



*Tzu Chi International College of
Traditional Chinese Medicine*
慈濟國際中醫學院

Tzu Chi International College of Traditional Chinese Medicine

COVID-19 Safety Plan

www.tcmcollege.com

Vancouver, BC, Canada

Note: International Student please visit our [COVID-19 International Student Guide](#)

Tzu Chi International College of traditional Chinese Medicine recognizes that these are challenging times for all students, particularly those who are arriving from other countries to study in Canada. While our institution is not currently offering in-person, face-to-face classes, we are following all Ministry and Health Authority guidelines as previously announced in the post-secondary Go Forward Guidelines, and we are monitoring all levels of government health officials to advisors to update and revise our strategies for student and staff health and safety in ensuring that our plan is updated in policy.

This COVID-19 Safety plan has been developed according to procedures required by the Provincial Health Officer, and follows WorkSafeBC's six-steps process. Our classes are currently offered online.

This plan is for both learning placeleans and incoming students including health assessment, monitoring and clearance, in order to reduce the risk of infection to students and their inbound communities.

If students do arrive experiencing symptoms or develop symptoms during their attendance at TCICTCM , we have a robust action plan in place to provide communication, support and success both physically and academically.

Following closely the guidelines of the Ministry of Advanced Education, Skills and Training and the B.C. Ministry of Health, we have outlined precautionary measures to prevent the spread of COVID-19.

Opening Safety Message provided here as well are projected measures for continuing in-person classroom services, which based on the current trajectory of the COVID-19 spread, TCICTCM anticipates may resume in hybrid or partial form in fall term 2021. No in-person classes or services, beyond physically distanced document pickup when absolutely necessary, are planned to be offered until this time.

TCICTCM will implement a gradual approach to welcoming students, faculty and staff back on campus. This COVID-19 safety plan covers protocol for staff, faculty, and the eventual return of students on campus. Currently, all classes at TCICTCM are virtual. The majority of staff and faculty are working from home, interacting with each other and students virtually. A limited number of staff and faculty are working on campus only as needed.

Duties and Responsibilities All staff, faculty and students are responsible for conducting themselves in a safe manner in order to protect the communities in which they are involved.

TCICTCM is committed to informing best practices and educating its community members regarding changes to ministerial and provincial guidelines and mandates at all times.

Duties and Responsibilities

Step 1: Assess the risks at the Campus

This plan was developed in coordination with the administration team, and will continue to be updated accordingly.

The Office of the Registrar ensures that incoming numbers of international students and cases of COVID-19 are reported on a weekly basis to the Ministry of Advanced Education Skills and Training.

We have involved frontline workers, supervisors, and the joint health and safety committee to assess the risks on campus. Our frontline workers are the Receptionists and people who work in the frontdesk.

Our supervisors are the office administrators. The Health and Safety Committee is composed of supervisors and frontline workers, and is involved directly with the COVID-19 Safety Plan for a gradual phased approach to welcome students, staff and faculty back on campus. We have identified areas where people gather (common areas, classrooms, break rooms and meeting rooms)

The Health and safety committee ensures that necessary signage is posted and all staff are trained on best safety practices and procedures.

All staff and faculty are committed to reducing the risk of COVID-19 through education protocols and monitoring of the college website for updates to COVID-19 best practices.

We have identified job tasks and processes where workers are close to one another, or members of the public, and have completed risk assessments for these areas. We have identified the equipment that staff and students share and encouraged removal of some common touch points where possible. We have identified surfaces that people touch often (doorknobs, elevator buttons, light switches), and have regular cleaning protocol in place.

Step 2: Implement protocols to reduce risks

We have selected and implemented protocols to minimize the risks of transmission, and looked to the following for information, input and guidance:

Different protocols offer different levels of protection. Wherever possible, ICTCMV will use the protocol that offers the highest level of protection. We will consider controls from additional levels if the first level is not practicable, or does not completely control the risk. We have incorporated controls from various levels to address the risk at the workplace.

