



Policy no. 16

EMERGENCY PROTOCOL

Adopted, September 2020
BG-20-009-380

NOTES

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A. Foreword

According to the *ministère de l'Éducation et de l'Enseignement supérieur (MEES)*, if a second wave of the virus COVID-19 would occur, all institutions must adopt an Emergency Protocol adapted to their reality. This tool aims to efficiently ensure the continuity of educational activities for students in case of total or partial restriction of access to campuses. This guide plans for actions to be taken by college-level institutions and provides adequate support for students' progression. Seven essential elements will be addressed: management, communication, material and information resources, educational services, support for students with specific needs, support regarding mental health and well-being, and support for international students. For each of these aspects, a list of actions will guide management and their teams for proper implementation of this Protocol.

In line with the MEES' back-to-school plan for higher education for Fall 2020, TAV College has adapted and offers services that support students along their academic path, both remotely and on campus. The Sanitary Protocol, available internally, outlines the procedures for the carrying out of activities taking place on campus and respects all ministerial guidelines stated in [Appendix 2](#).

B. Management

1. Creating a crisis unit

If the College is required to close its doors in response to the possibility of a second wave of COVID-19, the crisis unit will include the director of studies, the assistant director, program coordinators, office agents, administrative assistants, pedagogical counsellors, academic advisors, and the staff responsible for student services (help centers, sexual violence counsellor, etc.). Task distribution will be elaborated following the College shutdown.

2. Retrieving school supplies

- Any request concerning the retrieval of school supplies must be addressed to info@tav.ca.
- All procedures for retrieving school supplies and personal items belonging to students and staff must follow strict Sanitary Protocol guidelines.

3. Point of contact: Regional public health authorities

- If necessary, all communications to the Regional public health authorities must be conveyed by the director of studies or his representative.
- Any important information related to the pandemic, particularly in case of a local outbreak, must be conveyed to the Regional public health authorities by email: milieux-jeunesse.drsp.ccsmtl@ssss.gouv.qc.ca.

4. Tracing operations

- Any person on the College premises must respect Sanitary Protocol guidelines (frequent handwashing, mandatory face mask, physical distancing, etc.) and sign the attendance sheet when entering the College, in the main entrance. The list of students and staff member who have entered the College is a tool for tracing operations (see [Appendix 1](#)). The College is capable of tracing back any potentially infected individual thus providing the necessary data for the Regional public health authorities in case of a local outbreak.
- If employees are diagnosed with COVID-19, they must notify their immediate supervisor. Teachers must notify their program coordinator.
- If students are diagnosed with COVID-19, they must notify their teacher. The teacher must then notify the College through their program coordinator.
- The director of studies, or his representative, compiles all data regarding COVID-19-related absences with the chart in [appendix](#).
- If a student or employee takes a leave of absence for health or travel reasons, he must notify the College to facilitate tracing operations. The College is responsible for compiling this data in the chart in [Appendix 1](#).

5. Maintaining governance activities

The College maintains all governance activities, including board meetings.

C. Communication

1. List of people to contact

A list of contact details has been distributed to all non-teaching staff (administration, management, support staff) and includes each respondent's email and personal phone number. Program coordinators are responsible for notifying teachers from their departments.

2. Methods of communication

- TAV College administration regularly communicates updates on the epidemiological situation through the college website. A specific page on the website broadcasts precise information about the pandemic and its impact on college life, in French and in English. This [section](#) includes frequently asked questions, specific information about Fall 2020, services offered to students, access to the building, etc.
- In case of emergency – in the event that the College closes, for instance – the College will send an email, in French and in English, to all students and staff. A document is distributed through the *Omnivox* platform and the information is shared on the College website. The relevant information related to the pandemic includes, among others, new teaching methods for all learning activities (course outline and evaluation modifications, etc.).
- All COVID-19 and pandemic-related information is updated on TAV College social media (*Facebook* and *Instagram*).

- Students are contacted directly by the College, by email and through the *Omnivox* platform. A specific section offering [online learning assistance](#) has been created on the college website.
- Teachers are notified by the program coordinator, by email or through the *Omnivox* platform (Mio). A specific section offering [online resources for teachers](#) has been created on the college website.
- For questions or covid-19-related issues, students and teachers can email: covidreport@tav.ca. The email is redirected to the Director of studies or his representative.

D. Material and Information Resources

- Since Summer 2020, the College has planned enough personal protective equipment and the necessary health and safety materials (masks, disinfecting products, etc.).
- Anybody on College premises must wear a mask. The College can provide, if need be, equipment for personal protection.
- As mentioned in the Sanitary Protocol, all areas frequented by students and staff are regularly disinfected and all thoroughly respect ministry guidelines.
- The College ensures that students and staff always have access to educational material, in printed or digital format.
- The College has notified students and staff of the Fall 2020 semester taking place online. Therefore, all students had to have access to a computer, a microphone, a webcam, and a good Internet connection.
- For any questions concerning online learning, students and teachers can email: onlinehelp@tav.ca in French and in English.
- All electronic resources used for distance learning complies with the cybersecurity and protection of personal information policies.

