



West Coast College of Massage Therapy New Westminster Campus

COVID-19 Safety Plan 2020-2021

Prepared in accordance with:
the BC COVID-19 Go-Forward Guidelines for Post-Secondary,
Go-Forward Guidelines for Health Professions,
and BC's Restart Plan

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Health & Safety
Last Revised: May 6, 2021

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STEP 1 – RISK ASSESSMENT

The Health & Safety Committee identified and assessed the risk for the following areas:

Areas Where People Gather:

Area	Group of People
Clinic Waiting Area	Members of the public/clinic patients
Classrooms	Students; Faculty
Locker Area	Students
Student Lounge	Students
Faculty Lounge	Faculty
Library	Students

Jobs and tasks where workers are close to one another or members of the public:

Jobs & Tasks	Group of People
Checking patients in; taking payments; assisting student interns	Reception
Waiting for their treatment	Patients esp. vulnerable populations
Supervising student interns	Clinic Supervisors
Performing treatments	Student Interns
Student massage exchanges; lunch & breaks	Students
Working in the Faculty Lounge; using computers, photocopiers	Faculty
Staff meetings	Staff

STEP 2 – IMPLEMENT PROTOCOLS TO REDUCE THE RISK

FIRST LEVEL PROTECTION (ELIMINATION)

Area	Elimination Measures
Clinic Waiting Area:	<ul style="list-style-type: none"> ▪ Staggered Clinic Patient start-times to reduce traffic in the Clinic area ▪ Restricted access to clinic to Patients only – no family/friends (except caregivers) ▪ Reduced seating in waiting area ▪ Spaced chairs at least 2 meters apart
Classrooms:	<ul style="list-style-type: none"> ▪ Staggered class start times at 15 to 30-minute intervals to reduce student traffic at the start of the day and at break times ▪ Arranged seating to maximize distance between students
Locker Area:	<ul style="list-style-type: none"> ▪ Restricted access to essential use only ▪ No loitering, studying, changing, or eating in the locker area is allowed
Student Lobby:	<ul style="list-style-type: none"> ▪ Reduced the number of chairs to accommodate a distance of at least 2 meters between each chair ▪ Removed fabric/cloth covered furniture and replaced with plastic/vinyl furniture to facilitate cleaning where possible
Faculty Lounge:	<ul style="list-style-type: none"> ▪ Removed small couch to prevent close sitting
Library	<ul style="list-style-type: none"> ▪ Reduced the number of computer stations to allow 2 meters distance ▪ Reduced work tables to allow 2 meters distance ▪ Limited seating at each work tables

SECOND LEVEL PROTECTION (BARRIERS & PARTITIONS)

Area	Barriers & Partitions
Reception:	<ul style="list-style-type: none"> ▪ Installed a Plexiglas barrier at the reception desk where there is the most traffic of members of the public
Faculty Lounge	<ul style="list-style-type: none"> ▪ New Westminster Campus: Installed Plexiglas partitions at each workstation for additional protection ▪ Victoria Campus: Arranged seating with 2 meters distance to enable social distancing

THIRD LEVEL PROTECTION (ADMINISTRATIVE CONTROLS)

Rules & Guidelines: See the WCCMT Health & Safety Manual (Winter 2021) COVID-19 Policies & Procedures

Rules and guidelines have been established for each group of people, relevant to the tasks, jobs, and areas of the campus they will need to access. All Guidelines will be communicated directly to the relevant parties in writing via e-mail and will also be available to online for reference. An online orientation to the new policies, procedures, and guidelines is available to all students, faculty, and staff in advance of re-opening.

The guidelines were established following health and safety guidance provided by BC's Provincial Health Officer, BC's Centre for Disease Control, WorkSafe BC, as well as the Return-to-Practice Guidelines published by the College of Massage Therapists of BC (CMTBC). Main references included the BC COVID-19 Go-Forward Guidelines for Post-Secondary and Go-Forward Guidelines for Health Professions.

The College has adjusted existing College policies and procedures in order to accommodate for operating during the pandemic. These are attached as an addendum to our Health & Safety Manual, Winter 2021 edition. A copy of the manual is available to all members of the WCCMT community online. For external requests, please contact the College's Health & Safety Officer.

Policies for COVID-19 pre-screening; working alone; working from home; online attendance; and waiving of fees for missed exams/quizzes have been established in order to support any member of the community to stay home when ill or experiencing symptoms, and to deter attendance while ill.

Guidelines to be Communicated directly to Students, Faculty, Staff and Patients:

Applies To	Rules & Guidelines
Student Interns	1.0 Clinic Guidelines – Student Interns 1.1 Clinic Guidelines – Health Student Officer
Clinic Patients	1.2 Clinic Guidelines – Patients
Clinic Instructors	1.3 Clinic Guidelines – Supervisors
Students	1.4 Classroom Guidelines – Students 1.5 Classroom Guidelines – Intro to Massage
Faculty (classroom)	1.6 Classroom Guidelines – Faculty
Staff & Reception	1.7 Guidelines for Administrators
General	1.8 COVID-19 Guidelines – Common Areas 1.9 COVID-19 Policies & Procedures (Health & Safety Manual)

New Westminster Campus Occupancy Limits:

Occupancy limits have been established and posted for all areas of both campuses. In areas where social distancing can not be guaranteed, personal protective equipment (PPE) is mandatory. Limits in Use with PPE have been set as to the lowest number feasible.

Area	Square Feet	Limit (with 2-meters distance)	Limit in Use with PPE (mask required)
Classroom PA	1,300	36	38
Classroom PB	1,550	43	41
Classroom PC	650	18	14
Classroom PD	1,600	44	46
Classroom PE	1,290	35	40
Classroom LA	650	18	14
Classroom LB	900	25	40
Locker Area	448	12	12
Student Lobby	1,070	29	29
Faculty Lounge	250	6	6
Private Offices	100	2	2
Library	800	22	18
Clinic Waiting Area	470	13	4
Clinic Treatment Room	54	2	2
Clinic Instructor Office	108	3	2
Reception	220	6	4
Basecamp	140	3	2

Victoria Campus Occupancy Limits:

Area	Square Feet	Limit (with 2-meters distance)	Limit in Use with PPE (mask required)
Classroom- Vagus	1620	34	36
Classroom- Lunate	1577	32	34
Classroom- Soleus	1122	32	34
Clinic Waiting Area	150.5	5	5
Computer Lab	140	4	4
Student Library	139	3	3

Meeting Room	77.5	2	2
Faculty Room	262	5	5
Student Lounge	209	5	5
Student Kitchen	103	3	3
Reception	340	7	7
Locker Area	265	7	7
Supervisor's Office	78.4	2	2

FOURTH LEVEL PROTECTION (USING MASKS)

As a general rule, the use of masks is mandatory on campus for all students, faculty and staff. Masks will be available for purchase for individuals who report to campus without. See table below.

Group	PPE Required:	PPE Optional:
Everyone	<ul style="list-style-type: none"> ▪ Upon entry to building ▪ Anytime two meters distance can not be maintained 	<ul style="list-style-type: none"> ▪ N/A
Students	<ul style="list-style-type: none"> ▪ During all classes ▪ During student exchanges ▪ In all common areas 	<ul style="list-style-type: none"> ▪ Lunch area while physically distanced.
Student Interns	<ul style="list-style-type: none"> ▪ During all treatments ▪ In all common areas ▪ Clinic Instructor's Office 	<ul style="list-style-type: none"> ▪ Alone in a treatment room
Faculty & Staff	<ul style="list-style-type: none"> ▪ In all common areas, including the faculty lounge ▪ In the classroom at all times 	<ul style="list-style-type: none"> ▪ While in their own private office
Clinic patients & Members of the Public	<ul style="list-style-type: none"> ▪ Masks are mandatory for all patients and members of the public at all times. 	<ul style="list-style-type: none"> ▪ N/A

Group	How Informed on Proper Use of Masks:
Students	<ul style="list-style-type: none"> ▪ All students will receive Health & Safety training on the first day of classes, including proper use of masks.
Student Clinic Interns	<ul style="list-style-type: none"> ▪ Clinic Orientation on first day of Clinic includes proper use of masks.
Faculty & Staff	<ul style="list-style-type: none"> ▪ Health & Safety training during on-boarding and available in the Health & Safety Manual.
Members of the public/clinic patients	<ul style="list-style-type: none"> ▪ Signage posted on-site at entrances.
Available to all WCCMT members	<ul style="list-style-type: none"> ▪ Health & Safety Manual (Page 30-31) ▪ Reminder of proper use of masks is included in the COVID-19 protocol video sent to all Students, Faculty and Staff.

