

ITD Canada COVID-19 Safety Plan

Safe Operation

This document is intended to support safe levels of teaching, learning and administration, if delivered in person or in a hybrid model to support services at ITD Canada while COVID-19 presents a risk. This plan, along with WorkSafe BC's six-step process, and the post-secondary sector Go-Forward Guidelines, provides guidance to all members of the ITD Canada's Community for safe, on-campus, education delivery, and student and employee services.

This plan will be updated regularly to reflect changes in response to new information, updated procedures, or guidance from the Provincial Health Officer, WorkSafe BC or the Ministry of Advanced Education, Skills and Training. Should you have any comments, questions, and/or suggestions please write to covidsafety@itdcanada.ca.

Guidelines priorities

Safe operations on our campus are guided by the priorities depicted below:

- Our top priority is the health and safety of our students, faculty, and staff
- To provide these guidelines we use the Go-Forward Guidelines for the post-secondary sector and WorkSafe BC Guidelines as our baselines for returning to in-person activities in multiple steps
- We recognize and believe in the benefits of in-person instruction and services and try our best to resume these services safely as the situation with COVID-19 develops
- We understand that every individual may have unique needs that may affect the ability to deliver in-person instruction or services
- We recognize that the COVID-19 pandemic situation is dynamic, and we must be flexible and adaptable in our approach allowing us to be able to react as the restrictions and circumstances change

Guidelines Structure

This plan is in accordance with the Go-Forward Guidelines for the post-secondary sector, WorkSafe BC Guidelines, Provincial Health Officer recommendations and other health and safety frameworks.



Reducing the Risk of COVID-19

COVID-19 is a respiratory infection that is transmitted through person-to-person contact.

The virus that causes COVID-19 spreads in several ways, including through droplets when a person coughs or sneezes, and from touching a contaminated surface and then touching the face. Higher risk situations require adequate protocols to address the risk. The risk of COVID-19 depends on the amount of virus circulating in the community, which changes from place to place and over time. Community transmission is monitored by public health authorities in British Columbia.

The Phased Return to Campus Committee, will maintain organizational awareness of the level of community transmission in order to implement interventions that are proportionate to selecting prevention measures for the workplace.

Section below is taken directly from the [B.C Post Secondary COVID 19 Go-Forward Guidelines](#) which helped us in developing the safety plan.

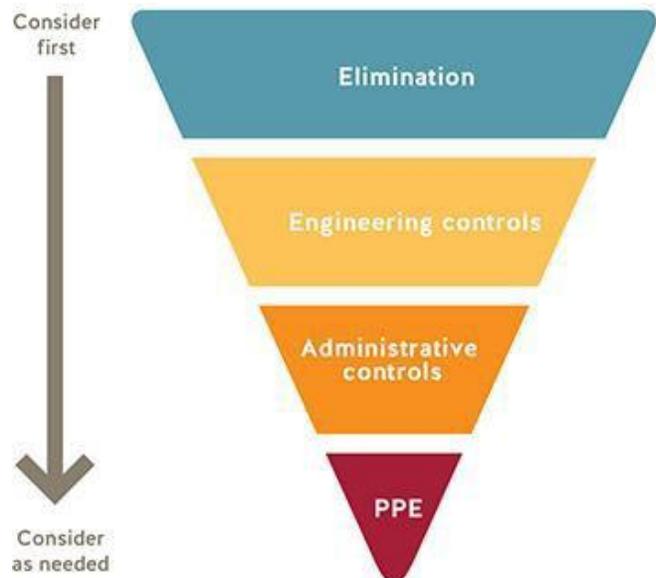
“When selecting the most appropriate prevention measures, consider the current level of community transmission of COVID-19 as well as the feasibility and effectiveness of the intervention. The collection of prevention measures chosen will depend on what the institution needs to function.

