



Royal Roads University

COVID-19 CONTINGENCY PLAN

Institutional safety protocols and response

8-12-2020

OVERVIEW

This Contingency Plan is intended to set out the response processes in the event of a COVID-19 outbreak on campus. In addition to guiding safety protocols and institutional response in the event of a confirmed outbreak, this plan also provides direction if an employee or student on campus indicates that they have tested positive, have had exposure to a positive case or are experiencing symptoms of COVID-19.

This plan is based on advice and directives of the Provincial Health Officer and BC Centre for Disease Control (Provincial Health Services Authority), provincial *Go Forward* guidelines, the Public Health Agency of Canada (PHAC), and the Chief Public Health Officer of Canada.

PURPOSE

The main purposes of this response plan are to:

- 1) protect health, control exposure and minimize transmission of a communicable disease, and
- 2) minimize the impact on Royal Roads University (Royal Roads) and its member community.

KEY DEFINITIONS

- **Confirmed case** - A person with a laboratory confirmation of infection with the virus that causes COVID-19 performed at a community, hospital or reference laboratory (NML or a provincial public health laboratory) running a validated assay¹.
- **Probable case** - A person who is showing symptoms and meets exposure criteria. Individual may or may not have been tested at the time they are declared a probable case. ²
 - Symptoms include: fever, chills, new or worsening cough, shortness of breath, sore throat, and new muscle aches or headache.
 - Exposure criteria includes: travel from outside of Canada; has had close contact with a confirmed COVID-19 case; is living in a facility experiencing an outbreak of COVID-19. ³
- **Duty to Report** - The President or other person in charge of the university who has been advised by the Medical Health Officer (MHO) that a person who is or has been present at the institution or workplace is an infected person must, if requested by the MHO,

¹ www.bccdc.ca; definition from BC CDC, May 19, 2020

² www.bccdc.ca; definition from BC CDC, May 19, 2020

³ www.worksafebc.com; May 19, 2020



- report the contact information, if known, of each person who may have been exposed to the infected person, and
- make the report to the MHO in the form and manner required.⁴
- **Emergency Operations Centre (EOC)** - Provides a mechanism for decision makers to gather critical information, coordinate response activities, and manage personnel as the emergency dictates. The EOC serves as the management coordination hub for incident response and conduit to the university's emergency management policy group (Executive)

PLANNING FRAMEWORK

This Contingency Plan is closely aligned with:

- Royal Roads Emergency Response and EOC framework
- Royal Roads [Exposure Control & Safety Plan](#)
- Royal Roads Pandemic Plan [development ongoing as the COVID-19 pandemic evolves]
- Royal Roads Risk & Hazard Assessments for COVID-19 (workspaces, academic spaces and others as deemed appropriate)
- [COVID-19 Go- Forward Guidelines for B.C.'s Post-Secondary Sector](#)

⁴ [Reporting Information Affective Public Health Regulation](#), *Public Health Act*; Dec 16, 2019

