

ACADEMY OF LEARNING CAREER COLLEGE
VANCOUVER CAMPUS
COVID19 PROTOCOL

OBJECTIVE:

As the community slowly returns to activities in the new normality, the Academy of Learning Career College – Vancouver Campus, is committed to provide an effective Covid-19 safety plan.

The present document outlines the measures that, the Academy of Learning Career College – Vancouver Campus has implemented with the main objective of providing to our students and staff with a comprehensive guide that promote a safe return to our Campus' activities.

This plan is based in several government guidelines like, the Provincial Government's: "Covid-19 GoForward Guidelines for B.C.'s Post-Secondary Sector"; the "BC Local Health Officers Covid19 Orders". The Guidance and recommendations from the Provincial Health Officer as they appear at the COVID-19 Provincial Support and Information website and, the "Government of Canada's Guidance for Post-Secondary Institutions during the COVID-19".

This Protocol is based on the following principles:

1. Maintaining the Health, Safety and Well-being of our community
2. Establishing physical parameters and procedures to promote the safe distance for all members of our community attending the campus.
3. Ensure there are policies and procedures to follow in case there is a possible case of Covid19 exposure.
4. To offer alternatives for those that require to stay at home but not to miss the opportunity to continue with their training.

We are sure that these guidelines will help the School administration in controlling the spread of COVID 19 and allow us verify if the campus is be able to operate with reduced attendance, adhering to the following principles:

•**Low Risk:** Students and staff participate in virtual-only classes, online activities and school events.

•**Medium Risk:** Small, in-person classes. Activities will be reduced to joining the computer training and obtaining personal support from our Facilitators. Students remain at least 6 feet apart from each other and from the staff.

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Policies and Procedures

Roles and Responsibilities

School Executive Director and our Campus Director are the main responsible to contact and to respond for all the policies and procedures included in this document and in case of concerns or clarification related to the containing and/or mitigating of the COVID 19. They have the responsibility to create a safe environment for students and staff. Both of them has

Our Campus Director name is : Luz Quiroz and her cell phone number available to all students, sponsor agencies and government offices is: 604-789-9307 and email address: LuzQ@aolvancouver.com.

Our Executive Director is Shan Wang and her email address is ShanW@aolvancouver.com and her phone number is 778-322-8395.

School Administration will continue actively reviewing all relevant local, provincial and federal regulatory agencies to make sure we are informed about any current and new policies as well if there are any orders regarding school activities and we make sure we communicate this to our staff and students and we incorporate them into our COVID19 Protocol if necessary.

Facilitators and Instructors,

They are responsible of complying with the rules, policies and procedures described in this protocol.

They will respond to the Directors as per their job descriptions and particularly as per the guidance outlined in this protocol. They will also collaborate in reviewing and bringing to administration attention of any situation that may be considered as a hazard while performing their daily activities.

Reporting to the Directors in a promptly manner is necessary to ensure that the preventive objective of this Protocol is applied on time.

Students

They are required to respond in a positive form to the policies and procedures established in this Protocol, while at school.

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It is expected they respond, comply and report any wrong practice or hazardous situation that may jeopardize the safety of other students and or staff.

While re-establishing physical activities at our campus, our safety guidelines will focus in the following main operating activities:

- General Well-being of staff and students
- Admissions
- Student Orientation
- Facilitating and Technical Support
- Exams
- Workshops
- Practicum/Preceptorships
- Special situations: “what if a student or staff reports feeling sick”
- “What if a staff or student results positive in Covid19”
- International Students

Promoting Health, Safety and Well-being

1. Limiting the number of people (students, staff and visitors) in our space. The number cannot exceed 12 students and 3 staff members to make easy to control the recommended social distance and to make sure the protocols are not broken.

2. Daily health checks:

To ensure every person that attend school, specially students and staff participate in a quick an easy check up to confirm they do not suffer symptoms of Covid like high fever and/or coughing and feeling dizzy or weak.