First level protection

(elimination): Where practical, promote safe physical distancing between people as recommended by the Provincial Health Officer. Use policies and procedures to reduce the number of prolonged close contacts among faculty, staff and students. These may include creating assigned seating in classrooms.

Second level protection (engineering controls):

In situations where physical distancing cannot be maintained **and** a large number of contacts are expected (e.g. cafeteria), install physical barriers to reduce the numbers of close contacts.





Third level protection (administrative controls):

Establish rules and guidelines, such as cleaning protocols, advising faculty, staff and students not to share tools, or implementing one-way doors or walkways. Maintain hand hygiene stations and clean high touch surfaces.

Fourth level protection (protective Equipment or PPE): During periods of high levels of community transmission and when physical distancing is difficult to maintain, consider the use of PPE, such as [non-medical masks](#). Be aware of the limitation of non-medical masks to protect the wearer from respiratory droplets. Ensure faculty, staff and students are [using masks appropriately](#). Note that PPE may be mandatory in certain post-secondary settings (e.g., clinical settings, laboratories). Health experts advise that masks may be problematic for some people, such as those with asthma, autism, or hearing impairments. For this reason, alternate PPE options should be included in planning.”

Responsibilities and Roles

It is everyone’s responsibility to maintain the safety of our community. To reduce the risk of COVID-19 transmission, everyone at ITD Canada has particular roles and responsibilities related to each level of protection.

ITD Canada is committed to:

- Ensure that the institute is in compliance with all provincial and federal health and safety regulations
- Ensure common areas, classrooms and offices have been analyzed for safe occupancy limits and have maximum capacities clearly posted when students are in school
- Ensuring necessary signage is posted at all entrances, washrooms and common areas
- Provide flexibility, tools and resources for students, faculty and staff to be able to work from home when necessary
- Install physical barriers such as Plexiglas where physical distancing is not possible, and including them in cleaning protocols
- Provide guidelines, training and signage for students, faculty and staff regarding safe conduct on campus
- Ensure adequate handwashing and hand sanitizing supplies are available on campus
- Ensure enhanced cleaning protocols are followed
- Ensure College relevant policies adequately address COVID 19 and are clearly communicated through our handbook
- Ensure that students, faculty and staff adhere to ITD Canada’s policies regarding non-discrimination, and respectful conduct



- Engage with members of the campus community (faculty, staff, students, student unions/societies, occupational health and safety committees) in the development of safety plans, taking into consideration health and safety terms and conditions in collective agreements
- Select, implement, and document risk assessments and appropriate site-specific control measures
- Where reasonably practicable, provide resources (e.g., information, administrative changes, technology, training, human resources) and materials (e.g. PPE, cleaning and disinfecting products and systems) required to implement and maintain Safe Work Plans
- Ensure faculty, staff and students are informed about the content of safety policies
- Conduct a periodic review of the effectiveness of the plan. This includes a review of the available control technologies to ensure that these are selected and used when practical
- Maintain records of training and inspections
- Re-examine tasks in the workplace and ensure that
- Safe work procedures are updated with COVID-19 practices.

Administration staff are responsible for:

- Understanding how to report and reporting potential exposure or other COVID 19-related unsafe conditions
- Ensure that students, faculty and staff have completed the online COVID 19 related training material

All students, faculty members and staff at ITD Canada are required to abide by the following safety protocols before coming to campus and/or while on campus:

- Daily self-assessment for COVID-19 symptoms. Expectations and guidance for self-assessment and reporting symptoms are posted online and on Campus.
- Reading and understanding COVID-19 safety plans.
- Attending health and safety meetings as required.
- Following posted safety signage such as room occupancy, physical distancing, direction of travel, and seating.
- Following posted safe hygiene and hand-washing practices.
- Wearing non-medical PPE as circumstances require.
- Understanding how to report and reporting potential exposure or other COVID 19-related unsafe conditions



Campus visitors are required to abide by the following:

- Be aware of and follow the guidelines for self-assessment and reporting symptoms as posted online and at the Campus entrance prior to entering the premises.
- Following posted safety signage such as room occupancy, physical distancing, direction of travel, and seating.
- Following posted safe hygiene and hand-washing practices.
- Wearing medical or non-medical PPE as circumstances require.
- Understanding how to report and reporting potential exposure or other COVID 19-related unsafe conditions
- Understanding the perimeter of the clearly posted visitors' area and staying in that designated area

Protocols for Safe Campus Access

1. Before Coming to Campus

Training

Training modules are available online to ensure all students, faculty and staff understand their roles and responsibilities in maintaining a safe campus environment.

Online training modules include:

- COVID-19 safety for employees working/returning to campus
- COVID-19 orientation for new employees included in onboarding process
- COVID-19 safety information for students

Pre-Arrival Communication

Management will communicate with employees before accessing campus to review College-wide safety protocols and answer questions and ensure employees have reviewed relevant training modules.

Management also will conduct orientation for the new employees

Administrative staff will ensure that safety measures are clearly communicated to students during the orientation

COVID-19 Daily Self-Assessment

All faculty, staff, students, contractors and visitors must assess themselves daily for COVID-19 symptoms prior to accessing campus property. COVID-19 symptoms are similar to other respiratory illnesses including flu and common cold. They include:

- Fever
- Chills
- Cough
- Shortness of breath
- Sore throat
- Stuffy or runny nose
- Headache
- Muscle aches
- Fatigue
- Loss of appetite



People infected with COVID-19 can also experience gastrointestinal symptoms such as diarrhea, nausea and vomiting a few days after the onset of the above symptoms.

- The BC COVID-19 self-assessment tool is available online for conducting self-assessments: <https://bc.thrive.health/>.
- Signage posted at the entrance, communicates expectations for completing a self- assessment to all individuals before they enter the campus.
- 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](#).

2. Safety Measures on Campus

Reducing the Number of People on Campus

ITD Canada has taken necessary measures to reduce the number of students and employees on campus, including:

- Conducting most classes at ITD Canada through remote learning
- Encouraging employees to work from home
- Encouraging meetings by zoom
- Encouraging students to consider the necessity of any visits to campus
- Continuing to follow provincial orders and guidance by prohibiting gatherings of more than 50 people

Occupancy Limits and Physical Distancing

The College has created occupancy limits in common areas, service areas, washrooms, the elevator, together with directional signage to promote and guide physical distancing throughout the campus. The college addresses other safety measures including the provision of additional hand sanitizers on campus and the strategic placement of seating.

All employees, students and visitors are expected to abide by the posted room occupancy limits and follow any directional or other signage. All persons on campus should always attempt to maintain a two-meter distance from others as directed by the Provincial Health Officer.

Signage

Comprehensive COVID-19 safety signage is being implemented on campus. All employees, students and visitors are expected to abide by this signage.



Reducing the number of service visits

To facilitate efficient campus visitation by students, we have created "by appointment only" protocols, with staggered appointments for in-person visits, together with posted occupancy limits in all areas.

Limiting Visitors

ITD Canada is operating in a limited-access mode, with no public events on campus.

Non-medical Face Coverings

ITD Canada encourages anyone entering the campus presence to wear a [non-medical face covering](#).

Wearing a non-medical face covering may provide an added layer of protection whenever maintaining two meters of physical distance is not possible or predictable

Hand Hygiene

The College provides and stocks adequate washroom and hand-washing facilities on site for faculty, staff students. Capacity limits are posted for washrooms to ensure physical distancing.

Faculty, staff, students, contractors and visitors should wash their hands, including upon arriving on campus, before and after breaks, before and after eating, before food preparation, after handling cash or other materials, before and after handling common tools and equipment, etc. Supervisors and Instructors are to provide the ability for frequent hand washing or sanitizing.