E. Educational Services

As of Fall 2020, most of the courses are offered online. Thus, very few learning activities must be adapted to be offered through distance learning.

1. Online learning activities

- Synchronous virtual meetings take place on the Zoom platform, through the *Omnivox* (Skytech) and *Zoom* partnership created. Teachers must plan synchronous meetings with their students at least once every two weeks to provide educational support. These meetings aim to assess potential loss of learning in some students and, if need be, take steps to make up for this.
- Any other platform must be clearly identified by the teachers who must ensure all students know how to use the distance learning platform. In fact, most teachers and staff are already working from home and have the necessary physical equipment for completing college-related activities.

- However, some courses require the students' presence given the practical nature of the course competencies, including science labs and courses offered in the technical DEC's.

2. In-class learning activities

In case of complete lockdown for college-level institutions, the College will abide by ministry guidelines. If certain learning activities are still allowed, depending on the situation, students and staff must follow all government guidelines and the Sanitary Protocol.

- For first-semester students registered in a pre-university program, most evaluations are taking place on campus, to promote fairness and consideration regarding the R score.
- Students and staff who must show up on college premises must respect sanitary guidelines as they enter the College: wearing a mask, hand washing, social distancing, etc. These guidelines apply to all and are clearly stated as you enter the College, on the website and in the Sanitary Protocol.
- In case of a lockdown caused by a second wave of COVID-19, all evaluations will be held online through alternative evaluation modes defined by the teachers, in accordance with program coordinators and the College administration.
- **INTERNSHIPS (STAGES):** In the case of stages, the College's position is not to suspend these learning activities. A portion of the stage hours will be converted into a home-based project for students to complete the stage activity and if the ministry guidelines allow it, students may complete shorter duration stages, once the College is operational again. Stage supervisors will quickly notify students once guidelines are issued by program coordinators. However, the College will evaluate on a case by case basis, depending on the situation prevailing in each internship's environment, which stage activities can continue, and which changes should be made.
- **SCIENCE LABORATORIES:** Every Science program student has received a starting kit that includes all the necessary accessories to complete labs from home. Each kit is adapted to the student's courses: the accessories won't be the same for Chemistry labs, Biology or Physics. In case of complete lockdown, students can continue all practical lab-related learning activities. All lab reports and evaluations must be submitted online, in digital format.
- Student services (help centers, office hours) are offered online for Fall 2020 and will be maintained in case of college lockdown.

3. Online support: students and teachers

For any questions concerning online learning, students and teachers can email: onlinehelp@tav.ca in French and in English.

- To ensure teachers, program coordinators and management develop digital skills regarding distance learning, all teachers have received a list of tutorials explaining, among others, how to use distance-learning platforms, posting an unlisted video on *YouTube*, creating a *PowerPoint* with sound and animations, etc. Therefore, teachers are equipped to post pedagogical material through these platforms.

- All departmental meetings with teachers and program coordinators will be held online, at least once per semester. In case of college lockdown, each program coordinator will hold a meeting aiming to reorganize the semester, if need be. These meetings also aim to encourage collaboration among teachers by sharing strategies and resources, and brainstorming.
- A list of teachers more comfortable with digital technology has been created for each department. A great number of sources for teachers have been compiled on the college website, on the "[Online Pedagogy Resource Center](#)". This section presents a variety of distance-learning platforms, general guidelines for structuring an online class, platforms for engaging students, etc.
- TAV College also promotes the government-funded training "[J'enseigne à distance](#)" offered by TÉLUQ (only available in French).
- For students, TAV College website offers [online assistance](#). This aims to ensure students know how to use distance-learning platforms and pedagogical tools. Different tutorials and resources are made available for students regarding the use of *Omnivox*, student services offered, etc.
- Other resources are made available on the website and address [well-being and mental health](#).

F. Support for Students with Specific Needs

The special measures coordinator is responsible for the following elements in case of complete shutdown regarding COVID-19. A [video](#) describing the procedure for requesting accommodations is available on the college website. Since most of the Fall 2020 courses are offered online, the measures already in place still stand in case of college lockdown.

- For on-site evaluations, the same accommodations are implemented: exams in a separate room, access to *WordQ* and *Antidote* software, etc.
- For evaluations online, it is the students' responsibility to make their accommodations known to the teacher.

The special measures coordinator has the following responsibilities:

- Determine service guidelines for students with specific needs
- Determine the support services that cannot continue to be provided at a distance and plan alternatives regarding students' IEPs
- Inform the students of the modifications made to the support services
- Apply the support measures outlined in the IEPs of each student with specific needs
- Apply guidelines for students with specific needs
- Ensure the people follow social distancing rules when on College premises to receive certain services.

