



Quest University

COVID-19 Safety Plan

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Prepared by Quest University's COVID-19 Task Force

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Introduction

Due to the COVID-19 pandemic, Quest University switched to remote learning on March 12, 2020, and asked students who were able to leave the campus for a home environment to do so. Quest also closed its campus and instructed most employees to work remotely. The Fall 2020, Spring 2021, and Summer 2021 terms were delivered remotely.

In accordance with the [COVID-19 Go-Forward Guidelines for B.C.'s Post-Secondary Sector](#) and the [federal guidance for post-secondary institutions](#) during the COVID-19 pandemic, Quest has developed and kept up-to-date this COVID-19 Safety Plan. Quest developed a range of measures to safeguard the health and safety of essential employees working from campus.

Quest is currently in Operational Level II, and is planning a return to in-person teaching, learning, and living for Fall 2021.

On March 8, 2021, B.C.'s Provincial Health Officer, Dr. Bonnie Henry, advised post-secondary institutions to begin planning for a full return to on-campus teaching, learning and research in September 2021. It is very important for everyone's health and well-being to get back on campus. Dr. Henry expressed deep confidence that the combination of mass immunization contributing to community immunity, the application of revised health and safety protocols, and the regular review and updating of multilayered institutional safety plans will support the safe resumption of on-campus activities.

Quest's top priorities remain ensuring a high-quality academic and student experience and safeguarding the health and wellness of our community members.

Following the [COVID-19 Go-Forward Guidelines for B.C.'s Post-Secondary Sector](#) and the [COVID-19 Return to Campus Primer](#), Quest has designed prevention and response measures to support the re-opening of campus residences and the return in-person teaching, learning, and administrative and support services.

Flexibility and adaptability based on scientific evidence and epidemiology to manage the COVID-19 virus will continue to be important as Quest returns to on-campus activities. Quest will continue to demonstrate flexibility. We will be responsive to the needs of those students who may face barriers to returning to campus and we will continue to adapt our planning to align with the evolving COVID-19 public health information and direction.

Operational Status during COVID-19

Quest has developed a tiered operational status structure to guide the necessary conditions and measures for each level of functioning during the COVID-19 pandemic. The lowest operating level is set at ‘essential services only’, while level IV is defined as regular operational status, with applicable COVID-19 measures.

These Operational Levels are outlined in the table below and used throughout this document.

Operational Status	Campus	Employees	Clients/Public
I – Essential Only	Closed	Essential Only	Restricted
II – Limited	Closed	Some	Restricted
III – Reduced	Closed	All	Restricted
IV – Regular	Open	All	Unrestricted

Operational Status definitions

Level I – Essential Only

The campus is closed. Only staff, whose presence on the campus is required in order to maintain the physical infrastructure and execute the essential business operations (e.g., teaching, financial management, communications, etc.) are permitted to be on site. All other staff are expected to work remotely. Clients and the public are not permitted to be on site without prior approval.

Level II – Limited

The campus is closed. A limited increase in the number of staff on the site; either a reduced population daily, or staggered work hours/days. Clients and the public are not permitted to be on site without prior approval.

Level III – Reduced

The campus is closed. All staff are permitted to work their regular schedules on site. Regular business operations may be reduced as clients and the public are not permitted to be on site without prior approval.

Level IV – Regular

The campus is open to everyone and regular operations are fully resumed. Applicable COVID-19 measures, as recommended by BC Public Health, are in place.

Operational Status Level I - III

The Quest campus is closed and only select staff are permitted on the campus. .

General Measures

COVID-19 Self-Assessment

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- Faculty and staff who require access to campus to complete their work are required to notify Human Resources on a weekly basis.
- All faculty, staff, and visitors [must assess themselves daily](#) for COVID-19 symptoms prior to accessing the campus.
- Signage regarding the COVID-19 self-assessment, and to not enter the campus if ill or self-isolating, is posted at each building entrance.
- Faculty and staff are informed that the [BC COVID-19 Self-Assessment Tool](#) is available online.
- Anyone with symptoms associated with COVID-19, as well as anyone who has travelled outside Canada in the previous 14 days, or anyone identified as a close contact of a person with a confirmed case of COVID-19, must self-isolate in accordance with guidance from the [BC Centre for Disease Control](#).
- Instructions for individuals to contact 8-1-1, or a medical provider, if further health advice is required are made available via the Quest University Canada COVID-19 webpage.
- Local testing is available to students, staff, and faculty at the Squamish General Hospital and at the Shady Tree Pub (drive-through testing); information available on Quest's COVID-19 webpage.
- Quest will seek advice from local public health authority around how to manage cases or an outbreak of COVID-19 at our institution, as needed.

Academic Concession/Workplace Accommodations

- Students who are ill may request academic concession due to missed classes or course requirements.
- Requests for academic concessions may be made directly to the Faculty Tutor, with appeal to the Chief Academic Officer (CAO), in accordance with Quest's existing policies.
- Students who are ill and unable to complete a block/course may submit a Medical Leave form, as per Quest's existing policies.
- Formal requests for ongoing academic accommodation will still be managed by the Quest's [Student Accommodation Policy](#).
- If staff and faculty are unable to work due to an illness, institutional sick day policies will apply.
- Staff and faculty should communicate with their supervisor and Human Resources if they are unable to work.
- The CAO will adhere to the existing responsibilities of the Visiting Tutor Committee, Curriculum Committee, Academic Operations group, for addressing emergent issues with respect to tutor availability.

If a Member(s) of Quest Community Develop Symptoms While at the Institution

- The symptomatic individual(s) will be separated from others and directed to return to their place of residence or, if necessary, to hospital emergency room.
- The symptomatic individual(s) will be instructed to complete the COVID-19 self-assessment, contact 8-1-1, or contact their local healthcare provider for further direction.
- Information will be provided about COVID-19 testing.
- Custodial Services will clean and sanitize the space where the individual(s) was separated, and any areas accessed by them.

