



Northeastern University COVID-19 Go-Forward Plan

October 2020 V3

Implementation plan to meet the requirements of the Ministry of Advanced Education, Skills and Training, BC, WorkSafeBC, and Government of Canada.

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Go Forward Covid-19 Campus Plan

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Purpose of the Guidelines

Northeastern University's Vancouver campus follows the directions of the BC Centre for Disease Control, the BC Public Health Office, as well as the policies and protocols from the Provincial and Federal governments and the University. This ensures the most conservative and effective approach to the safety, health and wellbeing of students, staff and faculty on campus.

All guidance provided is monitored for updates to ensure the campus remains compliant with infection prevention and exposure controls measures, and the Vancouver campus is committed to working with the local B.C medical health officer.

The information provided in our Go-Forward Plan is aligned with the information provided in our Campus Readiness Assessment Proposal (Appendix A).

Campus COVID-19 Safety Plan

The campus has developed a Safety Plan which covers the 6 steps outlined by WorkSafeBC. This plan is available on our website, in our SharePoint site, and as a hardcopy on campus.

1. The campus located at 333 Seymour has been assessed and implemented changes to egress, density, capacity, custodial requirements, and space use.
2. The following measures are in place to reduce the risk:
 - a. Excess furniture has been stored and remaining items spaced to ensure 6 ft of physical distance is in place.
 - b. Signage is in place to identify updated room capacities and workspaces.
 - c. Staffing is reduced to 60% with rotating schedules.
 - d. Masks are required to be worn on campus.
 - e. Proper handwashing techniques are posted at sinks and washrooms, and hand sanitizer is available in multiple locations including entrances and exits.
3. The University is restricting visitors to only those that are critical to operations, prospective students with appointments, and anyone that is directly related to program outcomes. Events must be tied to curriculum outcomes to be held within the classroom, or they must be virtual. We have also implemented guidelines related to working remotely to ensure staff safety while working from home.

We follow the provincial requirements for self-isolation and monitoring of symptoms identified by the BC Centre for Disease Control; and identified Confirmed, Exposed or Symptomatic Covid-19 Protocols; (Appendix C).

4. We have developed a Return to Campus Guide, (Appendix D), for all employees and provided a virtual training session on the safety requirements, PHPE, signage and staff scheduling. This includes the proper donning and doffing of masks, as well as proper hygiene and hand washing.

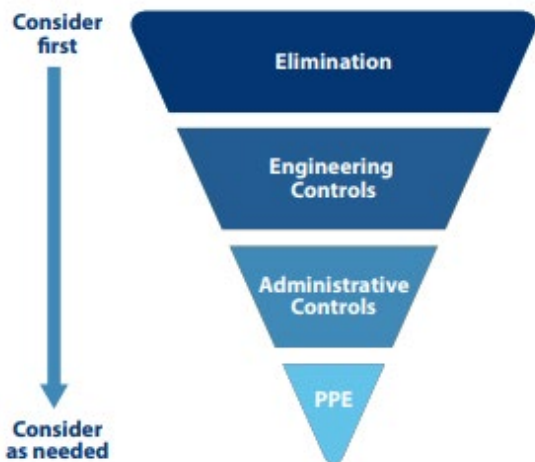
5. Weekly team meetings to discuss campus operations provide an opportunity for staff to bring forward any questions or concerns related to safety. The University’s Office of the General Counsel monitors the status of any BC Ministry and/or Public Health Officer updates and maintains reference to the most up to date publications and guidelines in SharePoint.
6. Our business operations were maintained and do not require specialized equipment.

Understanding the Risk

The campus monitors the daily briefings from the Public Health Officer and BC Ministry; as well as updates provided through the Ministry of Advanced Education, Skills and Training.

To reduce the risk of transmission, staffing levels are maintained at a minimum, campus surfaces are cleaned frequently, and disinfectant wipes are provided to “clean in and clean out” any surfaces touched by students, staff and faculty. The risk of person-to-person is mitigated by maintaining 6 ft of distance between all student desks, staff workstations, reduced occupancy in office space, and plexi-glass barriers installed at reception. Masks are also mandatory on campus. Classroom technology has been introduced to reduce the number of students in the classroom and allow for remote learning in a synchronized format.

Selecting Prevention Measure for the Workplace



Elimination: We have spaced all seating and workspaces within the campus to provide 6 ft. of physical space.

Engineering Controls: Plexi-glass is installed at reception.

Administrative Controls: Faculty are assigned teaching tools to avoid sharing; entrances and exits are clearly defined, and cleaning protocols are in place. Sanitizer and wipes are readily available to wipe down high touch surfaces

Personal Health Protective Equipment: Masks are required, and extras are available if needed. Gloves are available for staff & faculty required to screen entrants and/or clean surfaces, if needed.

Protocols for Post-Secondary Education

Covid-19 Self-Assessment

Northeastern University has implemented a Daily Wellness Check (like the BC Self-Assessment) for all students and staff, to be taken before leaving home to come to campus for the day. A successful health check must be shown to enter the campus, as well as a regular temperature reading taken at the door.

Anyone unable to access the Daily Wellness Check (which requires a Northeastern account) will be screened manually by answering the following questions.

Manual Health Screening:

1. *Are you experiencing any of the following?*
 - *Severe difficulty breathing (e.g. struggling to breathe or speaking in single words)*
 - *Severe chest pain*
 - *Having a very hard time waking up*
 - *Feeling confused*
 - *Losing consciousness*

2. *Are you experiencing any of the following?*
 - *Mild to moderate shortness of breath?*
 - *Any cold, flu or COVID-19-like symptoms, even mild ones, such as fever, chills, cough or worsening of chronic cough, shortness of breath, sore throat, runny nose?*
 - *Any loss of sense of smell or taste?*
3. *Have you travelled to any countries outside of Canada, including the United States; within the past 14 days?*
4. *Have you been in contact with or provided care to a person with confirmed COVID-19?*

If anyone answers the questions with positive responses, they will be asked to return home to self-isolate and directed to call 8-1-1 or complete the online Health Assessment at [BC.Thrive.Health](#)

These protocols are provided to students and staff at orientation in person and online and identified on our webpage under the Campus Re-opening FAQ section, and posted at the campus entrance.

Academic Concessions/Workplace Accommodation

The University requires all staff and faculty to complete an attestation form indicating if they are planning to work remotely or attend campus. Faculty and staff will work with the University's Human Resources department to discuss work arrangements.

Students that are required to self-isolate because of travelling into the country or due to a suspected or confirmed exposure, or a positive test will be able to maintain all access to Northeastern's NUFlex remote and synchronized learning. Students requiring a medical accommodation due to illness should

Speak with their academic advisor. Accommodations for Indigenous students with additional requirements will be arranged as required.

If faculty, staff, or students develop symptoms, the [Confirmed, Exposed or Symptomatic Covid-19 Protocols](#) (Appendix C), will be applied.

Cleaning and Sanitizing

Enhanced cleaning schedules on the campus have been implemented, which include frequent cleaning of high touch surfaces multiple times throughout the day, and a daily deep clean of the campus, which includes:

- Remove all trash to the designated area, replace plastic liner, wipe down inside and outside of receptacle - no desk side trash
- Wipe all accessible glass partitions and doors
- Spot clean and remove all fingerprints and smudges from aluminum frames and tracks, dust any debris - if applicable
- Sweep and mop all hard surface flooring
- Vacuum all carpet and areas rugs
- Wipe and sanitize accessible desks, chairs, shelving, and other accessible lateral and vertical surfaces within arms-reach (including mice, keyboards, and monitors)

In addition, sanitizing wipes and spray will be available to clean all high touch areas and workstations before and after use. Additionally, it is also a community responsibility to care for each other and diligently wipe surfaces before and after use.

Shared items such as dishes have been replaced with single use items, and gloves and sanitizer are provided for use with microwaves, fridge doors, copiers, and campus technology.

Communication and Education for the Campus Community

The University has made every effort to communicate and educate students, staff and faculty about steps taken to ensure safety on campus, and ways to reduce the transmission. Information is available in print, video, in person and through virtual meetings. These include but are not limited to:

- Northeastern University [Webpage](#) and [FAQs](#)
- Northeastern University Vancouver [Website](#)
- Office of Global Services [Covid-19 for Students in Canada](#)
- Student Orientation Online Modules: includes Entry and Exit Protocols in video, slides, and script format (Appendix E)
- Vancouver Campus Staff Guide to Return to Campus (Appendix D)
- WorkSafeBC [Safety Plan](#) (Appendix F)

- Vancouver Quarantine Resources (Appendix G)
- [NUflex](#) information for program delivery
- Student Teams Page for Campus Announcements
- Weekly email newsletters from Student Advising

Education Delivery

The University's [NUflex](#) model combined with its [Dynamic Scheduling](#) program ensures that students have equitable opportunities to attend class on ground, while ensuring density restrictions are maintained.

Resources available to students include webinars, social connection and academic advising which cover areas related to respectful learning environments, managing distress, and academic expectations:

- [Global Learner Support](#) provides courses, workshops, and virtual events
- [Global Student Success](#) provides academic, social, and career resources
- University collection of academic and social tools are provided through the [Student Hub](#)

Resources available to faculty and staff include:

- Canvas and integrated tools for hybrid course delivery
- Professional development resources are accessible through [Global Student Success](#), the Center for Advancing Teaching and Learning through Research ([CATLR](#)), and the [Disability Resource Center](#).
- [Health and Wellness](#) resources are available through extended health services.

Food Services and Catering

Northeastern has developed a [policy](#) for safely consuming food and drinks on campus which applies to all students, staff, faculty and vendors.

Gathering and Events

While the current Public Health Guidelines of 50 do not apply to post-secondary institutions, the University has implemented more conservative policies around events which are adhered to on the Vancouver campus.

Currently we offer hybrid delivery through NUflex, and other activities are held virtually to comply with University policy.

Off-campus non-curricular activities that may be scheduled will take into consideration the Public Health Officer and BC Ministry Guidelines to prevent and/or reduce the transmission of Covid-19. Any external organization must have a WorkSafeBC Safety Plan and published mitigation strategies in place before the campus considers using them as a supplier.

International Students

The guidelines provided by the Government of Canada, the BC Ministry of Health, the Public Health Office and the BC Ministry of Advanced Education, Skills and Training have been implemented into procedures and policies and documented in the [Re-opening Plan for Hosting International Students](#) (Appendix H) and the [Re-opening Plan to meet Government of Canada Guidelines and Protocols](#) (Appendix B).

Additional information related to travel requirements and study permit guidelines are found on the [Office of Global Services](#) website.

Mental Health

In addition to the Provincial resources for students in Post-Secondary (Here2Talk) and virtual mental health programs and services, the University also provides students, staff and faculty with support through [WeCare](#). The [Vancouver Student Handbook 2020-2021](#) (Appendix I) also provides information on local resources for mental and physical health and wellbeing.

Safety

The published WorkSafeBC Safety Plan identifies the mitigation and safety steps taken to re-open campus. Posters and signage on campus and throughout the building reinforce the mitigation strategies applied to stop the spread of COVID-19.

These include frequent hand washing, mandatory masks, physical distancing, cleaning workspaces and high touch surfaces before and after use, plexi-glass barriers, not attending campus if you are ill, daily health screening through Northeastern's Daily Wellness Check, and temperature checks at the campus entrance.

Appendix A: Readiness Assessment Template

Readiness Assessment Template B.C Post-Secondary COVID-19 Go-Forward Guidelines and Quarantine Management

Institution Information

Institution Name: Northeastern University Vancouver	
Institution Location(s): 8 th Floor, 333 Seymour Street, Vancouver, BC V6B 5A6	Location Address
	Location Address
	Location Address
Designated Institution Contact for COVID-19 Reporting: Chandra Stalker	
Position at Institution: Campus Operations Manager	
Email: c.stalker@northeastern.edu	Telephone: 604-763-3012

Enrolment Information

Number of post-secondary students currently studying with BC institution (including online or in-person):	Canadian Citizens/Permanent Residents: 22
	International on Study Permit: 32
	Other: N/A
	Total: 54
Estimated number of international student arrivals (September through December 2020):	Total: September – December 2020: 10
Planned Program delivery method through to December 2020 (e.g. online only, blended, face-to-face)	Hybrid NUFLEX: Optional online or in classroom (hybrid synchronous delivery can be easily transitioned to 100% online if required)
Estimated number/percent of students accessing the campus for in-person learning:	26 students (48%)

Readiness Assessment Proposal

Question 1
Have you developed and made available on your website a COVID 19 safety plan , and protocols that meet the expectations of the B.C Post Secondary COVID 19 Go-Forward Guidelines and the order of the Provincial Health Officer , for all locations? Please provide the URL in your response.
<p>Description of Plan:</p> <p>The campus plan for a safe re-opening was developed using the recommended prevention measures and protections (elimination, engineering controls, administrative controls, and use of PPE).</p> <p>Protocols include reduced capacity of 38 (from 100), newly implemented screening and temperature checks at the entrance, and mandatory mask use. Egress has been changed to direct the flow of traffic through</p>

campus, and all furniture and workspaces have been moved to provide 6 ft of physical distance and reduced capacities. Proper hygiene practices are posted in multiple locations, and COVID specific decals and signage are used to reinforce the physical distancing and hygiene requirements. Plexi-glass barriers are also applied to areas that are considered a potential risk for physical distancing.

Staff and students coming to campus are provided an orientation to the safe entry and expectations to ensure safety.

Program delivery is synchronous (through the use of technology) so learners can attend class on campus or remotely, and staffing on campus is reduced to 60% with rotating schedules.

The campus will communicate directly with the Public Health Office; through the local Vancouver Coastal Health Authority Office; in the case of any suspected, confirmed, and/or positive case of COVID-19 related to the campus, its staff and/or students. Northeastern University Vancouver will also communicate the same to the Ministry should this be required.

In addition to our local campus Re-Opening website, there is valuable information on the broader university website about systems, services, resources, and policies that apply to every campus. This includes support for Canada's international students, student health and wellness, information about technology and scheduling and university policies.

References include:

[WorksafeBC Covid-19 Safety Plan](#)

[Northeastern Covid-19 Go Forward Plan](#)

[Northeastern University Vancouver Re-Opening FAQ](#)

Question 2

Describe how your institution's plan meets the expectations of the guidelines and protocols set out in the Government of Canada's *Guidance for Post-Secondary Institutions During the COVID-19 Pandemic*.

Answer

Northeastern's Re-opening Plan to meet the Government of Canada Guidelines and Protocols identifies the actions Northeastern Vancouver is taking to meet the requirements in place.

Adopting a risk-based approach to planning:

The NU Vancouver plan enables daily tracking and risk assessment to support informed and timely decisions. These decisions will support either the increase or the reduction of COVID-19 transmission risk, based on NU Vancouver's own community, as well as the external environment. Adherence to public health policies and guidelines, healthcare services availability, and the ability to support students both on campus, in online environments and in self isolation will also inform the university's response.

