

## **CEO's MESSAGE**

PLC began with a mandate to deliver quality, innovative, creative and practical education for a changing Canadian workplace. We have been up for a challenge from the get-go, and have changed the career education landscape in Canada.

With COVID-19, we were faced with another new challenge. I am proud to say that we were able to migrate within 48 hours to fully online learning thanks to the tireless cooperation of staff, faculty and of course, students.

The challenge is by no means over. Working closely with our Ministry of Advanced Education, Skills and Training as well as our provincial health authorities, we are working to make PLC and safer and maintain a level of quality and safety in everything we do. I ask you as students, staff and visitors to PLC to come together in this challenge to prevent and combat COVID-19. We can get through this as a community through unity.

Yours sincerely and with solidarity,  
Tarun Khullar  
CEO, PLC

## **COVID-19 SAFETY PLAN**

### **Assessment of campus and learning (in accordance with WorkSafe BC)**

PLC classes and courses are being delivered 100% online (since March 2020) until there is ministry go-ahead to have them offline/blended. Burnaby campus is closed for classes until said clearance is received, and is used by internal staff only. Surrey campus has only administrative offices running – appointment-based reception, learning management, co-op and student advising. Students and visitors in general are contacted via phone or electronic means, with on-campus visits only allowed when absolutely necessary and by appointment. Visitors will need to self-assess, sign in and wear masks (provided by PLC for those who do not have these) at all times on-campus.

Areas identified as those with higher traffic – reception, student lounge, student advising, co-op office and lunch room.

Roles that require higher visitor interaction – reception, student advising and co-op.

Equipment with shared use – copier.

Surfaces with higher interaction – front and back door handles, tables used to maintain distancing and student advisor room handle.

### **Educational delivery (in accordance with AEST Go Forward Guidelines for Post Secondary)**

- PLC courses are delivered 100% online (live sessions) to minimize exposure during the COVID-19 pandemic until further advice from the ministry
- Students must follow the same guidelines for attendance and behaviour as during in-person classes
- New students and instructors will receive online orientation about PLC and online Moodle learning system

- Instructors will work from home until there is go-ahead from AEST and the provincial health officer to return to normal in-class learning

### **Protocols for students, staff and visitors to campus (in accordance with WorkSafe BC)**

- Occupancy limit for the Surrey campus has been reduced to 15 (posted on-site); no classes or visits occur at Burnaby campus
- With 5-8 staff on-site, a maximum of 2 visitors are allowed at a time; appointments are made so that only this many visitors are on-site at a time
- Everyone must maintain a 2-metre distance from one another at all times; points have been marked on the floor to show distancing
- The campus has a single entry and exit pathway to have one-way foot traffic, with said pathway indicated via arrows
- Visits are by appointment only
- Visitors must wear masks at all times; if they do not bring these, PLC will provide them with masks
- Visitors will need to allow their temperatures to be taken via digital infrared thermometer; if they have a temperature indicative of a fever, they will be asked to leave and conduct their appointment via phone or video conference
- Visitors must sanitize their hands upon entry
- Visitors may not wait in the reception area, but instead must go to the student lounge
- High-occupancy areas like reception use use markings to denote distancing
- Barriers are cleaned and sanitized along with the entire campus regularly
- Staff on-site will maintain social distance from one another and visitors; staff that often see visitors will use masks
- Staff will sanitize and wipe down their work areas and equipment daily before and after use (sanitizer is provided)
- PLC nurse staff supervised by the Campus Manager will train and update staff on all COVID-19 protocols
- PLC has contracted regular campus cleaning and sanitization
- No shared food equipment will be available on campus e.g. cups
- The lunch room allows only 1 user at a time

### **Policies for outbreak (in accordance with WorkSafe BC and PHAC Guidance for Post Secondary Institutions during COVID-19)**