First Level Protection (Elimination):

Limit the number of people in the workplace where possible by implementing work-from-home arrangements, establishing occupancy limits, rescheduling work tasks, or other means. Rearrange work spaces to ensure that workers are at least 2m (6ft.) from co-workers, customers, and members of the public. Second Level Protection (Engineering Controls): In situations where physical distancing cannot be maintained, install barriers such as plexiglass to separate people. Third Level Protection (Administrative Controls): Establish rules and guidelines, such as posted occupancy limits in shared spaces, designated delivery areas, cleaning practices, and one-way doors and walkways to keep people physically separated. Fourth Level Protection (PPE): If the first three levels of protection aren't enough to control the risk, consider the use of masks. Ensure masks are selected and cared for appropriately, and that workers are using masks correctly.

Courses requiring on-campus attendance will have limited students allowed to attend, and protocols to follow on physical distancing and cleaning and disinfecting.

Classrooms have assigned seating for students in order to physically distance within the room.

Campus facilities are restricted to those who need to access the campus.

Alternating schedules are in place for those working on campus.

In-person events (such as convocation) are conducted virtually.

To reduce crowding in common areas, furniture has been removed or designated with a sign "do not use". • Washrooms have designated floor markers to control spacing within line ups.

Second level protection (engineering):

Barriers and partitions

We have installed barriers in the front desk to create safe physical barriers between people.

Classrooms have assigned seating for students in order to physically distance within the room.

Campus facilities are restricted to those who need to access the campus.

Alternating schedules are in place for those working on campus.

Visitors to the campus, unless absolutely necessary, are prohibited.

Occupancy limit is posted on every door to control the number of people in one room.

Masks and gloves are readily available to all staff.

Staff, faculty, and students are required to have a temperature check upon entry to campus, and wear masks at all times.

Hand sanitizer (most containing ethyl alcohol) is purchased according to official guidelines, and readily available throughout the campus along with sanitizer wipes or spray.

Third level protection (administrative):

Rules and guidelines

We have identified rules and guidelines for how staff and faculties should conduct themselves. We have clearly communicated these rules and guidelines to all through combined training and signage.

Fourth level protection:

Using masks

We have reviewed the information on selecting and using masks, and instructions on how to use a mask. We understand the limitations of masks to protect the wearer from respiratory droplets.

We have trained workers in the proper use of masks.

Reduce the risk of surface transmission through effective cleaning and hygiene practices

We have policies that specify when people must wash their hands and we have communicated good hygiene practices to workers. Frequent handwashing and good hygiene practices are essential to reduce the spread of the virus.

We have implemented cleaning protocols for all common areas and surfaces- e.g. Washrooms, tools, equipment, share tables, desks, light switches, door handles. This includes the frequency that these items must be cleaned (number of times per day) as well as timing (before and after shift, after lunch, after use). Workers who are cleaning have adequate training and materials.

We have removed unnecessary tools and equipment to simplify the cleaning process – e.g. coffee makers, and share utensils, and plates.

We have reviewed the information on cleaning and disinfecting surfaces.

Our workplace has enough handwashing facilities on site for all of our workers. Handwashing locations are visible and easily accessed. Cleaning Protocols: Provide information on your cleaning plan. Specify who is responsible for cleaning, the cleaning schedule, and what the cleaning protocols will include (e.g. which surfaces, equipment, and machines).

Cleaning supplies are provided throughout the campus by facilities.

Students and faculty will wipe down desks and chairs after use.

Cleaning protocols for different classes will be communicated to students via the instructors.

We have a professional cleaning company come in twice daily to clean the campus.

International Students: Incoming Response Procedure

TCICTCM follows the guidelines outlined by the AEST and monitoring for changes, ensures the safety of its incoming international students both in advance of travel to Canada as well as on arrival.

