campus.

3. Transportation of International Students and their Co-Arriving Immediate Family

Transport Canada's most recent directive requires all air passengers to have a non-medical mask or face covering to cover their mouth and nose at various times during their travels. Specifically, international students and their co-arriving immediate family members will be required to cover their mouth and nose:

- at Canadian airport screening checkpoints, where the screeners cannot always keep two metres of separation between themselves and the traveller
- when they cannot physically distance from others, or as directed by the airline employees; and
- when directed to do so by a public health order or public health official.

International students and their co-arriving immediate family members will also be advised that they will need to demonstrate they have the necessary mask or face covering during the boarding process otherwise they will not be allowed to continue their journey.

Additionally, it is possible that some carriers will have their own policies in place requiring masks to be worn throughout the duration of their flight.

As part of their pre-arrival outreach, the International Student Coordinator will convey this information to the international student.

International students will provide confirmation that they have arranged for direct transportation from Vancouver International Airport or their final airport they land in, if transferring inside Canada, to their quarantine location. Vancouver School of Healing Arts will ensure that the student will be picked up and dropped off in a safe and viable manner and will make arrangements for the student if they are not able to make arrangements or have not made arrangements themselves.

4. Mandatory 14-Day Quarantine

Information about the expectations for self-isolation in accordance with the Government of Canada's 14-Day Quarantine Requirements will be conveyed via direction to the Government of Canada website, referral to the Quarantine Act, as well as through direct contact between the international student and the International Student Liaison.

14-Day Quarantine Requirements

1. Quarantine Arrangements for International Students and Co-Arriving Immediate Family Members

Vancouver School of Healing Arts has confirmed the following hotels allow for arriving guests to maintain 14-day quarantine requirements and will help international students and their family arrange for accommodations at these hotels or others that can provide the same services that ensures guests can maintain and comply with quarantine requirements:

Carmana Plaza

<https://carmanaplaza.com>

1128 Alberni St, Vancouver, BC V6E 4R6, Canada
Phone 604-683-1399 | Fax 604-683-1391
Toll Free 1-877-686-9988

YWCA Hotel

<https://ywcavan.org/hotel/self-quarantine>

733 Beatty Street, Vancouver, BC V6B 2M4
Phone 604-895-5830
Toll free 1-800-663-1424

Century Plaza Hotel

<https://www.century-plaza.com>

1015 Burrard Street, Vancouver, BC V6Z 1Y5
Phone 604-687-0575
Toll Free 1-800-663-1818

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These hotels ensure self-isolation protocols are put in place. Hotel staff do not enter the room for cleaning during the isolation period. The hotel drops off clean towels and fresh sheets on a weekly basis and provides extra garbage bags to be placed outside their door for removal. As guests are in isolation, and not allowed to leave their rooms until isolation is completed, meals are not included.

In the event that international students have a family member in British Columbia and wish to quarantine at their residence, the student will be required to provide details on the relationship of the family member as well as details of the housing arrangements to the International Student Coordinator.

A comprehensive checklist has been produced to ensure that international students understand and meet the Quarantine Act requirements and to confirm that the chosen quarantine location is viable and safe for the student. The Coordinator will review the checklist and confirm that all aspects of the Go Forward Plan are being met. The checklist will be kept in the student file in a secure location on campus.

International students who have already arranged accommodations with relatives or friends will be explicitly instructed by the International Student Coordinator to avoid contact with others until the quarantine period is over. The Coordinator will be verbally confirming compliance with this directive in each daily contact with the international student following their arrival at the quarantine destination.

International students will be also assisted with anything they need to ensure they can comply with quarantine requirements. This includes assistance in arranging for grocery delivery and other meal service deliveries, arranging for laundry pick up and delivery and arranging for transportation for any required medical visits.

2. Ongoing Self-Monitoring and Assessment of COVID-19 Symptoms

Vancouver School of Healing Arts' International Student Coordinator is committed to initiating regular, daily communication with international students who are in quarantine to assess their overall health and well-being. If an international student discloses that they are exhibiting any COVID-19 symptoms, they will be directed to continue to avoid contact with others and encouraged to seek an immediate COVID-19 test by calling 8-1-1 to secure a testing appointment.

Common symptoms for COVID-19 include fever, chills, cough, shortness of breath, fatigue, and loss of sense of smell or taste.

Even if an international student suggests that their symptoms are mild, they will be directed to self-isolate and avoid leaving their accommodation or residence, except to seek medical intervention.