If there is an Incident or Outbreak of COVID-19 on the Campus

- Notification of COVID-19 cases and exposure is managed by local Public Health officials.
- If requested by local Public Health officials, Quest will assist with notifying close contacts of a confirmed case, including identifying others who may have been exposed, distributing materials prepared by the Public Health officials, and/or supporting public notification efforts.
- Quest will only issue notifications re: COVID-19 cases if directed to do so by Public Health officials.
- In order for Quest to best support the members of our community impacted by COVID-19, individuals who have contracted, or been exposed to COVID-19, are invited to complete the [confidential reporting form](#).
- The Director, Campus Operations will serve as the Incident Commander for these reports and liaise with local Public Health officials, activating involvement from Student Life, Academics, Human Resources, Custodial Services, and other University personnel as needed.
- Quest will follow guidance provided by Public Health officials at the time of the report.
- Depending on the nature of the reported incident or outbreak, next steps will be directed by Public Health officials and may include:
 - information on sick leave, work-from-home, or other alternative arrangements.
 - closing areas of buildings for deep cleaning by Custodial Services.
 - reviewing mitigation and protective strategies for essential staff still working on campus.

Administrative Areas

The following measures apply to office spaces, including workplace operations, workstations, communal spaces, deliveries, and elevator use, as well as working remotely. These measures are in accordance with WorkSafeBC's [Protocols for Offices](#).

- The University Services Building, RecPlex, and Residences are closed.
- The Admin/Library Building and Academic Buildings are open with restrictions. Levels 2 and 3 of the Academic Building are closed.
- Building specific [Exposure Control Plans](#), outlining relevant measures, have been developed and implemented.
- Regular cleaning and sanitization plans are in place for all open and used areas.
- Wearing non-medical masks is required (except if individual is alone in a private office) on campus.
- Educational and training sessions, pertaining to Working from Home safety and wellness (March-May 2020), have been delivered to all staff.
- Essential staff are notifying Human Resources of their presence and location on campus via the self-assessment form.
- Hand sanitizer and sanitizing stations have been made readily available.
- Signage indicating that those who are ill or exhibiting symptoms may not enter the buildings has been posted.
- Meetings and gatherings are being held virtually; necessary in-person meetings restricted in size (typically no more than 6 people max, but dependent on space capacity).
- Limited number staff are permitted in the common areas at any one time. Signage is posted.
- Limited occupancy of all elevators of 2 people. Signage is posted.
- Removed shared items from the common spaces.
- Encourage workers to eat outside or at their desks.
- Posted signage indicating that hand sanitation, before and after use of all common resources (e.g., Photocopiers, paper cutters, etc.) is required.
- Managing all incoming deliveries by designating incoming and outgoing delivery locations, marked with signage; a cordoned off barrier at reception to enforce physical distancing; frequent sanitation of area; proper sanitation and hygiene equipment available at reception for staff (See Appendix G for more information).
- The Exposure Control Plans are posted to Joint Health and Safety notice boards on campus.
- Visitors are only permitted on the campus for exceptional circumstances.
- Reconfigure workspaces to address COVID-19 related challenges (e.g., foot traffic, ventilation, congestion, etc.).
- Designate doors for entry/exit to limit exposure between staff.
- Implement directional staircases and hallways, where appropriate.
- Minimize sharing office space, workspace, or workstations.

Recreational Facilities (RecPlex and Soccer Field)

The following measures apply to the Recreational Complex (aka RecPlex), including all the workplaces, gymnasium, weight room, bouldering gym, cardio space, classroom, and locker rooms/washrooms. These measures are in accordance with [Protocols for Gym and Fitness Centres](#).

- The RecPlex (i.e., gymnasium, squash courts, weight room, and bouldering gym) is closed.
- The Soccer field is available for use with limitations on day, time, duration, number of users, and physical distancing.
- Revise limitations for use of the Soccer Field, in accordance with the relevant BC Public Health guidelines, as needed.
- The outdoor Tennis and Basketball courts are available to members of the Quest community, weather permitting, with physical distancing. In-person recreational programming are not being offered.

NOTE: The B.C. Ministry of Education has established that elementary and secondary students in B.C. will return to in-class learning September 2020. As such, Quest's lease agreement with Coast Mountain Academy (CMA), which includes the use of the RecPlex and associated facilities by CMA, will be honoured as it pertains to the RecPlex, with some additional operational measures and amendments, outlined in "Lease Amendment Agreement Sept 2."

Essential staff will access the facility as needed for maintenance, cleaning, and re-opening preparations.

Campus Transportation Services

- Quest is not providing any transportation services.

Cleaning and Custodial Services

- Custodial services is regularly cleaning and sanitizing, in accordance with the [BCCDC's Cleaning and Disinfectants for Public Settings](#), all work spaces in use.
- Implement one-person work as much as possible.
- Limit work that requires more than 2 people in the same space.
- Limit work in confined and enclosed spaces as much as possible.
- Limit access by non-employees (e.g., external contractors, etc.).
- Postpone and reschedule work by external contractors, when possible.
- Implement physical distancing (2m) when possible.
- Schedule work in unoccupied, or low populated, areas when possible.
- Require the use of non-medical masks.
- Require the use of gloves whenever possible and relevant.
- Restrict use of washrooms to specific areas.

- Regularly sanitizing all high touch surfaces and contacted surfaces, with increasing frequency dependent on number of staff on campus.
- Revise cleaning and sanitization plans for all campus spaces, unique to space use, as applicable.
- Distribute relevant Exposure Control Plan documents to Operations Team.
- Educate Operations Team on relevant Exposure Control measures.
- Complete an assessment of Quest's air ventilation system.

Communication and Education

- Quest has developed and maintains a [COVID-19 Webpage](#), which provides up-to-date information about Quest's response to COVID-19.
- Referenced relevant public health information in communications pertaining to COVID-19.
- Established the COVID-19 Task Force with representation from across University, including the Occupational Health and Safety Committee, the Academic Operations Team involved in exposure control planning.
- Consistent communication to students, staff, and faculty regarding what is being done to ensure safety and reduce the risk of COVID-19 transmission, including (Appropriate department in collaboration with Communications):
 - Student forums with University Executive team
 - E-mail communication from the Dean of Student Life, President's Office, and CAO
 - Videos and email communication from the Human Resources department
- Email staff and faculty with information pertaining to resources informing Fall 2021 return to campus planning.
- Town Hall and other platforms for communication with staff, faculty, and students before a return to on-campus work.
- Critical Incident Debriefing offered to staff, faculty, and students.