Pre-Arrival

Upon registering with our college, students and their co-arriving immediate family are provided with the the College 14 Day self isolation plan (see appendix 2). This plan, distributed prior to departure from the international student's home country and available on the college website, outlines the responsibilities of the student upon successful arrival into Canada and the necessary procedures the College will provide to them in terms of duty of care. including the **travellers entering Canada by air** (<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/awareness-resources/entering-canada-covid-19.html>) and the **Flying to Canada requirements checklist** (<https://travel.gc.ca/travel-covid/travel-restrictions/flying-canada-checklist>) will be required to take a COVID-19 test before leaving the airport to spend 3 nights in quarantine at a federal government-authorized hotel, which the traveller must pre-book and pay for, while awaiting test results.

Also including directions to ArriveCAN app and BC Covid-19 app download and installation.

With a clear test result, travellers will proceed to the quarantine site identified in their quarantine plan.

Students are encouraged to contact the institution and are provided with direct contact numbers for our Enrolment Advising team, whereby they are provided with extensions of the information available on the College Self-Isolation plan. Included here are guidelines on safe travel procedures from the port of entry and stressing the requirement to avoid public transit while connecting to their place of isolation.

While the College does not provide its own transportation, instructions are included on how to connect to the many single-rider services (Uber, taxi) to avoid contact with others.

International students are provided with a detailed list and contact information for several prearranged accommodations that offer contactless checkin and adhere to the Federal requirements for Quarantine and self-isolation.

All efforts are made in advance to confirm that the student is bound for a private quarantine location that meets the requirements set out under 14-Day Quarantine Requirements, with arrangements made prior to arrival and assessed to be acceptable by the Government of Canada at the time and point of entry. These procedures are explained to the student prior to arrival, as well as their significance and the consequences for failure to abide by these regulations.

Arrival

On arrival in Canada, students are required to connect immediately with an Enrolment Advisor, when possible in the student's first language, to update contact information and ensure compliance with mandatory self-isolation procedures. Enrolment advisors update the students' profile, noting the place of isolation, mode of transportation, acknowledgement of any symptoms as well as the import of registering for MSP. Once isolated, the College provides robust and consistent wellness checks throughout the students' 14 day isolation.

The current procedure includes contact by the Enrolment Advising team every other day, by telephone when possible, during which students are questioned on:

Whether the student is exhibiting any symptoms of COVID or is feeling unwell
International Students: Incoming Response Procedure

Whether they have signed up for MSP as per the quarantine plan and instructional video

Continuous Monitoring During Study: Response Procedures

Though the College continues to offer its courses online, all care is given to continually monitor student wellbeing in their homes or other places of residence. Health and safety instructions are communicated via consistent updates on the college website, through course syllabi and Health and Wellness communiques. Students are required to report if they are developing symptoms of COVID-19, and when these symptoms are announced, college efforts are mobilized to protect the community.

Verification and Assessment When COVID-like symptoms, or COVID itself, is communicated to the institution via staff, faculty or other, all student correspondence is re-directed to the Office of Student Affairs for centralized response efforts.

Students who claim COVID are followed up immediately by Student Affairs Officers via telephone who then direct them to the nearest testing centre for assessment.

The Registrar following the Ministry template. During these wellness checks, students are monitored for symptoms and provided with information on testing centres available to them locally.

Violations of the Quarantine Act are taken seriously by the College. If a student is found to be non-compliant to quarantine measures, specific information regarding the situation will be gathered. The time and location at which the incident occurred, and any supporting evidence will be collected.

The Director of Student Affairs will immediately report the violation incident to the local bylaw officer to ensure compliance. The Vancouver Police Department enforces the Quarantine Act. For violations, call 3-1-1 or report the concern online. <https://vancouver.ca/home-property-development/report-a-provincial-health-order-violation.aspx> For quarantine violations occurring in other areas of Metro Vancouver and B.C. local bylaw offices should be contacted. The list of by law offices' non-emergency phone numbers is below: <https://www.ecomm911.ca/non-emergency-calls/find-your-local-non-emergency-numbers/>