Personal measures to prevent and limit the spread of COVID-19:

NU Vancouver's community is actively instructed to stay informed and aware of public health advice. The university has introduced specific requirements to prevent and limit the spread of COVID-19, including: daily wellness checks to assess health and symptoms; practicing good hygiene, with appropriate signage and online resources including FAQs; staying at home if symptomatic or ill; maintaining physical distancing;

cleaning and disinfecting surfaces before and after use; required wearing of masks on campus; and reducing personal and business non-essential travel.

Domestic and international travel:

The NU Vancouver plan issues clear guidelines to students and staff with regard to domestic and international travel, and emphasizes the need to strictly follow [all local, provincial federal requirements for domestic and international travelers](#) including self-isolation requirements. NU Vancouver's quarantine plan for students arriving from outside of Canada follows the requirements for a quarantine plan as described in the Emergency Act (i.e. students will self-quarantine or self-isolate for 14 days; must not be in contact with a vulnerable person; and have access to life necessities including food and any medication).

Measures to prevent and limit spread of COVID-19 within the context of post-secondary institutions:
NU Vancouver's plan includes the following actions:

- Access of NU Vancouver campus for students, faculty, staff, and visitors is constantly assessed in response to local public health agency guidelines. These guidelines are constantly monitored by NU Vancouver to ensure the plan remains current and adjustments are made as necessary.
- The campus floor plan, layout and protocols have been adapted to monitor each member of the community as they enter the campus. For the entire community, monitoring includes verification that Northeastern's Daily Wellness Check has been completed and a temperature check taken. Accessible signage is in place on campus to support compliance and staff training has been completed. Members of the community can request private screening. The Daily Wellness Check ensures the entire community is kept informed of the need to check for symptoms, and the steps required should anyone feel unwell or believe they may have symptoms. These steps include the need to stay home and away from others and avoid coming to campus.
- The campus features multiple physical distancing measures, considerate of accessibility needs. A one-way system is in place that enables separate routes for entry and exit and appropriate physical distancing, and plexiglass is installed in the reception area. Formal and informal study areas comply with physical distancing guidelines with seating spaced at least 2 meters apart, and signage clearly displaying specific seating and access areas. The student community accesses classes both on campus and virtually, using [Northeastern's NUFlex](#) hybrid model, which reduces the number of students on campus to further ensure appropriate physical distancing;
- Multiple stations are available to facilitate hand washing and sanitization. The NU Vancouver plan requires that protocols be maintained by all community members, including the wiping down of surfaces after use. The entire campus space is frequently deep cleaned in line with guidance from the local public health authority.
- The plan specifies a clear policy for non-medical face masks and coverings. Face masks are mandatory in the campus learning and community space and may only be removed in private offices with doors that accommodate a single workstation.

- NU Vancouver’s plan proactively assesses the health of the entire community on campus daily, using the Daily Wellness Check and temperature checks. Attendance is taken at all classes, for students both on-campus and online. Should any member of the community either on campus or at home report symptoms or exposure to the virus, protocols are in place to self-isolate and seek medical attention, in accordance with PHA requirements.
- Workshops and discussion sessions are planned as part of student orientation and the ongoing educational program, to support the student community in becoming and staying aware of NU Vancouver’s plan and requirements. Specialist sessions feature a focus on reducing stigma and discrimination and reinforcing the availability of Northeastern’s student wellbeing resources.
- Protocols are in place to advise the campus community in the event of an outbreak or exposure (see specific information in response to Question 3). Should a member of the NU Vancouver community contravene any protocols, the university will work with PHA to take the required steps. NU Vancouver’s policy includes withdrawing access to the campus and relevant program, in the case of students.
- Protocols accommodate on-campus food consumption so students can stay on-campus and eat if they wish. The campus space accommodates physically distanced seating for this purpose.
- Online community events are scheduled to support students in developing relationships and social bonds. NU Vancouver features a program that also integrates other west coast locations to broaden our students’ network and experience. Industry and partnership events are frequently scheduled online, to also support students in their engagement with the broader community and understanding of Vancouver, BC, and our culture. The NU Vancouver team will also consider small gathering opportunities, aligned with PHA guidelines, to further support student social engagement, and physical wellbeing.
- Please note that NU Vancouver has no on-campus housing.
- More details are available in the WorkSafe BC COVID-19 Safety Plan (Appendix F) and are also provided in the Re-opening Plan to meet GoC Guidelines and Protocols (Appendix B)

Question 3

Describe your institution’s plan for robust case management in the event of an outbreak to support outbreak response efforts, to meet the needs and requirements of local and provincial public health guidelines.

Answer

Northeastern University utilizes the NU Alert Emergency Notification System for communicating emergency notifications, timely warnings, campus closures, and other types of information to the Northeastern community. The system can deliver voice messages, e-mail, text messages, and social media posts based on the type of communication required. To ensure that incoming international students will be able to receive messages through this system, the Office of Global Services checks in regularly to ensure that students have secured a local phone number and that it is updated in the NU Alert Emergency Notification System. In the

event of a campus closure, we will also post signage at the entrance to the campus space and add a notification prominently on the Northeastern University Vancouver website.

In the event of an outbreak within the Northeastern University Vancouver community, the following steps will be taken to support effective case management and outbreak response, aligned to the needs and requirements of local and provincial public health guidelines:

1. In the event of an outbreak of COVID-19 within our community, we will immediately issue a communication through our NU Alert Emergency Notification system (email, text, and voicemail) to all students, faculty, and staff. The staff responsible for this communication will be Steve Eccles (Dean) or Chandra Stalker (Operations Manager). Details will include reference to the COVID-19 support app for testing locations and campus closure details. We will immediately close the campus and confirm transition to remote instructional delivery temporarily, removing any in-person component. A full-scale cleaning and disinfection protocol of the campus space will be implemented in compliance with the BC Centre for Disease Control's recommendations for Cleaning and Disinfecting for Public Settings.
2. The campus will immediately communicate directly with the Public Health Office through the local Vancouver Coastal Health Authority Office, with the outbreak advised both by telephone and confirmation email to the Medical Health Officers covering the downtown Vancouver area:
 - Dr. Patty Daly (Chief), Vancouver, Suite 800 - 601 West Broadway, Vancouver BC V5Z 4C2, patty.daly@vch.ca, 604-675-3918
 - Dr. John Harding, Vancouver, Suite 800 - 601 West Broadway, Vancouver BC V5Z 4C2 John.Harding@vch.ca 604-675-3863
 - Dr. Michael Schwandt, Vancouver, Suite 800 - 601 West Broadway, Vancouver BC V5Z 4C2, michael.schwandt@vch.ca, 604-675-3930
 - Dr. Althea Hayden, Vancouver, Suite 800 - 601 West Broadway, Vancouver BC V5Z 4C2, althea.hayden@vch.ca, 604-675-3878
3. Guidance received from the Public Health Office will be immediately implemented within our response plan and included in communications to the campus community.
4. Daily communications to the campus community will continue to advise status and to support our community's understanding of the situation and any actions that may be required. Website information including frequently asked questions will be updated to reflect new requirements and/or guidelines.
5. The timeline for the re-opening of campus will be determined by Northeastern University Vancouver and the local BC Medical Health Office.
6. In addition to this outbreak response plan, Northeastern's Confirmed, Symptomatic, or Exposed to COVID-19 Protocol identifies specific actions required for individuals both on and off campus (Appendix C).

Question 4

Provide your institution's protocols to notify local and provincial public health authorities of any compliance issues within the 14-day mandatory quarantine period.

Answer

The following steps will be taken to notify public health authorities of any compliance issues within the 14-day quarantine period:

1. Student Services staff will immediately communicate to the Campus Operations Manager, Chandra Stalker or the Campus Dean, Steve Eccles, should there be any instances of non-compliance, triggering a notification directly to the Public Health Office through the local Vancouver Coastal Health Authority Office. The compliance issue will be advised both by telephone and confirmation email to the Medical Health Officers covering the downtown Vancouver area:
 - Dr. Patty Daly (Chief), Vancouver, Suite 800 - 601 West Broadway, Vancouver BC V5Z 4C2, patty.daly@vch.ca, 604-675-3918
 - Dr. John Harding, Vancouver, Suite 800 - 601 West Broadway, Vancouver BC V5Z 4C2 John.Harding@vch.ca 604-675-3863
 - Dr. Michael Schwandt, Vancouver, Suite 800 - 601 West Broadway, Vancouver BC V5Z 4C2, michael.schwandt@vch.ca, 604-675-3930
 - Dr. Althea Hayden, Vancouver, Suite 800 - 601 West Broadway, Vancouver BC V5Z 4C2, althea.hayden@vch.ca, 604-675-3878
2. Guidance and/or requirements received from the Public Health Office will be immediately actioned.
3. In the likely event that a student and/or accompanying family members are required to extend their quarantine, Northeastern University Vancouver will continue to offer relevant supports. Northeastern University Vancouver acknowledges that the student may no longer be eligible to study in Canada should the student and/or their accompanying family face consequences related to non-compliance.
4. This information is also detailed in the Re-opening Plan for Hosting International Students (Appendix H).
5. Weekly updates quantifying the number of International students arriving and in quarantine will be provided through the Institutional Reporting template provided and sent to EQA@gov.bc.ca.

Question 5

Do you have a detailed plan to manage arriving international students' compliance with the federal guidelines document to implement 14-day quarantine requirement under the *Quarantine Act*?

If yes, please explain your plan. Does the plan contain the following elements?

1. Procedures to communicate to students/co-arriving family members, *in advance of their travel to Canada*, their requirement to adhere to the order under the Quarantine Act?
2. Procedures and responsibilities for airport arrival and transportation (e.g., wearing a mask, avoiding public transit other than taxi) to the 14-day quarantine facilities.
3. Suitable place for the student/co-arriving family members to quarantine with procedures including:
 - Access to supplies such as prescriptions and food;

- Students will not have contact with vulnerable individuals or be living in a group or communal setting (except for family members);
 - Quarantine accommodation enabling individual physical distancing, and infection-prevention control protocols in place;
4. Regular and robust monitoring provided throughout the quarantine period for COVID-19 symptoms, general well-being, and compliance with quarantine requirements;
 5. The institution integrates the student into its community and culture while isolated;
 6. Reliable, accurate messages about COVID-19, including related stigma and anti-racism supports, mental health and cultural/religious considerations are made available;
 7. Information about COVID-19 testing, contact tracing, and care is made available;
 8. The institution provides the name and contact information of the person responsible to ensure the institution's compliance with the plan; and
 9. Whether any of these services will be subcontracted to other parties and the expertise of the third party to fulfill the requirements. The institution remains responsible for the actions of the parties.

Answer

Northeastern University response:

The Office of Global Services (OGS) provides helpful information about the study permit process, arrival information, support for living in Canada and finding employment and understanding post graduate work permit requirements. They are the first contact for prospective international students and provide support and information related to COVID-19 and Government of Canada requirements for International students.

OGS maintains an FAQ page specifically for Canada-bound students, containing extensive information related to pre-arrival and post-arrival quarantine requirements. In addition to this, each incoming student receives a personal email from our on-campus OGS Student Services Advisor that includes instructions related to arrival in Canada and relevant links and directs students to download the ArriveCAN application prior to departure from their home country. Students are instructed to use the ArriveCAN application for daily health screening (supplementing the Northeastern daily wellness check that is required of all students regardless of campus location).

Students are required to reply to our Student Services Advisor indicating that they understand and accept these pre-arrival and post-arrival quarantine requirements:

- 1) Pre-arrival Communication Procedures for all international students (and their co-arriving dependants) include:
 - a) Students are required to communicate with and provide the Office of Global Services (OGS) Canada the following information to obtain their travel letter required for entry to Canada:
 - i) A copy of their valid Study Permit OR a copy of the initial study permit approval issued before the relevant issue date. If they are travelling from the U.S., a Letter of Instruction or initial study permit approval, issued on any date.
 - ii) A copy of your valid Study Permit OR a copy of the initial study permit approval issued before the relevant date. If they are travelling from the U.S., a Letter of Instruction or initial study permit approval, issued on any date.
 - iii) A copy of the purchased medical insurance for the 90-day waiting period.

- iv) A copy of their self-isolation plan, including suitable accommodation information (pdf document provided from the BC government website).
 - v) The flight information and the planned travel date.
- 2) Northeastern University Vancouver has set up an Uber for Business account to collect and transport incoming international students and co-arriving family members directly to their quarantine locations. Students will be given a booking code prior to departure from their home country. Upon arrival at the airport students can use the code to request the Uber. The student and accompanying family members will be instructed to wear non-medical masks and be advised on safety protocols to be observed during transport. They must also proceed directly to their pre-determined quarantine location, without planned or unplanned stops.
- 3) Northeastern University Vancouver provides students with recommended local individual quarantine options that meet the isolation plan requirements for single occupancy, ensuring they are not residing with vulnerable populations or in communal or group settings. Examples of resources include single occupancy hotel options (Ramada, Sandman, Executive Inn), or single occupancy student housing (GEC Student Residences) which both offer preferred student rates. Airbnb's that provide in-room kitchens are also suitable options. Students are required to confirm their accommodation information with OGS prior to travel. The plans will be reviewed to ensure accommodations are suitable. Students are provided with lists of food, grocery, and pharmacy delivery services and advised they cannot leave their accommodation during the quarantine period. (Appendix G).
- 4) Daily health and compliance checks by our on campus OGS Student Services Advisor will include daily monitoring of students/and accompanying family during the 14-day period for COVID-19 symptoms through scripted (Appendix J) calls at random times to ensure that they are complying with quarantine requirements. They will also answer any questions they might have regarding quarantine requirements, to direct them to public health authorities as necessary, and to ensure that their essential needs are met. These check-in calls will include a series of specific scripted questions including:
 - Do you understand the quarantine requirements of the Quarantine Act?
 - Do you understand the consequences of non-compliance with quarantine requirements?
 - Are you having any difficulties maintaining compliance with quarantine requirements?

Student responses to these questions will be documented. The Northeastern representative is trained to clarify and provide additional information if a student expresses uncertainty about any aspect of the quarantine requirements. Should the Student Services Advisor learn the student has not been compliant with quarantine requirements they will immediately communicate this to the Campus Operations Manager, Chandra Stalker or the Campus Dean, Steve Eccles as outlined in Q4 above.

If a student and/or their accompanying family need support accessing food or other necessities, this support will be provided by Northeastern University Vancouver campus staff. Northeastern

staff can also provide guidance about maintaining a safe quarantine environment, with reference to Canadian Public Health guidance on this topic.

- 5) All courses, virtual events and community online resources are available to the students in quarantine, and they will be encouraged to participate.
- 6) Reliable and updated information is available on the university website. Mental health resources and support are available to all students 24/7. Stigma and anti-racism workshops will be available to all students online.
- 7) All students are advised to download the BC Covid-19 phone application for information related to COVID-19 testing, contact tracing, and health care information.
- 8) The Campus Operations Manager, Chandra Stalker (c.stalker@northeastern.edu, 604-763-3012) has been appointed as the point of contact.
- 9) Airport pickup services will be provided by Uber for Business and workshops on Diversity, Inclusion and Reducing Stigma will be provided by third parties:
 - a) With regard to Q5(#6) and in response to requirement for stigma, anti-racism, mental health and cultural/religious supports, Northeastern works with Vancouver-based Veza Global to design and deliver online sessions and workshops for our campus community. Veza has a proven track record with BC and Canadian based organizations, noted [here](#).