- Anyone showing symptoms of COVID-19 or having arrived to Canada in the past 14 days is prohibited from the campus
- Staff and students that show symptoms will be asked to go/remain at home and must work from; they will need to contact 811 immediately for testing and health procedures
- Staff and/or students showing symptoms must isolate at home and inform their contacts
- Any outbreak will be reported by the nurse on staff or Campus Manager to Fraser Health
- For anyone having severe symptoms, staff will immediately call 911
- The campus will be closed for staff and visitors in the case of an outbreak; complete sanitization of the campus will take place daily for 5 days
- The campus will only open after 14 days since the outbreak
- All staff and students on-site during outbreak will be required to go home, work from home and self-monitor for 14 days before returning; anyone with symptoms will need to report to Fraser Health and continue to work from home
- Post outbreak, staff will meet about changing protocols around campus access
- Any changes will be communicated to students via email and Moodle, and updated to the website COVID-19 page

### **Communication and training (in accordance with WorkSafe BC)**

- Policies are sent by the campus manager to all staff via email
- Signage regarding symptoms and occupancy limits are posted in reception and lunch room

### **Monitoring and changing to adapt to the situation (in accordance with WorkSafe BC)**

- The Campus Manager and nurse on staff will stay updated on the latest health developments regarding COVID-19 in BC
- PLC's nurse on staff will update current staff and also train new staff on latest COVID-19 policies from the health authority
- Any non-compliance with the 14-day self-isolation will be reported by the staff nurse to the provincial health authority

### **Quarantine of arriving international students (in accordance with AEST Go Forward Guidelines for Post Secondary, PHAC Guidance for Post Secondary Institutions during COVID-19 and Public Health Institutional Readiness Requirements for Int'l Students)**

- Any students who have attained their study permits must notify PLC so that the following arrangements can be made
- PLC will coordinate arranging a hotel for self-isolation and also special PPE taxi pickup and drop-off at the hotel
- COVID-19 policies, quarantine information and PLC contact information will be given to students before they depart to Canada
- Students will also be given access to the BC COVID-19 app <https://bc.thrive.health> and ArriveCan
- Before arrival PLC will also coordinate the setup of extended health care plans and also food delivery service for students and their spouses and children during quarantine
- Parental accompaniment is discouraged for the duration of the COVID-19 pandemic
- PLC will be in contact with students during quarantine for advising and also cultural as well as arrival information
- For students that need it, PLC will coordinate the setup of Homestay with partnered providers; said service will begin after quarantine is over
- New arriving students wanting to meet staff will only do so after the quarantine period and with prior approval from the college
- Students showing symptoms during quarantine will be put in touch with local health authorities if needed in the case of intense symptoms, or may need to isolate for longer; meals and other services can be extended in this case
- Student social activities such as winter party will be strictly online

## **FAQs**

### **FOR STUDENTS**

#### **What is PLC doing to respond to COVID-19?**

PLC is closely monitoring the situation surrounding COVID-19 and is following all recommendations by the Provincial Health Officer to limit potential risk on our campuses. This has included the temporary suspension of in-classroom instruction, heightened cleaning measures, cancellation of all face-to-face events and increased communications.

PLC's staff nurse and Campus Manager are actively monitoring the COVID-19 situation and liaises with local and provincial health authorities. These staff will continue to implement the government's recommendations and offer guidance and instructions.

The PLC leadership team also continues to meet regularly to evaluate and respond to the evolving situation surrounding COVID-19 and to support the continuation of learning at PLC during this challenging time.

Please bookmark <https://www.plvan.com/covid-19/> for updated information.

### **How can I help prevent the spread of COVID-19?**

As B.C. progresses through its reopening phases, [HealthLink BC](#) recommends the following to stop the spread of COVID-19:

1. Physical distancing. Keep a physical distance of about two metres between yourself and others when you are out.
2. Avoid contact. Avoid handshaking and hugs outside of your family. Smile and wave instead.
3. Wash your hands. Especially after returning home and before eating. Clean your phone and work surfaces frequently.
4. Wear non-medical or cloth masks. A non-medical mask or face covering is recommended when you cannot keep a safe distance from others.
5. Don't touch your face. Avoid touching your face, eyes, nose, or mouth.
6. Practice respiratory etiquette. Cover your nose and mouth with a tissue or sleeve when coughing or sneezing. Dispose of tissues immediately.
7. Isolate if you feel sick. Even if you have only mild symptoms, self-isolate for a minimum of 10 days.
8. Do not go to work, school, or public places.
9. Get tested. Anyone with symptoms, however mild, can get tested for COVID-19. [Find a testing centre](#).

