

COVID-19 Policies and Procedures

The health and safety of our students and staff is high priority. We have created these policies based on current guidelines. CSNN Vancouver reserves the right to change policies as needed. Please familiarize yourself and follow these policies and procedures.

Physical/Social Distancing:

All staff and students must practice physical/social distancing. Physical distancing means limiting close contact with others. Practice social distancing by keeping two meters (six feet) away from others.

Remember to:

- Stay at home when you're sick, even if symptoms are mild
- Avoid crowded places
- Take care of your mental well-being by checking in with loved ones and practicing self-care
- Cough and sneeze into your elbow or sleeve
- Wash your hands regularly

Cleaning:

Each day the classroom tables, chairs, and all high touch points in the school will be sanitized with an approved BCCDC cleaner. i.e. doorknobs, light switches, toaster oven, shared stapler, scotch tape and 3-hole punch. This sanitization process will occur in the morning prior to daytime classes and again in the evening prior to our night groups.

Washrooms will be cleaned 3 times a day. We will also have disinfectant wipes in the washrooms for anyone who would like to wipe down surfaces before and after use.

Students are also asked to clean up after themselves before leaving the school, including disposing of any food waste and wiping down their desktop.

Directional Flow:

We have moved to having a separate entrance and exit to ensure physical distancing. When you enter the school, you will find signs to guide you. Please use the door to the right of the elevator to enter the school (101). To exit the school or use the washroom, please use the door closest to the washrooms (100).

Hand Washing & Sanitizing:

Everyone must wash their hands or use hand sanitizer before or upon entering the administration area and upon entering or re-entering the classrooms (this includes the demonstration kitchen) and before and after handling any common materials (paper, stapler, washroom key, etc.) Hand sanitizer can be found immediately upon entering the building, within the administration office and in both classrooms. Please sanitize your hands throughout the school day.

Washroom Use:

Do not lineup outside the washrooms. We are asking students to only leave the classroom one at a time if you need to use the facilities during class. Before and after class, please be mindful of washroom availability. We are hoping to avoid the need for a signup sheet, etc. but will continue to monitor the situation and make changes as needed.

Interacting with administration:

When you come into the school you will notice that there is plexiglass in front of administration desks and the reception desk. Please stay behind the plexiglass when you are speaking with administration or receiving materials. You will find floor markers to guide you. Administration will be wearing masks when distancing is not possible. No more than 2 students can be waiting in the administration area at any one time. Further to this, students are not permitted to loiter in the common area of the building (i.e. outside of the kitchen/near the elevator).

Student Amenities:

To reduce the amount of touch surfaces, and in turn reduce possible exposure, we are removing the tea station for the time being. We will continue to offer use of the fridge and toaster oven for storing/heating food at break time. There will be hand sanitizer on the counter, and we ask all students to sanitize their hands before touching any surfaces.

Personal Protection Equipment (PPE):

Students are highly encouraged to wear masks or face shields in the classroom and must have one available to them at all times; however, this is not mandatory to wear during regular class instruction if you are able to keep your distance from classmates. For partner/group work it is required that students wear a mask/face shield if you are not able to maintain distance. Masks are required when students are up from their desks (i.e. in office area, hallways, bathroom, etc.). Please note that masks/face shields may become mandatory if we find students are not able to distance in the classroom or if BCCDC makes this a mandatory requirement in all situations. Instructors will all have a face mask/shield with them but will not be required to wear one during instruction if students are further than 6 feet away from the front.

For cooking classes, students will be provided with food safe gloves. **Masks and gloves are mandatory to attend cooking classes.**

Students are encouraged to bring their own masks in an effort to reduce waste, but they will be provided to students (at a cost of \$1 each) who need them.

Cooking Classes:

Where we would normally ask students to help with cleanup/loading the dishwasher, to avoid crowding CSNN staff will take over these duties for the time being.

Please bring containers to all cooking classes as food will be sent home with students if it is not possible to share the meal in class.

Students are asked to not wear aprons outside of the kitchen (i.e. going to the washroom or outside to the street).