CLEANING & HYGIENE PRACTICES

The College has always maintained a high level of infection prevention and control measures, due to the nature of massage therapy education: close contact and clinical settings.

In light of the COVID-19 pandemic, the College has further expanded regular janitorial service to include increase frequency of cleaning in high traffic areas and touch spots; special handling for laundry; and special protocols for safe waste disposal. In addition, a cleaning shift has been added to the Clinic schedule, in order to have a dedicated cleaning person responsible for ensuring treatment rooms are properly sanitized between patients.

Summary:

Task	Party Responsible	Frequency
Professional Deep Clean of entire facility prior to re-opening campus	New Westminster Campus: Cleaning Services Vancouver BC (3 rd party) Victoria Campus: VForce (3 rd party)	Completed in immediate advance of re-opening the College
Professional Clean of entire facility	New Westminster Campus: Overtime Janitorial Service (3 rd party)	Morning, Afternoon, Night shifts 7 days/week including all touch spots
	Victoria Campus: VForce (3 rd party)	Evening
	Laundry staff	Day – all touch spots and high traffic areas
Clinic treatment rooms between patients	Health Student Officer	Between each patient and at the end of each shift
Classroom during use	Students & Faculty	In between each exchange and at the end of each class

STEP 3 – DEVELOP POLICIES

See Appendix 1.9 – COVID-19 Policies and Procedures

The College has made significant amendments to our standard policies and procedures to accommodate for COVID-19. Amended policies and procedures are located in the Health & Safety Manual, which is available online to all students, faculty and staff. A printed copy is available in the library.

Summary:

Policy Overview	
Who is allowed on campus	<ul style="list-style-type: none">▪ Access has been restricted to students, faculty, staff, and patients.▪ Anyone displaying symptoms of COVID-19 is prohibited▪ Anyone who has arrived from outside Canada or who has had contact with a confirmed COVID-19 case in the past 14 days is prohibited
Maintaining Safety	<ul style="list-style-type: none">▪ Students who meet a screening criterion will be able to attend class online▪ Faculty who meet a screening criterion will be able to teach from home or reschedule their class▪ Regular penalties for absences have been adjusted to disincentivize attending while ill
What to do if ill	<ul style="list-style-type: none">▪ Anyone who develops symptoms while on campus are to immediately wash hands, put on a mask, inform the Health & Safety Officer, and go home.

STEP 4 – DEVELOP COMMUNICATIONS PLAN AND TRAINING

Group	Training Plan
Students	<ul style="list-style-type: none"> ▪ Orientation video prior to re-opening ▪ E-mailed copies of all policies & protocols ▪ Live webinar info session prior to re-opening ▪ Health & Safety training on the first day ▪ Guidelines posted in classrooms, clinic and common areas ▪ Signage for hygiene protocols posted on-site
Student Clinic Interns	<ul style="list-style-type: none"> ▪ All training listed above for Students
Faculty & Staff	<ul style="list-style-type: none"> ▪ Orientation video prior to re-opening ▪ E-mailed copies of all policies & protocols ▪ Live webinar info session prior to re-opening ▪ Guidelines posted in classrooms, clinic and common areas ▪ On-site walk-through for all Clinic Supervisors, including training on how to ensure policies and procedures are being followed
Members of the public/clinic patients	<ul style="list-style-type: none"> ▪ Information sent via e-mail upon booking ▪ Messaging on Jane Booking system ▪ Messaging on Website Clinic pages ▪ Signage posted at entrances
Available to all WCCMT members	<ul style="list-style-type: none"> ▪ WCCMT COVID-19 Safety Plan posted on our Website ▪ Signage on-site including occupancy limits and effective hygiene practices ▪ Signage at the main entrance indicating who is restricted from entering the premises, including visitors and workers with symptoms.

STEP 5 – MONITORING THE WORKPLACE & UPDATING AS NECESSARY

- Department Heads will monitor the effectiveness of policies and procedures of their respective departments.
- Recommendations for updates will be forwarded to the Health & Safety Officer for consideration.
- Revisions will be discussed with the Manager of Operations or with the Health & Safety Committee, as necessary.
- Students can provide feedback via the Student Liaison Committee meetings

Department	Position Responsible	Area to Monitor
Education (Classroom)	New Westminster Campus: Curriculum Coordinator Victoria Campus: Campus Director	<ul style="list-style-type: none"> ▪ Classroom ▪ Pre-screening ▪ BioPrep ▪ Intro to Massage
Education (Clinic)	Clinic Administrators	<ul style="list-style-type: none"> ▪ All Clinic Guidelines; ▪ Reception
Student Services	New Westminster Campus: Director of Compliance & Student Services/Health Officer Victoria Campus: Executive Director	<ul style="list-style-type: none"> ▪ Policies & Procedures in Health & Safety Manual
Admissions	Admissions Coordinator	When re-instated: <ul style="list-style-type: none"> ▪ Info Sessions ▪ Student for a Day ▪ Campus Tours
Janitorial	Operations	<ul style="list-style-type: none"> ▪ Common Areas ▪ Janitorial ▪ Laundry ▪ Signage ▪ Furniture ▪ Barriers/Plexiglas

STEP 6: ASSESS AND ADDRESS RISKS FROM RESUMING OPERATIONS

Area of Risk	Mitigation Plan
Laundry	
Handling soiled linens	<ul style="list-style-type: none"> ▪ All laundry staff must wear gloves and smocks when handling soiled linens ▪ The plastic bins will be used for clean linens only, and there will be one bin in each clinic room for the student to use ▪ The laundry staff will be using the fabric laundry hampers for the soiled linens
Ensuring adequate cleaning	<ul style="list-style-type: none"> ▪ Regular inspection and maintenance of washing machine settings; soap pump settings; and dryer temperature will be conducted to ensure optimal laundering
Increased risk for some items (blankets, curtains, table pads, hydrocollator, thermophores, ice packs)	<ul style="list-style-type: none"> ▪ Increased frequency of laundering for blankets and curtains ▪ Removal of wool table pads ▪ Hydrocollators, thermophores and ice packs will not be used while COVID-19 restrictions are in place
Products out of use	
Products	<ul style="list-style-type: none"> ▪ A review of products on site found no risk from resuming operations after 6 months out of use
New Equipment	
Safety Glasses for Students' Use Smocks for laundry staff and Health & Safety Student officer	<ul style="list-style-type: none"> ▪ Students will be trained on proper use of safety glasses and how to sanitize them. ▪ Clinic Supervisors will instruct students on proper use of smocks. ▪ The Health & Safety Officer will instruct Laundry staff on proper use and laundering of smocks.
New Staff	
Manager of Operations Student Services Coordinator Admissions Coordinator Marketing Coordinator Laundry Staff Reception Staff	<ul style="list-style-type: none"> ▪ All new staff will receive Health & Safety training as part of their on-boarding process. ▪ All staff must pass a Health & Safety training quiz at the start of their employment. ▪ Reception staff will be specifically trained in procedures related to screening patients.

CASE MANAGEMENT & OUTBREAK PLAN

This plan is designed to describe the measures in place at WCCMT to mitigate the risk of transmission of the COVID-19 virus within the WCCMT community and is a part of the WCCMT COVID-19 Safety Plan.

Our Case Management plan consists of the following measures:

1. Mandatory pre-screening for students, staff, faculty, and patients and stay-home policy for anyone with symptoms of COVID-19, cold, or flu. All members of the public (clinic patients, contractors, visitors) are required to complete a pre-screening 24 hours in advance and on-site screening upon arrival.
2. Policy for calling 811 in the event of any COVID-19 related symptoms and notification to the College of any self-isolation period mandated by the health authorities.
3. To facilitate contact tracing, seating plans have been established for all classes. Students are arranged into pods of 4-6 within each cohort of 25-40. Seating plans and students' contact information is available electronically to the College Administration and Health & Safety Officers.
4. We have contacted our local health authority to confirm our compliance with the proper protocols. New Westminster Public Health, within the Fraser Health Authority has confirmed they will contact the College in the event of any potential exposures. For the Victoria campus, Island Health Authority has confirmed they will contact the College in the event of any potential exposures. Given there may be a delay between positive case identification and contact from the local health authority, upon learning of a positive case the College will immediately implement the following procedures:
 - a. **In the event of a positive case in our student body:**
As a pro-active measure, upon receiving notice of a positive case directly from a student, the Health & Safety Officer will immediately notify the student's cohort of a potential exposure. Affected classes will switch to online instruction for a 14-day self-monitoring period. Areas of potential exposure will be sanitized immediately. The Health & Safety Officer will phone the local health authority within 24 hours to report the case.
 - b. **In the event of a positive case in a faculty member:**
As a pro-active measure, the potentially affected classes will switch to online instruction for a 14-day self-monitoring period, if the instructor is well enough to continue teaching. If the instructor is not well enough to continue teaching online during their illness, their classes will be postponed until their return to campus. In the event of severe illness, the classes will resume with a temporary replacement.