Question 6

What process is in place to ensure that new-arriving international students will not overextend your institution's capacity to meet federal quarantine requirements and the B.C. Post-Secondary Go-Forward Guidelines, and deliver education to your current students? Attach any relevant documents.

Answer

The university re-opening includes intentional support to international students arriving intermittently throughout the term. Students can participate in classes and university-wide activities/events remotely from their own countries, at home across Canada, and on-ground in the campus classroom, subject to density requirements. As international students arrive, resources are in place to ensure their continued learning and support during isolation/quarantine and their then seamless integration into the classroom. The university offices of Global Student Services, Global Learner Services and the Office of Global Services will continue to supplement the campus staff to support students abroad and in Canada. Weekly meetings between the Campus Operations Manager (and main contact for compliance) and OGS Canada staff will evaluate the supports in place and plan for any additional support if required.

As a large university with a global presence, the Northeastern Vancouver campus is fully resourced to deliver educational services and student supports. Aligned with the university's commitment to re-opening safely and our students' wellbeing and success, the Vancouver team has proven post-secondary education experience in responding to requirements and guidelines related to support services and education. Campus administrators, faculty and staff bring experience from BC's public post-secondary education system, which includes relatable skills in emergency response processes and protocols.

Certification

By signing and submitting this document the institution leadership confirms that:

- The information provided is true, and will be actioned and maintained while all Health Orders are in place;
- The institution has the staff and resources to ensure maintenance of the plan and added supports for institutional students;
- The institution has enrolment management strategies in place to ensure that the institution does not overextend its capacity regarding facilities, services and supports for existing students by accepting new international students arriving to British Columbia;
- The institution agrees to the review process and reporting requirements set out below;
- The institution confirms the understanding that if the institution does not maintain its plans and the actions outlined in this template, it may lose its EQA Designation and access to new international students arriving to British Columbia.

Please provide the name, position, and signature of the person in a leadership position within the institution (President, CEO or equivalent) who has attested to your institution's COVID-19 safety plan and 14-day quarantine requirement.

Name: Steve Eccles Position: Regional Dean and CEO

Signature:



Date: 2020-10-20

Government Review

The Ministry of Advanced Education, Skills and Training, will facilitate reviews of institutions' plans by the Ministry of Health, Provincial Health Officer, and regional health authorities for completeness of the readiness plans and the capacity of the institution to accept international students.

If the institution's readiness plan is deemed complete and sufficient, the Ministry will advise Public Health Agency of Canada and Immigration, Refugees and Citizenship Canada (IRCC) that the institution is ready to receive new international students on study permits, should the Government of Canada open the border. The ministry may share the plan with federal authorities to discuss the measures the institutions have put in place.

Institutions determined not to have submitted a complete readiness plan will be advised of the reasons. The institution will have the opportunity to review and update the plan and re-submit.

Please note that acceptance of the plan by the Ministry is based on the satisfactory completion of the readiness assessment and is not an endorsement of the plan itself.

Institutions with an Accepted Readiness Plan

If an institutions readiness plan is accepted, the institution agrees to the following:

1. Reporting: Institutions will report to the Ministry

- Upon request:
 - Estimated total international student enrolment and actual student enrolment
 - Estimated international student arrivals for an upcoming period of time.
 - For comparison purposes to the current estimates, international student enrolment from prior academic periods
 - Other Data that may be relevant to the management and oversight of the program.

- Weekly, unless otherwise directed:
 - Number of new international student arrivals during reporting period.
 - Number of international students currently in self-isolation during reporting period.
 - Number of international students who tested positive for COVID-19 while in self-isolation during reporting period.
 - Number of international students cleared of COVID-19 to return to in-person classes during reporting period.
 - Comments, notes or issues arising during the reporting period.

- ### 2. Monitoring and Enforcement:
- Under the EQA designation, the institution may be monitored for compliance with its plan and actions outlined to the Ministry in its proposal. Institutions found not in compliance may be removed from the federal list to receive newly arriving international students, and/or their EQA designation.

Appendix B: Government of Canada Guidance for Post-Secondary

The following actions are summarized in response to the Government of Canada's guidelines and protocols published July 24, 2020. Where relevant, each section provides a link to details within the Northeastern University Vancouver (NU Vancouver) plan.

Adopting a risk-based approach to planning

The NU Vancouver plan enables daily tracking and risk assessment to support informed and timely decisions. These decisions will influence either the increase or the reduction of COVID-19 transmission risk, based on NU Vancouver's own community, as well as the external environment. Adherence to public health policies and guidelines, healthcare services availability, and the ability to support students both on campus, in online environments and in self isolation will also inform the University's response.

Personal measures to prevent and limit the spread of COVID-19

NU Vancouver's community is actively instructed to stay informed and aware of public health advice. The University has introduced specific requirements to prevent and limit the spread of COVID-19, including: daily wellness checks to assess health and symptoms; practicing good hygiene, with appropriate signage and online resources including FAQs; staying at home if symptomatic or ill; maintaining physical distancing; cleaning and disinfecting surfaces before and after use; required wearing of masks on campus; and reducing personal non-essential travel.

Domestic and international travel

NU Vancouver plan issues clear guidelines to students and staff with regard to domestic and international travel, and emphasizes the need to strictly follow [all local, provincial federal requirements for domestic and international travelers](#) including self-isolation requirements. NU Vancouver's quarantine plan for students arriving from outside of Canada follows the requirements for a quarantine plan as described in the Emergency Act (i.e. students will self-quarantine or self-isolate for 14 days; must not be in contact with a vulnerable person; and have access to life necessities including food and any medication).

Measures to prevent and limit spread of COVID-19 within the context of post-secondary institutions

NU Vancouver's plan includes the following actions:

- Access to the NU Vancouver campus for students, faculty, staff, and visitors is constantly assessed in response to local public health agency guidelines. These guidelines are routinely monitored by NU Vancouver to ensure the plan remains current.
- The campus floor plan, layout and protocols have been adapted to monitor each member of the community as they enter the campus. For the entire community, monitoring includes verification that Northeastern's Daily Wellness Check has been completed and a temperature check taken. Accessible signage is in place on campus to support compliance and staff training has been completed. Members of the community can request private screening. The Daily Wellness Check ensures the entire community is kept informed of the need to check

for symptoms, and the steps required should anyone feel unwell or believe they may have symptoms. These steps include the need to stay home and away from others and to avoid coming to campus.

- The campus features multiple physical distancing measures, considerate of accessibility needs. A one-way system is in place that enables separate routes for entry and exit, supports appropriate physical distancing, and plexiglass is installed in the reception area. Formal and informal study areas comply with physical distancing guidelines with seating spaced at least 2 meters apart, and signage clearly displaying specific seating and access areas. The student community accesses classes both on campus and virtually, using Northeastern's NUFlex hybrid model, which reduces the number of students on campus to further ensure appropriate physical distancing.
- Multiple stations are available to facilitate hand washing and sanitization. The NU Vancouver plan requires that protocols are maintained by all community members, including the wiping down of surfaces after use. The entire campus space is frequently deep cleaned.
- The plan specifies a clear policy for non-medical face masks and coverings. Face masks are mandatory in the campus learning and community space and may only be removed in private offices with doors that accommodate a single workstation.
- NU Vancouver's plan proactively assesses the health of the entire community on campus daily, using the Daily Wellness Check and temperature checks. Attendance is taken at all classes, for students both on-campus and online. Should any member of the community either on campus or at home report symptoms or exposure to the virus, protocols are in place to self-isolate and seek medical attention, in accordance with PHA requirements.
- Workshops and discussion sessions are planned as part of student orientation and the ongoing educational program, to support the student community in becoming and staying aware of NU Vancouver's plan and requirements. Specialist sessions feature a focus on reducing stigma and discrimination and reinforcing the availability of Northeastern's student wellbeing resources.
- Protocols are in place to advise the campus community in the event of an outbreak or exposure. Should a member of the NU Vancouver community contravene any protocols, the University will work with PHA to take the required steps. NU Vancouver's policy includes withdrawing access to the campus and relevant program, in the case of students.
- Protocols accommodate on-campus food consumption so students can stay on-campus and eat if they wish. The campus space accommodates physically distanced seating for this purpose.
- Online community events are scheduled to support students in developing relationships and social bonds. NU Vancouver features a program that also integrates other west coast

locations to broaden our students' network and experience. Industry and partnership events are frequently scheduled online, to also support students in their engagement with the broader community and understanding of Vancouver, BC, and our culture. The NU Vancouver team will carefully consider small gathering opportunities, aligned with PHA guidelines, to further support student social engagement, and physical wellbeing.

- Please note that NU Vancouver has no on-campus housing.
- Further details are available in the campus WorkSafe BC COVID-19 Safety Plan.

Responding to a COVID-19 outbreak

NU Vancouver utilizes the NU Alert Emergency Notification System for communicating emergency notifications, timely warnings, campus closures, and other types of information to the Northeastern community. The system can deliver voice messages, e-mails, text messages, and social media posts based on the type of communication required. To confirm that incoming international students will be able to receive messages through this system, the Office of Global Services will check in regularly to ensure that [theystudents](#) have secured a local phone number and that it is updated in the NU Alert Emergency Notification System. In the event of a campus closure, we will also post signage at the entrance to the campus space and add a notification prominently on the Northeastern University Vancouver website.

In the event of an outbreak within the Northeastern University Vancouver community, the following steps will be taken to support effective case management and outbreak response, aligned to the needs and requirements of local and provincial public health guidelines:

1. In the event of an outbreak of COVID-19 at our Vancouver Campus, we will immediately issue a communication through our NU Alert Emergency Notification system (email, text, and voicemail) to all students, faculty, and staff. The staff responsible for this communication will be Steve Eccles (Dean) or Chandra Stalker (Operations Manager). Details will include reference to the COVID-19 support app for testing locations and campus closure details. We will immediately close the campus and confirm transition to remote instructional delivery temporarily, removing any in-person component. A full-scale cleaning and disinfection protocol of the campus space will be implemented in compliance with the BC Centre for Disease Control's recommendations for Cleaning and Disinfecting for Public Settings.
2. The campus will immediately communicate directly with the Public Health Office through the local Vancouver Coastal Health Authority Office, with the outbreak advised both by telephone and confirmation email to the Medical Health Officers covering the downtown Vancouver area:
 - Dr. Patty Daly (Chief), Vancouver, Suite 800 - 601 West Broadway, Vancouver BC V5Z 4C2, patty.daly@vch.ca, 604-675-3918
 - Dr. John Harding, Vancouver, Suite 800 - 601 West Broadway, Vancouver BC V5Z 4C2 John.Harding@vch.ca 604-675-3863

- Dr. Michael Schwandt, Vancouver, Suite 800 - 601 West Broadway, Vancouver BC V5Z 4C2, michael.schwandt@vch.ca, 604-675-3930
 - Dr. Althea Hayden, Vancouver, Suite 800 - 601 West Broadway, Vancouver BC V5Z 4C2, althea.hayden@vch.ca, 604-675-3878
3. Guidance received from the Public Health Office will be immediately implemented within our response plan and included in communications to the campus community.
 4. Daily communications to the campus community will continue to advise status and to support our community's understanding of the situation and any actions that may be required. Website information including frequently asked questions will be updated to reflect new requirements and/or guidelines.
 5. The timeline for the re-opening of campus will be determined by Northeastern University Vancouver and the local BC Medical Health Office.
 6. In addition to this outbreak response plan, Northeastern's Confirmed, Symptomatic, or Exposed to COVID- 19 Protocol identifies specific actions required for individuals both on and off campus (Appendix C).

Recovery from a COVID-19 outbreak

To support outbreak recovery, NU Vancouver has adopted the WorkSafe BC process that requires any retraining required for employees that embraces learning points and any required changes to protocols; a training plan for new employees or those taking on new roles or responsibilities; a training plan around changes to campus practice or processes, such as new equipment.

Appendix C: Confirmed, Symptomatic, or Exposed to COVID-19 Protocol

The purpose of this protocol is to promote the health, safety, and well-being of Northeastern community members during the COVID-19 pandemic. This protocol may be modified and updated from time to time in accordance with ongoing guidance from public health authorities.

Employees are required to monitor their health daily and complete the **Daily Wellness Check** prior to coming to campus each day. Employees who have been **(1) exposed to COVID-19, (2) tested positive with COVID-19, (3) are exhibiting symptoms of COVID-19, (4) anyone who has arrived from outside of Canada within the last 14 days, or (5) is under the direction of a provincial health officer to self-isolate** should leave and/or remain away from campus until cleared to return, as outlined below.

At all times, medical information will be treated and maintained as confidential. Confidential medical information related to COVID-19 will only be shared on a need-to-know basis or as required by health authorities or law for purposes related to COVID-19 response and prevention, including contact tracing. For purposes of this protocol, **close contact** means being within 6 feet of an infected person for at least 15 minutes, consistent with CDC guidelines.

Contact tracers are individuals who have been trained to notify, interview, and advise close contacts of those who have tested positive for COVID-19, are exhibiting symptoms of COVID-19 or have been exposed to COVID-19. Northeastern's team of contact tracers will work in collaboration with public health authorities to identify and follow-up with close contacts. The identity of any individual who has tested positive for COVID-19, is exhibiting symptoms of COVID-19, or who has been exposed to COVID-19 will be kept confidential and not revealed to any person contacted by a contact tracer.

The below protocol **must be followed** by a **supervisor/manager** when a supervisor/manager has reason to believe that an employee **(1) has been exposed to COVID-19, (2) has tested positive with COVID-19, (3) is exhibiting symptoms of COVID-19** (symptoms include fever, chills, cough, shortness of breath and sore throat, new loss of smell or taste, muscle pain or gastrointestinal problems), **(4) anyone who has arrived from outside of Canada within the last 14 days, or (5) is under the direction of a provincial health officer to self-isolate**.