Facilitators in charge will ask all people in need to enter the premises to be checked for temperature and/or symptom’s checking

3. Physical Barriers

School Administration is in charge of ordering and controlling Installation of physical barriers, such as sneeze guards and partitions, in areas where it is difficult for individuals to remain at least 6 feet apart (e.g., reception desks).

Flexi glass dividers are to be installed to protect the computer stations where students and staff are allowed to be seat.

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4. Space Seating:

Students will be seating at least 6 feet apart and turn desks to face in the same direction.

5. Signs:

School Administration is in charge of placing Signs on walls, to promote social distancing, wearing masks, washing hands constantly, etc.

6. Wearing Masks:

All Students and Staff members will be asked to wear a mask when entering the premises. If they don't count with a mask, school will offer one for the day. Students and staff will be free to decide to wear their masks while sitting at their station but it will be suggested to wear it when interacting with another student (which should be limited) or when receiving support from staff.

7. Physical Distancing:

Facilitators will be in charge of making sure the approaching to others is reduced to the minimum. This will help prevent the spread of COVID 19. Keep a safe distance of at least two meters.

8. Use of Hands Sanitizing

School will provide and promote the use of Hands Sanitizing and that students and staff washing their hands frequently.

9. Washing Hands

Washing hands rigorously and frequently, is more effective than just using sanitizing so we encourage students and staff to wash their hands as frequently as possible, school has a sink at the student lunch area or they can use the washrooms at any time.

Facilitators will make sure that Hands Sanitizers are located at different points at the school, so students will find one at entrance, near to their computer stations, in the kitchen area and at the front desk.

10. Cleaning School premises:

A professional cleaning company cleans school in a daily basis, but Students are invited to use disinfectant wipes to clean their keyboards, mice, headsets and

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monitors before start using their computer stations. School will have available always wipes and spray sanitizer.

School staff will be responsible of disinfecting any visible surface at least twice a day.

School staff is responsible, also, of spraying disinfectant over the most commonly used items and areas at the end of the day and before leaving the premises.

Admissions:

1. Potential students will be interviewed initially, via telephone
2. Potential students will be explained about the possibilities of receiving training by attending physically at the campus or via online from home. They will be asked if are interested in attending the school.
3. If student is interested to attend school we will explain the safety protocols and will schedule an appointment for enrollment purposes.
4. If an admission test is required the Admissions Representative will arrange the time for that purpose and student will be indicated about the safety zone where they can sit to complete their Entrance Exam(s).
5. If student expresses concerns about attending school, a Zoom interview (or another similar platform) will be scheduled where our Admissions Representative will perform the first interview.
6. If required the exam will be applied remotely and after marked the exam(s) the candidate will be informed if passed with at least the minimum required marks.
7. After completing the admissions process and once determined the start date, an orientation session will be schedule on the first day of classes.
8. A copy of the Student's Handbook and the COVID19 Protocol will be given to the student with recommendations of reading thoroughly and prepare questions if needed for the day of receiving orientation.

Orientations:

School Director is in charge of Orientations.

If at campus:

1. Student will be received as per appointment and will be asked to respond some questions regarding their health and if suffering any Covid19 like symptoms and temperature will be scanned.

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2. Student must wear a mask to protect her face. (If not having one, school staff will offer one).
3. If student does not have fever and have not had any Covid like symptoms, he will be invited to the Director's office for receiving his orientation.
4. At Director's Office, there will be a Flexi-glass barrier to protect both the visitor and the official.
5. The Director will provide the orientation using a computer monitor positioned for an easy view for the new student without needed of touching.
6. Once the orientation is finished, student will be taken to the Station area where another staff member will show the student how to record their attendance and will guide them to their assigned seat and showing them how they should start working on the computer. As established in the protocol, this seat will no be changed at least it is approved by the assigned staff.