Education Delivery

Course Teaching

- Students are attending classes remotely and must follow existing institutional expectations and policies that apply to in-person classes.
- Course modality (ex. synchronistic; asynchronistic) noted in course descriptions.
- Faculty have been provided with resources about how to increase inclusion in and manage unique student needs in the virtual classroom (e.g., Accessibility in Remote Learning; CARE Team reminder e-mail; Faculty Pro-D Lunch and Learns; etc.).
- Distributed information concerning technology requirements; Curriculum Committee shared standardized language for inclusion in course syllabi.
- Academic related travel (exchanges, language abroad, field courses, professional development) has been cancelled, as per the [Canadian Public Health Agency's recommendation](#) for Canadians to avoid non-essential travel.

Experiential Learning and In-Person Instruction

- Continued Remote Learning (no in-person instruction).
- The students have been advised to complete remote Experiential Learning, if possible.
- If there is an in-person component to Experiential Learning, the Host Organization's COVID-19 related health and safety protocols should be submitted.
- Performing a case-by-case risk assessment of Experiential Learning applications.

Accessibility Services

- An outline of each course modality and tech requirements included in course descriptions, to better help students determine best course for their needs.
- The faculty will include language in the syllabi regarding accommodations and supports for students who face barriers to participation in remote context.
- Additional support for students requiring assistive technology or new accommodations as a result of the transition to remote learning is being provided.
- Financial assistance for students via COVID-19 Emergency Fund and a Student Success Fund, have been established.

Co-curricular Programming / Events

- Co-curricular events, programs, and services are being offered remotely.

Campus Housing, Student Residences, and Residence Life

Campus Housing

- The university residences are closed.
- Limited rentals available for students unable to return to a home environment.
- Quest managed off-campus housing is operating in accordance with established [COVID-19 Precautions for Multi-Unit Residential Building](#), including:
 - Posted signs re: max. capacity for elevators and common spaces.
 - Frequent sanitation of common areas (e.g., elevators, stairwells, etc.).
 - Communication to residents regarding COVID-19 related health measures.
 - Posted signage regarding physical distancing.

Residence Life

- Residence Life services and programs are suspended.

Procedures for Moving In and Out

- The university's residences are closed.

Quarantine and Isolation

- All students have been informed about Quest's COVID-19 response, including current public health measures.
- All international students receive up-to-date information regarding travel restrictions and their obligations to self-isolate if returning to Canada.
- On-campus Quarantine Services provided to returning international students (See "International Students" for more info).

Campus Food Services

Campus Food Services are closed.

International Students

The following conditions and measures have been implemented in accordance with guidance documents from the Ministry of Advanced Education and Training and Quest's Readiness Assessment submitted to the DQAB.

- Remote learning from Fall 2020-Summer 2021
- All students have been informed of Quest's COVID-19 response, including current public health measures.
- Via email and on webpage, Quest informs international students about:
 - [Travel restrictions](#)
 - [IRCC related impacts of COVID-19](#)
 - [Obligation to quarantine upon entering Canada](#)
 - [Guard.me Health Insurance Coverage](#)
- A [Quarantine Residence Package](#) has been made available to all international students who MUST return to Canada, which includes transportation from the airport to campus residences; a single room and single washroom for 14 days of quarantine (or 14 days less time spent in a federal quarantine facility); three meals per day delivered to their room or private kitchen facilities; and remote health and wellbeing checks and services.
- Weekly reporting to Ministry on international student entrance into Canada.
- Limited Off-Campus Housing is available to students who have been unable to return to their home.
- Ensured transparent communication regarding uncertainty of border reopening and risks of international travel.

Library

In accordance with [Protocols for Libraries](#), the Library is closed, except for essential library staff/operations.

- Limited library services are available remotely by the Library Staff, including reference/research help, instruction, interlibrary loans (ILL), e-resources access.

Medical Clinics, Student Counselling, Mental Health, and First Aid

- The Campus Medical Clinic is closed. Campus community advised to access services via the Squamish Walk-In Clinic or Squamish General Emergency Room if needed.
- Individual counselling for students is being delivered remotely.
- Group wellness sessions for students are being delivered remotely.
- Reminders to staff about benefits and EAP mental health related benefits have been issued.
- Training regarding mental health and wellbeing while working from home is being delivered remotely.
- The Campus Emergency Medical Services (Campus EMS) are not operating.
- All First Aid emergencies on the campus are being referred to 911..

Outdoor Campus Spaces

- Signage posted indicating that the campus is closed.

Ancillary Services (i.e., short-term rentals, leases)

- Most rentals and ancillary contracts were cancelled for 2020, and early 2021.
- Some limited rentals of outdoor spaces.
- Renters must have their own industry-specific COVID-19 Safety Plans in place, and register them with Director, Campus Operations.

Operational Status Level IV – Regular

The campus is opened for regular business operations and delivery of client services. Staff work on site as per their regular schedules.

In accordance with the COVID-19 situation at the time, and the measures recommended by BC Public Health, additional conditions and measures may be implemented during Level IV, as follow:

General Measures

COVID-19 Self-Assessment

- All faculty, staff, and visitors [must assess themselves daily](#) for COVID-19 symptoms prior to accessing the campus.
- Signage regarding the COVID-19 self-assessment, and to not enter the campus if ill or self-isolating, is posted at each building entrance.
- Faculty and staff are informed that the [BC COVID-19 Self-Assessment Tool](#) is available online.
- Anyone with symptoms associated with COVID-19, as well as anyone who has travelled outside Canada in the previous 14 days, or anyone identified as a close contact of a person with a confirmed case of COVID-19, must self-isolate in accordance with guidance from the [BC Centre for Disease Control](#).
- Instructions for individuals to contact 8-1-1, or a medical provider, if further health advice is required are made available via the Quest University Canada COVID-19 webpage.
- Local testing is available to students, staff, and faculty at the Squamish General Hospital and at the Shady Tree Pub (drive-through testing); information available on Quest's COVID-19 webpage.
- Quest will seek advice from local public health authority around how to manage cases or an outbreak of COVID-19 at our institution, as needed.