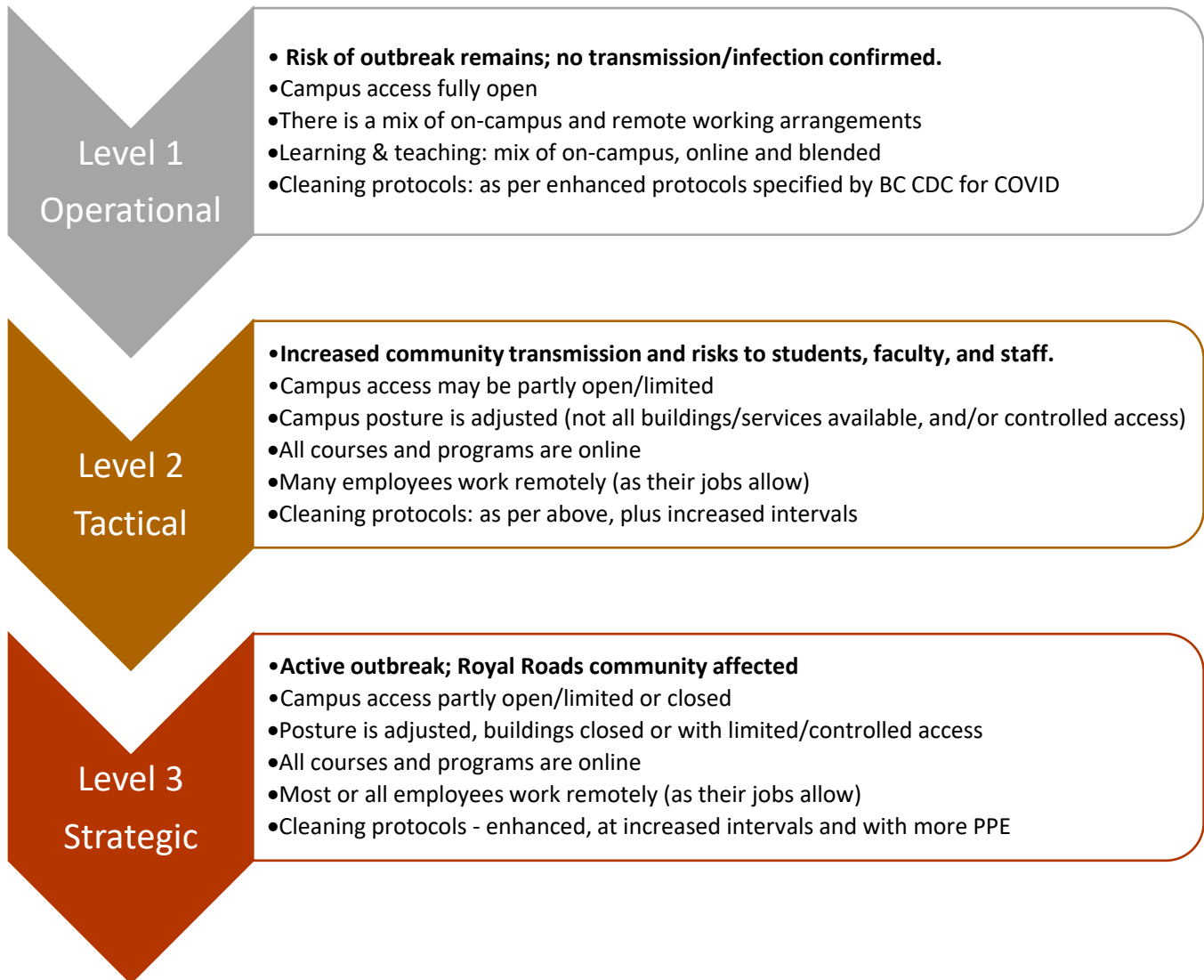
GUIDING PRINCIPLES FOR COVID-19 WORKPLACE HEALTH & SAFETY

The following principles guide process and decision-making to ensure workplace health and safety:

<p>1. Health & Safety</p>	<p>The safety of employees, students, contractors and others using the campus is the overarching priority and must guide all strategic and tactical decisions. Health and safety is a shared responsibility; everyone in the organization has individual responsibilities and will work collectively to ensure a safe work environment for all. Plans and procedures will follow a hierarchy of control measures.</p>
<p>2. Best available information</p>	<p>Decisions will be guided by the best information available. The COVID-19 pandemic is a rapidly evolving public health crisis. We learn more each day to guide our decision making. We must continue to be cautious and thoughtful in our approach to move forward safely. This unprecedented situation means that our decision making must rely on the best available information and science, recognizing that this information is incomplete and that directives may change. We will engage expertise both internally and externally to ensure that our workplace meets safety guidelines and supports longer-term planning outcomes.</p>
<p>3. Compliance</p>	<p>We require and expect compliance with public health orders and requirements. Public health organizations and government direction (e.g., the Provincial Health Office, BC Centre for Disease Control, local health authorities, Work Safe BC, etc.) will guide planning and implementation.</p>
<p>4. Empathy & Collaboration</p>	<p>This is a challenging time for everyone and we are all experiencing this pandemic in unique ways. Risk and vulnerability is not the same for everyone; we endeavour to create safe alternatives for as long as is necessary. We will also consider that everyone's situation is unique and will try to accommodate individual vulnerabilities and pressures. Issues of accessibility and equity will be considered when determining what individuals are needed to do work in-person.</p>
<p>5. Agility</p>	<p>Royal Roads will be ready to adapt and respond to the rapidly evolving situation of this pandemic. Even in situations where workplace environments have reopened, new exposure concerns may arise requiring new protocols or return to alternative work arrangements. Work and study that can be carried out remotely should continue to be done remotely until it is deemed appropriate to return.</p>