In accordance with Ministry of Advanced Education, Skills and Training's *COVID-19 Go-Forward Guidelines for B.C.'s Post-Secondary Sector*, Vancouver School of Healing Arts has a *Potential COVID-19 Exposure Tracking Record* in place. Any relevant disclosures about potential or confirmed incidents of exposure by an international student will be documented in this record.

Requests to view the *Potential COVID-19 Exposure Tracking Record* by relevant authorities and redacted to ensure the privacy of individuals named in the Record, can be made to the Director of Operations via email at sam@vsoha.com.

If a medical intervention is necessary, Vancouver School of Healing Arts is committed to providing safe transportation for the international travel to the local COVID-19 testing station, as well as return transportation to the quarantine location following testing.

For tracking purposes, if transportation must be completed by an approved carrier, the Vancouver School of Healing Arts International Student Coordinator will communicate with the carrier to record the name of the driver who provided transport to the international student and this record will be kept in the student file in a secure location on campus.

3. Utilization of the *ArriveCAN* Application for Daily Symptom Reporting

The International Student Coordinator is committed to utilizing relevant aspects of the *ArriveCAN* application to encourage and assist international students to provide the Government of Canada with voluntary updates on their quarantine compliance and to report on the development of any symptoms during the 14 days after arriving in Canada.

4. COVID-19 Messaging

It is understood that how we communicate about COVID-19 is critical in supporting people to take effective action to help combat the disease and to avoid fueling stigma and social barriers.

Vancouver School of Healing Arts employs an integrated communication plan that considers all of the communication/messages that are sent to the campus community. In accordance with recommendations of the Ministry of Advanced Education, Skills and Training's *COVID-19 Go-Forward Guidelines for B.C.'s Post-Secondary Sector*, Vancouver School of Healing Arts' communication plan:

- Ensures that content is consistent with provincial and local public health advice,
- Is intentional about messaging by considering equity and diversity, language, and tone,
- Ensures that communication is accessible to the whole campus community, including those with low literacy,
- Clearly communicates that acts of discrimination against people will not be tolerated.

5. Mitigation of Social Barriers to Support Quarantine Compliance

Vancouver School of Healing Arts will be following the recommendations of the *World Health Organization COVID-19 Stigma Guide* to encourage social cohesion and mitigate possible social isolation; factors which contribute to the possibility that an international student might hide the illness to avoid discrimination, may avoid seeking prompt health care, and might discourage them from adopting healthy behaviors, including quarantine compliance.

Vancouver School of Healing Arts is dedicated to fostering a sensitive, welcoming, open, and trustworthy environment in which the disease and its impact can be discussed and addressed openly, honestly, and effectively. Specifically, Vancouver School of Healing Arts is committed to:

- Using inclusive language and less stigmatizing terminology that respects and empowers people in all communication channels, including the media, and
- Modeling positive, supportive behaviors around the new coronavirus disease (COVID-19).

The International Student Coordinator and all staff members will build trust by providing reliable health services advice, by consistently demonstrating empathy, by working diligently to understand the latest medical information regarding the disease itself, and by encouraging effective, practical measures to help keep everyone, including international students and their immediate families, safe.

Post-Quarantine Requirements

1. Ongoing Support

Our commitment to our community, staff and students is primary and the process of care guides all that we do. Vancouver School of Healing Arts students have access to ongoing support from the Student Services on campus, Monday – Friday from 8:00 am to 5:00 pm. In addition, the Director of Operations monitors emails from students after hours and reaches out to students with immediate need forthrightly.

Personal and Academic Support: The Student Success office is well-equipped to assist students with a multitude of challenges they may face in their lives, including challenges that may arise from their home life, personal relationships, or in the classroom. At in-person or virtual meetings, students access Student Services for help in developing coping strategies, or for referrals to professional services within the community.

Tutoring: Students who face academic difficulties work with the Director of Operations and the Student Services team to receive additional assistance from other students and faculty outside of classroom hours to ensure they can meet course requirements.

Career Preparation and Job Search Assistance: Student Services provides a wide variety of Career Services including:

- Assisting students to secure student-appropriate employment opportunities within the community,
- Linking prospective employers to students,
- Small group workshops on career-related topics,
- Collecting and sharing up to date labour market information.

Emergency Financial Services: Students who face financial hardship are aided by Vancouver School of Healing Arts' Student Finance Coordinator. Emergency assistance for food and accommodation is arranged for quickly and generously and is kept confidential from other staff and students to protect student's dignity. Aid is coordinated and arranged for by the Director of Operations in conjunction with the campus President.