Academic Concession/Workplace Accommodations

- Academic Operations Group and COVID-19 Task Force collaboratively develop “Health and Wellness Promoting Classroom Guidelines” to encourage practices which advance student and faculty health and wellness (ex. Not requesting medical notes for absences; encouraging students to stay home if ill; acknowledging demands on students outside of the classroom environment; etc.)
- Students who are ill may request academic concession due to missed classes or course requirements.
- Requests for academic concessions may be made directly to the Faculty Tutor, with appeal to the Chief Academic Officer (CAO), in accordance with Quest's existing policies.
- Students who are ill and unable to complete a block/course may submit a Medical Leave form, as per Quest's existing policies.
- Formal requests for ongoing academic accommodation will still be managed by the Quest's [Student Accommodation Policy](#).
- If staff and faculty are unable to work due to an illness, institutional sick day policies will apply.

- Staff and faculty should communicate with their supervisor and Human Resources if they are unable to work.
- The CAO will adhere to the existing responsibilities of the Visiting Tutor Committee, Curriculum Committee, Academic Operations group, for addressing emergent issues with respect to tutor availability.
- Flexible Work Arrangements Pilot Program provides consistent and equitable pathway for assessing alternative work arrangement requests from staff.

If Members of Quest Community Develop Symptoms While at the Institution

- The symptomatic individual(s) will be separated from others and directed to return to their place of residence or, if necessary, to hospital emergency room.
- The symptomatic individual(s) will be instructed to complete the COVID-19 self-assessment, contact 8-1-1, or contact their local healthcare provider for further direction.
- Information provided about COVID-19 testing.
- Custodial Services will clean and sanitize the space where the individual(s) was separated, and any areas accessed by them.

If there is an incident or outbreak of COVID-19 on the campus

- Notification of COVID-19 cases and exposure is managed by local Public Health officials.
- If requested by local Public Health officials, Quest will assist with notifying close contacts of a confirmed case, including identifying others who may have been exposed, distributing materials prepared by the Public Health officials, and/or supporting public notification efforts.
- Quest will only issue notifications re: COVID-19 cases if directed to do so by Public Health officials.
- In order for Quest to best support the members of our community impacted by COVID-19, individuals who have contracted, or been exposed to COVID-19, are invited to complete the [confidential reporting form](#).
- The Director, Campus Operations will serve as the Incident Commander for these reports and liaise with local Public Health officials, activating involvement from Student Life, Academics, Human Resources, Custodial Services, and other University personnel as needed.
- Quest will follow guidance provided by Public Health officials at the time of the report.
- Depending on the nature of the reported incident or outbreak, next steps will be directed by Public Health officials and may include:
 - information on sick leave, work-from-home, or other alternative arrangements.
 - closing areas of buildings for deep cleaning by Custodial Services.
 - reviewing mitigation and protective strategies for essential staff still working on campus.

Administrative Areas

Additional COVID-19 measures may include:

- Mask wearing in common, indoor areas.
- Directional hallways, entrances, and exits, where necessary to reduce congregating and congestion.
- Capacity posted for common areas (ex. Common kitchens; elevators).

Recreational Facilities (RecPlex and Soccer Field)

The RecPlex, Soccer Field, and outdoor recreational facilities will be open as regular.

Additional COVID-19 measures may include:

- A reservation/booking system for equipment use and recreational programming.
- Max capacity in spaces and facility.
- Require the use of non-medical masks/face coverings.
- Require hand washing/sanitization before and after using the facility.
- Require sanitization of hands and equipment when transitioning between pieces of equipment, as per usual.
- Position exercise equipment at a distance from one another.
- Designate areas for the use of the equipment and for moving around the area to ensure crowding and congestion are avoided.
- Hold group classes outdoors, where possible. In-door group fitness activities as is safe and with capacity limited.
- Cleaning and disinfecting plan that includes all equipment is regularly sanitized.
- Additional measures as needed and as outlined in the [Protocols for Gym and Fitness Centres](#) and the updated [Go-Forward Guidelines for the Post-Secondary Sector](#).

Campus Transportation Services

Quest will provide Transportation Services as regular.

Additional COVID-19 measures may include:

- Limit use of university vehicles as necessary.
- Maximize distance between passengers.
- Require passengers and drivers to wear a non-medical mask for duration of travel.
- Provide hand sanitizer and encourage effective hand sanitation before and during travel.
- Orientation re: COVID-19 Safety for contract drivers.

Cleaning and Custodial Services

- Custodial services is regularly cleaning and sanitizing, in accordance with the [BCCDC's Cleaning and Disinfectants for Public Settings](#), all spaces in use.
- Frequent cleaning and sanitization of high-touch surfaces.
- Review and revision of cleaning and sanitization plans for all campus spaces.
- Custodial Services, Registrar, and Academic Administration collaborate on class scheduling and classroom allocations to ensure time for cleaning and sanitation of classrooms

Communication and Education

- Host Town Hall forms for students, staff, and faculty in advance of a return to on-campus teaching, learning, and living.
- Provide standardized information packages to all incoming students and require acknowledgement of receipt.
- Hold community forums with appropriate stakeholder groups to brainstorm ways to foster and maintain community-mindedness and public health and safety on campus.

Education Delivery

Course Teaching

Quest plans to proceed with in-person classes in September 2021.

- Faculty providing flexibility regarding class absences in order to encourage students to stay home if ill.
- Classroom practices to reduce congestion or crowding (ex. Staggered entry, seating arrangements, etc.).
- Encouraged to open windows in the classroom to increase airflow.

Quest will continue to exhibit flexibility to accommodate and support those students who are unable to return to campus.

Experiential Learning and In-Person Instruction

- In-person experiential learning will resume.
- Industry specific workplace COVID-19 Safety Protocols should be documented and followed.
- Student mobility for experiential learning will be dictated by provincial and federal travel restrictions.