RESPONSE LEVELS & DIRECTIONAL TRIGGERS

In the event of a confirmed outbreak on campus – either individual, group or community – Royal Roads EOC will activate at the corresponding level.



Directional triggers to raise the response level:

- COVID-19 transmission(s) on campus
- Significant increases in COVID-19 transmission within the institution's local community
- Local/provincial/federal direction
- Evidence that the institution's community is disregarding physical distancing and PPE requirements
- Insufficient healthcare capacity within the local healthcare facilities

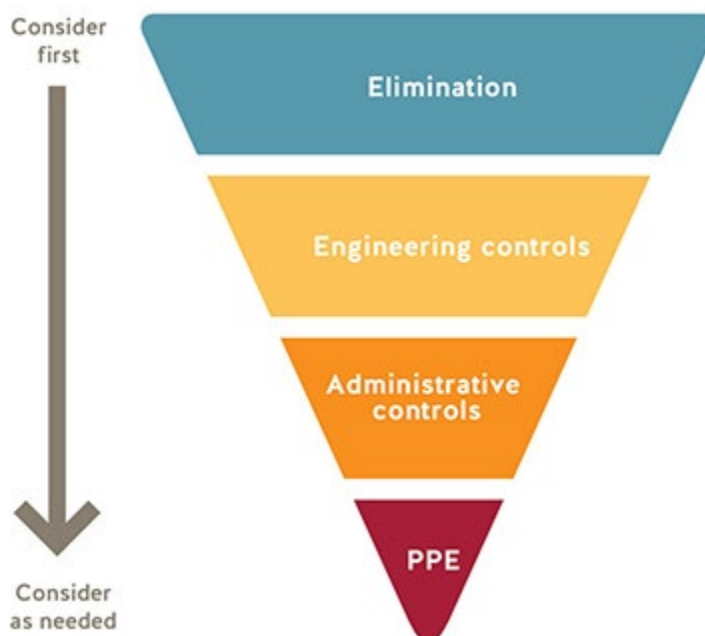
RISK MANAGEMENT

Royal Roads will continually monitor the level of community transmission to implement interventions that are proportionate to current local risk.

Advice from local public health authorities will be followed closely as conditions change.

Prevention measures

The hierarchy of controls (diagram below) as outlined in Royal Road's [Exposure Control & Safety Plan](#) will further prevent transmission.



COVID-19 Infection on Campus

In the instance of a COVID-19 infection on campus (employee or student), isolation of infected individuals from others will be critical to mitigate risk. Communications and cleaning will be implemented at enhanced levels as per the [Exposure Control & Safety Plan](#). Reducing contact intensity by physical distancing, and remote work options will continually be deployed to mitigate risk of subsequent transmissions.

