# IHN COVID-19 Policies and Procedures

The health and safety of our students, faculty, and staff is our highest priority. The following policies and procedures were created based on the current guidelines outlined by our Health authorities. As things change, we will remain flexible and adaptable, therefore IHN reserves the right to change policies as needed. We ask that you please review and follow these policies and procedures.

# Physical/Social Distancing:

All staff and students are required to practice physical/social distancing by keeping two meters (six feet) apart from others.

# Cleaning:

Each day the classroom tables, chairs, and all high touch points in the school will be sanitized according to BCCDC guidelines. This sanitization process will occur in the morning prior to daytime classes and again in the evening prior to our night groups.

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

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

# Directional Flow:

We have moved to having a separate entrance and exit to ensure physical distancing. To enter the school, you will use the front door off Broadway. To exit the school please use the backdoor across from the men’s washroom.

# Hand Washing & Sanitizing:

Everyone is encouraged to wash their hands or use hand sanitizer before or upon entering the administration area and upon entering or re-entering the classrooms. Hand sanitizer can be found immediately upon entering the building, within the administration office and in both classrooms. Please sanitize your hands throughout the school day.

# Washroom Use:

Do not lineup outside the washrooms. Two people at a time in the Women’s washroom, and one person at a time in the Men’s washroom. Before and after class, please be mindful of washroom availability.

# Interacting with IHN administration:

Administration will be wearing masks when distancing is not possible. No more than one student can be in the administration office at any one time. Students are not permitted to loiter in the common area of the building (i.e. outside of the kitchen, front lobby or near the elevator).

# Student Amenities:

To reduce the amount of touch surfaces, and in turn reduce possible exposure, kitchen amenities will be closed, including fridge, dishes and cutlery. There will still be access to filtered water. Students are to bring their own drinking container.

# Personal Protection Equipment (PPE):

Students are required to wear masks or face shields in the classroom and must have one available to them at all times. Masks are required in all common areas including hallways, bathroom etc.   
Instructors will all have a face mask/shield with them but will not be required to wear one during instruction if students are further than 6 feet away from the front.

# Virtual Classroom Option:

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

webcam on for class and their microphones muted unless asking a question or taking part in classroom discussions/activities. Please attend class from a quiet space with no distractions. All students whether in-class or virtual will need to raise their hands to ask a question. Virtual students will still participate in class group activities through the breakout room function.

If an instructor is not able to teach a class in-person due to symptoms of illness, the class will be switched to a virtual delivery. IHN Vancouver will make every effort to notify students by 6 pm the day prior to class. If early notification is not possible and students have already made their way to the school, IHN Vancouver will make accommodations for students to join the class virtually from the classroom.

# Tests, Quizzes, Assignments & Case Studies:

In an effort to reduce touch surfaces, all assignments and case studies are submitted electronically through the Student Portal SonisWeb. All tests and quizzes will be completed electronically using classmarker. This will require in-class students to bring their laptop/tablet/iPad to class. We understand that a device was not a requirement when you registered for the program (Fall 2020 intake and prior) so any student who is not able to bring their device to class will be provided with a paper test.

# Equipment Required:

Students must have either a laptop or desktop computer with a working webcam and microphone, and a strong/reliable internet connection for attending classes virtually.

**Classroom Etiquette:**

Students are asked not to arrive more than 15 minutes before classes start and to leave directly after classes have finished. This ensures that staff has sufficient time to sanitize. Students are welcome to stay and eat in the classroom or eat outside, following physical/social distancing guidelines.  
  
As some students will be joining the class virtually, we ask students to be very mindful of background noise such as moving/shuffling items on desks and getting up to use the washroom, etc. The microphone may pick up background noise and be disruptive to the online learners.

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# Wellness Policy:

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

# COVID-19 Self-Assessment

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

# If Staff or Students Develop Symptoms while at the Institution:

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

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

1. If Public Health Authorities (PHA) have determined through contact tracing that IHN Vancouver staff and students are at risk, we will work with PHA and follow their guidance as to next steps.
2. IHN Vancouver will provide PHA with all information required.
3. Through contact tracing, PHA will contact anyone who they determine could be exposed.
4. IHN Vancouver will ensure the school is thoroughly cleaned and sanitized with extra attention to the areas that the COVID-19 positive person came in contact with.
5. IHN Vancouver will follow the guidance of PHA to determine if any further action is necessary.