Virtual Classroom Option:

We understand that not everyone will feel comfortable attending classes in person. Alternatively, for any curriculum course or corequisite class (excluding cooking classes) you can attend virtually. A Zoom link with class notes are emailed the day before each class. Students will be able to make the decision on the day of whether they will be joining in-person or virtually. Students joining virtually must have their

webcam switched on for class and their microphones muted unless asking a question or taking part in classroom discussions/activities. If you have distractions in the background or you need to leave your desk, please switch your camera off until you return. As the instructor will be focusing on both in-class students and students joining virtually, we are requesting that the chat function not be used. All students whether in-class or virtual will need to raise their hands to ask a question. Virtual students will still participate in class group activities through the breakout room function.

If an instructor is not able to teach a class in-person due to symptoms of illness, the class will be switched to a virtual delivery. CSNN Vancouver will make every effort to notify students by 9 pm the day prior to class. If early notification is not possible and students have already made their way to the school, CSNN Vancouver will make accommodations for students to join the class virtually from the classroom.

Tests, Quizzes, Assignments & Case Studies:

In an effort to reduce touch surfaces, all tests, quizzes, assignments, and case studies are submitted electronically through Google Forms. This means all students need a Gmail account. If you don't already have one, it is easy to set up and free of charge. [To set up an account, click here](#). An assignment link will be provided to you based on the student group you are in. Please use this link to submit assignments for every course. If you transfer to another group, you will be provided with a new link.

Whether students are in the classroom or joining virtually, they will be able to take tests online and submit through Google Forms. This will require in-class students to bring their laptop/tablet/iPad to class. We understand that a device was not a requirement when you registered for the program (Fall 2020 intake and prior) so any student who is not able to bring their device to class will be provided with a paper test.

Assignments must be named as follows to ensure you are credited with the grades: First name Last name – Course name – Assignment # (e.g. Jane Smith – Fundamentals I – Assignment #1). You will receive an automatic response when your submission has gone through so you can be sure it was received.

You will be emailed a case study submission link a week before each case study due date. Each case study must be submitted as one PDF document and named as follows to ensure you are credited with the grades: First name Last name – Group - CS # (e.g. Jane Smith – 0320MW – CS #3). You will receive an automatic response when your submission has gone through so you can be sure it was received.

Equipment Required:

Students must have either a laptop, iPad, or tablet to use in the classroom; access to a printer and scanner (or a scanner app); a functional email address for receiving class materials; and a valid Gmail account to submit documents virtually. In addition, to attend classes virtually, students must have a web camera and microphone and a strong/reliable Internet connection (and could utilize a desktop computer, if they wish).

As bringing a device to class was not a requirement when registering (Fall 2020 intake and prior), students who are unable to do so will be provided with a paper copy of tests/quizzes.

Classroom Etiquette:

Students are asked not to arrive more than 30 minutes before classes start and to leave directly after classes have finished. This ensures that staff has sufficient time to sanitize. Students are welcome to stay and eat in the classroom if they have an afternoon class or eat outside in the courtyard but must follow physical/social distancing guidelines.

As some students will be joining the class virtually, we ask students to be very mindful of background noise such as moving/shuffling items on desks and getting up to use the washroom, etc. The microphones installed in the classrooms are able to pick out voices over mild/moderate background noise, but it could still be disruptive to some.

When students are finished a test/quiz we ask that they either remain in their seat or go outside to the street. Students will not be permitted to wait in the administration area or the hallway.

Wellness Policy:

Staff and students must sign a COVID-19 Waiver that states you agree to not enter CSNN premises if you have been exposed to COVID-19 or have travelled outside of Canada and have not self-isolated for 14 days or have any COVID-related symptoms.

Students wishing to attend classes in-person must not be showing any signs and symptoms of COVID-19. Students and staff who are feeling unwell or have come in contact with anyone that has tested positive for COVID-19 are asked to stay home and join classes virtually until their symptoms have resolved or they have been cleared through testing. CSNN Vancouver reserves the right to ask students to return home if they are showing obvious signs of being unwell.

COVID-19 Self-Assessment

All staff, students and visitors must assess themselves daily for COVID-19 symptoms prior to entering the school. You can download the [self-assessment app](#) or follow the self-assessment questions on the signage posted at all entry points to the school and classrooms.