The Health & Safety Officer will phone the local health authority within 24 hours to report the case. Areas of potential exposure will be sanitized immediately.

c. In the event of notification of a positive case of one of our clinic patients:

If the College receives notice of a positive case from one of our clinic patients, either by the local health authority, or directly from the patient, the College will immediately post a notification of potential exposure indicating the relevant date and timeframe to all potentially affected students, staff, and faculty. The clinic booking calendar can be used to determine the date and time the patient was on-campus, the students scheduled at that time, and the clinic faculty on duty. Areas of potential exposure will be sanitized immediately. The Health & Safety Officer will phone the local health authority within 24 hours to report the case.

5. The Health & Safety Officer and Student Services Coordinator are in regular contact with all self-isolating students to ensure students have resources they need (access to groceries/health care/online learning etc.)
6. Information on self-isolating procedures is made available to all students who are self-isolating.
7. Referral to mental health resources are made available to all students to help cope with the stress of the pandemic, self-isolation, and/or testing positive for COVID-19.
8. In the event of a positive case of a student, the College will support the student to continue their education by attending class online. The Curriculum Coordinator/Campus Director will re-schedule exams for the student as necessary, and missed exam fees will be waived.
9. In the event of a positive case of a faculty or staff member, the option to work-from-home is available, should the individual be well enough to work. All faculty and staff have access to the College's files online via Sharepoint.
10. In the event of a positive case of a clinic patient, the clinic schedule may be used to facilitate contact tracing, in manner that follows privacy laws. All patients are required to submit medical clearance (signed pre-screening form attesting to being free of symptoms and confirming they have tested positive for COVID-19 within the past 14 days, or been in close contact with anyone who has) prior accessing the public clinic.

Responding to an Outbreak:

The College's COVID-19 Safety Plan includes measures to reduce the risk of transmission of COVID-19 within our campus. These measures have been developed following the guidelines of the local, provincial, and federal health authorities. All students, faculty and staff at WCCMT receive comprehensive infection prevention and control training as part of the on-boarding process.

The College’s Health & Safety Officers are responsible for monitoring the local COVID-19 situation. Updates from the health authorities are communicated as needed to students, staff and faculty directly via e-mail, and notices are posted on campus bulletin boards.

In the event of an outbreak in the community or on campus the College will:

- Follow the guidance provided by the local health authorities
- Enforce mandatory self-isolation for all individuals who test positive and their close contacts
- Stay in regular contact with all self-isolating students to ensure students have resources they need (access to groceries/health care/online learning etc.) via the Health & Safety Office and Student Services Coordinator
- Provide regular reminders and updates to students, staff, faculty and patients regarding ongoing requirement to pre-screen prior to coming to campus, as well as hand hygiene, mask wearing and social distancing reminders.
- Implement temperature-taking for all visitors including patients and contractors (those other than staff, students, or faculty)

In the event of an outbreak on campus the College will:

- Immediately contact and follow the guidance provided by the local health authority
- Immediately inform all students, staff and faculty of an outbreak
- Immediately move all classes online for a minimum 14-day self-monitoring period
- Deploy emergency janitorial service and sanitization within 24 hours
- Continue to track and monitor all students, staff or faculty reporting symptoms

	New Westminster Campus	Victoria Campus
Health & Safety – Primary Contact	Pauline Edwards, Director of Compliance & Student Services E-mail: paulinee@collegeofmassage.com Tel. 604-520-1844 x227	Nicole Freesman, Executive Director & Senior Education Administrator E-mail: nicolef@collegeofmassage.com Tel. 250-381-9800 x224
Local Health Authority	Fraser Health Region: New Westminster Public Health Tel. 604-777-6740	Island Health Tel. 250-370-8699

WCCMT QUARANTINE PLAN FOR INTERNATIONAL STUDENTS

Protocols for Safe Arrival of International Students

This plan is designed to support international students' safe arrival and quarantine in preparation for study at WCCMT, and is part of the WCCMT COVID-19 Safety Plan. All prospective international students must submit their Quarantine Plan to the College during their application process and before arriving in Canada. Please read and complete this Quarantine Plan document and return to the Admissions Coordinator:

For **New Westminster** Applications: admissions@collegeofmassage.com

For **Victoria** Applications: vicadmissions@collegeofmassage.com

Before You Arrive in Canada...

KNOW the Quarantine requirements:

When you arrive in Canada by air, land or sea, an official will assess your health before you leave the Port Of Entry. If you're a foreign national, and you have symptoms of COVID-19, you won't be allowed to enter Canada.

You must have a plan to [quarantine for 14 days](#) when you arrive in Canada, including:

- a place to stay
- how you'll get your groceries
- how you'll get to your destination:
 - avoid use of public transit where possible
 - wear a face mask when travelling
 - go directly to your place of quarantine
- how you'll access essential services and medical care

This plan is mandatory, even if you have no symptoms. If you don't have a plan, you should not travel to Canada. Otherwise, you may not be allowed to enter the country. A border services officer will determine if you can enter the country. The penalties for not following your quarantine plan once you're in the country can include:

- a fine of up to \$750,000
- 6 months of jail time
- being found [inadmissible](#), removed from Canada and banned from entering for 1 year

If you're travelling by air, you need to

- pass a health check conducted by airlines before you'll be allowed to board your flight
- [wear a face mask or face covering during travel](#) (including to the place you will quarantine)

DOWNLOAD the Government of Canada's [ArriveCan App](#) prior to arrival at the border and complete the information required.

INTERNATIONAL STUDENT QUARANTINE FORM

This form must be submitted to your Admissions Coordinator prior to arrival in Canada. Please submit your Quarantine Plan together with your Program Application form for approval.

<input type="checkbox"/> APPLYING TO NEW WESTMINSTER CAMPUS Contact: admissions@collegeofmassage.com	<input type="checkbox"/> APPLYING TO VICTORIA CAMPUS Contact: vicadmissions@collegeofmassage.com
Name of Applicant (please print): Click or tap here to enter text.	
Name of Parent or Legal Guardian (if 18 years of age or younger) (please print): Click or tap here to enter text.	
What intake are you applying for? <input type="checkbox"/> JANUARY <input type="checkbox"/> MAY <input type="checkbox"/> SEPTEMBER	
Please provide the address where you will be quarantined in Canada: Street Address: Click or tap here to enter text.	
City: Click or tap here to enter text.	Postal Code: Click or tap here to enter text.
Contact Phone Number at Quarantine Location: Click or tap here to enter text.	
Website/Email Address at Quarantine Location (if applicable): Click or tap here to enter text.	
Please describe how you will get from your place of arrival to your quarantine destination: Click or tap here to enter text.	

<p>Please briefly describe how you will access groceries during your quarantine period: Click or tap here to enter text.</p>
<p>Please describe how you will access essential services and medical care during your quarantine period: Click or tap here to enter text.</p>
<p>Will you be staying with vulnerable populations or living in a communal or group setting during your quarantine period? <input type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>Have you downloaded the Government of Canada's ArriveCan App? <input type="checkbox"/> Yes <input type="checkbox"/> No</p>

Click or tap here to enter text.
Applicant Signature

Click or tap here to enter text.
Date

Click or tap here to enter text.
**Signature of Parent or Legal Guardian
(if 18 or younger)**

Click or tap here to enter text.
Date

During your 14-day Quarantine Period...

SELF-MONITOR using the [ArriveCan App](#) for daily symptom reporting, within 48hrs of arrival.

BE INFORMED with reliable, accurate messaging about COVID-19 using these resources:

The BC Centre for Disease Control: <http://covid-19.bccdc.ca/>

The Government of Canada COVID-19 site: <https://www.canada.ca>

The World Health Organization: <https://www.who.int/>

PREPARE for your first day of class by reading WCCMT's COVID-19 Guidelines for Students sent to you via e-mail by our Admission Coordinator.