### **What is happening in Fall 2020 and onward?**

By staying home, British Columbians have done their part "flatten the curve." With each day, the rate of growth in COVID-19 cases has steadily declined.

[B.C.'s Restart Plan](#) lays out a careful, step-by-step process to resume some social and economic activities while maintaining physical distancing restrictions, so that our combined efforts and sacrifices are not squandered.

At PLC, we are planning for physical distancing to continue, and programs will continue with online delivery. The Instructor Lead will contact students directly with guidance about learning modes.

### **Are PLC campuses open?**

PLC continues to remain open, although with limited in-person access, to support students regarding admissions, co-op or learning queries.

PLC's actions are consistent with the B.C. government's objectives to balance health and safety with access to educational programs. All PLC programs and services are now being provided through alternative (non-face-to-face) methods.

### **What is happening with Fall 2020 programs and courses?**

PLC is planning for physical distancing requirements to continue into the Fall 2020 term. Currently, we are not anticipating a full “return to normal” in Fall 2020, so please be prepared to continue with online and alternative delivery of programs. Limited, on-campus program delivery will follow all Provincial Health Officer directives and recommended health and safety measures (i.e. physical distancing, gathering size, regulatory guidelines).

Domestic students may contact PLC admissions regarding intake or queries.

**For international students planning to come to Canada:**

- Any students who have attained their study permits must notify PLC so that the following arrangements can be made
- Students must take a COVID-19 PCR test within 72 hours of their flight departure and bring test results with them to Canada to show border agents
- Students will need to arrange 3-day hotel quarantine accommodation via this link, which will cost around 2,000CAD
- Students that test negative for COVID-19 at the airport test can after the 3-day quarantine continue to an 11-day quarantine at a hotel arranged by PLC; students that test positive will need to continue their government hotel quarantine at additional cost
- PLC will coordinate arranging for a second hotel for self-isolation for the remaining 11 days and also special PPE taxi pick-up and drop-off at second hotel
- COVID-19 policies, quarantine information and PLC contact information will be given to students before they depart to Canada
- Students must access the BC COVID-19 app <https://bc.thrive.health> and ArriveCan
- Before arrival PLC will also coordinate the setup of extended health care plans and also food delivery service for students and their spouses and children during quarantine
- Parental accompaniment is discouraged for the duration of the COVID-19 pandemic
- PLC will be in contact with students during quarantine for advising and also cultural as well as arrival information
- For students that need it, PLC will coordinate the setup of Homestay with partnered providers; said service will begin after quarantine is over
- New arriving students wanting to meet staff will only do so after the quarantine period and with prior approval from the college
- Students showing symptoms during quarantine will be put in touch with local health authorities if needed in the case of intense symptoms, or may need to isolate for longer; meals and other services can be extended in this case
- Student social activities such as winter party will be strictly online

**How long will online learning last?**

PLC is planning for physical distancing requirements to continue into the Fall 2020 term, and programs will continue with online delivery will do so until further notice.

**What technology is needed for online learning?**

While some learning tasks may be completed using a smartphone or tablet, a laptop or desktop computer is recommended to ensure students can complete course requirements.

**How can I contact my instructor?**

Your Moodle course will have instructor contact information. To contact the Campus Manager, please use the main telephone number in the [Contact Us](#) page.

### **I need to access the campus. What do I need to know?**

- All administration is happening at Surrey campus; Burnaby campus is not holding classes or having visitors
- Occupancy limit for the Surrey campus has been reduced to 15 (posted on-site); no classes or visits occur at Burnaby campus
- With 5-8 staff on-site, a maximum of 2 visitors are allowed at a time; appointments are made so that only this many visitors are on-site at a time
- Everyone must maintain a 2-metre distance from one another at all times; points have been marked on the floor to show distancing
- The campus has a single entry and exit pathway to have one-way foot traffic, with said pathway indicated via arrows
- Visits are by appointment only
- Visitors must wear masks at all times; if they do not bring these, PLC will provide them with masks
- Visitors will need to allow their temperatures to be taken via digital infrared thermometer; if they have a temperature indicative of a fever, they will be asked to leave and conduct their appointment via phone or video conference
- Visitors must sanitize their hands upon entry
- Visitors may not wait in the reception area, but instead must go to the student lounge
- High-occupancy areas like reception use use markings to denote distancing
- Barriers are cleaned and sanitized along with the entire campus regularly
- Staff on-site will maintain social distance from one another and visitors; staff that often see visitors will use masks
- Staff will sanitize and wipe down their work areas and equipment daily before and after use (sanitizer is provided)
- PLC nurse staff supervised by the Campus Manager will train and update staff on all COVID-19 protocols
- PLC has contracted regular campus cleaning and sanitization
- No shared food equipment will be available on campus e.g. cups
- The lunch room allows only 1 user at a time