Accessibility Services

- As usual, students may register with Accessibility Services; if appropriate, accessibility services and the student will work together to determine appropriate academic and non-academic accommodations and supports.
- Staff or faculty requiring workplace accommodations may speak with Human Resources.

Co-curricular Programming / Events

- Define “educational” versus “social” activities (social activities will follow the appropriate public health guidelines for gatherings, while educational activities will follow the Go-Forward Guidelines)
- Develop and communicate event and program planning guidelines, in collaboration with student representatives and in alignment with public health guidelines at the time.
- Develop and provide COVID-19 relevant training for program and event planners prior to planning and hosting campus events.

Campus Housing, Student Residences, and Residence Life

Campus Housing

- Reserve residence units for self-isolation (1-2% of total capacity reserved).
- Limit residence access to the residents of designated building.
- Designate, where possible, entry ways and stairwells as entrance and exit only.
- Post signage regarding common space capacity, including elevators, as applicable.
- Post signage regarding Community Living Guidelines, public health information, COVID-19 self-reporting, etc.

Residence Life

Additional COVID-19 measures may include:

- Design and deliver COVID-19 prevention education and training.
- Train the Resident Assistants in advance via remote modalities.
- Continue to provide remote programming, or outdoor programming, where possible.
- Reduce indoor residence programming (small groups only).
- Revise Community Living Guidelines to reflect new COVID-19 related behavioural requirements (e.g., prohibitions on large social gatherings, limitations to guests on campus, etc.).

Quarantine and Isolation

- Make available to all incoming international students a Quarantine Residence Package (See “International Students”) for students to complete remainder of their quarantine, following mandatory stay in federally approved hotel.
- Assign each student in quarantine a member of the Student Life team, who will provide remote/virtual check-ins during that time.
- Designate specific rooms for quarantine and self-isolation.

If a student must self-isolate due to illness, exposure, or a confirmed case, Quest will follow the protocols outlined in the ***If there is an incident or outbreak of COVID-19 on the campus*** section.

Procedures for Moving In and Out

- Stagger the Move In dates (e.g., earlier arrival of international students, first years, etc.).
- Limit residence access to the residents of designated building only.
- Provide Campus Cards and Room Keys in no-contact check-in.

Campus Food Services

Quest University’s designated catering company is responsible for the development, and implementation, of all COVID-19 related safety procedures for all Campus Food Services.

The caterer and Quest University will ensure that Campus Food Services will comply with relevant BC Public Health measures for Meal Halls at Post-Secondary Institutions.

International Students

- Early arrival of international students to support quarantine requirements.
- A [Quarantine Residence Package](#) has been made available to all international students entering Canada, which includes support with transportation; a single room and single washroom for 14 days of quarantine; three meals per day delivered to their room or private kitchen facilities; and remote health and wellbeing checks and services.
- Provide communication with all incoming international students about government’s quarantine and self-isolation requirements.
- Assign each student in quarantine a member of the Student Life team, who will provide remote/virtual check-ins during that time; virtual programming during quarantine period.
- Ensure compliance with the mandatory 14-day quarantine period by using existing sanctions within the Quest University Community Living Guide, which may include:
 - An educational sanction
 - Written notice
 - A suspension or expulsion
- Report non-compliance to local Public Health, and/or law enforcement, authorities as directed.

Library

- Quest plans a gradual re-opening of library with any necessary COVID-19 related public health measures required or recommended at that time.

Medical Clinics, Student Counselling, Mental Health, and First Aid

Medical Clinic

- Schedule in person appointments to provide additional time for cleaning between visits.
- Designate entry and exit for the Health Clinic.
- Require clients to wait outside until called by the physician.
- Provide a screening questionnaire to be completed prior to an appointment.
- Incorporate vaccination history into patient intake with clinician.
- Appointment cancellation fees will be waived for students with COVID-19 symptoms.
- Signage directing students with COVID-19 related symptoms to appropriate resources and testing facility.

Student Counselling

- Provide training for the Counselling Team on the COVID-19 related measures and procedures.
- Continue to provide virtual sessions for students who choose or those who may be ill, self-isolating, or quarantining.
- Designate entry way and exit for counselling offices.
- Counselling clients wait outside until they are called in by counsellor.
- Shorten sessions to 45 minutes, so staff have time to clean before next client arrives.
- Provide a screening questionnaire to be completed prior to an appointment.
- Provide outdoor sessions when available, as requested by the clients.

First Aid

- Require all First Aid providers to follow the COVID-19 measures of their certifying body and BC Public Health.
- Develop additional COVID-19 measures for risk mitigation when providing first aid, if appropriate.
- Require use of mask, eye protection, and gloves when treating patients.
- When safe, a mask be placed on patient, if patient not already wearing one.
- Include screening for COVID-19 with the patient history.
- Ensure proper hand hygiene before and after treating a patient.
- Ensure proper cleaning and sanitization of all shared equipment, after each use.
- Prepare extra, complete First Aid kits in order to be prepared to treat multiple patients simultaneously.

Ancillary Services (i.e., short-term rentals, leases)

Additional COVID-19 measures may include:

- Scheduling ancillary rentals during times when the campus is not primarily occupied, or in use, by students (e.g., Summer months; block break in buildings not in use or where access can be restricted).
- Ensure adherence to renters' own industry-specific COVID-19 safety plans.
- Amend Facilities Rental Agreement to include COVID-19 relevant cleaning and sanitization procedures.

Appendices

APPENDIX A

Sample Communications in the Case Someone becomes Ill While on Campus

FOR EVERYONE

Stay up to date on the coronavirus and public health guidelines on [BC's Centre for Disease Control](#). Quest is also maintaining a [COVID-19 page](#) with information for students, staff and faculty.