If online (at home):

1. Student will be called by the School Director at the scheduled time.
2. School Director will guide them how to Log in in the attendance and how to follow the courses and practice exercises as per our training system.
3. If needed School Director may use Zoom or Skype to do the orientation.
4. School Director will explain how to be prepared for the final exams when all lessons are completed and will give advices on how the exam procedures work.
5. Once the orientation is completed, the student will be left to work in his or her own pace but having information on how to contact staff in case they need assistance.
6. Students will be closely monitored to prevent there are many absences and how the student is progressing with their courses.

Facilitating/ Technical Support

If attending the Campus:

1. Student were informed during orientation that when they need they should use the Color Tent with the question mark "?" to ask for help.
2. A Facilitator will approach to them to check what kind of help they need. Both, Facilitator and Student should be wearing a mask until the issue is solved.
3. If the Facilitator in turn cannot fix the situation, he/her will call another more experienced Facilitator and will walk away from them so they will maintain the social distancing.

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4. Facilitator cannot let the student without having completed the assistance and confirmed that the issue was fixed.

If working from home:

1. At orientation, students were informed the names and phone numbers of the person they can contact when they need assistance.
2. If a student requires support, they will contact the facilitator assigned to them and will let them know what the problem is.
3. If the problem can be solved via telephone, the facilitator will guide them on what to do.
4. If is needed, the facilitator may request the student to connect through “Google Chrome” or another support platform and they will get the help remotely.
5. Facilitators will not end the call until student is satisfied with the help. If is needed that another Facilitator takes over, both facilitators must contact each other to inform about the solution of the issue.

Exams:

During orientation, students were informed about the procedures to schedule an exam. They would know that they need to inform at least 24 hours before when planning to have a Final Exam.

If attending the campus:

1. Students will inform their facilitators when they want to start their exam.
2. Facilitator in Campus will activate their exam and will give them some specific instructions if needed.
3. When student finish their exam they will inform their facilitator to print the results and to activate the next course in their outline.

If studying at home:

1. Student will inform at least 24 hrs before to their facilitators, when they want to do their exams and Facilitator in charge will activate the exam for them.
2. If special instructions are required, the facilitator will contact the student before starting the exam so they are aware of what is needed to be done to successfully complete their exams.
3. Once the exam is completed, the results will be given automatically. If student passed, the next course will be activated. If failed, the facilitator will let them know what to do to get ready for a rewrite.

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Workshops:

Students may be required to attend at least two workshops. These workshops are organized by the School facilitators and they are organized based on the number of attendees and dates available by the Instructors.

During times of pandemic, students will not be allowed to attend workshops physically at school. They will be attending via Zoom.

1. Facilitators will inform all participants about the scheduled sessions and will provide the Zoom access for attending.
2. For students attending school, only for this time, they will be authorized to stay at home to attend the workshops. Students receiving their training from home will be attending the workshops as per schedule.
3. Instructors will request any homework and will give instructions about how to submit them for their evaluation.
4. Students must attend all scheduled dates and submit all assignments in order to obtain the “completion” of the course.

Practicum/Placements/Preceptorships

Safety and Security of our students are priorities.

1. These academic activities will be instructed practically on a one on one mode.
2. The placement for any of these options would depend on the availability provided by our Employment Specialist and always upon prove that the companies where the students would be placed comply with provincial and federal recommendations.
3. If we cannot verify the conditions for the placement, we would look for more alternatives until finding a place that follows government recommendations.

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Special Situations:

What happens if a student reports feeling sick,

School follows the BCCDC recommendations and we are very firm when a staff member or student report being sick.

What are the Symptoms?