### **How can I request documents such as an academic transcript?**

Please send a request to [info@plvan.com](mailto:info@plvan.com). This will be forwarded to the Campus Manager to process. You will receive an answer within 2 business days.

### **How can I pay my tuition?**

You do not need to visit the campus to pay tuition, but can do so from home via credit card, cheque, online banking, e-transfer, [Flywire](#) and wire transfer. Please contact [admissions@plvan.com](mailto:admissions@plvan.com) for more information.

### **I need financial assistance due to COVID-19. What is available to me?**

Please check the [Canada Emergency Student Benefit \(CESB\)](#) and [StudentAid BC](#) for more information.

### **I am unable to continue my program due to COVID-19-related reasons. Can I withdraw?**

For withdrawals, please contact [info@plvan.com](mailto:info@plvan.com). You will receive a reply within 2 business days. Please note that withdrawing from a PLC course/program does not mean that tuition fees are refunded. Students who withdraw despite the college's shift in learning modes must appeal for any refund in excess of the college's normal refund policy and demonstrate why their discontinuation is exclusive to COVID-19 factors and not learning preference.

**Will there be Fall convocation?**

A virtual Fall convocation is being planned – graduating students will be emailed by the Administration team.

**I am in co-op. How can I find a job during COVID-19?**

Please contact the co-op coordinator via the main contact phone number or at [stacykirpichova@plvan.com](mailto:stacykirpichova@plvan.com).

**As an international student, will the shift to online classes affect my study permit?**

No. For our international students concerned about their status in Canada, please note that Immigration, Refugees and Citizenship Canada (IRCC) has stated that the transition of Canadian post-secondary programs to online studies will not impact study permits.

**I am an international student who has been accepted to PLC but cannot travel to Canada right now. Can I start my program online?**

Immigration, Refugees and Citizenship Canada (IRCC) is allowing international students with study permits for programs starting in the Summer or Fall 2020 terms to begin their classes while outside Canada and complete up to 50 per cent of their programs via distance learning if they cannot travel to Canada sooner.

**I am not feeling well. What should I do?**

According to the BC Centre for Disease Control, if you have any COVID-19 symptoms, do all you can to avoid contact with others. Even if your symptoms are mild, self-isolate for a minimum of 10 days. Do not go to work, school, or public places. Do not use public transit, taxis, or ride shares. Do not have visitors to your home.

Common symptoms for COVID-19 include fever, chills, cough, shortness of breath, fatigue, and loss of sense of smell or taste. Symptoms may take up to 14 days to appear after exposure. If you are unsure about your symptoms, use the BC COVID-19 Symptom Self-Assessment Tool or call HealthLink BC (8-1-1).

Anyone with symptoms, however mild, can get tested for COVID-19. [Find a testing centre](#).

- Anyone showing symptoms of COVID-19 or having arrived to Canada in the past 14 days is prohibited from the campus
- Any outbreak will be reported by the nurse on staff or Campus Manager to Fraser Health
- For anyone having severe symptoms, staff will immediately call 911

**I am unwell and unable to attend online classes. Do I need to send a doctor's note to the instructor?**

No. Following the government's advice, PLC instructors have been asked to waive the medical documentation requirement (i.e. a health care practitioner's note) for students who are ill for less than two weeks. This request was initiated to contain and prevent the spread of COVID-19. It will also help to preserve clinic access for people requiring immediate medical attention. Please otherwise follow the normal protocols in your classes for reporting absences due to illness.

If you are experiencing any COVID-19 symptoms, even if they are mild, strictly self-isolate for a minimum of 10 days as described above.