GUIDANCE TO MANAGE RESPONSE

The university must use the following guidance to manage response:

A. Notification - Any employee/student with a **probable** or **confirmed** case for COVID-19 is expected to notify Royal Roads. Through training and communications, employees/students have been informed that they will report to the university if:

1. they test positive for COVID-19; or
2. are experiencing symptoms consistent with COVID-19; or
3. someone in their household or with whom they have had close contact tests positive for COVID-19 or is experiencing symptoms consistent with COVID-19.

i. **Employee Reporting**

Supervisors are probably the most likely persons to receive reports of an employee's COVID-19 diagnosis or potential infection. Supervisors are instructed to report any disclosed diagnosis or potential infection immediately to their Human Resources Consultant. The confidentiality of any such report is to be maintained to avoid any potential violation of privacy laws. The Human Resources consultant is the **Royal Roads COVID-19 Designate** for employees and will follow up with individual employees.

ii. **Student Reporting**

Students are asked to notify a member of the Care Team at care@royalroads.ca or by calling Campus Security (250-391-2525) to request a Care Team member call them back. The Care Team member is the **Royal Roads COVID-19 Designate** for students and will follow up with individual students.

B. Follow health instructions – For a confirmed case, Royal Roads must contact the Medical Health Officer (MHO) and tell them the university is developing the response plan and seek their input. The university's Manager of Resilience is the university's primary contact with the MHO.

The MHO will not confirm directly if there is a case associated with the university but will help guide what actions should be taken. The MHO supports and conducts any contact tracing and will only engage the university in that process if necessary.

Any employee/student confirmed to test positive for COVID-19 (symptomatic or asymptomatic) must comply with MHO instructions. The employee/student will not be permitted to return to campus for at least 14 days and until deemed healthy (all clear).

C. Protect personnel information – Royal Roads must not release personal information about an employee's/student's identity or health status. Employees/students may voluntarily disclose their status (e.g., to colleagues or another student), however, they are expected to inform the university as per "A. Expect Notice" above. The relevant university designate will maintain the



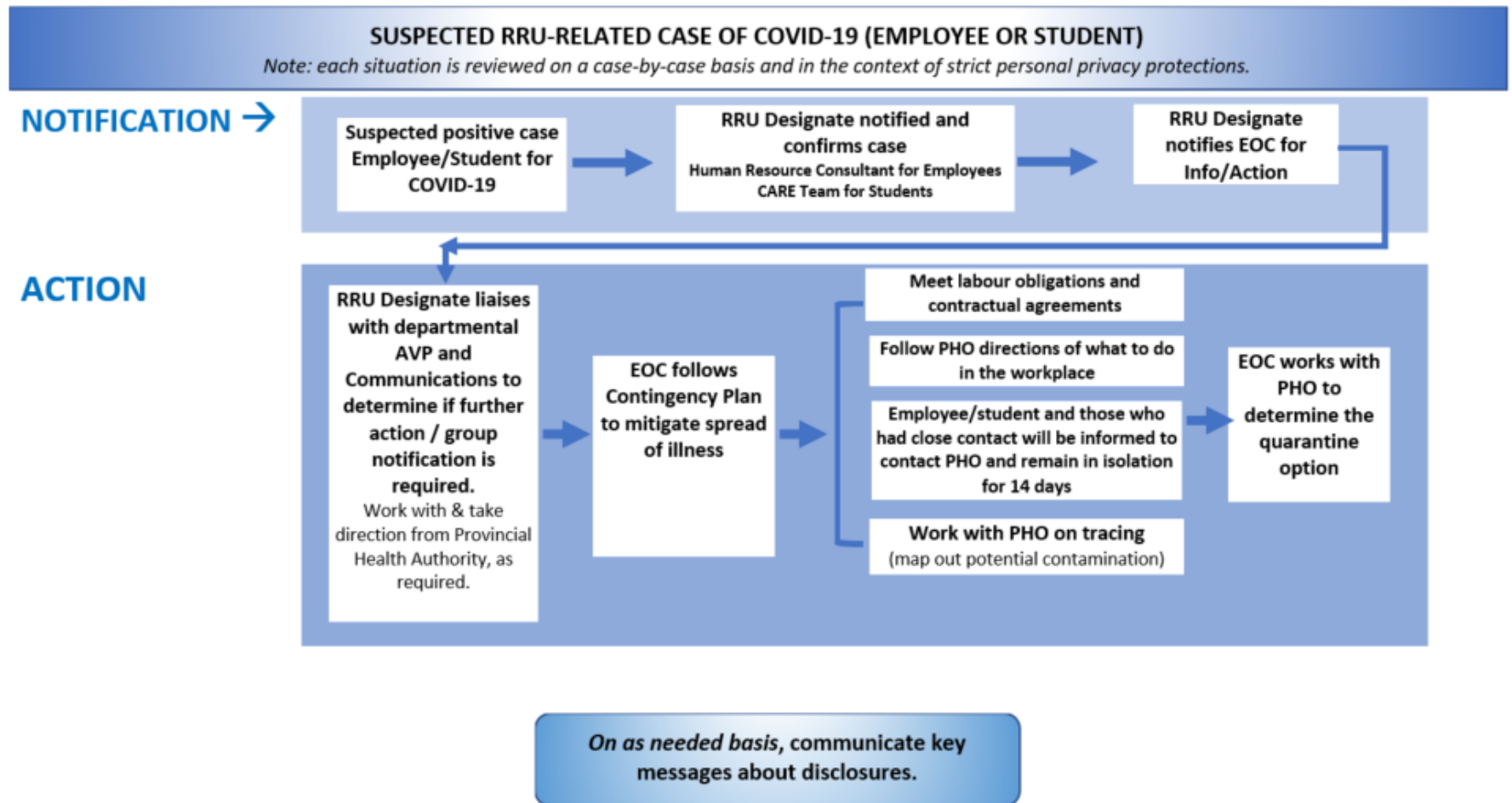
employee/student's medical information and ensure compliance with confidentiality and privacy obligations.