STAY CONNECTED with your WCCMT community:

You will receive regular check-ins from Student Services throughout your 14-day Quarantine period.

Connect with us on Social Media:

<https://www.facebook.com/WCCMT>

<https://twitter.com/WCCMT>

www.instagram.com/collegeofmassage/

After your Quarantine Period...

SELF-SCREEN daily for symptoms using the online screening tool:

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

GET SUPPORT from Student Services for mental and physical health: we provide referrals for counselling and wellness services for our students.

Contact: studentservices@collegeofmassage.com (New Westminster)

Contact: vicstudentservices@collegeofmassage.com (Victoria)

STAY SAFE by following the Health & Safety Infection Prevention Control Guidelines in place on campus. Make sure to:

- Practice physical distancing of 2-metres where possible
- Wear a face mask while on campus
- Wash your hands frequently for a minimum of 20 seconds
- Stay home when experiencing any symptoms

For questions about self-isolation/quarantine requirements or WCCMT's COVID-19 Safety Plan, please contact your local Admissions Coordinator:

In New Westminster: admissions@collegeofmassage.com

In Victoria: vicadmissions@collegeofmassage.com

APPENDIX – COVID-19 GUIDELINES

1.0 Clinic Guidelines – Student Interns

Prior to your shift:

If you are unable to work your shift, please call clinic reception as soon as possible.

Please ensure the following:

- You must be wearing a mask when you enter the College and sanitize your hands as soon as you enter.
- Arrive only 10 minutes prior to your clinic shift.
- You must enter through the rear (Clarkson Street) entrance when arriving for your clinic shift.
- Wash your hands with soap and water for at least 20 seconds when you arrive.
- You have your clinic attire, name tag and your masks.
- You have completed the COVID-19 Pre-screening Questionnaire on the Jane app and can work your shift.
- You report to reception to complete the COVID-19 Verbal Pre-Screening and can work your shift. Then, you must report to your Clinic Instructor to initial the COVID-19 Pre-Screen declaration in the instructor's office.
- You have minimized the number of items you have packed for your shift. Only bring the essentials for your time in the clinic

When you arrive:

- You receive a **medical grade mask** from reception to wear for your entire shift. If it becomes soiled, you trade it out for a new one.
- You will go straight to your assigned clinic room. Remember to maintain social distancing between you and other students working in clinic.

PLEASE NOTE:

- Patients will have completed the COVID-19 Verbal Pre-Screen when they arrive. Reception will verify that they are able to receive treatment.

During a Treatment:

The use of hydrocollators and thermophores is NOT PERMITTED.

Protocol for each patient:

- Sit on the stool, practicing social distancing from the patient for the health history interview.
- Sanitize hands prior to starting the assessment portion- please minimize moving between charting and touching the patient during the assessment. Ideally, you will conduct the full assessment and then chart.
- Sanitize your hands again after the assessment is completed. Explain the treatment plan to the patient, and if they consent, have them initial the paperwork with a separate, sanitized pen.
- Leave the room, using the towel on the handle. You must wash your hands again, immediately before returning to the treatment room, using the towel on the door handle.
- You will be wearing a clean mask for each patient, please do not forget to switch them out after each person. The patient will be wearing a mask during the treatment, as per current jurisdictional requirements. Please ask them to take it with them as they leave.
- At the end of the treatment, please leave the room, using the towel on the handle. Wash your hands. When you return to the room for reassessment and homecare, maintain social distancing as much as possible. Ensure it is you, the intern, that opens the door, using the towel and escort your patient out. **If you wish to remove the mask at this time, you may do so, or you can wait until after you have checked off with the instructors. Either way, once you remove your mask, THEN wash your hands and oil bottle. Mask first, hands second- no exceptions.
- You must remove the soiled linens from your massage table and place them in the laundry hamper. You will then place sign in the door slot so that the Health and Safety Student is aware that your clinic room is ready to be cleaned and disinfected. The Health & Safety Student will post sign on your door advising you that your clinic room is ready for your next massage treatment.

A Last Few Reminders

- We understand these protocols are new and working in a small space with another person may feel uncomfortable at first. Please let the or Admin know how you are doing or if you have any concerns. As always, but more than ever, we need to act and respond to issues of concern like a team. Time management, respect, and professional communication are a must. Our patients may also be feeling anxious or stressed but still wanting care, please keep that in mind.

1.1 Clinic Guidelines – Student Health Officer

Prior to your shift:

Please ensure the following:

- Your clinic attire has been laundered
- Your masks have been laundered and you have them packed. You have sanitized your own protective eyewear or face shield. You have packed it for your shift.
- You have your clinic attire, name tag and masks.
- You have completed the COVID Pre-screening Questionnaire on the Jane app and can work your shift (**Please call front reception ASAP if you cannot).
- You have minimized the number of items you have packed for your shift. Only bring the essentials for your time in the clinic
- Please use the rear (Clarkson Street) entrance.

During your shift:

When you arrive:

- You will be working out of Base Camp. Only you and the On-Call Student will be allowed in Base Camp.
- You will be required to wear a smock, a mask and a face shield or protective eyewear while you are engaged in any cleaning protocols. Ask for a medical grade mask from reception before you start your shift.
- Always, but even more so now- you will need to run on time. When a clinic room is ready to be cleaned and disinfected, the student therapist will place a sign in the door slot to let you know that their room is ready for cleaning. If the on-call person is not covering the shift, they will make the room up with clean linens after you have cleaned it.
- If you work the morning shift, the rooms will have been left sanitized the night before, so please start with cleaning Base Camp and the supervisor's office.

- If you work the afternoon shift, the rooms will need to be cleaned first, as the morning Student Health Officer will be cleaning other areas such as reception and dealing with laundry. You must ensure the treatment rooms are left sanitized after the last patient leaves at the end of the day.
- There is a laminated checklist for you follow to ensure all duties are completed. Please follow it and the suggested order to complete tasks where indicated. Once you are finished the checklist for the shift, you must sign off on the Infection Prevention and Control log before leaving.
- Please check the hallway first to ensure it is clear before walking through, we want to minimize the number of people in the hallways.

A Last Few Reminders

- We understand these protocols are new and working in a small space with another person may feel uncomfortable at first. Please let the supervisors or Admin know how you are doing or if you have any concerns.
- As always, but more than ever, we need to act and respond to issues of concern like a team. Time management, respect, and professional communication are a must. Our patients may also be feeling anxious or stressed but still wanting care, please keep that in mind.

Questions?

If you have questions about any of the guidelines above, please contact Clinic Administrator, Marketing & Operations, Tara Lowry at tara@collegeofmassage.com

1.2 Clinic Guidelines – Patients

WELCOME BACK. WE ARE HAPPY TO SEE YOU AGAIN. PLEASE ENSURE YOU READ THIS INFORMATION IN ENTIRETY

Patient information and guide to our treatment protocols:

****You will be required to wear a mask for your time at the college; we require you supply your own mask and take it with you at the end of your appointment.**

Patient Instructions for Prior to your Appointment:

We ask all patients to please schedule appointments on-line with the Jane App, email clinic reception at clinic@collegeofmassage.com, or by calling 604-520-1830.

Please do not book appointments on site after your treatments.

Payments for massage must be made prior to treatments (NO CASH, only by Debit/Credit).

You are now able to save your credit card information on Jane App, ensuring a faster payment transaction at your appointment.

You will receive a reminder notice 24 hours in advance of your appointment. This notification will also include a mandatory COVID pre-screening questionnaire that you must complete prior to your appointment. In the event you answer YES to any of the questions, you will need to cancel your appointment with us. Please do so promptly.

When you arrive for your appointment, you will be asked to follow the check-in instructions at the front Reception.

Patient Instructions/Sanitization Protocols at Check-in:

Upon arrival for your appointment:

Please do not check in more than **10 minutes** before your appointment time is scheduled to begin.

Prior to entering the Reception area, please use the hand sanitizer to disinfect your hands, or the washroom facilities and wash your hands with soap and water for at least 20 seconds.

You will be asked to complete a pre-screening questionnaire at the beginning of every appointment and sign off on your declaration of your answers.

Please go to an available designated waiting spot until your intern therapist comes to collect you for the appointment.

When leaving from your treatment room, the intern therapist will walk you to exit the building.

Please use the hand sanitizer station prior to leaving.

Patient information for during your appointment:

The intern therapist will endeavor to maintain a 2 meter (6 feet) distance from their patients during the health history interview. They will sanitize their hands prior to conducting the required physical assessment.