	Individual is not on Campus	Individual is on Campus
<p>Individual reports that they have a positive test for COVID-19</p>	<ul style="list-style-type: none"> Instruct employee to remain out of the workplace until cleared to return in person. Recommend consultation with their medical provider for testing. If they do not have available provider, call the BC health information and health advice phone line at 811 or visit: https://bc.thrive.health/covid19app/resources/559894d8-8df3-4243-9246-bf7a46323744 Inform the employee that a public health official and/or a university contact tracer will be in touch with them to discuss tracing in the university community. They should start to prepare a list of those they've been in close contact with for the past 14 days as well as where they have been on campus, and for how long, over the past 48 hours. Notify HR Business Partner immediately (same day) so that they may collaborate on next steps (sick time, remote work etc.). If it has been less than 48 hours since the individual was in the workplace: <ul style="list-style-type: none"> Implement a temporary remote work directive, if possible, for employees who have been in close contact with the sick/test-positive employee and may be at a high risk of contracting the virus. <p>Ensure that employees who have been in close contact with the sick/test-positive employee do not attend campus, self-isolate, and recommend testing if they begin to exhibit any symptoms.</p> Notify WeWork via email of the areas where the person has been in the last 48 hours, and for how long; to initiate a cleaning and disinfecting. 	<ul style="list-style-type: none"> If the individual receives/reports a positive test while in the workplace, the individual should immediately separate themselves and leave the premises, <u>even if they are asymptomatic</u>. The employee may return once they have clearance to return to work (outlined below) Notify HR Business Partner immediately (same day) so that they may collaborate on next steps (sick time, etc.). Inform the employee that a public health official and/or university contact tracer will be in touch with them to discuss tracing in the university community. They should start to prepare a list of those they've been in close contact with for the past 14 days as well as where they have been on campus, and for how long, over the past 48 hours. Notify WeWork via email of the areas where the person has been in the last 48 hours, and for how long; to initiate a cleaning and disinfecting. Consider implementing a temporary remote work directive, if possible, for employees who have been in close contact with the sick/test-positive employee and may be at a high risk of contracting the virus.
<p>Individual reports occupational exposure</p>	<ul style="list-style-type: none"> Instruct employee to remain out of the workplace until cleared to return in person (See below Clearance to Return to Work). 	<ul style="list-style-type: none"> The individual should immediately separate themselves and leave the premises even if they are asymptomatic. The employee may

<p>to COVID-19 through their work at NU (i.e. in lab, as a first responder or as a medical provider)</p>	<ul style="list-style-type: none"> • Implement a temporary remote work directive, if possible, for the employee • Implement a temporary remote work directive, if possible, for employees who have been in close contact with the sick/test-positive employee and may be at a high risk of contracting the virus. • Ensure that employees who have been in close contact with the sick/test-positive employee do not attend campus, self-isolate, and recommend testing if they begin to exhibit any symptoms. • The individual and supervisor should complete an Accident Report Form and send it to Risk Services. Risk Services will notify Environmental Health and Safety and HRM. 	<p>return once they have clearance to return to work through HRM and Risk.</p> <ul style="list-style-type: none"> • The individual and supervisor should complete an Accident Report Form and send it to Risk Services. Risk Services will notify Environmental Health and Safety and HRM.
<p>Individual states that they have received a call from a contact tracer informing that they may have been exposed to someone who has been diagnosed with COVID-19</p> <p>ALSO</p> <p>Individual suspects exposure to someone who is</p>	<ul style="list-style-type: none"> • Instruct employee to remain out of the workplace until cleared to return in person (see below Clearance to Return to Work). • Implement a temporary remote work directive, if possible, for the employee and employees who have been in close contact with the sick/test-positive employee and may be at a high risk of contracting the virus. • Ensure that employees who have been in close contact with the sick/test-positive employee do not attend campus, self-isolate, and recommend testing if they begin to exhibit any symptoms. • Recommend consultation with their medical provider for testing. If they do not have available provider, call the BC health information and health advice phone line at 811 or visit: https://bc.thrive.health/covid19app/resources/559894d8-8df3-4243-9246-bf7a46323744 • Inform the employee that a public health official and/or a university contact tracer will be in touch with them to discuss tracing in the workplace if necessary. They should start to 	<ul style="list-style-type: none"> • The individual should immediately separate themselves and leave the premises and the manager should notify their HR Business Partner of the circumstances. The employee may return once they have clearance to return to work as outlined below. • If the employee is not well enough to get home on their own, a campus administrator will arrange for transportation. • Recommend consultation with their medical provider for testing. If they do not have available provider, call the BC health information and health advice phone line at 811 or visit: https://bc.thrive.health/covid19app/resources/559894d8-8df3-4243-9246-bf7a46323744 • Inform the employee that a public health official and/or a university contact tracer will be in touch with them to discuss tracing in the workplace. They should start to prepare a list of those they've been in close contact with for the past 14 days as well as where they have been

<p>suspected of having or has been confirmed with COVID-19 but has not yet received a call from a contact tracer</p>	<p>prepare a list of those they've been in close contact with for the past 14 days as well as where they have been on campus, and for how long, over the past 48 hours.</p> <ul style="list-style-type: none"> • Implement a temporary remote work directive, if possible, for the employee • Ensure that the employee does not attend campus for at least 14 days after the suspected exposure • Notify HR Business Partner immediately (same day) so that they may collaborate on next steps (sick time, etc.). • If it has been less than 48 hours since the individual was in the workplace: <ul style="list-style-type: none"> • Implement a temporary remote work directive, if possible, for employees that have been in close contact with the sick/test-positive employee and may be at a high risk of contracting the virus. • Notify WeWork via email of the areas where the person has been in the last 48 hours, and for how long; to initiate a cleaning and disinfecting 	<p>on campus, and for how long, over the past 48 hours.</p> <ul style="list-style-type: none"> • Notify HR Business Partner immediately (same day) so that they may collaborate on next steps (sick time, etc.). • Notify WeWork via email of the areas where the person has been in the last 48 hours, and for how long; to initiate a cleaning and disinfecting • Consider implementing a temporary remote work directive, if possible, for employees who have been in close contact with the sick/test-positive employee and may be at a high risk of contracting the virus.
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Clearance to return to work:

Employees who report **(1) exposure to COVID-19, (2) exhibiting symptoms of COVID-19, (3) being diagnosed with COVID-19 , (4) anyone who has arrived from outside of Canada within the last 14 days, or (5) is under the direction of a provincial health officer to self-isolate** should not return to campus until:

1. **If tested for COVID-19 and:**
 - a. Initial test result is negative: Return to campus once at least 10 days have passed since resolution of symptoms.
 - b. Initial test result is positive: Return to campus after all symptoms resolving and at least 10 days have passed **since symptoms first appeared**. The university may request a return to work with no restrictions note from a medical provider.
2. If quarantining for exposure to others who are suspected or confirmed of being infected with COVID-19 or if the employee has arrived from outside of Canada, employee has self-monitored for a period of fourteen (14) days following exposure or return to Canada. At the end

of 14 days, if no symptoms developed, the employee may return to campus. If symptoms appear, seek testing as soon as possible and continue to self-isolate.

3. If one of the situations in which the employee thinks exposure may have occurred is in the course of employment (e.g., lab, first responder, medical provider), please work with your Risk Services Claims.

Questions and Resources:

- Chandra Stalker, Campus Operations Manager: 604-763-3012 or c.stalker@northeastern.edu
- Risk Services: risk@northeastern.edu
- EHS: ehs@northeastern.edu
- NUPD: 618-373-3333

Appendix D: Vancouver Campus Staff Guide for Working on Campus

The following staff and faculty guidelines are effective **September 4, 2020 (updated October 8, 2020)**. These guidelines reflect directions provided by BC Center for Disease Control, BC Public Health, and Northeastern University. The guidelines provided are subject to change. Staff and faculty will be notified when changes are made.

Please review this Vancouver Campus guide for a general understanding of what to expect when you return to campus as well as the University expectations around ensuring we all return to a safe environment.

All employees on campus are asked to:

- To perform a daily self-assessment using the [Daily Wellness Check](#).
- To follow all guidance on self-isolation and self-quarantine
- To wear your Northeastern University Identification card and have it visible at all times
- To agree to temperature checks as requested
- To participate in contact tracing
- To comply with public health guidance and university protocols and policies
- Complete the University's attestation form

As leaders on campus we have a responsibility to set the right example by wearing our masks, washing our hands frequently and practicing healthy distancing.

Our WorkSafeBC Safety Plan is available on our Teams page in a folder labeled Vancouver Campus Staff Guide for Working on Campus. (The plan has been reviewed by OGC)

Required resources available for download on iTunes or Google Play:

- [Daily Wellness Check](#)
- [BC COVID-19 Support](#)
- [COVID Alert](#)

At the start of each day ensure that you are well and complete the Daily Wellness Check. If you are feeling un-well and have any [symptoms](#) related to COVID-19 stay home. Use the [BC COVID-19 Support](#) app to determine your next steps.

PHPE and Safety Information

- Masks are mandatory (unless eating/drinking) for all staff and students on campus. Exceptions for people working in rooms/offices that are single occupancy
- Face-shields are available for faculty to provide additional protection
- Individual hand sanitizers are available for faculty and staff; 2 per month
- Multiple hand sanitizing stands will be available on campus and in common areas

- We are not regularly providing masks but will have a stock on campus if anyone needs to replace one that is dirty or arrives without one
- Gloves are available
- Wipes and/or sanitizing spray is available to ensure surfaces and high touch areas and cleaned before and after use

Who will be responsible to screen people as they enter campus?

This will be a team effort to cover the daily campus hours and class schedule. Non-faculty staff will be scheduled to provide coverage. When scheduled please keep your schedules clear during class start times as the screening process will be the priority.

If you are unwell and unable to work your scheduled day/shift please contact Chandra and cc Steve immediately to arrange for campus coverage. A link to the schedule can be found [here](#).

Daily Screening of all staff/students return to campus

To ensure the safety of our campus a staff member will have to take the temperature and make a visual check of the student/staff's successful health assessment via the Daily Wellness Check app as they enter campus. It should take less than 30 seconds to screen each person as they arrive. Ensure physical distancing of queued students/staff during this process.

What if someone does not pass the wellness check?

Only individuals who successfully pass the Daily Wellness Check are permitted on campus.

Students who do not pass and are not cleared to come to campus; should follow up with the [BC COVID-19 Support](#) app to find local resources and information. Students are welcome to connect with their class remotely if they feel able.

Students that suspect they have COVID-19, have been exposed to a positive case of COVID-19, or have received a positive test result for COVID-19 need to follow the directions of the Public Health Office and BC Center for Disease control; which are provided through the [BC COVID-19 Support](#).

The campus will follow the University guidelines identified in the Confirmed, Symptomatic, or Exposed to COVID-19 Protocols (Appendix C).

What if someone passed the wellness check but presents on campus with a fever?

No one with a fever can be permitted on campus. Ask the student to return home and use the assessment tool in the [BC COVID-19 Support](#) app to find additional resources and information. They are welcome to connect with their class remotely and may return to class the following day if they have no other symptoms and their fever is gone.

What is someone is concerned about the screening process?

Students with concerns about having their temperature checked and/or the screening should contact WeCare directly to discuss their concerns. Staff with concerns should contact HR. The university does recognize that there are a variety of reasons why someone may have a higher than average body temperature.

It is important to provide cultural sensitivity related to screening. Students can reach out to Chandra directly to arrange for a private screening and/or a gender specific screener. A private space can be booked through WeWork to accommodate the request.

Will Vancouver campus have testing?

No, testing remains a function of the Health Authorities and BC CDC. Information about testing can be found on the [BC COVID-19 Support](#) app.

What if someone on campus does test positive or is exposed to someone who tests positive for COVID-19?

The University has protocols in place which can be found in the Suspected-confirmed-exposed COVID-19 Protocol document; which can be found in the Teams files in the folder labelled Return to Work 2020 - COVID-19 (Appendix C).

What if I notice a staff member or student develops symptoms after screening?

It is a requirement within the Provincial guidelines for post-secondary that we monitor person on campus for symptoms while on campus. If this occurs, we are required to:

1. Separate the symptomatic individual from others in a supervised area and direct the symptomatic individual to return to their place of residence. Arrangements for transportation should be coordinated if required. Ensure this is done in a mindful way to avoid stigma and/or discrimination.
2. If symptoms persist, the individual should be instructed to contact 8-1-1 or their local healthcare provider for further direction.
3. Staff responsible for facility cleaning must clean and disinfect the space where the individual was separated and any areas used by them (e.g., classroom, bathroom, common areas). *Advise WeWork that any common areas should be cleaned immediately by submitting a ticket on the member site. Staff should wear gloves to wipe down any furniture used by that individual.

The symptoms of COVID-19 are similar to other respiratory illnesses including the flu and common cold. They include: Fever, Chills, Cough, Shortness of breath, Sore throat, Stuffy or runny nose, Loss of sense of smell, Headache, Muscle aches, Fatigue, Loss of appetite

How do we screen guests and/or visitors to campus?

A health assessment checklist is located at the front desk for staff responsible for screening. The questions mirror the Daily Health Checklist. Their temperature should also be taken. A negative response to the questions or indication of a fever mean that visitor should be denied entry to campus.

The University protocol around visitors and events on campus can be found [here](#).

Steps for Screening

Staff scheduled to screen students should work at the Reception desk to ensure a quick response to screening incoming students/staff.

1. When a person enters the campus look for the “green” indicator to show they have successfully completed the Daily Wellness Check
2. Hold the electronic thermometer 3-5 cm’s from the forehead, press the button and wait for the beep, and review the temperature. Multiple thermometers may be used to quicken the pace of students passing through the assessment
 - a. Normal range is 34.7 to 38.0 degrees Celsius
3. Confirm the student can “go ahead”. Do not read the temperature aloud
4. Remind incoming students to stay back 6 ft until it is their turn
5. If a student does not successfully complete the screening they should be advised to return home and retake the self assessment, consult the [BC COVID-19 Support](#) app or call 8-1-1.

How do I protect myself while Screening?

Gloves and disposable masks are available to use while screening students. Everyone entering should be wearing a mask. If they do not have one you can provide them with a disposable mask.

The BC CDC provides guidelines on how to [safely wear and remove PHPE](#).

How is the campus handling cleaning and sanitization?

We have arranged to have the campus deep cleaned daily each evening after classes. This will include the following:

- Remove all trash to the designated area, replace plastic liner, wipe down inside and outside of receptacle - No desk side trash.
- Wipe all accessible glass partitions and doors, on the members side of office
- Spot clean and remove all fingerprints and smudges from aluminum frames and tracks, dust any debris - if applicable
- Sweep and Mop all hard surface flooring
- Vacuum all carpet and areas rugs
- Wipe and sanitize accessible desks, chairs, shelving,
- and other accessible lateral and vertical surfaces within arms-reach (including mice, keyboards and monitors)

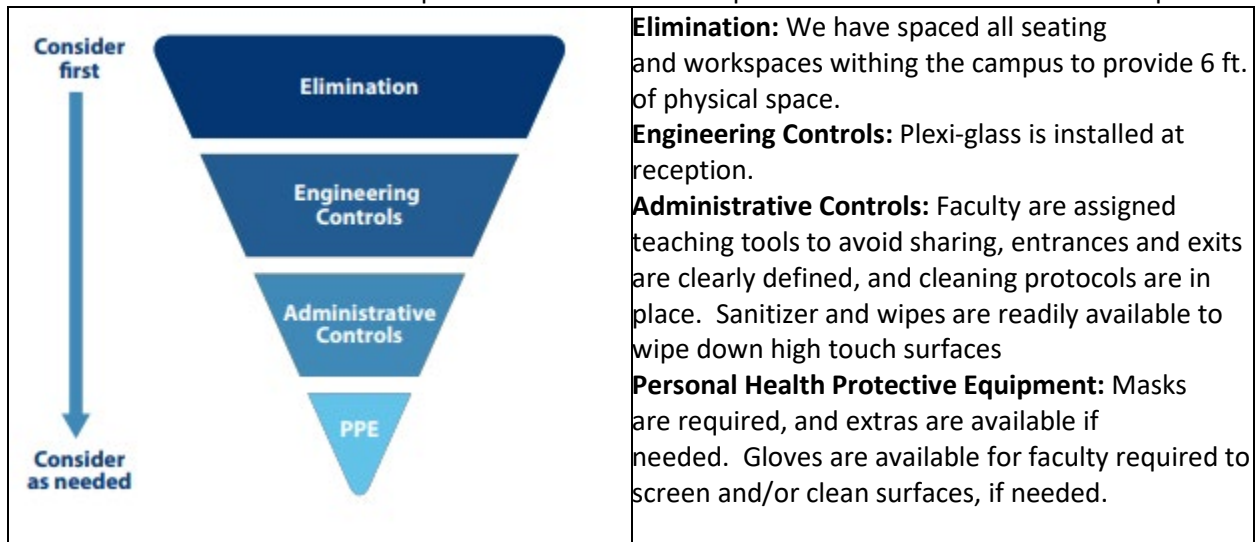
In additional sanitizing wipes and spray will be available to clean all high touch areas and workstations before and after use. It is a community responsibility to care for each other and diligently wipe surfaces after use.