Group announcements will be avoided, except if needed to address risk as determined by the EOC team. If group announcements are issued, they will not identify the employee/student by name or title unless necessary to address risk or if the employee/student agrees to be identified. A copy of any group announcement that is issued about an employee/student must be provided to them.

D. Precautionary principle – Due to the evolving nature of this pandemic and the continued increase in understanding of COVID-19 on a provincial and global level, the precautionary principle is used to guide our decision making and policy creation. Health and safety will be prioritized in instances where uncertainty remains. Royal Roads will error on the side of caution and reduce risks wherever feasible.

ROYAL ROADS RESPONSE PROCEDURE IN EVENT OF COVID-19 CASE

NOTE: The following is further detailed in text following this diagram.



ROYAL ROADS RESPONSE PROCEDURE IN EVENT OF COVID-19 CASE (CONT'D. . .)

1. Notice of probable or confirmed case received

- a) Employee/Student is on campus
 - o If the employee/student is severely ill (e.g., difficulty breathing, chest pain), call 911
 - o If employee/student reports to first aid, First Aid attendants (Royal Roads Security) will follow COVID-19 [OFAA protocols](#)
 - directs sick employee/student to wash or sanitize their hands, provides them with a mask, and facilitates temporary isolation.
 - First Aid asks the employee/student to go straight home.
- b) Employee/Student is at home
 - o They are to remain at home
 - o Relevant procedures below apply

2. Notice directed immediately to Royal Roads Designate (this is either Human Resources Consultant for staff or CARE Team member for student)

- a. Any COVID-19 symptoms (even mild symptoms) while on campus, they should contact their supervisor/faculty member/CARE team immediately.
- b. The employee/student must leave campus immediately and go straight home. They should wear a mask (if they do not have one, it will be provided), and wash or sanitize their hands as soon as possible.