Numerous hand sanitizing stations are located throughout the campus, at entry points, within departments and service areas, and in corridors to facilitate hand hygiene.

Off-Campus Activities

Off-campus Activities are subject to compliance with the College's Safety Plan, together with existing policy and procedures, including risk registers, for Off-campus Activities Involving Students.

Co-op Students

Students in co-operative education placements are governed by the safety protocols of the employer when engaged in in-person co-operative work term activities.

Protocol if Individuals Develop COVID-19 Symptoms on Campus:

- Contact an administrative for First Aid
- Administrative staff will respond to the area to provide the individual a mask and safely separate the symptomatic individual to the designated room to provide a confidential assessment, including the ThriveBC assessment for COVID-19



- Further to assessment, and unless further immediate care is required, the symptomatic individual will be advised to return to their place of residence and to contact 8-1-1 or their local healthcare provider for further direction
- Where necessary, administrative staff will arrange for transportation for the symptomatic individual
- Administrative staff will notify Cleaning Services of related cleaning requirements to ensure that cleaners are dispatched to clean and disinfect the space where the individual was separated and any areas used by them (e.g., classroom, bathroom, common areas).
- Through existing confidential communication processes, administrative staff will notify the SEA of an incident of a symptomatic individual on campus
- SEA will seek advice from the local public health authority around managing cases of COVID-19 in the institution and directives for communication to those on campus who may have been exposed.
- The College will maintain and keep records on first aid reports and incidents of exposure.

Protocol for Reporting Unsafe Conditions

- Employees should raise safety concerns to their Supervisor and through any member of a joint health and safety committee or health and safety representative.
- Safety concerns requiring immediate attention should be reported to campus Security and a Supervisor.
- General concerns or comments regarding campus safety can be directed to covidsafety@itdcanada.ca

Mental Health provisions

Faculty, staff and students may be experiencing anxiety, depression or other mental health challenges arising from the COVID-19 pandemic.

Resources are available to support the mental health and wellbeing of students and staff including:

- [Here2Talk](#) offering mental-health counselling available 24/7.
- Culturally-aware crisis support is available 24/7 to Indigenous people in B.C. through the [KUU-US crisis response service](#).
- Faculty and staff can access counselling and wellness services through employee and family assistance programs.
- The Province offers a range of [virtual mental health programs and services](#) to support mental health and wellness.



International Students

ITD Canada has created a quarantine plan for international students. The plan is designed to support international student safe arrival and self-isolation/quarantine in preparation to study at ITD Canada. The plan is broken into four stages; pre-arrival communication, pre-arrival travel planning; quarantine, and post-quarantine. This plan will be updated regularly by ITD Canada to reflect changes in response to new information, updated procedures, or guidance from the Provincial Health Officer or the Ministry of Advanced Education, Skills and Training. Comments or suggestions regarding the plan are encouraged and may be sent to covidsafety@itdcanada.ca

Self-isolation/quarantine plan

Protocols for Safe Arrival of International Students

This plan is designed to support international student safe arrival and self-isolation/quarantine in preparation for study at ITD Canada while COVID-19 exists. This plan is part of the ITD Canada COVID-19 Safety Plan. Because of the dynamic nature of the COVID-19 pandemic, ITD Canada constantly monitors recommendations and Orders declared by the Provincial Health Officer in order to respond with updates to our plans, protocols, and procedures. We are committed to following all BC Public Health Officer Orders.

ITD Canada self-isolation/quarantine plan is divided into three stages.

1. Pre-arrival Communication and Planning
2. Quarantine
3. After Quarantine.

This plan may change to reflect new information, updated procedures, or guidance from the Provincial Health Officer or the Ministry of Advanced Education, Skills and Training.

Our goal is to get students ready and completely informed of the regulation around pandemic and self-isolation. We will provide as much information as possible in order to prevent students from making unnecessary mistakes and face possible penalties. Our information will be in line with the federal quarantine act and provincial health office recommendations.