Reducing the stigma surrounding COVID-19

Words matter, and how we refer to COVID-19, people with COVID-19, positive cases, and testing can have an impact on our staff and students. The WHO has put together a [Guide to Addressing and Reducing Social Stigma](#), related to COVID-19. Read the guide to increase your awareness and help support our diverse and inclusive campus community goals.

What has changed on campus?

We have taken the recommended preventative measures to provide a safe environment on campus.



The campus footprint has been flipped and the entrance reversed. The door nearest the elevator lobby is the campus entrance. This opens to our student lounge area; which has a reduced capacity of 10 people; not including the reception space(s).



Staff and faculty seating remain in the center corridor but only seats marked with a decal should be used to allow for physical distancing. The capacity here is 4.

- Desk space may be shared and assigned cubbies are recommended for personal items
- All desks should be cleared at the end of the day to allow custodians to disinfect surfaces, including keyboard and mouse



The classroom is on the north side of campus overlooking the North shore mountains. This can be used for staff and study when classes are not in session. The capacity here is 18.



Conference rooms have been reduced to 1 capacity each as the airflow quality is poor and it would be a tight space to work in teams. These can be used to work from when needed. Additional meeting rooms can be found in the WeWork member site, which includes updated capacities and booking process. The exit is through the classroom to ensure proper flow and egress.



Hand sanitizer, wipes and spray cleaner is readily available in all campus spaces. Please remember to “clean in – clean out” spaces you work at and surfaces you touch!

Additional reference material:

Here is a list of sites that you should be familiar with to support the screening process and to safely work on campus.

Camus and Building Information:

- <https://www.northeastern.edu/vancouver/frequently-asked-questions/> FAQ Information for students and staff about the Vancouver Campus and how what to expect with our re-opening of campus
- <https://members.wework.com/> to book rooms and get the latest building updates

Safety Information:

- [BC.Thrive.Health](#) is the web version of the BC COVID-19 Support app
- What are the symptoms of COVID-19: <http://www.bccdc.ca/health-info/diseases-conditions/covid-19/about-covid-19/symptoms>
- Video information on how to properly put on, take off and dispose of a face mask: <https://youtu.be/gvLA--hGU70>

- Face masks and how they are different: <http://www.bccdc.ca/Health-Professionals-Site/Documents/Face-masks.pdf>
- Proper Hand Hygiene: http://www.bccdc.ca/Health-Professionals-Site/Documents/COVID19_Handwashing%20Poster_MD%20offices.pdf

These are the provincial and federal documents that apply to all Post-Secondary:

- BC's Go Forward Strategy for Post-Secondary: https://www2.gov.bc.ca/assets/gov/education/post-secondary-education/institution-resources-administration/aest_postsecgoforwardguidelines.pdf
- Government of Canada Guidance for Post-Secondary Institutions during the COVID-19 Pandemic <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/guidance-documents/covid-19-guidance-post-secondary-institutions-during-pandemic.html>

Working Safely While Working Remotely

It is just as important to work safely while at home as it is when on campus. It is important to remember that when working remotely your home is an extension of your workplace. Both the [Workers Compensation Act](#) and [Occupational Health and Safety Regulations](#) still apply.

Here are some tips to ensure working from home is positive and safe.

- Know your protocols for evacuating your home to a safe location in case of emergency.
- Know how to reach either Steve Eccles and/or Chandra Stalker in the case of an emergency.
- Practice safe work practices and report any work-related injuries to Chandra Stalker
- Pay attention to the ergonomic set-up of your home workspace to ensure you work in a safe and healthy manner. Information for setting up your workspace can be found at [WorksafeBC](#)

Appendix E: Welcome to Campus Entry and Exit Protocol Script

Hello everyone and welcome to the Northeastern University - Vancouver Campus orientation.

My name is Chandra Stalker, and I am the Campus Operations Manager here in Vancouver. During the past several months we have been working hard across Northeastern network to ensure that each regional campus is prepared to safely welcome students.

In this short video I am going to explain the protocols for entering and exiting the campus; and what you can expect while you are here. It is important that you follow the steps outlined and are properly prepared to enter.

Additional information related to COVID-19 and the Vancouver campus can be found on our FAQ page at www.northeastern.edu/Vancouver

Before you arrive

- Self assess for symptoms and ensure you are feeling well. Please do not come to campus if you are feeling ill
- Confirm your classroom seat reservation via the student hub
- Use the Daily Wellness Check to ensure you are safe to enter and have it ready to present at the entrance to campus
- And Secure a mask or other approved face covering

Once you reach campus

- Ensure you follow the directions posted in the lobby and elevators to ensure the safety of our building community and campus
- Wash your hands or use sanitizer before entering the campus space.
- Display your Daily Wellness Check result to staff as you enter and be ready to have your contactless temperature taken. If you prefer a private screening we can arrange for that, please email me at vancouver@northeastern.edu
- If you ran/biked to campus or have taken the stairs up, please take a few moments to catch your breath and allow your temperature to return to normal before entering. If you are concerned that your temperature is elevated because of physical exertion we would ask that you remain in the corridor until you feel ready to enter.

During your time on campus

- Wash your hands frequently and use the sanitizer as needed, in fact
 - Any time you touch your face is a good time to sanitize
 - Food is permitted on campus and should be the only time your mask is removed. It is also critical to avoid conversations during this time and wash your hands or sanitize once you are finished
- Please ensure to maintain your physical distance from our staff and students; and continue to follow the signage posted around campus and community spaces
- Wipes and sanitizing spray are placed in various locations so that you can wipe down high touch areas and surfaces before and after use
- Please continue to monitor yourself throughout the day and if you feel ill at any time please leave campus, return home, and follow the guidance provided by the BC CDC and Ministry of Health.

When leaving campus

- Be mindful of the exit and ensure the exit corridor is clear and observe the building signage as you leave.

If we all do our part to #ProtectThePackNU we ensure the health and safety of our campus community. Thank you for listening and I look forward to seeing you on campus!

Appendix F: WorksafeBC Safety Plan

COVID-19 Safety Plan for: Northeastern University Vancouver

Employers must develop a COVID-19 Safety Plan. To develop your plan, follow the six-step process described at [COVID-19 and returning to safe operation](#).

This planning tool will guide you through the six-step process. Each step has checklists with items you need to address before resuming operations. You may use this document, or another document that meets your needs, to document your COVID-19 Safety Plan.

Employers are not required to submit plans to WorkSafeBC for approval, but in accordance with the order of the [provincial health officer](#), this plan must be posted at the worksite. This Safety Plan can also be completed from any mobile device using the [COVID-19 Safety Plan app](#).

Step 1: Assess the risks at your workplace

The virus that causes COVID-19 spreads in several ways. It can spread in droplets when a person coughs or sneezes. It can also spread if you touch a contaminated surface and then touch your face.

The risk of person-to-person transmission increases the closer you come to other people, the more time you spend near them, and the more people you come near.

The risk of surface transmission increases when many people contact the same surface and when those contacts happen over short periods of time.

Involve workers when assessing your workplace

Identify areas where there may be risks, either through close physical proximity or through contaminated surfaces. The closer together workers are and the longer they are close to each other, the greater the risk.

- We have involved frontline workers, supervisors, and the joint health and safety committee (or worker health and safety representative, if applicable).
- We have identified areas where people gather, such as break rooms, production lines, and meeting rooms.
- We have identified job tasks and processes where workers are close to one another or members of the public. This can occur in your workplace, in worker vehicles, or at other work locations (if your workers travel offsite as part of their jobs).
- We have identified the tools, machinery, and equipment that workers share while working.
- We have identified surfaces that people touch often, such as doorknobs, elevator buttons, and light switches.

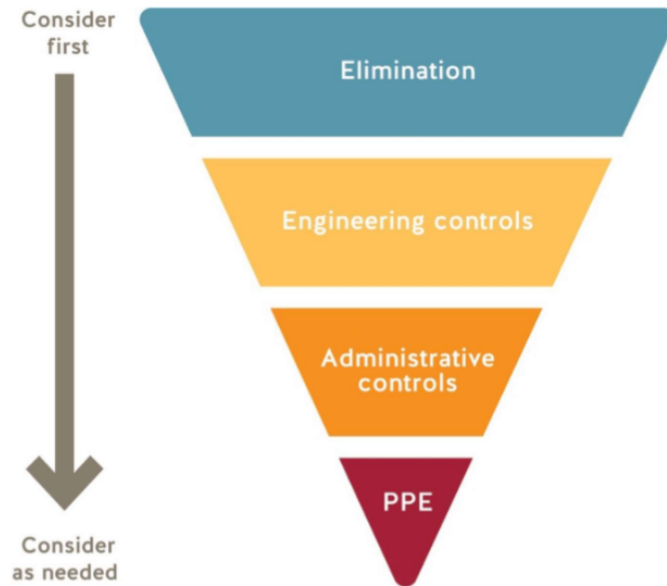
Step 2: Implement protocols to reduce the risks

Select and implement protocols to minimize the risks of transmission. Look to the following for information, input, and guidance:

- Review [industry-specific protocols](#) on worksafebc.com to determine whether any are relevant to your industry. Guidance for additional sectors will be posted as they become available. If protocols are developed specific to your sector, implement these to the extent that they are applicable to the risks at your workplace. You may need to identify and implement additional protocols if the posted protocols don't address all the risks to your workers.
- Frontline workers, supervisors, and the joint health and safety committee (or worker representative).
- [Orders, guidance, and notices](#) issued by the provincial health officer and relevant to your industry.
- Your health and safety association or other professional and industry associations.

COVID-19 Safety Plan for: Northeastern University Vancouver

Different protocols offer different levels of protection. Wherever possible, use the protocol that offers the highest level of protection. Consider controls from additional levels if the first level isn't practicable or does not completely control the risk. You will likely need to incorporate controls from various levels to address the risk at your workplace.



First level protection (**elimination**) — Limit the number of people in your workplace where possible by implementing work-from-home arrangements, establishing occupancy limits, rescheduling work tasks, or other means. Rearrange work spaces to ensure that workers are at least 2 m (6 ft.) from co-workers, customers, and members of the public.

Second level protection (**engineering controls**) — If you can't always maintain physical distancing, install **barriers** such as plexiglass to separate people.

Third level protection (**administrative controls**) — Establish rules and guidelines, such as posted **occupancy limits** for shared spaces, designated delivery areas, cleaning practices, and one-way doors and walkways to keep people physically separated.

Fourth level protection (**PPE**) — If the first three levels of protection aren't enough to control the risk, consider the use of masks. Ensure masks are **selected and cared for appropriately** and that workers **are using masks correctly**.

COVID-19 Safety Plan for: Northeastern University Vancouver

First level protection (elimination): Limit the number of people at the workplace and ensure physical distance whenever possible

- We have established and posted an occupancy limit for our premises. Public Health has advised that the prohibition on gatherings of greater than 50 people refers to “one-time or episodic events” (weddings, public gatherings), and is therefore not intended to apply to workplaces. However, limiting the number of people in a workplace is an important way to ensure physical distancing is maintained. [Public Health has developed [guidance for the retail food and grocery store sector](#) that requires at least 5 square metres of unencumbered floor space per person (workers and customers). This allows for variation depending on the size of the facility, and may be a sensible approach for determining maximum capacity for employers from other sectors that do not have specific guidance on capacity from Public Health.]
- In order to reduce the number of people at the worksite, we have considered work-from-home arrangements, virtual meetings, rescheduling work tasks, and limiting the number of customers and visitors in the workplace.
- We have [established and posted occupancy limits](#) for common areas such as break rooms, meeting rooms, change rooms, washrooms, and elevators.
- We have implemented measures to keep workers and others at least 2 metres apart, wherever possible. Options include revising work schedules and reorganizing work tasks.

Measures in place

List your control measures for maintaining physical distance in your workplace, for example:

- Working offsite or remotely
- Changes to work schedules
- Changes to how tasks are done
- Occupancy limits for workers
- Limiting or prohibiting visitors
- Reducing the number of customers

If this information is in another document, identify that document here.

Occupancy limit is 38 onsite; 18 in classroom, 4 in administration area, 10 in lounge/reception area, and 6 single use workstations/offices.

Working offsite or remotely with staff rotating schedules - reduced staff occupancy

Changes to classroom layouts include physical distancing measures and limited seating per table

Using NUflex delivery model which allows synchronous learning and Dynamic Scheduling to manage density in the classroom

Designated entrance and exit to ensure traffic flows through campus appropriately

Design of course schedule includes longer breaks between classes to allow for cleaning of surfaces and slow exit of students to ensure lobby and elevator density is reduced

Offer events and speaker sessions virtually to encourage student participation and manage density on campus

COVID-19 Safety Plan for: Northeastern University Vancouver

Second level protection (engineering): Barriers and partitions

- We have installed **barriers** where workers can't keep physically distant from co-workers, customers, or others.
- We have included barrier cleaning in our cleaning protocols.
- We have installed the barriers so they don't introduce other risks to workers (e.g., barriers installed inside a vehicle don't affect the safe operation of the vehicle).

Measures in place

Describe how barriers or partitions will be used in your workplace.

If this information is in another document, identify that document here.

The campus furniture has been appropriately spaced out and marked with decals to ensure physical distancing in the classroom, lounge and administrative areas. Meeting room capacities are clearly identified.

WeWork community spaces that will be used by students have decals and signage to enforce physical distancing.

Plexi-glass barriers have been installed at the reception desk.

COVID-19 Safety Plan for: Northeastern University Vancouver

Third level protection (administrative): Rules and guidelines

- We have identified rules and guidelines for how workers should conduct themselves.
- We have clearly communicated these rules and guidelines to workers through a combination of training and signage.

Measures in place

List the rules and guidelines that everyone in the workplace has to follow to reduce the risk of person-to-person transmission. This could include things like using one-way doors or walkways, using single-use (disposable) products, and wiping down equipment after use. Consider creating pods of workers who work together exclusively to minimize the risk of broad transmission throughout the workplace.

If this information is in another document, identify that document here.