3. Royal Roads Designate contacts the employee/student immediately:

- a) Determine if the employee/student has a probable case or confirmed case.
 - o **If probable/suspected**, direct the employee/student to [BC COVID-19 Self-Assessment Tool \(https://bc.thrive.health/\)](https://bc.thrive.health/) or call 811 for further guidance (i.e. testing and self-isolation). Ask the employee/student to follow up and advise Royal Roads Designate immediately if case is confirmed.
 - o **If confirmed**, contact the MHO tell them the university is developing a plan and seek their input.
 - o *Note, if a university community member was tested for COVID-19 at another site (walk-in clinic, hospital, etc.) and found positive, the Communicable Disease Nurse (CD Nurse) would be tasked by the MHO to investigate. The MHO may require the assistance of the university to establish who may have come in close contact with the patient.*
- b) Self-isolation: Instruct the employee/student to remain away from the campus at least 14 days or any such longer period recommended by the advice of public health authorities.
- c) Ensure privacy and transparency:



- Reassure employee/student that disclosures will be handled in a sensitive manner to respect and ensure compliance with confidentiality and privacy obligations.
 - Communicate the university's process for assessing risk and may need to make some internal disclosures to assess and address risk.
- d) **Contact Tracing:** Interview employee/student to identify the scope of the risk to the university community:
- Was the individual on campus during the previous 14 days?
 - If yes:
 - what are all the locations the individual visited?
 - who are all individuals on campus with whom the employee/student may have come into meaningful contact?
- e) Provide employee/student with appropriate information and stay in touch for additional support as required. Provide:
- Contact information of Royal Roads Designate
 - COVID-19 webpage links and EFAP/student counselling resources
 - Information/guidance for self-isolation
 - Social support information
- f) Instruct employee/student to follow up with supervisor/instructor/department to communicate absence from work/class (diagnosis will not be disclosed – only that individual is ill).

4. Royal Roads Designate immediately notifies the EOC.

- a) Disclosures to the EOC will be via email and limited to the minimum amount of information necessary to respond to and make decisions on the report. For example, the employee/student should not be referenced by name in the email unless there is a reason to do so. Extraneous information about the employee's/student's personal circumstances will only be included to the extent necessary.
- b) Campus Services will be contacted to request potentially affected area to be cleaned.

5. The EOC determines campus health and safety actions as per this Contingency Plan, [Exposure Control & Safety Plan](#) and health authority advice:

- a) **Where an employee/student probable case has been determined**
 - EOC conducts a risk assessment based on information provided by Royal Roads Designate
 - EOC determines appropriate campus health and safety actions and activates/directs as appropriate

- b) **Where an employee/student confirmed case has been determined**
 - EOC activates/directs campus health and safety actions with the following:



- Operations & Resilience (AVP, AD Operations, Resilience Manager, Campus Security and Environmental Safety Officer)
- Campus Services
- Human Resources
- Academic & Student Services
- Others included as required

6. Under the direction of the EOC, the Royal Roads Designate contacts directly each co-worker/student identified in 1(d) above and advise that “a person” with whom they have been in recent contact and/or with whom they recently shared a common area has a presumed or confirmed case of COVID-19.

- a) Instruct individuals that, out of an abundance of caution, the university is requesting that they remain off the campus for at least 14 days since the last point of contact (or such greater period that may be recommended by the MHO or their health care provider) and to work remotely, if possible.
- b) Encourage individuals to self-isolate and seek all medical care and testing that they feel may be appropriate.
- c) Remind individuals that stereotyping, discrimination or retaliation against individuals that are suspected to have tested positive for, or been exposed to, COVID-19 (or any other illness) is strictly prohibited.

7. Royal Roads Designate liaises with departmental AVP and Communications to determine if further external action/group notification is required.

- a) Communicate key messages about disclosures once and follow up as appropriate.
- b) Any additional further tactics would be defined by:
 - Extent of knowledge / sharing of this disclosure regarding risk of transmission within campus.
 - Parameters to disclose information as per confidentiality concerns and privacy protection following the direction of the Health Authority and public health officials.

8. Royal Roads Designate liaises with AD Human Resources, Employee and Labour Relations to notify CUPE and Faculty Association of what has occurred and the steps that Royal Roads is taking to address the situation.