FOR STUDENTS

If you suspect you have been exposed to someone who has the coronavirus or if you notice any symptoms:

- We know that this may be scary or frightening—know that we are here to help and support you.
- Do not go to class/work and isolate yourself from others.
- Complete the [BC COVID-19 Self-Assessment Tool](#).
- Testing is available at the Squamish General Hospital.
- Testing is also available at the old Shady Tree Pub location and is offered by The Sea to Sky Division of Family Practice. The [Coronavirus Info Squamish](#) page on Facebook has more information, including hours of operation, which vary.
- Wear a mask as you head out.
- Consult and follow public health guidelines on [self-isolation and quarantine](#) and follow any advice from doctors or hospital staff at the testing site.
- Your tutors will offer accommodations for you as you are self-isolating and awaiting the results of your test.
- Please let us know if you have a confirmed case.

If you have a confirmed case:

- Thank you for letting us know.
- We know that this may be scary or frightening—know that we are here to help and support you.
- If you have tested positive for the coronavirus, you will receive instructions from a medical professional.
- You will need to strictly [self-isolate](#), which means you will need to stay in your room.
- If you are enrolled in a course, let your Tutor know you are out sick, although you do not have to disclose the nature of your illness.
- Tutors will offer accommodations for students who must isolate or quarantine. If you cannot continue with the course due to illness, please advise us by completing the [non-academic leave form](#).
- Your Student Life rep will be checking in on you to make sure you have what you need and that you are following protocol, for your own sake and the community's.
- If you live in a shared accommodation, we will arrange to relocate you or your roommate(s) and will put in place protocols for your roommate.

- We can offer meal delivery and other essential services while you are quarantining, isolating, or sick with COVID-19.
- To provide us with the information we need to help you with the above supports and services, please complete [the following form](#).

All students have access to mental health support and counselling. [Learn more](#) or [make an appointment](#). Quest will follow the recommendations of PHA and local medical health officers in terms of public notification of possible exposures or other communications to the broader campus community.

FOR STAFF AND FACULTY

If you suspect you have been exposed to someone who has the coronavirus or if you notice any symptoms:

- We know that this may be scary or frightening—know that we are here to help and support you.
- Do not go to work and isolate yourself from others.
- Complete the [BC COVID-19 Self-Assessment Tool](#).
- Testing is available at the Squamish General Hospital.
- Testing is also available at the old Shady Tree Pub location and is offered by The Sea to Sky Division of Family Practice. The [Coronavirus Info Squamish](#) page on Facebook has more information, including hours of operation, which vary.
- If you live outside of Squamish, visit the [BCCDC webpage](#) to find your closest collection centre at which to get tested.
- Wear a mask as you head out.
- Consult and follow public health guidelines on [self-isolation and quarantine](#) and follow any advice from doctors or hospital staff at the testing site.
- Notify your Supervisor or Human Resources, who will work collaboratively with you to establish workplace accommodations while you are ill or awaiting your test results.
- Please let us know if you have a confirmed case.

If you have a confirmed case

- We know that this may be scary or frightening—know that we are here to help and support you.
- If you test positive, you will receive instructions from doctors and medical staff, which you must follow.
- In order to help Quest ensure campus sanitation and to provide you with the appropriate information and supports, we invite you to fill out Quest's confidential [Portal form](#).
- Contact Human Resources, who will work with you and your supervisor to work out workplace supports, accommodations, and/or coverage while you are on sick leave.
- Quest is a member of the LifeWorks program, which provides all staff and faculty with mental health support and counselling. You can find FAQs about [LifeWorks here](#) or read the [overview and contact info](#).

Quest will follow the recommendations of PHA and local medical health officers in terms of public notification of possible exposures or other communications to the broader campus community.

APPENDIX B**Exposure Control Plan: Phase I Essential Operations Only - Academic Building****1. Purpose**

- a. To meet the requirements and regulations established by the BC Ministry of Health and WorkSafeBC.
- b. To identify and assess risk of exposure from working in the Academic building.
- c. To outline the exposure controls implemented in the Academic building.
- d. To describe the processes for working safely in the Academic building.
- e. To protect the employees working in the Academic building.

2. Risk Identification and Assessment

- a. Risk of exposure from other employees working in the building - Moderate.
- b. Risk of exposure from non-employees in the building - Low.
- c. Risk of exposure from surface transference - Low.

3. Implemented Exposure Controls

- a. Restricted presence on campus to essential employees only.
- b. Restricted access to the Academic building to Monday to Friday, 0800hr to 1800hr.
- c. The Academic building is closed to non-employees, except for emergencies.
- d. Access to the Academic building is limited to the garage entrance only.
- e. All stairwells are closed for regular use, i.e., emergency use only.
- f. Levels 2 and 3 are closed, except for travel from the garage to the elevator, the Maintenance team's office, and the Learning Commons.
- g. Water fountains are closed.
- h. Limited occupancy in specified areas (e.g., offices, lab, elevators, copier, lounge, etc.).
- i. Removed specific items (e.g., staplers, markers, kettle, cutlery, etc.) from common areas.
- j. Sanitization stations established at the copier area, lounge, and entrance.
- k. Implemented physical distancing (2m) in the common areas.
- l. Required wearing masks when physical distancing is not possible.
- m. Restricted use of washrooms to level 4 and level 1.
- n. All high-touch surfaces (e.g., door handles, switches, counters, etc.) are sanitized at the end of each day.

4. Education and Training

- a. Distributed relevant Exposure Control Plan documents to applicable staff.
- b. Educated applicable staff on relevant Exposure Control Plan documents and procedures.
- c. Posted relevant signage at designated areas.
- d. Posted Exposure Control Plan documents to the JHSC bulletin boards.

5. Related Operational, Work, and Sanitization Procedures

- a. All non-essential employees are working remotely.
- b. All meetings are on-line, if possible.
- c. All employees, who are working on the campus, must notify Human Resources of their work schedule each week.
- d. All employees, who are working on the campus, must assess their health each day before coming to work (see related guidelines).
- e. All employees, who are working on the campus, should swipe their Campus Card whenever entering a building, for contact tracing.
- f. Employees are encouraged to wash their hands frequently.
- g. Employees are advised not to share items (e.g., staplers, pens, markers, etc.).
- h. Employees must maintain physical distancing (2m) while working on campus.
- i. The campus is closed to non-essential visitors.
- j. Implemented reduced hours for deliveries at Reception.
- k. Working with delivery services (e.g., Canada Post, Purolator, etc.) to reduce inbound deliveries.
- l. Set maximum occupancy for enclosed spaces and posted applicable signage.
- m. Sanitizing wipes are available from Facilities for employees to clean their own offices/workspaces.
- n. Daily sanitization of common areas, and high-touch surfaces is done by the Facilities team.
- o. Employees should forward any concerns to Human Resources.