Common symptoms are:

- Fever over 38°C
- Cough
- Shortness of breath/difficulty breathing
- feeling feverish • chills • fatigue or weakness
- muscle or body aches
- new loss of smell or taste
- headache • gastrointestinal symptoms (abdominal pain, diarrhea, vomiting)
- feeling very unwell

Symptoms may take up to 14 days to appear after exposure to COVID-19

For online screening people can go to: <https://bc.thrive.health/covid19/en>

In more severe cases, infection can cause pneumonia, kidney failure, and even death

1. If a Student or staff member has any symptoms of cold, flu, pneumonia, or bronchitis, or any possible symptom of COVID 19, **he/she must report to school immediately and do not attend school** .
2. If they feel sick while at school, they should inform the Campus Director immediately.
3. They must wear a mask (if they don't have it handy, must ask for one to the school staff).
4. Campus Director will request any student or staff to go home right away and contact their family doctor to receive attention and indications on how to proceed.
5. Students or Staff that are sick with the Flu or suspicious of being contagious from Covid19 will be asked to stay at home for 14 days.
6. School Staff will take care of the area where the person was sit. This will be immediately cleaned and disinfected following all protocols and protection.

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7. If the student or staff member are suspicious of having COVID19, they will be asked to be tested ASAP and inform the school of the results and self-isolate from 10 to 14 days. School Director will provide with the information where the student or staff are to call to request being tested, they be informed that they can get a COVID-19 test from a physician, nurse practitioner, urgent and primary care centre or at a COVID-19 test collection centr. They can always call 811 to find the closest Test Centre. If they are experiencing health conditions that require urgent and emergency care they must go to an emergency department without delay.
8. Close contacts to the case should be tested during their 14 day quarantine if they begin to show any symptoms.
9. School Director will call daily to the person that is suspect of contagion to obtain updates about possible testing for COVID19 and medical advice.

If the result is Positive for COVID19, student of staff must inform immediately so we can follow protocols for those cases.

School Directors will ensure that this protocol is updated in a regular basis to ensure we apply the recommendations and requirements of the Provincial and Federal Health Authorities.

10. Student or staff cannot return to school until COVID19 has been excluded and symptoms improved.
11. School Director will contact public health if the number of absentees is important to help to identify if there is an outbreak.
12. Once is reported to public health, school administration will make sure of following the protocols indicated by authorities.
13. School Administration will notify each one of the students and staff member of any news regarding the results and application of protocols.

Where to call to report a possible case of Covid19 and request information on procedures:

We will call 8-1-1 anytime to talk to a nurse at HealthLinkBC and get advice about how to proceed in case a student or staff member is suspicions of contagion of COVID19. We will provide this number to all students. 8-1-1 has translation services in 130 languages.

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211- BC new service to connect seniors, and volunteers during COVID-19 pandemic. The 211 phone is attended 24 hours a day with a live operator. Call 211, or visit www.bc211.ca .

HealthLink BC <https://www.healthlinkbc.ca/> which provides 24/7 reliable non-emergency health information and advice to residents of British Columbia.

BC COVID-19 Support App: this app helps to provide up-to-date information on COVID-19.

International Students

Protocol to follow for International Students:

When Students meet all admission requirements, a memo will be given (sent by email), an electronic copy containing the present Protocol and knowledge of receipt will be required.

International Students are informed that all travelers entering Canada, whether in mandatory quarantine or isolation, must:

- arrange for a suitable place to quarantine or isolate, within your financial means
- go directly to your place of quarantine or isolation, without stopping anywhere
- stay at your place of quarantine or isolation for 14 days (only leave to seek medical assistance if needed)
- not use shared spaces such as courtyards, restaurants, gyms or pools if you're staying at a hotel or paid lodging
- not have any guests, even if you're outside and stay 2 meters apart from them
- monitor your health for symptoms of COVID-19
- wear a non-medical mask or face covering while travelling to the place where you'll quarantine or isolate

Before you travel, you must plan to quarantine or isolate in a suitable place. If you don't, you may be assessed further by a government representative at the border. If you can't quarantine in your own home, consider other options within your financial means, such as:

hotel

motel

other paid housing

friends or family, as long as you won't expose anyone who is not part of your travel group

(This decision will be made by a government representative at the border.)

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Upon arrival, using of the ArriveCAN app and the BC Covid-19 App are required (Apps are available in Android, iOS or web format). You can download the apps in advance and use the ArriveCAN mobile app on their phone before arriving at the border. You can reduce your waiting time and minimize contact with border and health officers by submitting your information in advance.