Protocol for 14-day mandatory quarantine

- Daily phone call by a designated person (Rita Chiang) to check if the student is in the house he or she supposed to be in
- If the student is breaking the 14-day mandatory quarantine rule, the case will be immediately report to the college's health and safety committee
- The committee member will contact Vancouver Police non-emergency at 604 717 3321, alternative call Vancouver by-law enforcement officer at 311

Potential Cluster or Outbreak of COVID-19

In the event of multiple confirmed cases of COVID-19 on campus, the College will respond with the following measures:

Follow all guidelines and procedures required by Public Health

Make necessary changes as determined by Public Health

Support all staff and faculty affected by COVID-19 and in self isolation, allowing them to work from home and/or take days off as needed

Support students affected by COVID-19 and in self isolation and create accommodation plans to complete their coursework

Appendix 1

COVID-19 Safety Protocols and Procedures

TCICTCM Reopening Plan

The following protocols and procedures are apply to all area of TCICTCM

1. Hygiene, Cleaning and disinfection

All personal must wear masks to enter the building

Alcohol – based hand sanitizer is placed at the entrance, all personals are asked to use it before enter and exiting the facility

Washrooms, lunchrooms and other common area surface including commonly used phones will be disinfected at least two times per day, done by cleaning company and designated staff

All treatment tables and equipment will be disinfected before or after every use

2. Modify Staff Areas and Work Flow

Limit 4-6 personals in the front desk area at any given time, extra person will work remotely

All personals are not allowed to enter the facility when sick

Hold instructor and or staff meetings virtually through using teleconference or online meeting technology, when in – person meetings are required, staff members are positioned at least two metres apart.

Work remotely whenever possible.

Develop and enforce policy that staff is to stay home when sick.

Hold staff meetings virtually through use of teleconference or online meeting technology.

Where in-person meetings are required, ensure staff members are positioned at least two metres apart.

If work in the office/clinic is required, consider staggering start times or developing alternating schedules to reduce the number of people in the workplace at a given time.

To minimize the number of co-workers that staff are interacting with, consider creating teams or groupings of workers and scheduling them to regularly work together.

Prioritize the work that needs to occur at the workplace for you to offer your services.

Arrange staff rooms and break rooms to adhere to physical distancing guidelines.

Consider staggered break times to reduce employee gathering numbers.

Minimize the shared use of workstations and equipment where possible.

Consider implementing the requirement for staff to have dedicated work clothes and shoes. Provide a place for staff to safely store their street clothes while working and change in/out of clothes to prevent cross-contamination upon entry and exit from the facility.

Consider adjusting the general ventilation such as increasing the amount of outdoor air used by the system. Maintain the indoor air temperature and humidity at comfortable levels for building occupants.

3. Scheduling Appointment and Communicating with Clients

Thirty students, three instructors, six staff and six clients can be within the facility at a given time, or a maximum of 45 people. All personnel must wear masks at all times while in the facility while maintaining at least two metres of physical distance. Do not book appointments above this number.

In order to accommodate physical distancing, appointment times will be staggered.

When speaking with clients during scheduling and appointment reminders, ask clients to consider:

Rescheduling if they become sick, or have travelled out of the country within the last 14 days.

Self-isolation, or have travelled out of the country within the last 14 days.

Attending appointments alone where possible, and not bring friends or children.

Consider emailing the client any forms that need to be filled out so clients can complete them prior to arriving at the clinic.

Clinics with a website should consider posting information on modifications made to the location and appointment visit procedures.

4. Reception

Post signage at the entrance of the clinic and within the clinic to assist with communicating expectations, such as hand hygiene, physical distancing, reporting illness or travel history, occupancy limits and no entry if unwell or in self-isolation

Placing lines on the floor to mark a two metres distance from the reception desk

Use of Plexiglas shields around reception desk, when there is insufficient space to maintain two metre distance between staff and clients.

Screen all clients when they check-in for their appointment by asking if they have symptoms associated with COVID-19, have been advised to self-isolate, or have travelled outside of Canada within the last 14 days. Clients that respond in the positive will be asked to leave and reschedule the appointment

During transactions, if possible, limit the exchange of papers such as receipts.