Part I: Pre-arrival communication and planning

ITD Canada will provide ongoing communication with students outside of Canada regarding safe travel to Canada and mandatory self-isolation/quarantine in the following methods and with the following messages:

Methods of communication:

1. Weekly reminder emails to accepted and returning students not currently in Canada. This is done through automation from our CRM software
2. Pre-arrival orientation webinars including “Quarantine 101” material and Q&A

3. Direct response from student services for 1:1 support via email, zoom or other media like WhatsApp or Telegram.
4. Updates on our web site under COVID-19 Update heading

Messages to be delivered

1. Requirement to notify us before travelling to Canada
2. Information and requirement of submission of self-isolation plan (including airport transfer). They must certify in writing that they understand
 - a. Public transit is prohibited for any new arrivals
 - b. Taxi and ride-share service numbers provided to them by ITD Canada
3. Information and requirement of submission of self-isolation plan to the BC Government
4. Information and requirement of submission of plan via the “ArriveCAN” app to the Government of Canada
5. Instructions for purchase of medical insurance and MSP application
6. Instructions for timing of travel to meet the 14-day self-isolation requirement in accordance with the start date of their classes
7. Transportation and mask requirements for arrival
 - a. Public transit is prohibited for any new arrivals
 - b. Masks where not required by a transit provider (taxi) are recommended
 - c. Taxi and ride-share service numbers provided
8. Pre-vetted full-service self-isolation accommodation package if the students ask for it
9. Information on the additional food services delivery options

ITD Canada strongly recommends that all international students planning to travel to Canada clearly understand the Government of Canada and BC Government laws and regulations before making travel plans. Below are the important links provided by different levels of government and are updated frequently. We recommend all international students to check and read the following links very carefully.

- [Government of Canada Travel restrictions, exemptions, and advice](#)
- [BC Government – Self-isolation on Return to B.C. requirements](#)
- [Canadian Border Services Agency: Information for non-Canadians](#)

It is crucial to understand that the ultimate authority to allow students into the country rests with the Canadian Border Services Agency. International students who are traveling to Canada, MUST make sure that they have proof of eligibility and [travel restriction exemptions](#). Students MUST prove that they are traveling for non-optional or non-discretionary purposes and they have their quarantine plan and documents prepared in advance.



Below is a list of items that international students entering or returning to Canada must do before traveling to Canada.

Quarantine and travel plan preparation:

1. Review your eligibility to enter Canada at the “Important Links” above
2. Review the [ArriveCAN](#) and [BC Self-Isolation Plan](#) requirements
3. Make your 14-day self-isolation arrangements (confirm bookings/availability)
5. Complete requirements to your plan requested by ITD Canada staff
6. Submit your self-isolation plan to the Government of Canada through [ArriveCAN](#)
7. Submit your [BC Self-Isolation Plan](#)

Important resources and recommendations while you plan your travel

Self-assessment tool

Use the online [BC COVID-19 Self-Assessment Tool](#) to help determine if you need further assessment or testing for COVID-19. If you cannot use the online tool, contact [Healthlink BC](#), 24-hours a day/seven days a week. You can complete this assessment for yourself, or on behalf of someone else, if they are unable to.

Documents to bring

Students are recommended to bring the following documents while travelling to enter Canada:

- Current Letter of Acceptance from the College (for new students)
- Confirmation of Enrollment from the College
- A letter from the College supporting your eligibility and need to travel to Canada
- A valid Passport
- Valid Temporary Resident Visa or eTA
- Valid Study Permit

Medical coverage

The college requires all new students to have a valid medical insurance plan before their date of Travel. ITD Canada students can enroll in the medical coverage program of their choice or follow the college's recommendation during the waiting period for MSP. If they would like to use the college's resources and recommendations for a list of coverage providers, they must email registrar@itdcanada.ca. Upon arrival in BC, students must apply for the BC [Medical Services Plan \(MSP\)](#). Returning students, must make sure their MSP coverage is active and valid.