The government will call you to confirm you are following the recommendations. We ask that you please answer calls from **1-888-336-7735**

Procedures and responsibilities for airport arrival and transportation for asymptomatic travelers (e.g., wearing a mask, avoiding public transit other than taxi) to the 14-day quarantine facilities.

- a) Where possible, use only private transportation such as a private vehicle to reach your place of quarantine.
Avoid contact with others while in transit:
 - a. Remain in the vehicle as much as possible;
 - b. If you need gas, pay at the pump;
 - c. If you need food, use a drive through;
 - d. If you need to use a rest area, put on your mask and be mindful of physical distancing and good hygiene practices.
- b) After students arrive in Canada, they are required to communicate with the School Director to report they are in quarantine.

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Self-Isolation Plan

B.C. has declared a state of emergency. To ensure the safety of all British Columbians you are being asked to declare your journey details and how you plan to self isolate. Please complete the form below.

Primary Contact Information

* First name (primary contact)

* Last name (primary contact)

* Date of birth (yyyy/mm/dd)

* Phone number

Email (optional)

* Home address

* City

* Province / Territory

Postal Code (optional)

Travel Information

* Are there additional travellers in your group?

Yes

No

Arrival Information

* Arrival Date (yyyy/mm/dd)

2020/11/12

* Arrival By

Please Select

Airline / Flight Number (if applicable)

* Arrival From (City, Country)

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Self Isolation Plan

* Do you have accommodations arranged for your self-isolation period?

Yes No

* Do you need accommodation assistance to self-isolate from anyone who is over 60 years old or who has heart disease, high blood pressure, asthma or other lung disease, diabetes, cancer, immune suppression or is taking prednisone medication?

Yes No

* Are you able to make the necessary arrangements for your self-isolation period? (e.g. food, medication, child care, cleaning supplies, pet care).

Yes No

What form of transportation will you take to your self-isolation location? (optional)

Personal vehicle Public transportation Taxi or ride share

I certify this to be accurate.

Collection Notice

Your personal information as well as those of your household is collected by the Ministry of Health under the authority of sections 26(a), (c), (e) and s.27(1)(a)(iii) of the Freedom of Information and Protection of Privacy Act, the Public Health Act and the federal Quarantine Act, for the purposes of reducing the spread of COVID-19. Personal information may be shared with personnel providing support services and follow-up during self-isolation. Should you have any questions or concerns about the collection of your personal information please contact:

Title: Ministry of Health, Chief Privacy Officer

Address: 3rd floor – 1483 Douglas Street Victoria BC V8W 9P1

Telephone: 236-478-1666

Luz Quiroz

Campus Director

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Once they are reported to school, our protocol states that weekly phone calls will be done by school administration, to inform the student with college updates and making sure of any of the following:

- a) That they have access to supplies such as prescriptions and food: locate one or more pharmacies near to you: e.g. London Drugs, Pharma Save, Shopper Drugs Mart, etc. Most of the major grocery supermarkets have their own pharmacy departments: Save On Foods, Safeway, Super Store, Costco, etc.
- b) Students are advised to apply ASAP, for their Medicare. They can go to <https://www2.gov.bc.ca/gov/content/health/health-drug-coverage/msp/bc-residents/eligibility-and-enrolment/how-to-enrol> . The online application takes about 15 minutes to complete.
- c) School will confirm that students do not have contact with vulnerable individuals or be living in a group or communal setting (except for family members);
- d) School also needs to confirm with student that their quarantine accommodation enables them to maintain physical distancing, and infection-prevention control protocols are in place at the site.
- e) School will inquire about any COVID19 symptoms, general well-being, and compliance with quarantine requirements;

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Daily -Monitoring Form for COVID 19

Name: _____ Date symptoms started (if applicable): _____

Self-monitoring start date: _____ (e.g., date arrived in Canada or date of last exposure to a COVID-19 case)

* Avoid the use of fever-reducing medicines (e.g., acetaminophen/Tylenol, ibuprofen/Advil) as much as possible. Fever-reducing medicines could hide early symptoms; if these must be taken, speak with your health care provider.