They will then chart their findings, explain the treatment plan to you, ask you to sign off on consent for treatment (with a sanitized pen provided) and will exit the treatment room to allow you the privacy to get ready for the treatment.

The student will return to the room, using a clean towel to grip the door handle to ensure they begin the treatment with clean and sanitized hands.

The student will end the treatment, stepping out to wash their hands. When you are finished getting dressed- please let the student knock on the door and open it.

The student will complete a reassessment and a homecare plan with you and then escort you to the exit to leave the building.

List of Items and Areas Cleaned Throughout WCCMT

Cleaning Agent: T-36 disinfectant, on the approved list by the Health Canada for COVID cleaning agents.

Before and After Every

- Massage table
- Face Cradle
- All pillows
- Chair
- Intern's stool
- Door handles
- Light switch and Volume button

- Desk surface
- Oil bottle
- Personal storage bin
- Pens

Appointment:

- Reception area
- Chairs in all reception areas
- Hand sanitizer stations
- Escalator railings

1.3 Clinic Guidelines – Supervisors

Prior to your shift:

Please ensure the following:

- You have reviewed the protocols of the students, attended the training, and have chatted to a clinic administrator about any questions or concerns you have.
- You are familiar with the WorkSafe and BC Ministry of Health guidelines for RMTs to return to practice. This will help support our guidelines as well.
- Your masks have been laundered and you have them packed. You will be supplied with a medical grade mask to wear for your shift. Medical grade masks are mandatory while working in the public clinic.
- You have completed the COVID Pre-screening Questionnaire on the Jane on-line app and can work your shift. **Please call front reception and email Tara ASAP if you are unable to attend your clinic shift.

Clinic Reception: Tel. 604-520-1830

Tara: tara@collegeofmassage.com

- You have minimized the number of items you have packed for your shift.
- Please use the rear (Clarkson Street) entrance.

Returning to Campus after an Absence:

- Any faculty member who is absent due to illness or symptoms may return to campus only after they are symptom-free AND have submitted **one** the following medical clearance documents to their supervisor:
 1. A negative COVID-19 test result
 2. A doctor's note that clearly states the student is fit to attend in-person classes (in the event 811 advised against COVID-19 testing)
 3. A signed declaration form attesting to the direction from 811 not to get tested for COVID-19.

During your shift:

- One supervisor will work out of the Clinic Supervisor's office. The other supervisor will work out of Clinic Room A. We will also have a supervisor who will work in Practical C, downstairs, on certain days of the week.
- All spaces, the office and the clinic room will be cleaned several times throughout the day by the Student Health Officer. Please help them by minimizing the number of personal items you have on the desk and in the space.
- Please check the hallway first to ensure it is clear before walking through, we want to minimize the number of people in the hallways.
- We ask that you wear a mask when having a debrief with a student or when you enter a treatment room for a pop in. You will not have to wear a mask when you are by yourself in the workspace unless you choose to do so.

End of your Shift

- As you leave the workspace at the end of your shift (including in the evening) please ensure the Supervisor's office and clinic room office have been cleaned so the next supervisor is walking into a clean work environment. The Student Health Officer can do this, just ensure it is completed before you leave.

A Last Few Reminders

- We understand these protocols are new and working in a small space with other people may feel uncomfortable at first. Please let Admin know how you are doing or if you have any concerns.
- As always, but more than ever, we need to act and respond to issues of concern like a team. Time management, respect, and professional communication are a must. The clients and the students may also be feeling anxious or stressed but still wanting care/support/guidance, please keep that in mind. We need to lead by example.

Questions?

If you have questions about any of the guidelines above, please contact Clinic Administrator, Marketing and Operations, Tara Lowry by emailing tara@collegeofmassage.com

1.4 Classroom Guidelines – Students

Prior to entering the campus

Please ensure the following:

- You have completed the COVID-19 Pre-screening Questionnaire; you are clear of all listed symptoms; you have not recently travelled outside of Canada, been diagnosed with COVID-19, or had contact with any persons with a confirmed case of COVID-19.
- If you meet any screening criteria and therefore cannot attend class e-mail the relevant instructor AND copy Amy and Nav in Student Services ASAP:

Curriculum Coordinator, Amy VanSickle
E-mail: Vansicklea@collegeofmassage.com;
Cc studentservices@collegeofmassage.com

- Requests to attend online must be received at least one hour before class start time.
- You have a clean mask with you. A 3-layer medical mask is recommended.

Returning to Campus after an Absence:

- Students who miss class due to illness or symptoms may return to campus only after they are symptom-free AND have submitted one the following medical clearance documents to Student Services:
 1. A negative COVID-19 test result
 2. A doctor's note that clearly states the student is fit to attend in-person classes (in the event 811 advised against COVID-19 testing)
 3. A signed declaration form attesting to the direction from 811 not to get tested for COVID-19.

For the Classroom

Sanitation

- **WASH YOUR HANDS** or sanitize your hands upon entry/re-entry into a classroom.
- **DO NOT OPEN/CLOSE DOORS:** To minimize contact on door handles, all classroom doors will remain open while students are entering classrooms and will be closed by the instructor at the start of class and after each break.

- **SANITIZE YOUR AREA:** Classes will end 5 minutes early to ensure thorough cleaning of each classroom and equipment has been conducted. The following will need to be sanitized after each class:
 - Tables and headrests
 - Oil bottles
 - Chairs
 - Sinks & countertops
 - Pillows
 - Paper towel dispensers
- **WASH YOUR SHEETS:** All students must not use their sheets more than 2 times in the classroom prior to taking them home to be laundered.
- **DO NOT SHARE SHEETS:** Students must not share sheets with classmates at any time. If you do not have sheets for an exchange that requires you to be undressed on a table, you will not be allowed to participate in the exchange that day, and will be instructed how to proceed by your instructor.
- **PRACTICE RESPIRATORY HYGIENE:** All students must practice proper respiratory hygiene including coughing and sneezing into your elbow to minimize the spread of respiratory droplets dispersed into the air.

Social Distancing

- **FORM A BUBBLE:** To reduce the amount of any potential viral spread among students, all students are asked to form a 'Bubble' of 4 people, with whom you will sit and exchange in treatments with for the duration of the term.
- **REMAIN AT YOUR DESK:** All demonstrations will be streamed to the TV's in the classroom. You are asked not to gather around a singular table to watch demonstrations but to remain at your desks in order to avoid congregating into groups as much as possible.
- **AVOID CONTACT:** Avoid extraneous contact with one another in the classroom, including all forms of physical contact that would occur outside of the context of performing an assessment or treatment on one another.

Use of Personal Protective Equipment (PPE)

- **BRING A MASK:** All members of the WCCMT community (students, staff, faculty, patients and other service providers) must always have a face mask available to them when inside the College. **A 3-layer medical grade mask is recommended.**
- **WEAR YOUR MASK:** You are required to wear a mask while moving throughout the common areas of the campus as well as in classrooms.
- **MASKS ARE REQUIRED:** Anyone refusing to comply with PPE guidelines will not be able to participate in the specific activity and may be open to further disciplinary measures, including but not limited to, referral to the College's Management Committee.

1.5 Classroom Guidelines – Intro to Massage

Building Access

- Entry into and exit from the school will occur through the Columbia street entrance (lower entrance); access to the upper levels of the school will be restricted and Escalators will be blocked off. All other classrooms will remain locked.
- Use of the student lounge will be restricted to one fridge and the water cooler. Lunches must be eaten in the classroom or off the premises.
- Only the lower level bathrooms will be open for use by the students.

Procedures in the Classroom

- Students MUST sanitize their hands upon entry into the school and the classroom.
- Students will be assigned and seated at individual tables; all of their belongings will remain within the area of their table during class
- Students will be assigned one partner to work with for the duration of each day.
- Students will be required to bring and wear a mask during exchanges with their classmates and while watching demonstrations when social distancing is not possible.
- All pillows and tables that are used must be thoroughly sanitized between student exchanges.
- Partners will be given an oil bottle to use of the duration of the weekend. Oil bottles must be washed (along with hands) for a minimum of 30 seconds after each partner exchange.
- Each student will be given 1 set of linens that will consist of 2 sheets, 2 face flannelettes, 2 towels and 1 pillowcase for use when they are receiving a massage from their partner. Students must keep track of their respective linens and MUST NOT share any linens with other students.
- Students are required to wear a clean outfit each day of the course (bringing a change of clothes and a headband for the day is recommended for students that tend to sweat significantly during physical activity).