If Staff or Students Develop Symptoms while at the Institution:

1. Anyone who is feeling unwell when in the building must report to administration as per the self-assessment screening tool.
2. The ill person will go through the COVID screening assessment to determine symptoms.
3. The ill person will be asked to wash and sanitize their hands, be provided with a mask, and asked to go home. If they are unable to leave immediately, they will be isolated in an office until they are able.
4. The ill person will be given resources (dial 811) for further guidance and testing information.
5. If the person is severely ill, administration or the instructor will call 911.
6. All areas that the person came in contact with will be thoroughly cleaned and sanitized.
7. If someone receives a positive COVID-19 result, Public Health Authorities will determine whether the school will be contacted.

CSNN Vancouver will take the following steps if faced with an exposure incident:

1. If Public Health Authorities (PHA) have determined through contact tracing that CSNN Vancouver staff and students are at risk, we will work with PHA and follow their guidance as to next steps.

2. CSNN Vancouver will provide PHA with all information required.
3. Through contact tracing, PHA will contact anyone who they determine could be exposed.
4. CSNN Vancouver will ensure the school is thoroughly cleaned and sanitized with extra attention to the areas that the COVID-19 positive person came in contact with.
5. CSNN Vancouver will follow the guidance of PHA to determine if any further action is necessary.

CSNN Vancouver will take the following steps if faced with an outbreak at the school:

1. If Public Health Authorities (PHA) have determined through contact tracing that CSNN Vancouver is the site of a COVID-19 outbreak, we will work with PHA and follow their guidance as to next steps.
2. CSNN Vancouver will provide PHA with all information required including names and contact information of all students and staff.
3. CSNN Vancouver would move all classes to our currently established online platform, ensuring students are set up to complete their studies.
4. Any instruction that is unable to be facilitated via an online platform (i.e. cooking classes) would be postponed until it is deemed safe by PHA to resume classes at our physical location.

Reporting Unsafe Conditions:

Staff and students are encouraged to report unsafe conditions as soon as possible to a member of the administration team either in person or by phone (604-730-5611) or email (van@csnn.ca). The administration team member will follow up and rectify the situation as soon as possible. Some examples of unsafe conditions include: an empty hand sanitizer dispenser, classmate not coughing into their sleeve or elbow, etc.

Mental Wellbeing:

If you find yourself struggling during these times, please visit the following links for important resources/information:

General Mental Health Resource - <https://www.healthlinkbc.ca/mental-health>

Stigma - https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/reducing-stigma.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fsymptoms-testing%2Freducing-stigma.html

Virtual Mental Health Resource - <https://www2.gov.bc.ca/gov/content/health/managing-your-health/mental-health-substance-use/virtual-supports-covid-19>

Please remember to contact administration if you would like to book a one-on-one appointment with the CSNN Vancouver counsellor.

International Students and Student Travelling Back to Canada:

International students and students travelling back to Canada are required to quarantine for 14 days upon arrival in Canada. Below we have provided information to assist with travel and quarantine plans.

Plan for Mandatory 14 Day Quarantine

Once you have verified that you are eligible to enter Canada and have booked a flight, you need to plan for your mandatory 14-day quarantine upon arrival to Canada as required by the federal Quarantine Act. Please review the following information for guidance as you create your quarantine plan.

Quarantine Accommodation

To better understand what kind of accommodation may be acceptable for your required 14-day quarantine read through [JRCC – For travellers without symptoms of COVID-19 returning to Canada](#). You may be able to complete your quarantine at a private residence or a hotel as long as the accommodation has space for you to be completely separated from others at all times and allows you to meet all government quarantine requirements.

Hotels that are able to accommodate students during quarantine include:

[Park Inn & Suites by Radisson](#)

[Travelodge Vancouver Airport](#)

Transportation from the Airport

You must travel directly to your quarantine accommodation from the airport by personal car, taxi, or rideshare service. A mask or other face covering should be worn during this entire trip.

[Taxis](#) are available at the taxi stand located outside the International Arrivals area at Vancouver International Airport. [Ridesharing services](#) are also available. If you plan to stay at a hotel that operates a complimentary airport courtesy shuttle, you may be able to use that service (check with the hotel in advance).

Do NOT use public transportation from the airport to your quarantine accommodation.

Food and other necessities

Since you are not allowed to go out to shop during quarantine, you must have a plan for making sure you can access food and any other items that you may need.

If you have family or friends in the area that are willing to support you, then you may be able to depend on them to deliver these items to you. However, no contact delivery is required. If you are planning to quarantine at a hotel, check if they offer meals by room service.