COMMUNICATIONS

KEY CONTACTS:

<p>COVID-19 Royal Roads Designate for Employees</p> <ul style="list-style-type: none"> • Human Resources Consultant for Business Unit • Manager Resilience for primary contact with MHO for Royal Roads <p>COVID-19 Royal Roads Designate for Students</p> <ul style="list-style-type: none"> • CARE Team member (250-391-8514) 	<p>Island Health Medical Health Officer (MHO) Dr. Dee Hoyano (& Dr. Murray Fyfe) 250-519-3406</p> <p>Island Health Communicable Disease Coordinator 250-388-2225</p>
<p>EOC:</p> <ul style="list-style-type: none"> • Operations & Resilience, AVP • Student and Academic services, AVP • Campus Services, AVP • Communications, AVP • Information Technology, AVP • Finance, AVP • HR, AVP • Board and Administrative Services • Others included as required 	<p>Royal Roads liaison with local health authority</p> <ul style="list-style-type: none"> • Updates for community transmission, contact tracing and response: Manager, Resilience via MHO's office • Public & internal communications: AVP Communications

STAFF AND STUDENTS STAYING CONNECTED:

- Staff members should ensure their CAMP⁵ details are up-to-date in case they need to be reached in the event of an emergency
- Student Services (International Student Support) will encourage Students to keep their MyAdmin Accounts current and updated.
- While notification emails will be sent out as needed, all staff and students can subscribe to Royal Roads social media channels, namely [Twitter](#) or the Facebook [Royal Roads Alerts page](#) to receive real-time updates.

⁵ CAMP is the Corporate Account Maintenance Process system used to record key data such as important contact information for employees.

SAFETY PROTOCOLS IN THE EVENT OF A COVID-19 OUTBREAK ON CAMPUS

OVERVIEW:

In the instance of a COVID-19 infection on campus (staff or student), isolation of infected individuals from others will be critical to mitigate risk. Communications and cleaning will be implemented at enhanced levels as per the [Exposure Control & Safety Plan](#). Contact tracing will be deployed as necessary. Reducing contact intensity by physical distancing, and remote work options will continually be deployed to mitigate risk of subsequent transmission.

ISOLATION AND QUARANTINE PROTOCOLS

- As per the response procedure described above, isolation of the infected individual(s) will be a priority first step. Currently on-campus accommodations (residence units) are not open; self-isolation will take place in the individual's place of residence.
- Royal Roads, with support of public health advice, will assess whether testing is necessary, and then follow public health guidance in the case of a positive test.
- Upon arrival, international students (or domestic students returning from abroad) must self-quarantine for 14 days, in keeping with federal and provincial requirements.
- CARE team members and/or program staff will be assigned to maintain daily communication with students in quarantine (see Academic and Student Services below)

CONTACT TRACING

In the event of a possible or confirmed case of COVID-19, the Royal Roads Designate (CARE Team member or HR Consultant) will be the primary lead to support MHO/Island Health efforts in contact tracing. Key supports in this process include:

- Program staff
- Faculty
- Supervisors
- Operations/Campus Services, particularly as it relates to building sign-in/sign-out protocols and associated records

INTERNAL/EXTERNAL COMMUNICATIONS

If employees or students develop symptoms while at the institution, Royal Roads will follow the response procedure identified on pages 8 – 11 of this document.

CLEANING

Campus Services (Custodial) staff will clean and disinfect the space where the individual was temporarily isolated, and any areas used by them (e.g., classroom, bathroom, common areas).



To ensure ongoing prevention measures, Royal Roads University facilities are cleaned and disinfected in accordance with the [BCCDC's Cleaning and Disinfectants for Public Settings](#). High-traffic areas and high-contact surfaces, such as doors and cabinet handles, washrooms, equipment, common areas, and vehicles have increase cleaning schedules and protocols.