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

1. If Public Health Authorities (PHA) have determined through contact tracing that IHN Vancouver is the site of a COVID-19 outbreak, we will work with PHA and follow their guidance as to next steps.
2. IHN Vancouver will provide PHA with all information required including names and contact information of all students and staff.
3. IHN Vancouver would move all classes to our currently established online platform, ensuring students are set up to complete their studies.

# Reporting Unsafe Conditions:

Staff and students are encouraged to report unsafe conditions as soon as possible to a member of the administration team either in person or by phone (604-558-4000) or email (vancouver@instituteofholisticnutrition.com). The administration team member will follow up and rectify the situation as soon as possible. Examples of unsafe conditions include: an empty hand sanitizer dispenser, classmate not practicing proper safety.

# Mental Wellbeing:

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

General Mental Health Resource - <https://www.healthlinkbc.ca/mental-health> Stigma - [https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/reducing-](https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/reducing-stigma.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fsymptoms-testing%2Freducing-stigma.html)

[stigma.html?CDC\_AA\_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-](https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/reducing-stigma.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fsymptoms-testing%2Freducing-stigma.html) [ncov%2Fsymptoms-testing%2Freducing-stigma.html](https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/reducing-stigma.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fsymptoms-testing%2Freducing-stigma.html)

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

# International Students and Student Travelling Back to Canada:

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

# Plan for Mandatory 14 Day Quarantine

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

# Quarantine Accommodation

To better understand what kind of accommodation may be acceptable for your required 14-day quarantine read through [IRCC – For travellers without symptoms of COVID-19 returning to Canada.](https://www.canada.ca/en/public-health/services/publications/diseases-conditions/2019-novel-coronavirus-information-sheet.html)

You may be able to complete your quarantine at a private residence or a hotel as long as the accommodation has space for you to be completely separated from others at all times and allows you to meet all government quarantine requirements.

Hotels that are able to accommodate students during quarantine include: [Park Inn & Suites by Radisson](https://www.radissonhotels.com/en-us/hotels/park-inn-vancouver-bc/contact?cid=a%3Ase%2Bb%3Agmb%2Bc%3Aamer%2Bi%3Alocal%2Be%3Apii%2Bd%3Aca%2Bh%3ABCVANCOU)

[Travelodge Vancouver Airport](http://www.reservations.com/hotel/travelodge-vancouver-airport?rmcid=tophotels&utm_source=googleads&gclid=CjwKCAjw_sn8BRBrEiwAnUGJDqQC9aUmd4T-Hfq5zxb2jPnORzAtMh1KbyUFbHdNKVmFXU54tClvlBoCGFEQAvD_BwE)

# Transportation from the Airport

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

[Taxis](https://www.yvr.ca/en/passengers/transportation/taxis) are available at the taxi stand located outside the International Arrivals area at Vancouver International Airport. [Ridesharing services](https://www.yvr.ca/en/passengers/transportation/ride-app-services) are also available. If you plan to stay at a hotel that operates a complimentary airport courtesy shuttle, you may be able to use that service (check with the hotel in advance).

# Do NOT use public transportation from the airport to your quarantine accommodation. Food and other necessities

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

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

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

* any medication you may require ([Traveling with medication](https://travel.gc.ca/travelling/health-safety/medication))
* a mask or face covering
* a digital thermometer (to check your own temperature during quarantine)
* chargers and adaptors for all of your electronic devices
* a few good books or magazines
* packaged snacks
* extra toiletries

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

Companies that deliver groceries or prepared meals include:

* [DoorDash](https://www.doordash.com/en-CA)
* [Skip the Dishes](https://www.skipthedishes.com/)
* [Instacart](https://www.instacart.ca/)
* [Spud.ca](https://www.spud.ca/)

# BC Self-Isolation Plan

Make sure that your quarantine plan is complete by submitting an optional [BC Self-Isolation Plan.](https://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/covid-19-provincial-support/self-isolation-on-return) Please do not confuse this with the separate mandatory IHN Vancouver Travel & Self Isolation Plan described below.