2. Physical & Mental Health Supports

Vancouver School of Healing Arts, being a counselling college, is fully prepared to assist international students who are facing circumstances and challenges related to their physical well-being and mental health.

All BC residents, including international students, who reside in Canada for more than six months are required to have medical coverage through the publicly funded BC Medical Services Plan (MSP). MSP

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provides basic medical benefits including doctor/clinic visits and emergency services. The International Student Coordinator will work with international students to help them to apply for MSP immediately upon arrival in BC by offering to help the student complete the online application form from the MSP website. There is a three-month waiting period for all new residents to BC. During this waiting period, international students will be required to present evidence to the Coordinator that they have private medical insurance in place. Evidence that this requirement is in place will be added to the student file and stored in a secure location on campus.

BounceBack™ provides free access to online, video, phone calls, and skills-building program. Seniors, adults, and youth who are experiencing low mood, mild to moderate depression, anxiety, stress, or worry, can receive care from this online resource.

Here2Talk is an app that was made for domestic and international students. All students currently registered to study at any post-secondary institution in British Columbia, whether public or private, are eligible for this program!

3. Anti-Racism & COVID-19 Stigma Supports

Students sign a code of conduct that prohibits discrimination against others for any reason and also ensures that students do not conduct themselves in any manner that can be detrimental to another student's well-being. This is detailed as follows:

Vancouver School of Healing Arts expects each student to:

- Attend school in accordance with the Attendance Policy;
- Treat every student, client and each staff member with respect;
- Dress according to the school's dress code as outlined in the Student Handbook;
- Treat school property with respect;
- Complete all assignments and examinations on time.

The institution prohibits:

- disruptive or offensive classroom behavior;
- bringing a weapon of any kind (i.e., knives, guns, etc.) to school;
- bringing to the College or to a College event held elsewhere an alcoholic beverage, cannabis or any mood-altering substances prohibited by law;
- arriving on campus or a College event held elsewhere under the influence of an alcoholic beverage, cannabis or any mood-altering substances prohibited by law;
- making sexual, disparaging, or otherwise inappropriate remarks concerning another student, client, or staff member's appearance, gender, ethnicity, race, religion or sexual orientation.
- abusive behavior toward another student, client or staff member, including bullying or any other form of intimidation. Abusive behavior includes, but is not limited to, physical, emotional or verbal abuse; and
- any other conduct determined by the College to be damaging or otherwise detrimental to another student or staff member of the College.

These policies relate equally to both domestic and international students. Vancouver School of Healing Arts staff are committed to being intentional and thoughtful when communicating with all students, modeling supportive behaviors, prioritizing the sharing of accurate information about affected areas, outbreaks, treatment options and where to access health care and information using simple, easily-understood language.

We anticipate that anxiety in our international student community may be high because of the perceived impact the pandemic may have on international students' work or student visas, accommodations, or educational experience. To that end, the Director of Operations and the International Student Coordinator is available to directly assist international students to navigate any challenges which present themselves in these areas.

As an example, the International Student Coordinator is prepared to help international students to familiarize themselves with their rights and responsibilities as a tenant by reviewing the information from the Tenant Resource and Advisory Centre, and being prepared to advocate on behalf of the student.

4. Social Barrier Mitigation and COVID-19 Infection Control Compliance

Vancouver School of Healing Arts understands that everyone associated with the school has an important role to play in mitigating any social barriers associated with international students which might influence their continued compliance with infection control measures.

In accordance with the recommendations of the World Health Organization COVID-19 Stigma Guide, Vancouver School of Healing Arts is committed to being intentional and thoughtful when communicating on social media and other platforms, to consistently showing supportive behaviors, and to using simple, accurate language to share the most up-to-date information purposefully and regularly about how to prevent infection. As the primary contact between the international student and the school, the International Student Liaison is responsible for gathering and sharing this information with all international students.

Vancouver School of Healing Arts is committed to addressing any instances, either overt or accidental, where anyone associated with the school or community uses terminology which feeds stigma, undermines empathy, or has the potential to foster the creation of any barrier which might influence compliance with infection control protocols and measures. Depending on the individual in question and the context of the infraction, any behavior requiring an intervention will be addressed by the Director of Operations and/or the Director of Education and/or the President of the college.

For more information or questions regarding Vancouver School of Healing Arts' plan for COVID-19, please contact one of the following:

Sam Issari, Director of Operations, at sam@vsoha.com,

Ribeka Ichihashi, International Student Coordinator, at ribekai@vsoha.com, or

Ben Colling, President, at ben@vsoha.com

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