Where possible, payments should be accepted through contactless methods.

5. Waiting area

Arrange the waiting area in a way that allows at least two metres of physical distance between each client. Removing extra chairs and coffee tables from the area to support this.

Remove unnecessary items and offerings such as magazines, toys, candy, and beverages. Use disposable cups or single use items where necessary.

Instruct clients to arrive no more than five minutes before their expected appointment.

Where room size or layout presents challenges to physical distancing, consider alternative approaches, such as asking clients not to enter the clinic until they receive a text message or phone call to advise that their appointment can start.

6. Provision of health service

Professions covered under the Health Professions Act may have additional obligations around clinical care prescribed by their professional college. See the section below for links to those professional colleges.

Conduct appointments virtually where clinically appropriate.

Conduct a point of care assessment for risk of COVID-19 for every client interaction.

Health services should not be performed on ill or symptomatic clients, if that is clinically appropriate.

Where the client requires timely treatment, ensure PPE is used in accordance with BCCDC guidance.

When possible, the worker should position themselves at least 2 metres from the client. Where physical distancing cannot be maintained:

Consider the use of barriers if appropriate for the configuration of the workplace and the type of clinical services being rendered

Where barriers are not practicable, consider the use of masks to reduce the risk of transmission. Ensure that masks are selected and cared for appropriately and that workers are using masks correctly. If the type of mask used does not offer adequate protection to the wearer, clients should also be encouraged to wear masks to protect workers.

Note that health professions covered under the Health Professions Act may have guidelines around personal protective equipment (PPE) from their professional college that differ from this guidance. In these cases, the guidelines issued by the professional college take precedence and must be followed.

Consider treating only one client at a time to minimize risks associated with moving between two or more patients.

Where shared treatment areas exist, ensure clients are positioned at least 2 metres apart and shared equipment is cleaned and disinfected between uses by clients.

Wherever possible, each employee should use their own products. If products are shared, they must be cleaned and disinfected between uses.

Practice effective hand hygiene after each client by washing hands with soap and water or using an alcohol-based hand sanitizer approved by Health Canada (DIN or NPN number).

Each group of students must use the designated consultation and treatment room

7. Preparing for next visit and end of the day

Ensure waiting and treatment areas and, equipment are sanitized to prevent surface transmission between clients.

Commonly touched surfaces and shared equipment must be cleaned and disinfected after contact between individuals, even when not visibly soiled.

Towels or any other items contacting a client are to be discarded or laundered between each use.

Change into a separate set of street clothe before leaving work.

Work clothing should be placed in a bag and laundered after every shift.

Shower immediately upon returning home after every shift.

8. Documentation and training

Provide staff information on the risk of exposure to COVID-19 and the signs and symptoms of the disease.

Provide instructions to workers on methods for maintaining physical distance, such as not greeting others by hugging or shaking hands.

Train staff on changes you've made to work policies, practices, and procedures due to the COVID-19 pandemic. Keep records of that training.

Workers will be trained on donning, using and doffing PPE. See information regarding use of PPE.

Provide up-to-date information on public health officer orders and guidance. Consider daily safety meetings with staff to disseminate any new information. Document these meetings.

Ensure a process is in place for employees to report concerns and for employers to address them, and that worker reps or joint health and safety committees are in place where required.

Keep training records for staff. Examples of training records may include:

Donning, using, and doffing personal protective equipment

Training on safe work procedures

Appendix 2

Procedures and information for arriving international students

B.C. Self-Isolation Plan for TCICTCM Students Under the Quarantine Act, all international travelers entering B.C. are required by law to self-isolate for 14 days and complete a Quarantine Plan.

Incoming students should have this plan ready to show a border services officer when arriving in Canada. If the students do not show them this document, students may not be allowed into Canada. Much of the information that students will require for the plan is listed below.