1.6 Classroom Guidelines – Faculty

Prior to entering the campus

Please ensure the following:

- You have completed the COVID-19 Pre-screening Questionnaire; you are clear of all listed symptoms; you have not recently travelled outside of Canada, been diagnosed with COVID-19, or had contact with any persons with a confirmed case of COVID-19.
- Phone Amy (number: 604-612-9497) ASAP if you meet any screening criteria and therefore cannot report to campus. The College will arrange for you to teach an online session or schedule a make-up class.
- You have a clean face mask with you. The College recommends a mask with a minimum 3-layers, such as a surgical mask.

Returning to Campus after an Absence:

- Faculty who miss class due to illness or symptoms may return to campus only after they are symptom-free AND have submitted one the following medical clearance documents to Student Services:
 - 1. A negative COVID-19 test result
 - 2. A doctor's note that clearly states the student is fit to attend in-person classes (in the event 811 advised against COVID-19 testing)
 - 3. A signed declaration form attesting to the direction from 811 not to get tested for COVID-19.

For the Classroom

Sanitation

- WASH YOUR HANDS or sanitize your hands upon entry (or re-entry) into a classroom.
- OPEN/CLOSE DOORS: To minimize contact on door handles, all classroom doors will remain open while students are entering classrooms and will be closed by the instructor at the start of class and after each break.
- END CLASS EARLY TO CLEAN: Classes will end 5 minutes early to ensure thorough cleaning of each classroom and equipment has been

conducted. The following will need to be sanitized after each class (in the event of usage):

Instructors Clean:

- Sinks & countertops
- Light Switches
- Paper towel dispensers
- Door handles
- Whiteboard & markers
- Skeletons
- AV Cabinet & remote controls
- Tablets & iPads

Student Clean:

- Tables and headrests
- Chairs
- Pillows
- Oil bottles

Social Distancing

- **STREAM DEMONSTRATIONS:** All demonstrations will be streamed onto the TV's in the classroom.
- **INSTRUCT YOUR STUDENTS:** Instruct your students not to gather around a singular table to watch demonstrations but to remain at their desks in order to avoid congregating into groups as much as possible.

Monitoring Students & Enforcing Guidelines

- **SUPERVISE** your students and **ENFORCE** the following the **Student Guidelines:**
 - All students must not use their sheets more than **2 times** in the classroom prior to taking them home to be laundered.
 - Students must not share sheets with classmates at any time. If a student does not have sheets for an exchange that requires them to be undressed on a table, they will not be allowed to participate in the exchange that day. Instruct the student how to proceed (eg. self-study, observing another group, etc.)
 - All students must practice proper respiratory hygiene including coughing and sneezing into their elbow to minimize the spread of respiratory droplets dispersed into the air.
 - To reduce the amount of any potential viral spread among students, all students are asked to form a 'Bubble' of 4 people, with whom they will sit and exchange in treatments

with for the duration of the term. They will also be partnered with these same students for Oral Practical exams

- Students are to avoid extraneous contact with one another in the classroom, including all forms of physical contact that would occur outside of the context of performing an assessment or treatment on one another.
- Students are required to wear a mask:
 - At all times on campus including in classrooms, except while eating in designated areas while physically distanced.

Use of Personal Protective Equipment (PPE)

- BRING A MASK: All members of the WCCMT community (students, staff, faculty, patients and other service providers) must always have a face mask available to them when inside the College.
- WEAR YOUR MASK: You are required to wear a mask while moving throughout the common areas of the campus as well as in classrooms.
- DESIGNATED INSTRUCTOR AREA: A designated area for instructors has been marked with tape in each classroom. The area is big enough to allow physical distancing of two meters, so instructors can lecture without the need to wear a mask while in the designated area, unless jurisdictional restrictions apply. **Mandatory mask restrictions are currently in effect until further notice.**
- MASKS ARE REQUIRED: Wearing a mask is MANDATORY and anyone refusing to comply will not be able to participate in the specific activity and may be open to further disciplinary measures.

FAQ:

Q. Do I need to wear a mask while teaching?

Answer: Yes. While provincial orders for mandatory mask use indoors is in effect, instructors must wear a mask at all times while teaching. Once restrictions are lifted, you only need to wear a mask in the classroom if 2 meters distance can not be maintained. For example, during demos or walking around the classroom.

Q. What should I do if I have symptoms?

Answer: Do not come to campus. Phone Amy right away to make arrangements for your class to be delivered online if possible, or rescheduled, if necessary.

Q. What should I do if a student in my class has symptoms?

Answer: Instruct the student to immediately put on their mask, sanitize their hands and go home. Inform the Health & Safety Officer (Pauline). If the student objects, send them to the Health & Safety Officer. All students with active symptoms will be sent home.

Q. What should I do if a student shows blatant disregard for COVID-19 Safety protocols?

Answer: Submit a [Breach of Code of Conduct](#) form to the Director of Compliance and Student Services (Pauline).

More Questions?

If you have questions about any of the guidelines above, please contact Curriculum Coordinator, Amy Van Sickle by emailing vansicklea@collegeofmassage.com.

1.7 COVID-19 Guidelines – Administrators

Prior to entering the campus

Please ensure the following:

- You have completed the COVID-19 Pre-screening Questionnaire; you are clear of all listed symptoms; you have not recently travelled outside of Canada, been diagnosed with COVID-19, or had contact with any persons with a confirmed case of COVID-19.
- Contact your supervisor ASAP if you meet any screening criteria and therefore cannot report to campus. You will be expected to work from home and be available by TEAMS, e-mail and phone during your regular working hours.
- Pauline Edwards: 604-520-1844 x227
paulinee@collegeofmassage.com

Mike McNulty: 604-520-1844 x282
mikem@collegeofmassage.com
- If you are too sick to work, please fill in a sick leave form and submit it to your supervisor.
- You have a clean mask with you. A 3-ply mask, such as a surgical mask is recommended.
- Clinic admin/reception please use the REAR ENTRANCE on Clarkson Street.
- All other Admin, please use the FRONT ENTRANCE on Columbia Street.

Returning to Campus after an Absence:

- Staff who are off campus due to illness or symptoms may return to campus only after they are symptom-free AND have submitted one the following medical clearance documents to their supervisor:
 1. A negative COVID-19 test result
 2. A doctor's note that clearly states the individual is fit to attend in-person (in the event 811 advised against COVID-19 testing)
 3. A signed declaration form attesting to the direction from 811 not to get tested for COVID-19. (Available on Sharepoint/Public/Forms)

On Campus

Sanitation

- WASH YOUR HANDS or sanitize your hands upon entry (or re-entry) into the building, as well as before and after eating, and before and after putting on or taking off your face mask
- KEEP YOUR WORK SPACE CLEAN: The following touch spots should be wiped down and sanitized at least once per day:

OFFICE ITEMS TO SANITIZE

- Door knobs
- Keyboard
- Mouse
- Phone
- Desktop printer
- Drawer & Cabinet handles
- Chair arms

Social Distancing

- IN YOUR PRIVATE OFFICE: face masks are not required while working alone in your private office. If meeting with others in your office, wear your mask
- OUTSIDE YOUR PRIVATE OFFICE: face masks are required at all times while moving about the campus, except while eating in a socially distanced area
- BOARDROOM: Administrators only may use the boardroom as a socially-distanced space for eating, when available. Masks must be worn in the boardroom at all other times. Please use the shared Outlook Boardroom calendar to reserve (ask Nav for editing access).

Monitoring Students & Enforcing Guidelines

- **ALL STAFF AND ADMIN ARE RESPONSIBLE** for monitoring and enforcing adherence to the Health & Safety guidelines. Please familiar yourself with the College's COVID-19 Safety Plan and the specific Guidelines for the groups you interact with the most (students, faculty, patients).
- **RECEPTIONISTS** will likely field many questions from both patients and students – please ensure you are clear on guidelines for patients and refer student interns to Tara for any protocol-related questions.