Transportation

International students should plan to take a taxi or ride share service or have a private pick-up (by family or other) directly to the address of self-isolation. Students will be required to wear a mask and maintain social distancing.

[Taxis and wheelchair-accessible vehicles](#) are available at taxi stands located on Level 2 of the Domestic and International Arrivals Area at YVR.

Public transit including bus, skytrain, and Canada Line is not permitted for students travelling from the airport to your address of self-isolation.

Students will always be required to wear a mask and maintain 6 ft of physical distance.

Self-isolation location

Due to COVID-19 some Metro Vancouver hotels are not currently open for guest reservations. Many hotels are changing their room rates due to the pandemic, and they might not know what their rates will be.

ITD Canada has made arrangements with a few properties regarding self-isolation. If the student would like to use the college's resources and recommendations for a list of coverage providers, they will email registrar@itdcanada.ca.

If students are self-isolating with family members, they must read through the [guidelines of BC Centre for Disease Control](#).

Options to eat

Students have a variety of food options while in self-isolation. Since they will not be allowed to leave their address of self-isolation, they can plan to designate a friend or family member to deliver groceries while respecting physical distancing or use a food delivery service. Here are some popular options:

- [Skip the Dishes](#)
- [DoorDash](#)
- [Save-on-foods](#)
- [Uber Eats](#)
- [SPUD.CA](#)
- [Fresh Prep](#)
- [Hello Fresh](#)

Pre-arrival planning

ITD Canada has developed a process to help students prepare for successful travel and quarantine upon arrival. The process includes the following steps:

- Sending of a request to travel email and get instructions from the college,
- follow-up direct confirmation and approval of travel plans and readiness by staff
- email confirmation of requirements completion.

Pre-travel quarantine support planning involves student acknowledgement of legal requirements and ensuring they have made proper arrangements for a successful quarantine period upon arrival.

The following checks are including in the pre-quarantine travel planning phase:

1. Study permit confirmation
2. Review of in-person/in-Canada requirements of program
3. Submission of travel itinerary
4. Confirmation of in-Canada communication options and preferences
5. Submission of quarantine details including:
 - a. airport transportation needs upon arrival
 - i. Public transit not recommended for any new arrivals
 - ii. Masks where not required by a transit provider (taxi) are recommended
 - iii. Taxi and ride-share service numbers provided
 - b. quarantine accommodation location and confirmation if a private provider
 - c. Confirmation of download of ArriveCAN app.
 - d. Confirmation of submission of BC Self-Isolation plan
 - e. medical insurance requirements acknowledgement
6. Provide ITD Canada details about an International telephone number or a messaging ID on a device that can be connected to the internet upon arrival at YVR which provides free internet. Our staff will be in touch with the student the moment they land. ITD Canada will not issue students any document unless this information has been received and verified.

Phase II: Quarantine period

The quarantine period is set-up to achieve three goals:

1. Compliance with the quarantine act and Ministry of Health guidelines
2. Social, physical (nutrition/medicine) and emotional support during isolation
3. Preparation for post-quarantine success.



ITD Canada will be in touch with students every step of the way while they are in quarantine. Students are supposed to be in touch with a designated college staff and are supposed to report the following and receive support they require.