We provide orientation and training on physical distancing, PHPE requirements egress routes and pathways through campus (enter through the south door and exit from the north door)

We provide sanitizing spray and/or wipes for staff and students to use to clean high touch surfaces and workspaces

Staffing on campus is reduced to 60%

We advise students and staff to approach washroom corridors with caution and maintain physical distancing

We provide hand sanitizer stations at entrances and exits as well as community lounges, common areas and the classroom

Staff and students are advised to follow direction in community spaces when using shared equipment

Staff and students are oriented to the space through verbal and written communications and online orientation modules

COVID-19 Safety Plan for: Northeastern University Vancouver

Fourth level protection: Using masks (optional measure in addition to other control measures)

- We have reviewed the information on [selecting and using masks](#) and [instructions on how to use a mask](#).
- We understand the limitations of masks to protect the wearer from respiratory droplets. We understand that masks should only be considered when other control measures cannot be implemented.
- We have trained workers in the proper use of masks.

Measures in place

Who will use masks?

What work tasks will require the use of masks?

How have workers been informed of the correct use of masks?

If this information is in another document, identify that document here.

Masks are required on campus for all students, staff, faculty and vendors

Face shields are available for faculty and staff if needed (but does not replace the required mask)

Extra masks are available for anyone if needed

Gloves are available for faculty or staff if needed

Information about the appropriate handling and wearing of masks and gloves will be available to staff and students by referencing the BC CDC guidelines in student orientation materials, staff training materials, and printed posters

Staff and students are required to view a video on the proper way to don and doff a face mask

COVID-19 Safety Plan for: Northeastern University Vancouver

Implement effective cleaning and hygiene practices

- We have reviewed the information on [cleaning and disinfecting](#) surfaces.
- Our workplace has enough handwashing facilities on site for all our workers. Handwashing locations are visible and easily accessed.
- We have policies that specify when workers must wash their hands and we have communicated good hygiene practices to workers. Frequent handwashing and good hygiene practices are essential to reduce the spread of the virus. [[Handwashing](#) and [Cover coughs and sneezes](#) posters are available at worksafebc.com.]
- We have implemented cleaning protocols for all common areas and surfaces — e.g., washrooms, tools, equipment, vehicle interiors, shared tables, desks, light switches, and door handles. This includes the frequency that these items must be cleaned (number of times per day) as well as the timing (before and after shift, after lunch, after use).
- Workers who are cleaning have adequate training and materials.
- We have removed unnecessary tools and equipment to simplify the cleaning process — e.g., coffee makers and shared utensils and plates

Cleaning protocols

Provide information about your cleaning plan. Specify who is responsible for cleaning, the cleaning schedule, and what the cleaning protocols will include (e.g., which surfaces, tools, equipment, and machines). If this information is in another document, identify that document here.

Custodial is contracted to WeWork as part of our lease agreement. The regular cleaning schedule has been enhanced to include the following on a daily basis:

Remove all trash to the designated area, replace plastic liner, wipe down inside and outside of receptable (not including desk side trash)

Wipe all accessible glass partitions and doors

Spot clean and remove all fingerprints and smudges from aluminum frames and tracks, dust any debris - if applicable

Sweep and mop all hard surface flooring

Vacuum all carpet and area rugs

Wipe and sanitize accessible desks, chairs, shelving, and other accessible lateral and vertical surfaces within arms reach (including mice, keyboards, and monitors)

Sanitizing spray and sanitizing wipes are available to staff and students for spot cleaning and wiping down high touch surfaces before and after each use

The WeWork community lounges that staff and students have access to no longer have shared utensils and dishes; they are replaced with single use items

COVID-19 Safety Plan for: Northeastern University Vancouver

Step 3: Develop policies

Develop the necessary policies to manage your workplace, including policies around who can be at the workplace, how to address illness that arises at the workplace, and how workers can be kept safe in adjusted working conditions.

Our workplace policies ensure that workers and others showing symptoms of COVID-19 are prohibited from the workplace.

- Anyone who has had symptoms of COVID-19 in the last 10 days. Symptoms include fever, chills, new or worsening cough, shortness of breath, sore throat, and new muscle aches or headache.
- Anyone directed by Public Health to self-isolate.
- Anyone who has arrived from outside of Canada must [self-isolate for 14 days and monitor](#) for symptoms.
- Visitors are prohibited or limited in the workplace.
- First aid attendants have been provided [OFAA protocols](#) for use during the COVID-19 pandemic.
- We have a [working alone policy](#) in place (if needed).
- We have a [work from home policy](#) in place (if needed).
- Ensure workers have the training and strategies required to address the risk of violence that may arise as customers and members of the public adapt to restrictions or modifications to the workplace. Ensure an appropriate [violence prevention program](#) is in place.

Our policy addresses workers who may start to feel ill at work. It includes the following:

- Sick workers should report to first aid, even with mild symptoms.
- Sick workers should be asked to wash or sanitize their hands, provided with a mask, and isolated. Ask the worker to go straight home. [Consult the [BC COVID-19 Self-Assessment Tool](#), or call 811 for further guidance related to testing and self-isolation.]
- If the worker is severely ill (e.g., difficulty breathing, chest pain), call 911.
- Clean and disinfect any surfaces that the ill worker has come into contact with.

Step 4: Develop communication plans and training

You must ensure that everyone entering the workplace, including workers from other employers, knows how to keep themselves safe while at your workplace.

- We have a training plan to ensure everyone is trained in workplace policies and procedures.
- All workers have received the policies for staying home when sick.
- We have posted signage at the workplace, including occupancy limits and effective hygiene practices. [A customizable [occupancy limit poster](#) and [handwashing signage](#) are available on [worksafebc.com](#).]
- We have posted signage at the main entrance indicating who is restricted from entering the premises, including [visitors](#) and [workers](#) with symptoms.
- Supervisors have been trained on monitoring workers and the workplace to ensure policies and procedures are being followed.

COVID-19 Safety Plan for: Northeastern University Vancouver

Step 5: Monitor your workplace and update your plans as necessary

Things may change as your business operates. If you identify a new area of concern, or if it seems like something isn't working, take steps to update your policies and procedures. Involve workers in this process.

- We have a plan in place to monitor risks. We make changes to our policies and procedures as necessary.
- Workers know who to go to with health and safety concerns.
- When resolving safety issues, we will involve joint health and safety committees or worker health and safety representatives (or, in smaller workplaces, other workers).

Step 6: Assess and address risks from resuming operations

If your workplace has not been operating for a period of time during the COVID-19 pandemic, you may need to manage risks arising from restarting your business.

- We have a training plan for new staff.
- We have a training plan for staff taking on new roles or responsibilities.
- We have a training plan around changes to our business, such as new equipment, processes, or products.
- We have reviewed the start-up requirements for vehicles, equipment, and machinery that have been out of use.
- We have identified a safe process for clearing systems and lines of product that have been out of use.

Be advised that personal information must not be included in the COVID-19 Safety Plan

Personal information is any recorded information that uniquely identifies a person, such as name, address, telephone number, age, sex, race, religion, sexual orientation, disability, fingerprints, or blood type. It includes information about a person's health care, educational, financial, criminal, or employment history. Visit <https://www.oipc.bc.ca/about/legislation/> for more information.

Appendix G: Quarantine Resources

Quarantine Accommodations & Food Delivery Services **Vancouver Edition**

Upon arrival in Canada, you must confirm that you have a suitable place to self-isolate, where you will have access to basic necessities, such as food and medication. If you do not plan an adequate quarantine location in advance, the Chief Public Health Officer of Canada will designate a facility where you must remain for the full 14 days.

In looking for accommodations, we advise that you find full-service bed and breakfasts or hotels and **AirBnBs** that have a small in-room kitchen. During quarantine, you will not be able to go grocery shopping and will need to have all food and groceries delivered to you. Many hotels will have room-service available from their on-site restaurants, but most will allow for food delivery services that we've listed for you on this page.

The following few hotels have offered preferred rates to NEU students for the purpose of your 14-day self-isolation. This list is intended to serve only as a reference; we are not endorsing any of these options specifically.

HOTEL OPTIONS WITH PREFERRED STUDENT RATES:

(for more comprehensive information on costs and amenities, visit the hotels' respective websites or the special booking links provided)

Century-Plaza Hotel

Studio: \$99.00 /night

One Bedroom Suite \$109.00 /night

Optional weekly meal plan:

Studio Rooms (Single Occupancy)

\$219.00 (including full board) + 16% tax = \$254.04 x 14 days = \$3556.56

One Bedroom Suites (Single Occupancy)

\$239.00 (including full board) + 16% tax = \$277.24 x 14 days = \$3881.36

Contact: reserve@century-plaza.com

Ramada Vancouver

Queen or King Room: \$79.00 + tax and fees /night

Mini-fridge, work desk, coffee machine, TV

Complimentary daily Breakfast To-Go Bag

*taxi fare from airport to hotel reimbursed with proof of receipt

Contact: info@ramadadowntownvancouver.com

EXchange Hotel (Executive Hotels & Resort)

Room: \$95.00 / night

Optional Meal Plan: \$45 /day (3 meals /day)

[Booking link for NEU students](#)

Quarantine Accommodations & Food Delivery Services **Vancouver Edition**

Blue Horizon Hotel

Room (2 Queen Beds, Single Occupancy): \$99.00 /night + 17.5% tax
Mini-fridge, coffee/tea maker

Contact: info@bluehorizonhotel.com

Sandman Hotels

Vancouver City Centre: \$70.00 / night 17.5% tax

Contact: mod_vancouver@sandman.ca

Davie Street: \$89.00 / night 17.5% tax

Contact: res_davie@sandman.ca

Vancouver Airport: \$79.00 / night 17.5% tax

Contact: res_richmond@sandman.ca

GEC Student Residences

[GEC Free Self-Isolation Services](#)

**Available only if you intend to stay at a GEC location for a minimum of 6 months after quarantine.*

Contact: reservations@gecliving.com

If you choose to stay at an accommodation that does not offer transportation services from the airport, we will arrange transportation for you. You will not be allowed to take public transportation from the airport to your accommodation.

*To receive these prices, **you must mention your affiliation with NEU as a student.** If you are interested in the hotels listed, please reach out to the Vancouver team for more booking information and help.*

FOOD & GROCERY DELIVERY

Food Delivery Apps

DoorDash
Uber Eats
Skip the Dishes
Fantuan Delivery
Yogi's Kitchen

Grocery Delivery

Instacart
SPUD
Stongs
T&T
Real Canadian Superstore
Save-On-Foods

Meal Kit Delivery (if you have a kitchen)

HelloFresh
Fresh Prep
Chef's Plate
Goodfood

Pharmacy Delivery

London Drugs
Pharmacy BC
Pocket Pills

Appendix H: Northeastern Vancouver Opening Plan – hosting international students

This document provides overview of the plans that the Vancouver campus of Northeastern University has implemented to provide for a safe campus re-opening for students, faculty, and staff. Northeastern University Vancouver is responsible for supporting incoming and recently arrived international students and co-arriving family members. Where this plan references supports available to students, similar supports are available to co-arriving family members or other individuals quarantined with the international student. We are confident that our plans satisfy the federal guidelines that were shared recently with Designated Learning Institutions, and we are committed to satisfying federal, provincial, and local guidelines on an ongoing basis.

Hosting international students

As advised by the BC Government, the Go-Forward Guidelines recognized that the arrival of international students would need additional measures to meet federal quarantine requirements. The Public Health Agency Canada has also provided additional information on requirements that each institution must meet, and these are referenced in the [“Public Health Institutional Readiness Requirements for International Students”](#) provided by the Government of Canada.

To host international students, Northeastern University’s plan integrates the following requirements:

1. Prior to providing students with their port of entry introduction (travel) letter, the Office of Global Services requires students to submit a study permit approval, a 14-day self-isolation plan, proof of suitable accommodation, their air-ticket information and medical insurance policy. Communication with students/co-arriving family members on legal requirements to quarantine or self-isolate for 14 days upon arrival and the daily check are provided. Communication during isolation will take place daily (at random times) through scripted virtual meetings and/or scripted phone calls (Appendix J). As a best practice, international students and their co-arriving immediate family members will be advised to download both the Government of Canada’s [ArriveCAN](#) app and the [BC Self Isolation Plan](#) prior to arrival at the border and to complete the information required. Where this document references supports available to students, similar supports will be available to co-arriving family members or other individuals quarantined with the international student.
2. Northeastern University Vancouver has set up an Uber for Business account to collect and transport incoming international students and co-arriving family members directly to their quarantine locations. Students will be given a booking code prior to departure from their home country. Upon arrival at the airport, students can use the code to request the Uber service. The student and accompanying family members will be instructed to wear non-medical masks and be advised on safety protocols to be observed during transport. They will also be instructed to

proceed directly to their pre-determined quarantine location, without planned or unplanned stops. The Uber for Business account does not allow for any changes to the pre-determined route.

3. Prior to arrival in Canada, students are instructed to submit their quarantine plan to the Office of Global Services Student Services Advisor, located on campus. The Advisor will offer guidance to international students and identify the consequences related to any potential compliance concerns. Recommended quarantine location options have been identified by the campus and communicated to students prior to arrival. Individual travel plans are reviewed by the Advisor to ensure suitable accommodations have been obtained. Additional quarantine supports including food services, grocery and pharmacy delivery services have been shared with students through the Office of Global Services [FAQ](#) page and via virtual orientation., and are continually available through direct email or telephone communications with the Student Services Advisor.

Additional supports available include:

- Students who require specialized guidance on the basis of a disability or health condition will be connected with Northeastern's [Disability Resource Center](#).
 - Students requiring mental health support will be connected with University Health and Counseling Services, which offers 24-7 phone support and counseling sessions through the [Find@Northeastern](#) service.
 - Students requiring phone or internet support will be connected with Northeastern's Office of [Information Technology Services](#), which can arrange for overnight shipment of a mobile wi-fi hotspot.
4. Regular monitoring of students/and family during the 14-day period for COVID19 symptoms will feature scripted calls at appointed times (Appendix J) to ensure that they are complying with quarantine requirements, to answer any questions they might have regarding quarantine requirements, to direct them to public health authorities as necessary, and to ensure that their essential needs are met. These check-in calls will include a series of specific scripted questions including:
 - Do you understand the quarantine requirements of the *Quarantine Act*?
 - Do you understand the consequences of non-compliance with quarantine requirements?
 - Are you having any difficulties maintaining compliance with quarantine requirements?

Student responses to these questions will be documented. The Northeastern representative making these calls is trained to clarify and provide additional information if a student expresses uncertainty about any aspect of the quarantine requirements.

If students need support accessing food or other necessities, this support will be provided by Northeastern University Vancouver campus staff. Northeastern staff can also provide guidance about maintaining a safe quarantine environment, with reference to Canadian Public Health guidance on this topic.

Students are also advised on the protocol for informing Northeastern University Vancouver staff if they or accompanying family members develop symptoms of COVID-19. Students will also be advised to download the [BC COVID-19](#) app, review the Resources section, and use the self-assessment tool, should they have any concerns about being symptomatic.

The Office of Global Services Student Services Advisor at the Vancouver campus will maintain a record for each international student. This includes information on students' travel arrangements, travel schedules, and quarantine timelines, and records successful completion of quarantine requirements.