**I have tested positive for COVID-19. What should I do?**

Since you are attending online classes you do not need to report your test to PLC.

Following a positive COVID-19 test, your local health authority will guide you on what to do. A case worker from your local health authority will call you every day to check on your health and symptoms.

If you do need to come to the campus for any reason after recovering from COVID-19, as with all students, please ensure you contact reception via the main line to set up an appointment and follow all COVID-19 procedures. You are not allowed to visit the campus within 14 days of testing positive for COVID-19, even if you do not show symptoms.

It is important to do contact tracing if you are COVID-19 positive – please check for information on the [BC Centre for Disease Control](#) website.

**I am planning to travel in the near future. What should I do?**

Please visit the [Government of Canada Travel Advisories](#) page for information. The current advisory is against all non-essential travel outside Canada.

**What do I do if one of my family members becomes sick?**

If anyone in your family develops COVID-19 symptoms, they should do all they can to avoid contact with others. Even if symptoms are mild, they should self-isolate for a minimum of 10 days. Do not go to public places. Do not have visitors to your home.

Common symptoms for COVID-19 include fever, chills, cough, shortness of breath, fatigue, and loss of sense of smell or taste. Symptoms may take up to 14 days to appear after exposure. Anyone with symptoms, however mild, can get tested for COVID-19. [Find a testing centre](#).

**What should I do if I have experienced discrimination or harassment in relation to COVID-19?**

PLC's policies for Respectful and Fair Treatment and Safety govern these issues. Every member of the PLC community has the right to be treated with respect and dignity and to be welcomed and supported. No one should be subjected to discrimination based on a perceived disease or disability, or their race, ancestry, etc.

If you feel you have been discriminated against based on these factors, please report this behaviour. If you need immediate assistance because you fear for your personal safety, contact 9-1-1. For a college-related safety concern, call our main line.

**Is PLC donating PPE to frontline workers?**

Yes, PLC has donated to frontline workers via the Ministry of Advanced Education, Skills and Training initiative.

**Will wearing a mask protect me?**

According to Health Canada, wearing a non-medical mask in the community has not been proven to protect against COVID-19, however, it can be used as a measure to protect others around you. Canadians are currently advised to wear non-medical face masks in situations where proper physical distancing can't be ensured.

## **FOR STAFF AND VISITORS**

### **How was PLC safety policies assessed and created?**

PLC classes and courses are being delivered 100% online (since March 2020) until there is ministry go-ahead to have them offline/blended. Burnaby campus is closed for classes until said clearance is received, and is used by internal staff only. Surrey campus has only administrative offices running – appointment-based reception, learning management, co-op and student advising. Students and visitors in general are contacted via phone or electronic means, with on-campus visits only allowed when absolutely necessary and by appointment. Visitors will need to self-assess, sign in and wear masks (provided by PLC for those who do not have these) at all times on-campus.

Areas identified as those with higher traffic – reception, student lounge, student advising, co-op office and lunch room.

Roles that require higher visitor interaction – reception, student advising and co-op.

Equipment with shared use – copier.

Surfaces with higher interaction – front and back door handles, tables used to maintain distancing and student advisor room handle.

### **What are staff protocols for the campus?**

- Occupancy limit for the Surrey campus has been reduced to 15 (posted on-site); no classes or visits occur at Burnaby campus
- With 5-8 staff on-site, a maximum of 2 visitors are allowed at a time; appointments are made so that only this many visitors are on-site at a time
- Everyone must maintain a 2-metre distance from one another at all times; points have been marked on the floor to show distancing
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- High-occupancy areas like reception use use markings to denote distancing
- Barriers are cleaned and sanitized along with the entire campus regularly
- Staff on-site will maintain social distance from one another and visitors; staff that often see visitors will use masks
- Staff will sanitize and wipe down their work areas and equipment daily before and after use (sanitizer is provided)
- PLC nurse staff supervised by the Campus Manager will train and update staff on all COVID-19 protocols
- PLC has contracted regular campus cleaning and sanitization
- No shared food equipment will be available on campus e.g. cups
- The lunch room allows only 1 user at a time

### **Are visitors allowed to visit the campus? What are the procedures?**

- With 5-8 staff on-site, a maximum of 2 visitors are allowed at a time; appointments are made so that only this many visitors are on-site at a time