The quarantine period includes the following stages, information provision and support:

1. Pre-Boarding: Students must send ITD Canada's designated staff a message BEFORE boarding the plane and provide the college with any changes to the flight. The college staff will be tracking the flight over the internet and the destination airport website. This should happen again before the boarding on the plane that directly flies to Vancouver.
2. Arrival: Students must send the college a message using the free internet at YVR and confirm his/her arrival. Health Authorities will be notified of this violation if the college does not receive the arrival message
3. Arrival: Students will be met at the airport by a pre-planned transport provider
4. Arrival: Students will check-in and follow the pre-arrival plan method agreed to in Phase I.
5. Post Arrival: Days 1-3: Zoom or phone check-in twice per day. Check-in priorities:
 - a. ArriveCAN app use reminder
 - b. Successful quarantine tips and resources
 - c. Food/meal/medicine/social and emotional check
 - d. Share online school resources (academic preparation)
6. Maintenance monitoring: Days 4-12: daily video check-in once a day.
7. Quarantine closure monitoring: Days 13-14
 - a. Day 13: Provision of campus guidelines and online delivery reminder.
 - b. Day 14: Quarantine ends
8. While in Quarantine, Students are required to attend online classes and all school online meetings to help integration to the college community.

Provisions for additional support for students with a positive case:

- Designated staff assumes case-management and will remain in contact with the student to maintain support. Enhanced services will depend on case severity and include:
 - System navigation for accessing health services as needed
 - Health check-ins with the student every 6 hours
 - Enhanced needs assessment (food & medicine) and follow-up
 - Updating of the quarantine time frame with public-health guidance

Phase III: After Quarantine Period

The post-quarantine period includes regular communications related to student service offerings, student success, and continued emphasis on protecting self and community while COVID-19 presents a risk. Communication for international students is conducted



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through weekly TMI online sessions.

Mental health

The Ministry of Advanced Education, Skills and Training launched Here2Talk on April 16, 2020. Here2Talk connects post-secondary students with mental health support when they need it. Through this program, all students currently registered in a B.C. post-secondary institution have access to free, confidential counselling and community referral services, conveniently available 24/7 via app, phone and web.

Questions about the service can be sent to: Here2Talk@gov.bc.ca.

Enhanced online support

We are in touch with students regularly through one all school meeting on Tuesdays. We provide help to students who may have trouble with online infrastructure that we provide through orientation and private zoom meetings if need be.

At this stage we are regularly in touch with our students through private zoom meetings, orientations and all school online meetings. We continue to provide the best support that we can to our students after quarantine ends.

Additional Support

Academic support/ Co-op Support

- Students who would normally attend campus but are self-isolating as a result of the daily self-assessment process, or who reside with someone who needs to self-isolate, may request academic support due to missed classes or course requirements.
- Faculty and staff who would normally attend campus but are self-isolating as a result of the daily self-assessment process should contact their supervisor to report their absence from working on campus and to discuss temporary remote work arrangements, if practical.



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COVID-19 Cleaning and Sanitizing Protocols

The College is cleaned and disinfected in accordance with the [BCCDC's Cleaning and Disinfectants for Public Settings](#).

Where cross-contamination is possible shared items are removed (e.g., shared office supplies, magazines, utensils etc.).

Adequate hand-washing facilities are stocked and available on site and easily accessed.

Education Delivery

To facilitate safe campus operations, ITD Canada has adopted a blended teaching and learning model with a primary focus on utilizing remote technology. In the scenario where learning activities and objectives require in-person participation, the college ensures safe in-person delivery by following the protocols as outlined in ITD Canada's COVID-19 Safety Plan.

Maintenance and Monitoring of the Safety Plan

This Safety Plan is based on current recommendations and is subject to change. ITD Canada will continue to monitor health information from the [British Columbia Centre for Disease Control](#) and the latest COVID-19 updates from the [Government of British Columbia](#), and implement changes to the Safety Plan as required.

If you have a question or concern:

Concerns for safety on campus should be reported to campus security. Questions about COVID-19 safety planning may be directed to covidsafety@itdcanada.ca.

Faculty, staff and students with questions or concerns about institutional exposure to COVID-19 can call WorkSafeBC's Prevention Information Line at 604.276.3100 in the Lower Mainland (toll-free within B.C. at 1.888.621.SAFE). Prevention officers will provide answers to questions and, if required, a prevention officer will be assigned to assess the health and safety risk at an institution.