If you do not have someone to deliver things to you during quarantine, then consider bringing certain items with you when you travel, such as:

- any medication you may require ([Traveling with medication](#))
- a mask or face covering
- a digital thermometer (to check your own temperature during quarantine)
- chargers and adaptors for all of your electronic devices
- a few good books or magazines
- packaged snacks
- extra toiletries

If you will depend on delivery services, it is important to have access to a credit card that you can use in Canada should you need to order any items. This is especially true since many businesses are not accepting cash at all due to the COVID-19 risk.

Companies that deliver groceries or prepared meals include:

- [DoorDash](#)
- [Skip the Dishes](#)

- [Instacart](#)
- [Spud.ca](#)

BC Self-Isolation Plan

Make sure that your quarantine plan is complete by submitting an optional [BC Self-Isolation Plan](#). Please do not confuse this with the separate mandatory CSNN Vancouver Travel & Self Isolation Plan described below.

Submit a CSNN Vancouver Travel & Self-Isolation Plan

As part of CSNN Vancouver's COVID-19 readiness plan, all international students who plan to travel to Canada must submit a mandatory [CSNN Vancouver Travel & Self-Isolation Plan](#) to your CSNN Vancouver representative at least one week prior to traveling. This includes new students as well as continuing students who left Canada temporarily.

Once you submit your Travel & Self-Isolation Plan, staff from the CSNN Vancouver will be in touch to provide one-on-one support and to make sure that you will have valid medical insurance when you plan to arrive in Canada.

Prepare your Travel Documents

Before traveling to Canada, prepare and double check that you have all of your important documents including:

- A valid passport or travel document
- Necessary documentation for entering Canada
- The [Port of Entry \(POE\) Letter of Introduction](#) the visa office sent you when they approved your study permit
- A copy of a valid letter of acceptance from CSNN Vancouver (returning students should have an International Confirmation of Enrolment letter instead)
- Proof of [financial support](#) for yourself and any other family members who may come with you to Canada
- Your medical insurance information
- Letters of reference or any other documents the visa office told you to bring

Carry these documents with you at all times and do not put them in your checked luggage. You may not be allowed into Canada if any of your documents are missing or if any of the information on your application or letters of reference is incorrect.

Download ArriveCAN and BC COVID-19 Apps

The government of Canada requires international travelers to provide certain information. We suggest that students download and complete the [ArriveCAN App](#) and the [BC COVID-19 App](#) before departing home for their trip.

When you arrive at a Canadian port of entry, you will meet a [Canadian Border Services Agency \(CBSA\)](#) officer who will verify your documents and ask you questions about the purpose of your visit to Canada. See [When you travel to Canada](#) (Same link as above) for more details.

If you are issued a study permit by the CBSA officer, quickly double check that your personal information and validity is correct, and that there are remarks about working eligibility if that is important to you. It is much simpler to correct any errors on your study permit while you are still with the CBSA officer.

Completing Your Mandatory 14 Day Quarantine

Carefully review [IRCC – How to quarantine \(self-isolate\) at home when you may have been exposed to COVID-19](#) to understand how to successfully complete your quarantine.

It is important to understand that failure to comply with the federal [Quarantine Act](#) could result in serious punishments including a maximum fine of \$1,000,000 and up to 3 years in prison.

A staff member from the CSNN Vancouver will be your point of contact and will check in on you three times a week to conduct a COVID questionnaire, to check in regarding your general well-being, to ensure you are abiding by quarantine guidelines, and to provide any additional support throughout your 14-day quarantine. You can expect to receive an email from CSNN Vancouver by the time you arrive in Canada. Please make sure to read this important email message and to reply as soon as possible to confirm that you have arrived safely. This email will also include links to social media groups and our newsletter in an effort to connect you with the broader CSNN community and culture while in quarantine.

You should be in touch with your CSNN Vancouver representative immediately if during your quarantine you have any:

- Difficulty accessing food or other necessary items
- Possible [symptoms of COVID-19](#). If you require a COVID-19 test, you can find the [testing centres here](#).
- Questions about CSNN Vancouver, resources for students, or the local area.
- To schedule a free and confidential appointment with a professional CSNN Vancouver Counselor.

Post Quarantine

After you successfully complete your 14-day quarantine, we encourage you to continue to take all precautions to [prevent the spread of COVID-19](#) when around other people.