Self-monitoring day	1	2	3	4	5	6	7	8	9	10	11	12	13	14
Date (MM/DD)														
Daily temperature* (degrees Celsius)	°C	°C	°C	°C	°C	°C	°C	°C	°C	°C	°C	°C	°C	°C
NO SYMPTOMS ✓														
Pay attention to your health. If you develop any symptoms write YES or NO below for each symptom daily.														
Chills														
Conjunctivitis (pink eye)														
Cough														
Diarrhea (loose stool/poop)														
Fatigue (tired)														
Runny nose														
Short of breath or difficulty breathing														
Sore throat														
Other (add in notes) loss of appetite, loss of taste or sense of smell, nausea & vomiting, muscle aches, headache, new chest pain etc.														

NOTES:

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- f) School will confirm the students receive reliable, accurate messages about COVID-19, including related stigma and anti-racism supports, mental health and cultural/religious considerations;

As soon as Student Confirm their traveling plans to arrive in Canada, School will investigate of any cultural groups or Religious associations that may be helpful to provide support to the students upon their arrival, based on their culture, language and religious.

School Administration will provide this information to students upon confirmation of their Self Isolation Plans.

- g) Information about COVID-19 testing, contact tracing, and care

We will call 8-1-1 anytime to talk to a nurse at HealthLinkBC and get advice about how to proceed in case a student or staff member is suspicions of contagion of COVID19. We will provide this number to all students. 8-1-1 has translation services in 130 languages.

Also, students will be given by the School Administration, of the following link where they can perform a self test and receive indications of what to do depending on the results:

<https://bc.thrive.health/covid19/en>

School Director provides orientation to all new students and will explain our system to monitor student attendance. Students will be told they must login and log out properly to keep track of their attendance and in case we notice absenteeism becoming a problem, school will follow up with calls, electronic communications as well as regular registered mail to make sure somehow our communication reach the students.

- e) International students will be provided of any website address that would be relevant to be aware of all School policies and procedures and to have all the links included in our Campus page in the National Website:

https://www.academyoflearning.com/wp-content/uploads/2020/10/VANCOUVER_CAMPUS_COVID_19_PROTOCOL_for_Nat_Website.pdf

<https://bc.thrive.health>

- f) School Administration will look and provide information relevant for the student regarding any Cultural or Religious Centres that may provide some support to the students on their own languages and cultures.

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- g) In case student is required to stay at home, school will set up their access to work online and will have a staff working closely with them to make sure they progress in their studies. Students will be instructed to follow the same procedures that all other students.
- h) If international student is ok to attend school, they must follow the same protocols that have been established for all that attend physically the school

All these policies and procedures are put in place by the School Administration at a Management level and starting with the Executive Director, Campus Director and all Facilitators will be the ones responsible to make sure these policies and procedures are applied as stated in this protocol and in case we need to request the services of a third part to support the application of the policies and procedures we will immediately communicate to the authorities about that.

This Protocol has been established and in accordance with any applicable privacy laws and regulations and following the B.C. Post-Secondary Go-Forward Guidelines; the Government of Canada's Guidance for Post-Secondary Institutions During the COVID-19 Pandemic; the Provincial Health Officer as they appear at the COVID-19 Provincial Support and Information website

Stay Safe- Stay Healthy- Stay Well

Sincerely,

School Administration

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Important links:

<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/symptoms.html#s>

<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/symptoms.html# Getting tested>

<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/awareness-resources.html>

<https://bc.thrive.health/>

<http://www.bccdc.ca/health-info/diseases-conditions/covid-19/self-isolation>

<https://travelscreening.gov.bc.ca/> .

https://www2.gov.bc.ca/assets/gov/health-safety/support_for_travellers_print.pdf

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Receipt of Acknowledgement

Student Name: _____

Signature: _____

Date: _____

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