PERSONAL PROTECTIVE EQUIPMENT

- Royal Roads has a stock of PPE that can be deployed as required.
- PPE, such as non-medical masks, may be required based on levels of transmission in the community, and where physical distancing cannot be maintained.
- For activities requiring the use of PPE, it will be the responsibility of the instructor/supervisor to provide education and training pertaining to the required PPE, and to ensure that the required PPE is used appropriately.
- Use of PPE will be required as part of identified safe work procedures and linked to hazard and risk assessment. In the case of an escalation to a higher response level, additional PPE may be required.

Additional resources issued by WorkSafe BC:

- [Help prevent the spread of COVID-19: How to use a mask](#)
- [COVID-19 Health and Safety: Selecting and using masks](#)
- [COVID-19- Health and Safety: Designing effective barriers](#)

ACADEMIC AND STUDENT SERVICES

Throughout this pandemic, support for academic accommodations, student well-being (mental health, physical and social supports, and academic support) is provided through the Royal Roads University CARE team.

The CARE Team provides:

- Liaison with broader student cohort, faculty, program head and program office, etc.
- Liaison between EOC response and academic community (communications, logistics, etc.)
- Emergency support liaison with emergency contacts
- Proactive connections to existing and expanded support networks amongst cohorts
- Training to all on-campus students about COVID-19 symptoms, transmission risks, prevention and what to do in the event of an infection

In the event of recommended self-isolation requirements, Student Services will additionally provide:

- Support and guidelines for students and visiting faculty for self-isolation
- Additional support for physical and mental health and well-being in scenario of isolation; support for continued education delivery may be organized in alternative formats
- Assistance for determining an appropriate return-to-campus timeline



Academic concession:

- The Academic and Student Services and International Student Recruitment Teams are available to facilitate academic accommodations.
- Students who would normally attend campus but are self-isolating because of the daily self-assessment process (or who reside with someone who needs to self-isolate) may request academic concession due to missed classes or course requirements.
- Formal requests for accommodation will continue to be managed through the processes outlined in existing [institutional policy](#).
- Students are expected to stay home if they are sick; Royal Roads has adjusted current policies to provide greater leniency in this area. Royal Roads Accessibility Services has an established [definition](#) and [procedure](#) for Medical Leaves of Absence for students, as well as a process for authorized withdrawals to avoid financial penalty, if required.

CAMPUS SERVICES:

The Campus Services team provides support to all non-academic services on the campus including:

- Housing and student residence in accordance with health and safety standards (when open)
- Food Services (with initial limitations to 'grab-and-go', with a phased expansion of services on a go-forward basis in keeping with [provincial orders and directives for food service establishments](#))
- Contractor COVID-19 training in accordance with the university's [Exposure Control and Safety Plan](#)
- Campus store (currently closed) will follow WorkSafe BC guidance for [retail services](#) when opened
- Ensure any third-party events or activities (e.g. film productions) follow COVID-19 safety protocols and associated contract agreements

HUMAN RESOURCES AND WORKPLACE ACCOMMODATION

- [HR Guidelines for Supervisors](#) addresses workplace accommodation, return-to-work processes and management of COVID-19 related absences and illnesses
- Employees who would normally attend campus but are self-isolating will contact their supervisor to report their absence from working on campus and to discuss temporary remote work arrangements, if practical
- Royal Roads has adjusted its practices to support employees who are staying home if they are sick. Formal requests for accommodation will continue to be managed through the processes outlined through collective agreements and/or institutional policy
- In the event of an escalation in the university's COVID-19 response level, HR will provide advice to the EOC and the Operations Team to update campus posture (building access, protocols, closures, etc.) as needed



- Based on WorkSafe BC guidelines and health authority directives, HR will guide staff to maintain or revert to remote work arrangements
- For those employees whose work is essential to on-campus operations, HR will ensure that any new safety guidelines are aligned with PHO, BCCDC and WorkSafe BC directives

Version Tracking	
Original:	July 31, 2020
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