Guidelines for Exposure Control Procedures

Daily Health Self-Assessment: Essential Employees

All employees working on the campus (i.e., essential) are expected to assess their health status each day, prior to arriving on the campus.

Employees with symptoms related to COVID-19 (i.e., coughing, sore throat, fatigue), even with mild presentation, should not come to the campus, and should contact their supervisor.

- Employees with symptoms of, or possible exposure to, COVID-19 should refer to the [BC Covid-19 self assessment tool](#) and follow the appropriate recommendations.
- Employees with symptoms of, or a diagnosis of, COVID-19, should complete the COVID-19 reporting form (for contact tracing purposes) on the Quest portal.
- Employees who have returned from travel outside of Canada must self-isolate for 14 days upon their return and should not come to the campus.

Occupancy Limits: Work Areas

To reduce exposure while working in enclosed spaces, occupancy limits have been established, and signage posted, for specific work areas.

Elevators: Maximum 2 individuals at a time. Masks are recommended and required where physical distancing is not possible.

- Small (<200s.f.) Offices: Maximum of 2 individuals.
- Large (>200s.f.) Offices: Maximum of 4 individuals.

APPENDIX C

Exposure Control Plan: Phase I Essential Operations Only - Library/Administration Building

1. Purpose

- a. To meet the requirements and regulations established by the BC Ministry of Health and WorkSafeBC.
- b. To identify and assess risk of exposure from working in the Library/Administration building.
- c. To outline the exposure controls implemented in the Library/Administration building.
- d. To describe the processes for working safely in the Library/Administration building.
- e. To protect the employees working in the Library/Administration building.

2. Risk Identification and Assessment

- a. Risk of exposure from other employees working in the building - Moderate.
- b. Risk of exposure from non-employees in the building - Low.
- c. Risk of exposure from surface transference - Low.

3. Implemented Exposure Controls

- a. Restricted presence on campus to essential employees only.
- b. Restricted access by non-employees (e.g., delivery staff and residents) to Monday to Thursday, 1000hr to 1400hr.
- c. Installed cordon barriers at the Reception workspace/Security Office.
- d. Implemented physical distancing (2m) at Reception/Security Office/common areas.
- e. Posted physical distancing (2m) signage at Reception/Security Office/common areas.
- f. Required wearing masks when physical distancing is not possible.
- g. Closed the 3rd floor.
- h. Water fountains are closed.
- i. Limited occupancy in specified areas (e.g., offices, elevators, etc.).
- j. Removed the furniture from the Atrium.
- k. Restricted use of washrooms to level 1 and Executive suite.
- l. All high-touch surfaces (e.g., door handles, switches, counters, etc.) are sanitized at the end of each day/shift.

4. Education and Training

- a. Distributed relevant Exposure Control Plan documents to applicable staff.
- b. Educated applicable staff on relevant Exposure Control Plan documents and procedures.
- c. Posted relevant signage at designated areas.
- d. Posted Exposure Control Plan documents to the JHSC bulletin boards.

5. Related Operational, Work, and Sanitization Procedure

- a. All non-essential employees are working remotely.
- b. All meetings are on-line, if possible.
- c. All employees, who are working on the campus, must notify Human Resources of their work schedule each week.
- d. All employees, who are working on the campus, must assess their health each day before coming to work (see related guidelines).
- e. All employees, who are working on the campus, should swipe their Campus Card whenever entering a building, for contact tracing.
- f. Employees are encouraged to wash their hands frequently.
- g. Employees are advised not to share items (e.g., staples, pens, markers, etc.).
- h. Employees must maintain physical distancing (2m) while working on campus.
- i. The campus is closed to visitors.
- j. Implemented reduced hours for deliveries at Reception.
- k. Working with delivery services (e.g., Canada Post, Purolator, etc.) to reduce inbound deliveries.
- l. Set maximum occupancy for enclosed spaces and posted applicable signage.
- m. Sanitizing wipes are available from Facilities for employees to clean their own offices/workspaces.
- n. Daily sanitization of common areas, and high-touch surfaces is done by the Facilities team.
- o. Employees should forward any concerns to Human Resources.

Guidelines for Exposure Control Procedures

Daily Health Self-Assessment: Essential Employees

All employees working on the campus (i.e., essential) are expected to assess their health status each day, prior to arriving on the campus.

Employees with symptoms related to COVID-19 (i.e., coughing, sore throat, fatigue), even with mild presentation, should not come to the campus, and should contact their supervisor.

- Employees with symptoms of, or possible exposure to, COVID-19 should refer to the [BC Covid-19 self assessment tool](#) and follow the appropriate recommendations.
- Employees with symptoms of, or a diagnosis of, COVID-19, should complete the COVID-19 reporting form (for contact tracing purposes) on the Quest portal.
- Employees who have returned from travel outside of Canada must self-isolate for 14 days upon their return and should not come to the campus.

Occupancy Limits: Work Areas

To reduce exposure while working in enclosed spaces, occupancy limits have been established, and signage posted, for specific work areas.

Elevators: Maximum 2 individuals at a time. Masks are recommended.

- Small (<200s.f.) Offices: Maximum of 2 individuals.
- Large (>200s.f.) Offices: Maximum of 4 individuals.

APPENDIX D**Exposure Control Plan: Phase I Essential Operations Only – Operations Team****1. Purpose**

- a. To meet the requirements and regulations established by the BC Ministry of Health and WorkSafeBC.
- b. To identify and assess risk of exposure to, and by, the Operations Team employees.
- c. To outline the exposure controls implemented by the Operations Team.
- d. To describe the processes for working safely implemented by the Operations Team.
- e. To protect the Operations Team and other employees with whom they might come in contact.