Upon arrival, students must contact TCICTCM to let the college know that you are in Canada. The college will update students contact information and will be phoning them for wellness checks throughout the quarantine to insure the safety. Once students are at their place of isolation, they must immediately call us at 604-731-2926 or email to info@tcmcollege.com

For more information on quarantine, preventative measure on flight, and find accommodations for quarantine and please check:

<https://travel.gc.ca/travel-covid/travel-restrictions/isolation>

<http://covid-19.bccdc.ca>

Important and practical information for incoming international students:

You must not use public transport, do not use the bus or the Skytrain.

Use Ride App Services – Uber, you will need to download, create an account and pay via the app.

You do not need to call a Taxi. They will line up in the designated zones. Join the queue and wait for your turn. You can pay using Canadian dollars or by using a credit card

Quarantine means you must not leave your chosen temporary accommodation and stay there for 14 days from the date you arrived.

To self-isolate, you must avoid physical contact with other people and should not use public transport • Wear a suitable mask or face covering • Practice physical distancing.

Carry hand sanitizer and wash your hands frequently

When in the airport: Join the free YVR airport Wifi; Follow the Ride App or Taxi signs and head towards International Arrivals

When Using Apps: If possible, download the app and create an account in advance; to pay using a debit or credit card, or a PayPal account.

How to use ArriveCAN

All travellers, with limited exceptions, whether entering Canada by air or land, **must** use ArriveCAN. You'll need to submit your information within 72 hours before your arrival to Canada.

ArriveCAN is available to [download as a mobile app](#)

Quarantine 14-day Temporary

Accommodation Options: If you require a place of residence that has not already been arranged as part of your quarantine plan, you must organize 14-day minimum stay at a temporary location. We strongly suggest booking one of the options below. To ensure you have a room, please book in advance.

Surrey: Ramada Langley/ Surrey Address: 19225 – Highway 10 (56th Avenue), Surrey, BC, V3S 8V9 Phone: (604) 576-8388 Reservations: 1-888-576-8388. Check in time: After 3PM

Vancouver: Ramada Downtown Address: 435 West Pender Street, Vancouver, BC, V6B 1V2 Phone: (604) 901-4933 Reservations: 1-800-903-0796. Check in time: After 3PM.

Please feel free to search any accommodations that meet your needs and government regulations.

Groceries

You can organize a grocery delivery online from various stores. Head to their website, add your chosen items to the cart and organize a contactless delivery to your temporary accommodation.

Supermarkets that deliver: • Save on Foods • T&T • Walmart • Real Canadian Superstore

You can also organize a contactless delivery from local restaurants through: • Skip the Dishes • UberEats • Doordash

What if I show symptoms of Covid-19? If you are showing symptoms of COVID-19, and are unsure whether to seek medical care or get tested, contact your healthcare provider, call 8-1-1 or use the BC COVID-19 Self-Assessment Tool.

For testing information or results visit the BC Centre for Disease Control.

What if I need to pick up medication? You can organize a prescription delivery through the following pharmacies: • London Drugs • Rexall

Ending your Isolation On completion of your 14 day quarantine period, you must visit an authorized BC Medical Clinic for a health check to insure that you are symptom free and receive a medical note clearing you.

Your enrollment advisor will follow up with you to make sure you have been cleared.

We understand you may be feeling lonely, anxious and homesick during the self-isolation period. If you are experiencing these issues, please reach out to the college by calling at 604-731-2926 or email at info@tcmcollege.com

Other advice for international students

Set up a Canadian credit card and bank account

You will be required to produce a credit card for the majority of your transactions in Canada, as many businesses no longer accept cash. Make sure you secure a Canadian credit card, preferably before arrival.

Sign up for a Canadian phone service, such as Telus, Shaw, Freedom or other.
Groceries You can organize a grocery delivery online from various stores.

MSP You must apply for medical insurance immediately on arrival in Canada. There is no longer any delay in application for international students to apply for MSP. Our enrolment team will contact you if you require assistance.