5. In the event of any compliance issues identified within the 14-day mandatory quarantine period, Student Services staff will immediately communicate to the Campus Operations Manager, Chandra Stalker or the Campus Dean, Steve Eccles related to issues of non-compliance, triggering a notification directly to the Public Health Office through the local Vancouver Coastal Health Authority Office. The compliance issue will be advised both by telephone and confirmation email to the Medical Health Officers covering the downtown Vancouver area:
 - Dr. Patty Daly (Chief), Vancouver, Suite 800 - 601 West Broadway, Vancouver BC V5Z 4C2, patty.daly@vch.ca, 604-675-3918
 - Dr. John Harding, Vancouver, Suite 800 - 601 West Broadway, Vancouver BC V5Z 4C2 John.Harding@vch.ca 604-675-3863
 - Dr. Michael Schwandt, Vancouver, Suite 800 - 601 West Broadway, Vancouver BC V5Z 4C2, michael.schwandt@vch.ca, 604-675-3930
 - Dr. Althea Hayden, Vancouver, Suite 800 - 601 West Broadway, Vancouver BC V5Z 4C2, althea.hayden@vch.ca, 604-675-3878

Guidance and/or requirements received from the Public Health Office will be immediately actioned.

If a student and/or accompanying family members are required to extend their quarantine, Northeastern University Vancouver is committed to extending the supports described above if necessary. Northeastern University Vancouver acknowledges that the student may no longer be eligible to study in Canada should the student and/or their accompanying family face consequences related to non-compliance.

6. Should a student develop COVID-19 symptoms, they will be asked to use the Province's COVID-19 Support App and follow the resulting directions. Northeastern's Confirmed, Symptomatic, or Exposed to COVID-19 Protocol will also apply (Appendix C).
7. Should a student become ill during quarantine, they will be asked to use the Province's COVID-19 Support App and follow the resulting directions. Northeastern's Confirmed, Symptomatic, or Exposed to COVID-19 Protocol will also apply (Appendix C).

8. Transportation to a testing site will be arranged by Northeastern Vancouver through Uber for Business. They will also be instructed to proceed directly from their quarantine location to the testing site and return without any planned or unplanned stops.
9. Students will complete Northeastern's [Daily Wellness Check](#) within 24 hours of the end of self-isolation, and confirm that the screening took place prior to arrival on campus. Students will also be required to complete Northeastern's [Daily Wellness Check](#) before travelling to the campus, on a daily basis.
10. Students have access to regular support through the Office of Global Services, and Office of Global Learner Support, and WeCare through Student Services. The campus Student Services Advisor works closely with all students, international and domestic to ensure they have the supports they need. College advisors are also well connected to students and able to help direct a student to programs best suited for their needs and wants.
 - Student seeking medical guidance and mental health support, including support related to COVID-19 stigma, are encouraged to contact University Health and Counseling Services, which offers 24-7 phone support and counseling sessions through the Find@Northeastern service.
 - Students seeking support in the light of disruptions to their academic progress are encouraged to contact [WeCare](#). This office works with students to coordinate among university offices, to offer appropriate referrals, and to help develop viable options to support the students' continued success at the university. WeCare also provides guidance to faculty and staff in identifying Northeastern resources and policies to help students succeed.
 - Northeastern community members who have experienced discrimination based on race may file a [complaint](#) with the [Office for University Equity and Compliance](#). The Office for University Equity and Compliance (OUEC) is responsible for leading efforts to maintain the university's compliance with laws related to discrimination or harassment based on a protected category, including retaliation when engaging in a protected process through the OUEC. The OUEC offers the Northeastern community a place to discuss and report issues and/or concerns regarding discrimination and harassment and provide multiple pathways towards a resolution, including investigations through formal resolution process.
 - Additional mental health resources can be found at through [Here2Talk](#), which connects post-secondary students to free confidential counselling and community referral services, which is available 24/7 by app, phone or online.
11. Workshops and discussion sessions are planned as part of student orientation and the ongoing educational program, to support the student community and campus community goals. Specialist sessions feature a focus on reducing stigma, creating an inclusive and diverse culture, and reinforcing the availability of Northeastern's student wellbeing resources.

12. Online community events are scheduled to support students in developing relationships and social bonds. Northeastern University Vancouver features a program that also integrates other west coast locations to broaden our students' network and experience. Industry and partnership events are frequently scheduled online, to also support students in their engagement with the broader community and understanding of Vancouver, BC, and our culture. The Northeastern Vancouver team will also consider small gathering opportunities, aligned with PHA guidelines, to further support student social engagement, and physical wellbeing.

13. Please note that Northeastern University Vancouver does not maintain student residences of any kind. Therefore, we have not made provisions for self-isolation facilities, but student services staff are available to help students navigate these requirements should the need arise. Given its focus on graduate programs, Northeastern University Vancouver does not expect to host students under the age of 18.



Northeastern University Vancouver Campus

STUDENT HANDBOOK

2020-2021



Campus Information

Northeastern University – Vancouver operates directly within WeWork, a co-working space and community for global companies to grow and connect.

Vancouver students have an opportunity to build their network and study in the heart of the international superhub known as the Cascadia Innovation Corridor and home to companies like Amazon, Microsoft, SAP, Advanced Technology Group, Fortinet, and more.

This Vancouver Guide contains resources for student affairs and academic services at the Vancouver campus, as well as other locally relevant information. It contains information current as of the date of its release, however, is subject to change at the discretion of the University.

Equal Opportunity

The [Policy on Equal Opportunity](#) strictly prohibits discrimination or harassment on the basis of race, color, religion, religious creed, genetic information, sex, gender identity, sexual orientation, age, national origin, ancestry, veteran or disability status. The Annual Equal Opportunity Notice can be found online at https://www.northeastern.edu/policies/pdfs/Policy_on_Equal_Opportunity.pdf

Leadership and Support

Steve Eccles
Regional Dean and CEO
s.eccles@northeastern.edu
778-928-0443

Denise Katrak
Marketing Manager
d.katrak@northeastern.edu
604-841-5959

Kannan Chandran
Assistant Director of Student Recruitment & Enrollment
k.chandran@northeastern.edu
778-222-8978

Yueli Wang, IRCC
Student Services Advisor and Office of Global Services Support
yue.wang@northeastern.edu
604-999-6044

Bethany Edmunds, Ph.D.
Associate Dean b.edmunds@northeastern.edu
604-345-9293

Chandra Stalker
Campus Operations Manager
c.stalker@northeastern.edu
604-763-3012

Ann Sun
Operations Assistant
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778-321-4192

Jackie Saaranas
Director of Graduate Student Services – Khoury College
Primary Location: Seattle
j.saaranas@northeastern.edu
206-467-5480

Vancouver Campus Information

Location	Shipping Address
Northeastern University	NU-Vancouver c/o WeWork

<p>333 Seymour Street, 9th Floor Vancouver, BC, V6B 5A6 Canada</p> <p>Campus Hours</p> <p>Monday to Friday: 9:00 am to 7:00 pm Saturday/Sunday: Closed</p>	<p>333 Seymour Street, 8th Floor Vancouver, BC V6B 5A6</p> <p>WeWork Support Hours</p> <p>8th Floor Community Desk Monday to Friday: 8:00 am to 5:00 pm Saturday/Sunday: Closed</p>
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Transportation

Transit

The campus is located directly across from Waterfront Station and is accessible through multiple methods of public transportation. Route information can be found on the [Translink](#) website.

- Skytrain (Canada Line & Expo Line)
- West Coast Express which runs from Mission, BC through multiple suburb locations directly to Waterfront Station
- Bus: 050 at WB w Cordova St. FS Seymour St. 002, 044, 211, 241 at WB w Cordova St NS Granville St (both across the street)
- SeaBus which crosses the inlet from North Vancouver to arrive at Waterfront Station

Parking

Parking at 333 Seymour is available month to month and managed by Impark. It is \$200.00 per month plus taxes, for an unreserved spot and \$300.00 per month plus taxes for a reserved spot. The lots across the street on either side of the waterfront station do offer hourly and daily rates. Additional information about parking in the area, or to purchase a monthly parking spot can be found on the [Impark](#) website. The entrance to the underground at 333 Seymour is accessible from Pender Street.

Bike lockers

Bike lockers are available for all staff/students through WeWork. Access to this requires a base-building card, which WeWork can organize for you. There is a \$25 deposit per card. Each card needs to be associated with one person for the building's security purposes and will require a first name, last name, email, and phone number to be issued.

Airport Travel

Vancouver International Airport is in Richmond and is accessible by Transit, Taxi, Uber and Lift. Alternative airports within the Lower Mainland and Fraser Valley include Abbotsford International Airport (YXX) and Harbour Air (Seaplane travel).

Access Information and Procedures

Students have access to campus during the hours of 9:00 am to 7:00 pm, Monday through Friday.

WeWork Cards

WeWork cards (key cards) are issued to students at the start of each program and are collected at the end. All WeWork members are responsible to safeguard their cards and remember to bring them to the building each time. WeWork does not issue day cards or temporary cards if forgotten. Cards should never be shared or swapped as each one is linked to the specific cardholder through official ID for security purposes.

Husky Card

All students must always have in their possession the officially approved and properly validated photo identification card, the “Husky Card.” It will be necessary to show this card as a means of identification and everyone is encouraged to wear them on the lanyard provided. All members of the community should be prepared and willing to identify themselves and their guests upon request by authorized personnel. An official photo identification card will be issued to new students at their initial orientation and registration periods. Replacements for lost cards can be obtained for a nominal fee through our Campus Operations Manager, Chandra Stalker.

Guests

Please reach out to a staff member to confirm the current guest procedure. Any non-student on campus must sign-in with staff at reception, and a visitor’s badge will be provided.

WeWork Amenities and Procedures

Meeting Rooms

WeWork conference rooms operate on an internal credit system, which is shared by all members under Northeastern University’s business account. Credit overages result in additional fees. Access to the booking system can be found by logging into the WeWork member site www.members.wework.com

Members should always review the number of remaining booking credits in advance of making a reservation. If the account is nearing its limit or Northeastern staff anticipates the need for more credits to conduct business, pre-approval from an operations staff member will be required to book a room.

Meeting rooms can be accessed Monday through Friday 9:00 am to 8:00 pm.

All WeWork meeting room capacities have been updated to include physical distancing of 6 ft.

Lounge Areas

WeWork lounges and kitchens are available for you to use any time. All members are expected to clean up after themselves and help keep these areas tidy for others. Refrigerators are typically cleaned out at 2:00 pm on Fridays. Leave a note on any items that you want kept over the weekend.

Classroom Space

Classrooms are typically available for student use for up to 30 minutes before the start of a class session. When a room is not available (e.g., special events, meetings, maintenance, etc.), signage will be posted.

Please adhere to posted signage for physical distancing and practice the “clean-in / clean-out” recommendation. Wipes/and or sanitizing spray will be provided for use.

Anyone interested in hosting or collaborating on an event using one or more classrooms should contact operational staff at least 3-4 weeks in advance of the event date.

General Facilities Information

Support

Facilities related requests may be sent to Vancouver operational staff. Staff will submit a ticket on your behalf, follow up on the request, and ensure adequate support from the building. If you cannot reach a staff member and the issue is immediate, submit a ticket via “support” on the WeWork App or Member site www.members.wework.com

Security

Building Security is on site Monday through Friday from 8:00 am through to 8:00 pm. Security guards provide regular patrol throughout the building including our campus.

The Security hotline is 855-855-0865. Please call if you need assistance at any time.

Building Emergency Procedures

In the event of an emergency or fire alarm, remain calm and listen to the instructions from the public address system. WeWork floor wardens will be present to help direct people to the nearest stairwell exits. **Do not use the elevators.**

In the event of an earthquake, remain in your room if possible and take cover under desks, tables, or strong doorways until the shaking stops. Keep away from windows and other glass, shelves, and high-stacked materials. Follow the directions of the floor wardens.

In the event of an act of violence, remain calm, dial “911”, and wait for further instructions. Tenants may be instructed to shelter in place or evacuate.

Rave Alerts

Rave is the Northeastern Alert system for emergency situations. The site is: <https://www.getrave.com/login/northeastern> and access to send alerts is provided by the NEU Police Dept. All staff and student receive the emergency alerts to work and personal emails.

First Aid

A first aid kit is in the cabinet above the sink by the exit door. A defibrillator is available in the lobby corridor. If someone needs medical assistance due to illness or injury, follow these steps:

- Call 9-1-1. Provide address, floor, and suite information. You may be asked to provide condition of the person in distress.
- Call building security 24/7 at 855-855-0865.
- Have someone at the elevator lobby to lead medical personnel, if able.

Lost and Found

Members and visitors should safeguard their personal belongings while on site. Northeastern is not responsible for lost items, however, items may still be reported to an operational staff member or WeWork staff member in case they have been recovered.

General Safety Guidelines

If you notice anything or anyone suspicious, first, please report it to a Northeastern staff and faculty member immediately. If you are unable to reach them, contact a WeWork staff member on the 11th floor. If you feel you are in danger call security or 911.

Alcohol Consumption and Security

Students are not permitted to consume alcohol on campus, including WeWork community spaces.

Alcohol policy for events: Alcohol is permitted to be distributed (but not sold) during industry events. Students are permitted to attend events that serve alcohol but are unable to consume per above student alcohol policy.

Video and Photography

Members who wish to record video or photograph in WeWork's open spaces must have approval by WeWork staff in advance. For further information, please reach out to a staff member on the 8th floor or submit a support ticket with information on your media project.

Information Technology Services (ITS) Resources

Printing/Copying/Scanning *Updated

Northeastern has one printer available exclusively for its students in the classroom area. Please ask a staff member for a copy of the instructions on how to add these printers to your laptop or find them on the member site www.members.wework.com

WeWork printers are also located on floors 8 and 10 and they run on a credit system, which is shared by all Northeastern members. Please be mindful of how often you print to these devices to help curb additional fees.

To scan or copy only, use any WeWork device in the building and scan your WeWork card. You can find the print drivers and printing instructions in the Printer Hub section of the WeWork App or Member site www.members.wework.com

WIFI Access *Updated

WeWork members have access to the WeWork WIFI network. Password information is located under "Building Guide" of the WeWork App and online at www.members.wework.com

First time users may need to use the WeWork Guest Wi-Fi to log into the member site; then use the forgot password option to reset your password.

IT Support

For immediate support including adding the printer's email regionalhelp@northeastern.edu.

For assistance with any WeWork device in the building, submit a support ticket on the App or Member site (members.wework.com).

For additional ITS resources at Northeastern, visit the website at its.northeastern.edu

Student Services

[Office of Global Services](#) *Updated

The [Office of Global Services](#) supports all international students on campus studying on a study permit in Canada. This office provides holistic support on all compliance and cultural matters. Students are encouraged to attend cultural programs throughout the year to meet new people and learn about new cultures.

Their FAQ section for Canadian students provides information related to traveling during the COVID-19 pandemic as well as resources for Vancouver students that are required to self-isolate/quarantine.

[Global Student Success](#)

[Global Student Success](#) (GSS) is dedicated to helping international and non-native English-speaking students through a variety of services and resources. For more information about these programs and how to connect, please visit the GSS website. Online consultations are available.

[OPEN](#)

The [Office of Prevention and Education](#) at Northeastern provides prevention and education services on the topics of alcohol and other drugs, sexual violence, and sexual health. Please find additional information from OPEN for international students here.