- **PLEASE INTERVENE** if you witness any unsafe behaviour and report all unsafe behaviour to the Health & Safety Officer (Pauline). Blatant disregard for health & safety protocols will not be tolerated and will be grounds for referral to the Management Committee.
- **STUDENT GUIDELINES FOR YOUR REFERENCE:**
 - All students must practice proper respiratory hygiene including coughing and sneezing into their elbow to minimize the spread of respiratory droplets dispersed into the air.
 - To reduce the amount of any potential viral spread among students, all students are asked to form a 'Bubble' of 4 people, with whom they will sit and exchange in treatments with for the duration of the term.
 - Students are to avoid extraneous contact with one another in the classroom, including all forms of physical contact that would occur outside of the context of performing an assessment or treatment on one another.
 - Students are required to wear a mask:
- At all times while on campus including in the classrooms and the student lounge, unless eating. A distance of 2 meters must be maintained while eating.
- Any any time by request of an instructor, staff or administrator.

1.8 COVID-19 Guidelines – Common Areas

1. Student Lounge (1st floor)

- Start and stop times of classes have been altered to ensure that the number of students using the common lounge area before class, at lunch and after class is limited to one term at a time (approximately 40 students)
- All dishes, cutlery have been removed (disposable plastic cutlery supplied)
- With the exception of microwaves all other small appliances (toasters, coffee makers etc.) have been removed
- All fabric throw pillows have been removed
- All public reading material (ie; newspapers and magazines etc) have been removed
- Casual seating (sofas and club chairs) are rearranged and/or removed to reduce clustering of students
- Number of tables and chairs have been reduced and rearranged to provide as much social distancing as possible (although 2 meter distancing is not guaranteed)
- Students must adhere to physical distancing when waiting to access fridge, microwave, sink etc
- Paper towel only receptacles have been resigned to include the disposal of: paper towels, masks, gloves, tissue paper and cleaning wipes (this is change will occur throughout the school) as per direction from Urban Impact

Sanitation – Student Responsibilities

- Students must wash or sanitize their hands prior to and after eating
- Students must not share their food/drinks with others
- Students must dispose of all garbage and recyclable materials (in the appropriate receptacles) immediately following their lunch

Sanitation – Janitorial Responsibilities

- Janitorial staff will thoroughly clean and disinfect the student lounge each evening as part of their regular duties with special attention to high touch areas such as tables, counter tops, sink, faucet, doors, dispensers etc.
- At key times throughout the day (ie; immediately after the start of morning classes, after morning breaks, throughout and after lunch, after afternoon breaks) janitorial staff will disinfect all high touch areas

2. Locker Area (1st Floor and 3rd floor)

- When selecting a locker students must, if at all possible, keep an empty locker between themselves and the next locker
- Due to the close proximity of space the lockers located in the vault will not be available to students (additional lockers are available on the 3rd floor)

- Students must adhere to physical distancing when waiting to access their lockers
- Students must not congregate around their lockers

Sanitation – Student Responsibilities

- Students are responsible for ensuring that perishable items or dirty clothing/linens are not left in lockers

Sanitation – Janitorial Responsibilities

- Janitorial staff will disinfect (wipe down) the outside lock area of all student lockers each evening as part of their regular duties

Note: the Lost & Found will be relocated to the Student Services office and gloves must be worn when retrieving items.

3. Clinic Reception Area (2nd floor)

- Max of 5 chairs will remain in reception area set up with 2-metre distance between them; where possible physical barriers such as tables/plants etc. will be placed between the chairs to ensure that they are not pulled together by clients
- All public reading material (ie. newspapers and magazines etc.), as well as clinic brochures have been removed

Sanitation – Client/Student Responsibilities

- Clients must wash or sanitize their hands when entering the building and prior to sitting down in one of the chairs
- Health & Safety Student will disinfect (wipe down) the chairs between each rotation of clients

Sanitation – Janitorial Responsibilities

- Janitorial staff will disinfect (wipe down) the chairs each evening as part of their regular duties and ensure that they remain set up with 2metre distance between them

4. Shower Rooms (2nd floor)

- These shower rooms will be permanently closed (locked) with no access to students/staff/faculty or clients at any time; appropriate signage to this effect will be placed on each door

Sanitation – Janitorial Responsibilities

- At least once a week janitorial staff will clean the shower rooms to ensure they stay disinfected and clean

5. Library (2nd floor)

- Hours for library will be reduced (M-F 8:30 – 5:00); as students will be encouraged to study in their classroom pre and post classes; Sat and Sun the library will be closed
- Number of tables and chairs will be reduced, with a max of 2 chairs at any table
- All fabric chairs will be replaced by vinyl chairs
- Number of computer stations will be reduced to 3, with 2-metre spacing between
- All public reading materials (ie; newspapers and magazines etc), as well as brochures will be removed (note: student access to Policy Manual, Health & Safety Manual and COVID-19 Safety Plan will be through the Student Services office)
- Students must adhere to physical distancing when waiting to access printer

Sanitation – Student Responsibilities

- Students must wash or sanitize their hands when entering and exiting the library

Sanitation – Janitorial Responsibilities

- Janitorial staff will disinfect (wipe down) the chairs, tables, computer stations, printer, bookcases and spines of books each evening as part of their regular duties

1.9 COVID-19 HEALTH EMERGENCY POLICIES & PROCEDURES

Due to the ongoing COVID-19 pandemic, the Health & Safety Committee has implemented the following policies and procedures, specific to the Infection Prevention and Control Guidelines set out by the College, in order to mitigate the risks of operating during the pandemic.

These policies are in effect until further notice and override previous related policies outlined in the Health & Safety Manual, Employee Manual, Student Policy Manual, and Clinic Handbook.

RESPONSIBILITIES

- All students, faculty and staff are responsible for knowing and observing health and safety protocols and for following the Guidelines provided to them.
- Guidelines for students, faculty and staff will be communicated via the Health and Safety Officer. Guidelines are posted in classrooms, clinic, and common areas, as well as posted electronically on Sharepoint in New Westminster, and on AmpEd in Victoria.
- All students, faculty, staff and patients are required to self-screen prior to reporting to campus. Anyone showing symptoms of COVID-19 is prohibited from the campus.
- Any person who meets the following criteria is prohibited from the campus:
 - If showing symptoms of COVID-19, cold or flu is prohibited from the campus. (Symptoms include fever, chills, new or worsening cough, shortness of breath, sore throat, and new muscle aches or headache)
 - If directed by Public Health to self-isolate
 - If arrived from outside of Canada or who has had contact with a confirmed COVID-19 case. In this case, self-isolate for 14 days and monitor for symptoms
- Visitors are limited to those visiting for their scheduled appointments, and care-workers of patients who require personal care during their visit.
- Any person who starts to feel ill while on campus is to immediately:
 - Wash or sanitize hands
 - Put on a mask
 - Inform the Health & Safety Officer
 - Go straight home
- The Health & Safety Officer will ensure appropriate cleaning and disinfecting is completed in a timely manner.
- Screening questions must be answered truthfully. Falsifying answers during the screening process is a serious offence and will be dealt with accordingly.

- Students: false answers may result in referral to the Management Committee
- Patients: In the event it becomes apparent that a patient has falsified answers during screening, the treatment will immediately cease and the patient will be sent home. A refund will not be provided and it may result in the patient being banned from future appointments.
- Every student, faculty and staff member is expected to report unsafe conditions and unsafe behaviour.
 - Incidents that occur in the classroom during class time should be reported to the classroom instructor. The instructor will determine whether the incident requires further investigation, and if so, will report to the Health and Safety Officer.
 - Incidents that occur outside of class time should be reported to the Health and Safety Officer.
 - The Health & Safety Officer will determine whether the incident requires further investigation, incident reporting, or Code of Conduct disciplinary action, which may result in referral to the Management Committee.
- Physical distancing of two meters must be maintained at all times, where possible.
 - Blatant disregard for physical distancing in environments where distancing guidelines are in place should be reported to the Health and Safety Officer. The Health & Safety Officer will determine whether the incident requires further investigation, incident reporting, or Code of Conduct disciplinary action, which may result in referral to the Management Committee.
- Protective Personal Equipment (PPE) must be worn as per the Guidelines issued for students, faculty and staff, and in accordance with current jurisdictional requirements.
 - PPE is required throughout the campus, unless in designated areas mask-optional areas where two meters distance has been established (ie. Student Lounge).
 - All students, staff, and faculty are responsible for supplying their own mask. A 3-ply mask is recommended.
 - Individuals who are non-compliant with PPE will be sent home. Students will be marked absent on their attendance record.
- Any individual planning to travel outside B.C. must report so to the Administration prior to their departure to discuss protocols for a safe return.
 - Students report to the Student Services Coordinator in New Westminster and to the Campus Director in Victoria
 - Faculty and Staff report to their direct supervisor
 - The College will keep a record of date of departure and date of return, to ensure appropriate screening is done prior to return, and, if

required, self-isolation measures are followed in accordance with current government protocols.