# Submit an IHN Vancouver Travel & Self-Isolation Plan

As part of IHN Vancouver’s COVID-19 readiness plan, all international students who plan to travel to Canada must submit a mandatory IHN Vancouver Travel & Self-Isolation Plan to your IHN Vancouver representative at least two weeks prior to traveling. This includes new students as well as continuing students who left Canada temporarily.

Once you submit your Travel & Self-Isolation Plan, staff from IHN Vancouver will be in touch to provide one-on-one support.

# Prepare your Travel Documents

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

* + A valid passport or travel document
  + Necessary documentation for entering Canada
  + The [Port of Entry (POE) Letter of Introduction](https://www.cic.gc.ca/english/helpcentre/answer.asp?qnum=845&top=15) the visa office sent you when they approved your study permit
  + A copy of a valid letter of acceptance from CSNN Vancouver (returning students should have an International Confirmation of Enrolment letter instead)
  + Proof of [financial support](https://www.canada.ca/en/immigration-refugees-citizenship/services/study-canada/study-permit/get-documents.html#doc3) for yourself and any other family members who may come with you to Canada
  + Your medical insurance information
  + Letters of reference or any other documents the visa office told you to bring

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

# Download ArriveCAN and BC COVID-19 Apps

The government of Canada requires international travelers to provide certain information. We suggest that students download and complete the [ArriveCAN App](https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/latest-travel-health-advice.html#a1.1) and the [BC COVID-19 App](https://www.thrive.health/bc-covid19-app) before departing home for their trip.

When you arrive at a Canadian port of entry, you will meet a [Canadian Border Services Agency (CBSA)](https://www.canada.ca/en/services/immigration-citizenship/helpcentre/glossary.html#border_services_officer) officer who will verify your documents and ask you questions about the purpose of your visit to Canada. See [When you travel to Canada](https://www.canada.ca/en/immigration-refugees-citizenship/services/coronavirus-covid19/students.html#travel) (Same link as above) for more details.

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

# Completing Your Mandatory 14 Day Quarantine

Carefully review [IRCC – How to quarantine (self-isolate) at home when you may have been exposed to](https://www.canada.ca/en/public-health/services/publications/diseases-conditions/coronavirus-disease-covid-19-how-to-self-isolate-home-exposed-no-symptoms.html) [COVID-19](https://www.canada.ca/en/public-health/services/publications/diseases-conditions/coronavirus-disease-covid-19-how-to-self-isolate-home-exposed-no-symptoms.html) to understand how to successfully complete your quarantine.

# It is important to understand that failure to comply with the federal [Quarantine Act](https://laws-lois.justice.gc.ca/eng/acts/q-1.1/page-1.html) could result in serious punishments including a maximum fine of $1,000,000 and up to 3 years in prison.

A staff member from IHN Vancouver will be your point of contact and will check in on you three times a week to conduct a COVID questionnaire, to check in regarding your general well-being, to ensure you are abiding by quarantine guidelines, and to provide any additional support throughout your 14-day quarantine. You can expect to receive an email from IHN Vancouver by the time you arrive in Canada. Please make sure to read this important email message and to reply as soon as possible to confirm that you have arrived safely.

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

* + Difficulty accessing food or other necessary items
  + Possible [symptoms of COVID-19.](http://www.bccdc.ca/health-info/diseases-conditions/covid-19/about-covid-19/symptoms) If you require a COVID-19 test, you can find the [testing centres](http://www.vch.ca/covid-19/covid-19-testing) [here.](http://www.vch.ca/covid-19/covid-19-testing)
  + Questions about IHN Vancouver, resources for students, or the local area.

# Post Quarantine

After you successfully complete your 14-day quarantine, we encourage you to continue to take all precautions to [prevent the spread of COVID-19](http://www.bccdc.ca/health-info/diseases-conditions/covid-19/prevention-risks) when around other people.