2. Risk Identification and Assessment

- a. Risk of exposure from other Operations Team members - Moderate.
- b. Risk of exposure from other employees working on the campus – Low.
- c. Risk of exposure from non-employees on the campus - Low.
- d. Risk of exposure from surface transference – Moderate.

3. Implemented Exposure Controls

- a. Restricted presence on campus to essential employees only.
- b. Implemented one-person work as much as possible.
- c. Limited work that requires more than 2 people in the same space.
- d. Limited work in confined and enclosed spaces as much as possible.
- e. Limited access by non-employees (e.g., External contractors, etc.).
- f. Postponed and rescheduled work by external contractors.
- g. Implemented physical distancing (2m) at all times when possible.
- h. Scheduling work in unoccupied, or low populated, areas when possible.
- i. Require the use of masks when physical distancing is not possible.
- j. Require the use of gloves whenever possible and relevant.
- k. Recommended wearing masks while in common areas.
- l. Restricted use of washrooms to specific areas (i.e., AC1 – Level 2, Lib – Level 1).
- m. All high-touch surfaces, and contacted surfaces, are sanitized at the end of any work.

4. Education and Training

- a. Distributed relevant Exposure Control Plan documents to Operations Team.
- b. Educated Operations Team on relevant Exposure Control Plan documents.
- c. Posted relevant signage at designated areas.
- d. Post Exposure Control Plan documents to the JHSC bulletin boards.

5. Related Operational, Work, and Sanitization conditions

- a. All non-essential employees are working remotely.
- b. All meetings are on-line, if possible.

- c. All employees, who are working on the campus, must notify Human Resources of their work schedule each week.
- d. All employees, who are working on the campus, must assess their health each day before coming to work (see related guidelines).
- e. All employees, who are working on the campus, should swipe their Campus Card whenever entering a building, for contact tracing.
- f. Employees are encouraged to wash their hands frequently.
- g. Employees are advised not to share items (e.g., staplers, pens, markers, etc.).
- h. Employees must maintain physical distancing (2m) while working on campus.
- i. The campus is closed to visitors.
- j. Set maximum occupancy for enclosed spaces and posted applicable signage.
- k. Require use of gloves, when possible, while performing work on high-touch surfaces.
- l. Employees' concerns should be forwarded to Human Resources.

Guidelines for Exposure Control Procedures

Daily Health Self-Assessment: Essential Employees

All employees, who are working on the campus (i.e., essential), must assess their health status each day, prior to arriving on the campus.

Employees with symptoms related to COVID-19 (i.e., coughing, sore throat, fatigue), even with mild presentation, should not come to the campus, and should contact their supervisor.

- Employees with symptoms of, or possible exposure to, COVID-19 should refer to the [BC Covid-19 self assessment tool](#) and follow the appropriate recommendations.
- Employees with symptoms of, or a diagnosis of, COVID-19, should complete the COVID-19 reporting form (for contact tracing purposes) on the Quest portal.
- Employees who have returned from travel outside of Canada must self-isolate for 14 days upon their return and should not come to the campus.

Occupancy Limits: Work Areas

To reduce exposure while working in enclosed spaces, occupancy limits have been established, and signage posted, for specific work areas.

Elevators: Maximum 2 individuals at a time. Masks are recommended.

- Small (<200s.f.) Offices: Maximum of 2 individuals.
- Large (>200s.f.) Offices: Maximum of 4 individuals.

APPENDIX E

Exposure Control Plan - Reception Staff: Inbound and Outbound Deliveries

1. Purpose

- a. To protect the staff who manage deliveries to (inbound), and from (outbound), the campus.
- b. Outline processes for the managing deliveries at Reception.
- c. Describe the implemented exposure controls.

2. Risk Identification, Assessment, and Control: Deliveries

- a. Potential exposure from delivery employees.
- b. Limit exposure from surface transference.
- c. Reduce interaction between delivery employees and Quest staff.
- d. Enforce a minimum of 6-foot social distancing.
- e. Instruct delivery employees to use the designated location for all deliveries.

3. Education and Training

- a. Distribute Exposure Control document to relevant staff.
- b. Conduct training session(s) for relevant staff.
- c. Post signage that provides instructions for delivery employees.
 - Signage will include:
 - i. To place all deliveries in the designated inbound/outbound location.
 - ii. Maintain a minimum 6-foot social distance.
 - iii. Wear a mask if it is necessary to interact with Quest staff.
 - iv. Signage at front desk: inbound and outbound signs as well as a sign that explains masks are available to interact with reception staff.

4. Deliveries Location

- a. Reception Area
 - i. The security grille will be open no further than 11 feet to provide access to the designated delivery location.
 - ii. The counter has been divided in to two delivery locations (inbound and outbound) that are marked with signage.
 - iii. A cordon barrier has been placed in the Reception area, to enforce a 6 ft minimum distance between staff.
 - iv. Sanitizer, cleaning cloths, gloves, and a waste bin are located at the Reception Area.

5. Work Procedures, Hygiene Facilities, and Sanitization Procedures

- a. All Quest employees have been asked to redirect personal mail/deliveries to their residence to reduce the volume of mail/ goods delivered to the campus.
- b. Inbound Deliveries:
 - i. Delivery employees will place mail/packages at the designated location.
 - ii. Delivery employees should only interact with Quest staff when necessary.

- iii. Delivery employees may wear masks if it is necessary to interact with Quest staff.
- c. Managing Deliveries:
 - i. Staff will sanitize any packages dropped off using provided materials.
 - ii. Staff will wipe down the surface of the designated location after each delivery.
 - iii. Staff will wash hands thoroughly in accordance with the suggested hand washing procedures.
 - iv. Staff will sort sanitized mail/deliveries.
 - v. Mail for the staff with mailboxes in the Academic Building will be delivered to their mailbox, as necessary.
 - vi. After closing each day, all counters, the telephone, keyboard, debit machines, student and faculty cabinets and locks on these cabinets, postage machine, and photocopier, will be appropriately sanitized.



COVID-19 Safety Plan
Updated May 10, 2021
Prepared by Quest University's COVID-19 Task Force