- Everyone must maintain a 2-metre distance from one another at all times; points have been marked on the floor to show distancing
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- High-occupancy areas like reception use markings to denote distancing
- Barriers are cleaned and sanitized along with the entire campus regularly
- Staff on-site will maintain social distance from one another and visitors; staff that often see visitors will use masks

### **What happens in case of an outbreak?**

- Anyone showing symptoms of COVID-19 or having arrived to Canada in the past 14 days is prohibited from the campus
- Staff that show symptoms will be asked to go/remain at home and must work from; they will need to contact 811 immediately for testing and health procedures
- Staff showing symptoms must isolate at home and inform their contacts
- Any outbreak will be reported by the nurse on staff or Campus Manager to Fraser Health
- For anyone having severe symptoms, staff will immediately call 911
- The campus will be closed for staff and visitors in the case of an outbreak; complete sanitization of the campus will take place daily for 5 days
- The campus will only open after 14 days since the outbreak
- All staff on-site during outbreak will be required to go home, work from home and self-monitor for 14 days before returning; anyone with symptoms will need to report to Fraser Health and continue to work from home
- Post outbreak, staff will meet about changing protocols around campus access

### **Can instructors work from home?**

Instructors will work from home until there is go-ahead from AEST and the provincial health officer to return to normal in-class learning

### **Are staff working from home?**

Staff are working from home and coming to the campus when needed/for appointments.

### **I am not feeling well. What should I do?**

According to the BC Centre for Disease Control, If you have any COVID-19 symptoms, do all you can to avoid contact with others. Even if your symptoms are mild, self-isolate for a minimum of 10 days. Do not go to work, school, or public places. Do not use public transit, taxis, or ride shares. Do not have visitors to your home.

Common symptoms for COVID-19 include fever, chills, cough, shortness of breath, fatigue, and loss of sense of smell or taste. Symptoms may take up to 14 days to appear after exposure. If you are unsure about your symptoms, use the BC COVID-19 Symptom Self-Assessment Tool or call HealthLink BC (8-1-1).

Anyone with symptoms, however mild, can get tested for COVID-19. [Find a testing centre](#).

It is important to do contact tracing if you are COVID-19 positive – please check for information on the [BC Centre for Disease Control](#) website.

- Anyone showing symptoms of COVID-19 or having arrived to Canada in the past 14 days is prohibited from the campus
- Any outbreak will be reported by the nurse on staff or Campus Manager to Fraser Health
- For anyone having severe symptoms, staff will immediately call 911

### **What do I do if one of my family members becomes sick?**

If anyone in your family develops COVID-19 symptoms, they should do all they can to avoid contact with others. Even if symptoms are mild, they should self-isolate for a minimum of 10 days. Do not go to public places. Do not have visitors to your home.

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## **COVID-19 RESOURCES**

Canada COVID quarantine hotels and info <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/latest-travel-health-advice/mandatory-hotel-stay-air-travellers/list-government-authorized-hotels-booking.html>

Essential services <https://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/covid-19-provincial-support/essential-services-covid-19>

Public Health Officer orders <https://www2.gov.bc.ca/gov/content/health/about-bc-s-health-care-system/office-of-the-provincial-health-officer/current-health-topics/covid-19-novel-coronavirus>

Translink public transit information <https://buzzer.translink.ca/2020/03/translink-moves-to-rear-door-boarding-on-buses-to-promote-social-distancing/>

Canada Emergency Student Benefit <https://www.canada.ca/en/revenue-agency/services/benefits/emergency-student-benefit.html>

Student Aid BC <https://studentaidbc.ca/news/general/covid-19-coronavirus-information-bulletin-updated-march-26-2020>

IRCC information for international students <https://www.canada.ca/en/immigration-refugees-citizenship.html>

Govt. of BC Here2Talk mental health counseling and referral website and app <https://here2talk.ca/>

BC Medical Services Plan <https://www2.gov.bc.ca/gov/content/health/health-drug-coverage/msp/bc-residents/msp-covid-19-response>

## **CONTACTS**

For all non-specific inquiries, please contact [info@plvan.com](mailto:info@plvan.com). For specific inquiries, please check the FAQs.