ATTENDANCE

- Attendance remains mandatory and students are required to provide advance notice should they be unable to attend class
- Roll call for class attendance will function as a confirmation that students have self-screened prior to arriving at campus
- Students who have a COVID-19, flu, or cold related symptom must not come to campus. Instead, the student must contact the College **in advance** to arrange online attendance via TEAMS.
 - Students in New Westminster contact the instructor directly, with a copy to the Curriculum Coordinator and Student Services Coordinator, at least 1-hour in advance
 - Students in Victoria contact the Campus Director and the Student Services Coordinator at least 30-minutes prior to the start of class.
- Students who do not notify the College as per above will not be provided with online access and will therefore be marked absent on their attendance record
 - Students who miss the deadline for advance notice, may be allowed to attend via TEAMS starting at the break. This will be at the discretion of the instructor (New Westminster Campus) or the Campus Director (Victoria Campus).
- Students who develop symptoms must call 811 to determine whether or not they will need to be tested for COVID-19.
- Students who miss class due to illness or symptoms may return to campus only after they are symptom-free AND have submitted one the following medical clearance documents to Student Services:
 1. A negative COVID-19 test result
 2. A doctor's note that clearly states the student is fit to attend in-person classes (in the event 811 advised against COVID-19 testing) **OR**
 3. a signed Return to Campus Veracity Statement attesting to the direction from 811 not to get tested for COVID-19.
- If a student is not well enough to attend online via TEAMS, the student will be marked as absent and a doctor's note will be required to validate the absence, as per the standard Attendance Policy.
- Students who do not provide advance notice of an absence will be marked as absent for that class, unless valid documentation attesting to an emergency is

- provided to Student Services (New Westminster Campus) or Campus Director (Victoria Campus) within a reasonable timeframe, as per the standard Attendance Policy
- A student who is absent from class with mild symptoms of COVID-19, will be required to contact the College each day to confirm that they are well enough to continue to participate online in their classes.
 - If a student develops severe symptoms of COVID-19, such that they are unable to participate in classes online, they will be required to immediately contact the Student Services Coordinator to discuss the potential requirement for a longer-term absence from the program.
 - Classes that take part on TEAMS will not be recorded. Students will not have access to review a recording of a missed lecture or demonstration.
 - Faculty and staff must notify their direct supervisor as soon as possible of any expected absence due to illness.
 - The College will attempt to arrange for the instructor to teach via TEAMS from home.
 - If an online session is not feasible, the instructor is required to consult with the Curriculum Coordinator in New Westminster, or the Campus Director in Victoria, to arrange for a make-up class.
 - Individuals displaying symptoms will be asked to leave the campus. Students who report to campus showing symptoms will be sent home and will be marked as absent on their attendance record. Valid documentation as outlined above will be required prior to resuming in-person attendance.

MISSED CLINIC SHIFTS

The policy and procedure for Missed Clinic Shifts has been revised in light of COVID-19. Student Interns are to follow this revised policy and procedure until further notice.

MISSED CLINIC or OUTREACH SHIFT POLICY - NEW WESTMINSTER CAMPUS

- Students must make up all missed shifts.
- 6% will be deducted from the final grade for each missed shift.
- If a student provides documentation for a valid reason for the absence, i.e. emergency or medical condition, they will get 3% back; and the other 3% will be added back upon completion of a make-up shift.
- The deadline for making up missed shifts is week 14 of the same term.
- Students who miss a shift during week 15 will need to meet with the Clinic Administrators.

MISSED CLINIC or OUTREACH SHIFT POLICY - VICTORIA CAMPUS

- Marks will not be deducted for shifts missed for valid reasons (i.e. emergency; illness), however students remain responsible for ensuring they meet the minimum hours required for graduation.
- Medical Clearance as listed under Attendance is required to return to campus.
Procedure for missing clinical practicum shifts:
- Call the clinic receptionist to inform them that you cannot make it to your shift.
A message can be left at any time of the day or night. If you phone before 8:30 a.m. you must phone back after 8:30 a.m. to confirm with the receptionist. If you are working an AM shift you must call by 8:30 at the latest. You must receive confirmation that your message has been received.
 - **New Westminster Campus Reception:** Tel. 604-520-1830
 - **Victoria Reception Campus:** Tel. 250-381-9800
- Students on afternoon/evening shifts must call a minimum of 2.5 hours before their shift starts. This enables us to phone patients before they leave their home.
- If you cannot make it to an outreach, you must also contact the outreach supervisor in addition to contacting reception. You will find your Clinic Instructor's contact information in the Outreach Package that you receive at the beginning of each term.
- Do not rely on another student to pass a message to the clinic reception if you cannot make your shift. You must phone in yourself, or receive e-mail confirmation.
- Medical Clearance as listed under Attendance is required to return to campus.

MISSED QUIZ/EXAM POLICIES

- **For written and practical assessments:** if a student is not able to attend on campus due to illness or active symptoms, and there is an assessment scheduled for that day, a make-up exam will be arranged for the student to take when they return to campus.
- The student is required to contact the relevant instructor and administration to arrange a time to take the exam when they return to campus.
- In the event of an extended period of illness, the College will consider students' circumstances on a case-by-case basis.
- To arrange for a make-up assessment students are required to contact:
 - Curriculum Coordinator, Amy VanSickle, in New Westminster; OR
 - Campus Director, Julie Taggart, in Victoria
- The fee for missed quizzes and exams will be waived if:

- the student has given advance notice of their absence to the instructor and the appropriate administrator as listed below
- the absence is for a valid reason (eg. illness; active symptoms)
For Absences & Missed Exams contact your instructor and the appropriate Administrator and copy your Student Services Coordinator, as listed below:

New Westminster Campus:

Curriculum Coordinator, Amy VanSickle
E-mail: Vansicklea@collegeofmassage.com;
Cc studentservices@collegeofmassage.com
Phone: 604.520.1844 ext. 240

Victoria Campus:

Campus Director, Julie Taggart
E-mail: taggartj@collegeofmassage.com;
Cc vicstudentservices@collegeofmassage.com
Phone: 250.381.9800 ex. 222

CONSEQUENCES FOR BREACHING POLICIES

The health and safety of all WCCMT community members is taken very seriously. All students, staff, faculty and patients are expected to adhere to the guidelines set forth by the College as well as orders issued by the Provincial Health Officer. Breaches of the above policies, or of the specific guidelines provided regarding health and safety protocols during the COVID-19 pandemic is grounds for disciplinary sanctions.

Considerations for disciplinary sanctions are based on the relative harm or impact of the infraction on the rights of others as well the frequency of the behaviour and attitude of the individual(s) involved. This could result in infractions of a minor nature being treated more seriously.

For initial and minor breaches individual(s) will be required to meet with the Student Services Coordinator, or the College's Health & Safety Officer in New Westminster, or the Campus Director in Victoria. Wherever possible and reasonable an informal resolution process will be utilized, however students may be issued an official warning. For continued or ongoing breaches (second or third breach occurrence) individual(s) will be referred to the Management Committee. Consequences could include probation, suspension, mandatory withdrawal, or termination/expulsion. All breaches will be investigated by the College's Health &

Safety Officer, according to the procedure outlined in section 28.2 Code of Conduct in the Student Policy Manual. Should a specific breach affect any student's suitability to practice as a Registered Massage Therapist, these records will be forwarded to the College of Massage Therapists of British Columbia.

These are unprecedented times; extra diligence is required by all members of the WCCMT community to ensure our collective health and safety.

Examples of Policy Implementation:

Infraction	Consequence
Non-Compliant with PPE	Sent home; marked as absent
Reports to campus showing symptoms of COVID-19, cold, or flu	Sent home; marked as absent; May incur Code of Conduct disciplinary sanctions (warning, probation, suspension, mandatory withdrawal or expulsion) Medical clearance required prior to return.
Disregards physical distancing measures	May incur Code of Conduct disciplinary sanctions (warning, probation, suspension, mandatory withdrawal or expulsion)
Has symptoms; stays home; attends class online	Marked as present Medical clearance required to return
Has symptoms; stays home; does not attend class online	Marked as absent Medical clearance required to return
Has symptoms; too sick to attend online	Marked absent; doctor's note required Medical clearance required to return
Falsifies answers on screening form	Referral to Management Committee
Leaves the province of B.C without informing the College in advance or prior to returning to campus	Referral to Management Committee