[OSCCR](#)

The [Office of Student Conduct and Conflict Resolution](#) supports our community by upholding standards for behavior by promoting accountability for actions, encouraging responsible decision-making, providing a space for self-reflection, and instilling the values of integrity and civility.

[OUEC](#)

The [Office for University Equity and Compliance](#) is committed to supplying learning and work environment that is safe and free from discrimination and harassment. They lead efforts to keep the University's compliance with all laws pertaining to anti-discrimination, the Americans with Disabilities Act, and Title IX.

Anyone who experiences or is aware of discriminatory conduct is urged to report the matter at once to the OUEC for appropriate response. The University's policies strictly prohibit retaliation against an individual for reporting perceived discrimination or taking part in a resulting investigation.

[Student Financial Services](#)

If you have any questions about your bill, [Student Financial Services](#) can help. Their staff members can help you navigate the forms, terminology, numbers, and deadlines associated with applying for and receiving financial aid.

[Registrar](#)

The [Registrar Office](#) maintains all the academic records and transcripts. If you have any questions about registration, records, or transcripts this office can help.

[Access to myNortheastern](#)

Get to know your [myNortheastern](#) portal service. Through your myNortheastern account, you can access course catalog, the student employment portal, and much more! Please be aware that you may authorize access to the myNortheastern Parent Portal so that parents/guardians can view certain types of information.

To learn more about claiming your account and changing passwords, please visit the website.

[Northeastern University Library \(virtual\)](#)

All Vancouver students have access to Northeastern University [Library](#) resources and librarians. The library has a vast choice of electronic resources to support you. To view a complete list of research databases, find more information or see upcoming events visit their website or [chat online](#) with a librarian 24/7.

[Vancouver Public Library \(local\)](#)

The city's grand central library, with a colonnaded surround reminiscent of a Roman amphitheater is located blocks away from campus.

- Website: <http://www.vpl.ca/>
- Address: 350 West Georgia Street, Vancouver, BC, V6B 6B1
- Phone: 604 331 3603
- Email: info@vpl.ca
- Hours
 - Monday to Thursday 10:00AM to 9:00PM
 - Friday to Saturday 10:00AM to 6:00PM
 - Sunday 11:00AM to 6:00PM

Student Resources

[Public Transport tickets and passes](#)

Compass is the reloadable fare card that works everywhere on transit in Metro Vancouver. It's convenient, easy to use, and secure. Simply load Stored Value or a pass onto your card and tap your way across the system.



[Where to buy Compass cards and tickets](#)

- Compass Vending Machines (CVMs) at:

- SkyTrain, SeaBus, and West Coast Express stations
- 18 London Drugs stores
- BC Ferries Tsawwassen and Horseshoe Bay terminals
- Pre-loaded Compass Cards are available on major BC Ferries routes for \$16 (\$10 of Stored Value and \$6 for the refundable deposit). Compass DayPass Tickets are also available on these routes.
- Online at compasscard.ca
- By calling 604.398.2042
- Compass Customer Service Centre at Stadium–Chinatown SkyTrain Station
- West Coast Express Customer Service, 2nd floor, Waterfront Station
- Compass Vending Machines (CVM) accept cash, debit, and credit.

Online payment and Autoload enrollment can be done with Debit Mastercard, Visa Debit, American Express, Mastercard, and Visa. It can take up to two hours for your Compass product to be available for use. If you buy fare products at a CVM, they'll be available for use at once.

For more information, please visit [here](#).

Health and Well-Being

Medical Service and Insurance

You must have medical insurance for the entire duration of your studies. If family members are accompanying you, they should have adequate medical insurance during their stay in Canada. The medical services can be very expensive if you are not insured.

As an international student at Northeastern University Vancouver with a Study Permit valid for more than 6 months, you are eligible to apply for the BC Medical Services Plan (MSP) after 90 days of arrival. MSP is a primary medical insurance legally required for all residents of British Columbia. It covers the cost of medically necessary insured doctor services, such as visits to doctors, hospital stays and diagnostic medical testing. From January 2020, it is free of charge to all BC residents.

How to apply for MSP

Apply Online: <https://my.gov.bc.ca/msp/application/prepare>

my.gov.bc.ca/msp/application/prepare

BRITISH COLUMBIA Apply for MSP

1 Check Eligibility 2 Personal Info 3 Contact Info 4 Review & Submit

If you already have Medical Services Plan (MSP) coverage and received a letter notifying you to renew your BC Services Card, you do not have to submit a new Application for MSP Enrolment; you only need to renew your BC Services Card. Follow the instructions on the letter to renew your card.

See if you qualify for public health care in B.C.

Do you currently live in British Columbia (i.e. Do you have an address here)?

Yes No

Will you or anyone in your immediate family (included on this application) be away from B.C. for more than 30 days in total over the next six months?

Yes No

Is anyone you're applying for

- A student returning to your home province at the end of a course or program; or
- A minor (under the age of 16) who needs to have their own individual account; or
- Seeking refugee status and is not approved yet

Yes No

BRITISH COLUMBIA Apply for MSP

1 Check Eligibility 2 Personal Info 3 Contact Info 4 Review & Submit

Tell us about who is applying and upload official documents

Main Applicant (Account Holder)

Your Status in Canada

- Canadian citizen
- Permanent resident
- Temporary permit holder or diplomat
 - Working in B.C.
 - Studying in B.C.
 - Religious worker
 - Diplomat

Your ID requirements

You need to include one of the following with your application:

- Study permit [Open sample](#)

Has your name changed since your ID was issued due to marriage or a legal name change? If so, include one or more of the following:

- Marriage Certificate [Open sample](#)
- Legal Name Change Certificate [Open sample](#)

Upload your documents

Scan the document, or take a photo of it. Make sure that it's:

- The entire document, from corner to corner
- At least 1000 pixels wide x 1500 pixels tall
- Rotated correctly (not upside down or sideways)
- In focus and easy to read
- A .JPG, .PNG, .GIF or .BMP file (not a PDF)

Please upload required ID documents

You can also apply by mail by downloading the [application form](#) and mailing the completed form to:

Health Insurance BC
Medical Services Plan
PO Box 9678 Stn Prov Govt
Victoria BC V8W 9P7

For the first 90 days of arrival, and to also extend health insurance coverage (e.g. dental, vision, prescription medication etc.), you need to buy extended-health insurance packages. For more information, please contact the Student Services Advisor.

Walk-in Clinic near campus

**Call to confirm they accept walk-ins during COVID-19*

<p>Medisys Preventive Health Clinic 900 W Hastings St #800, Vancouver, BC (604) 681-2400</p>	<p>Keefe Walk-In and Medical Clinic Address: 118 Keefe St, Vancouver, BC V6A 1X4 Phone: (604) 674-7403</p>	<p>Coast Medical Seymour Address: 1018 Seymour St, Vancouver, BC V6B 3M6 Phone: (604) 569-3632</p>
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Hospitals near campus

*For minor illness or conditions, e.g. flu, cold, please visit a walk-in clinic to avoid long wait times.

<p>St. Paul's Hospital Address: 1081 Burrard St, Vancouver Phone: (604) 682-2344 Hours: 24hours</p>	<p>Vancouver General Hospital Address: 899 W 12th Ave, Vancouver Phone: (604) 875-4111 Hours: 24hours</p>
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Important Phone numbers

- **9-1-1** if you are in an emergency
- **8-1-1** is a free of charge provincial health information and advice phone line available in British Columbia for non-emergency health information and advice.
- **1-800-SUICIDE** (1-800-784-2433) if you are having a crisis or are concerned about someone who may be. Available 24 hours a day
- **310Mental Health Support** at 310-6789 (no area code needed) for emotional support, information, and resources specific to mental health
- **Alcohol & Drug Information and Referral Service** at 1-800-663-1441 (toll-free in B.C.) or 604-660-9382 (in the Lower Mainland) to find resources and support

Mental Health

Counselling Service via Boston Campus

Vancouver students can receive 24/7 mental health support through [Find@Northeastern](#). They provide support and resources to help you find yourself, your peace of mind and your distinctive path. Supports are available in a variety of formats.

Crisis Text Line

Provides free, 24/7 emotional support via text. Text 686868 when you are in crisis/need to talk. A live, trained counselor will respond promptly and be available to provide support and assistance.

<https://www.crisistextline.ca/>

Support for BC Students

Through the [Here2Talk](#) program, all students currently registered in a B.C. post-secondary institution have access to free, confidential counselling and community referral services, conveniently available 24/7 via app, phone, and web.

Student Discounts

Students can also sign up for an [ISIC Canada Card](#) for \$20 annual membership, or an [SPC Card](#) for \$10 annual membership – both offering discounts at participating locations. Make sure you always carry your student ID with you, as you never know whether an establishment does student discounts.

Housing

Currently Northeastern University Vancouver does not offer on-campus housing. You may start searching before you come to Vancouver and arrive a few weeks before starting classes to give yourself time to find a suitable place to live.

[Renting it Right](#) is a free online course created by Tenant Resource & Advisory Centre and Justice Education Society that can help guide you throughout the process of finding suitable accommodation.

If you are planning to move or store your belongings, there are companies offer storage services for a fee.

Housing Scams

Internet web sites and other third-party rental resources are great for searching for roommates, apartments, and subletting. However, this is no guarantee they are free from scams. Be cautious when completing transactions with prospective roommates, tenants, property owners, etc. Learn about common scam techniques and avoid becoming a victim.

Here are some guidelines to help keep you scam free:

- Never rent a place you or a friend cannot view in advance
- Never wire funds via Western Union or MoneyGram
- Never make payments in the form of cash. Use a credit card or bank check that can be tracked. Many credit cards offer fraud protection
- Never give out financial or personal information such as social security numbers, bank account numbers, or credit card information
- Be mindful of fraudulent checks and money orders

Housing advertisement terminology

Appl/appliances: stove, refrigerator (fridge) and dishwasher

Apt: apartment

Bdrm or br: bedroom(s), usually preceded by a number. Bedrooms are separate from the kitchen and living room.

Bsmt: basement, below the main floor of the building; usually a self-contained suite in the bottom part of a house

cable: extra channels for your television; sometimes included in cost of rent

drapes: curtains

f: prefer female occupant only

f&s: fridge and stove only, no other appliances

hydro: electricity

hot plate: heating elements for cooking but no oven

gas: natural gas (heating)

gdn lvl: Garden level means a basement suite which may be partially above ground

incl util: Price includes cost of utilities (heat, hot water)

m: prefer male occupant only

n/d: non-drinker (of alcohol)

n/p: no pets

n/s: no smoking

prkg: parking

pvt ent: private entrance

r&b or rb: room and board (cooked meals provided)

refs: references required

ste or suite: set of rooms

w/d: washer and dryer

w/w: wall-to-wall carpeting

Community Resources

Community Centres

Community centres provide various recreational, social, and cultural activities. It is a terrific way to learn new skills, meet new friends, and become a part of your new community. They also offer volunteering opportunities if you wish to gain some work experience.

Community Centers near campus:

Coal Harbour Community Centre 480 Broughton St, Vancouver Phone: 604 718 8222	Gathering Place Community Centre 609 Helmcken Street, Vancouver Phone: 604-665-2391
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Other Recourses

MOSAIC

[MOSAIC](#) is a registered charity serving immigrant, refugee, migrant and mainstream communities in Greater Vancouver and the Fraser Valley as well as throughout the province of BC and overseas via online programs. Their services are delivered from 31 client-accessible sites and include settlement assistance, English language training, employment programs, interpretation & translation, counselling services, community outreach for families and individuals.

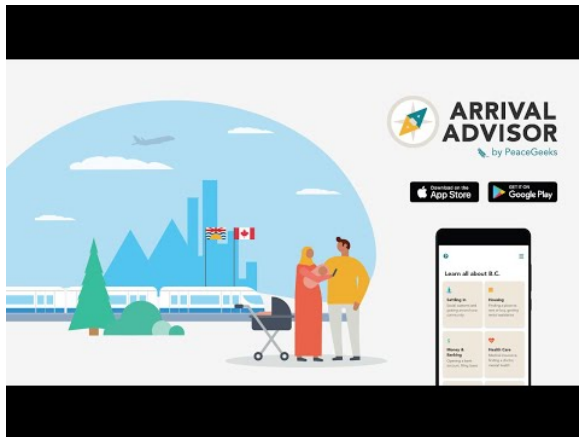
MOSAIC also offers services for the LGBTQ and migrant worker communities.

S.U.C.C.E.S.S.

The United Chinese Community Enrichment Services Society ([S.U.C.C.E.S.S.](#)) is a non-partisan and non-profit charitable organization serving immigrant, newcomer, and refugee communities in BC. It has 20 locations in BC and internationally, offering a wide range of programs and services: settlement services, community services, housing services, multi-level care society, employment services, family and youth, health services and language services etc.

Arrival Advisor

A free phone app, created by PeaceGeeks, a non-profit organization based in Vancouver, is a digital tool to help you navigate your new life in Canada. Can be downloaded on Google Play and App Store.



Appendix J: COVID-19 Daily Health Assessment Questionnaire Script

Hi _____,

On behalf of Northeastern University's Vancouver campus, I am checking in with you to make sure you are receiving all the support you need during your self-isolation.

First quarantine contact: if you are not already aware, we encourage you to download the BC Coved Support App which contains self-assessment tools, self-isolation resources, and information on Prevention & Risks related to COVID-19.

We have a few questions to ask to ensure your health and well-being during the quarantine period. Please answer the following questions which apply to yourself and any family member that have accompanied you.

Are you experiencing any of the symptoms associated with COVID-19?

- Severe difficulty breathing (e.g. struggling to breathe or speaking in single words)
- Severe chest pain
- Having a very hard time waking up
- Feeling confused
- Losing consciousness
- Mild to moderate shortness of breath?
- Any cold, flu, or COVID-19-like symptoms, even mild ones, such as fever, chills, cough or worsening of chronic cough, shortness of breath, sore throat, runny nose?
- Any loss of sense of smell or taste?

Do you understand the quarantine requirements of the *Quarantine Act*?

Do you understand the consequences of non-compliance with quarantine requirements?

Are you having any difficulties maintaining compliance with quarantine requirements?

Have you left your hotel/accommodation in the past 24 hours?

- If yes, where?
- If yes, remind the student that they are not allowed to leave their room for the entirety of the 14 days in self-isolation and that the University is obligated to report any non-compliance to the BC Public Health Office.

Are you experiencing any issues with food and grocery delivery?

Are you able to access all the medication/medical care you need?

Is there any way the Vancouver team can be of additional help to you?

Thank you for taking the time to meet today. Our team will check in with you again tomorrow. Have a good day and please reach out if you need any additional support.

At the end of their 14-day self-isolation ask the student to do a self-assessment on the COVID-19 Support app. Plan for them to receive an orientation to campus and remind them of the Entry and Exit protocols including the Daily Health Check, mandatory mask use, and temperature check. Students should also be advised to report any instances of exposure to, positive test for, or suspected cases of COVID-19 after their quarantine period to their Student Service Advisor, Yueli Wang or campus Operations Manager, Chandra Stalker.