G. Mental Health Support and Well-Being

- To pursue services and support regarding the mental health and well-being of students and staff, a section of the college website presents different [resources](#) for students, including sexual violence resources.
- The [sexual violence resource person](#) offers support to students online. Resources and other information concerning sexual violence is on the college website.
- For other issues, students are directed to external resources that offer mental health support. A section addressing [mental and physical health](#) presents different resources on the website.
- Student life continues online to offer the best student experience possible: posted design contest, online college newspaper, etc.

H. Support for International Students

- According to Immigration, Refugees and Citizenship Canada ([IRCC](#)), all Designated Learning Institutions (DLI) with a COVID-19 readiness plan approved by their province can reopen to international students who are currently outside Canada. This allows international students to begin travelling to Canada again as long as it is done safely and respects health requirements.
- The DLI must be on the list of DLIs with approved COVID-19 readiness plan before traveling to Canada, [TAV College is on said list](#). TAV College aims to provide the safest educational experience for its international students.

1. Providing information: health and travel requirements prior to arrival in Canada

- All international students are made aware of the health and travel requirements before they arrive in Canada through their academic advisor.
- Travelers entering Canada must follow the rules set out by the [emergency orders](#) under the Quarantine Act.
- The information concerning health and travel requirements are constantly modified and updated on the [IRCC website](#). It is the students' responsibility to strictly respect updated sanitary guidelines which can be provided by their academic advisor.

2. Helping students with their quarantine plans and acquiring necessities

- Like all travelers to Canada, international students and accompanying family members will be subject to all public health measures including the mandatory 14-day quarantine period upon arrival in Canada.
- When entering Canada, students will be asked if they have a suitable place to isolate or quarantine, where students will have access to necessities, including water, food, medication and heat during the winter months.

- The College will provide support and guidance to this effect with, among others, a list of resources useful for quarantine. As the situation progresses, this information will be updated on a regular basis and adapted to the students' living arrangements and needs.

3. COVID-19 cases at the College: protocol for the health of students

- As stated earlier in the section concerning [tracing operations](#) related to COVID-19 cases, any person on the College premises must respect Sanitary Protocol guidelines (frequent handwashing, mandatory face mask, physical distancing, etc.) and sign the attendance sheet when stepping in the College, in the main entrance. The College can trace back any potentially infected individual thus providing the necessary data for the Regional public health authorities in case of a local outbreak.
- All data regarding COVID-19-related absences is compiled using the chart in [appendix 1](#).
- If students are diagnosed with COVID-19, they must notify their teacher or their academic advisor. The teacher or academic advisor must then notify the College through their program coordinator.
- If a student takes a leave of absence for health or travel reasons, he must notify the College to facilitate tracing operations. The College is responsible for compiling this data in the chart in [Appendix 1](#).

APPENDIX 1

Tracing operations: COVID-19

Last name, First name (student number)	Diagnostic date OR Travel return date	End of quarantine date ¹	Possible contagion ²	Notes
			YES // NO	
			YES // NO	
			YES // NO	
			YES // NO	
			YES // NO	
			YES // NO	
			YES // NO	
			YES // NO	
			YES // NO	
			YES // NO	
			YES // NO	
			YES // NO	
			YES // NO	
			YES // NO	
			YES // NO	

¹ 14 days following travel return date, or 14 days following known diagnosis by a public health organization.

² This person has been on TAV College premises while possibly being contagious, i.e. 48 hours before the diagnosis (or before any symptoms arose) and 14 days following the diagnosis.

APPENDIX 2

ALL TOGETHER AGAINST COVID-19

PROTECT YOURSELF AND OTHERS BY



FOLLOW THE PROCEDURE IN CASE OF A COVID-19 CASE

If a student or staff member shows symptoms while at home:

- The person must remain at home and cannot attend the post-secondary institution.
- The person must contact 1-877-644-4545 as soon as possible and follow the instructions that are provided. They must self-isolate at home and comply with the public health guidelines.
- A student or staff member who is tested for COVID-19 will receive a call informing them of the results. If they have tested positive, they must mention that they work or study in a post-secondary institution.

If a person shows symptoms while at a CEGEP, private college or university:

- Whether the person is a student or a staff member, they must self-isolate immediately in a dedicated room. When they return home (ideally not using public transit), they must avoid close contact with others.
- The person must contact 1-877-644-4545 and follow the instructions that are provided.
- The person must self-isolate at home and comply with the public health guidelines.
- A student or staff member who is tested for COVID-19 will receive a call informing them of the results. If they have tested positive, they must mention that they work or study in a post-secondary institution.

If a student or staff member tests positive for COVID-19:

- A student or staff member who is tested for COVID-19 will receive a call informing them of the results. If they have tested positive, they must mention that they work or study in a post-secondary institution.
- The regional public health authorities will contact the post-secondary institution to inform them.
- In collaboration with the CEGEP, private college or university, the regional public health authorities will identify and communicate with the people who were in close contact with the student or staff member who tested positive.
- Anyone considered to be at moderate to high risk will be contacted by the regional public health authorities and will be removed from the school and tested.
- The person who is sick must self-isolate at home and follow the public health guidelines.

If there are several cases of COVID-19 in the same group or the same building:

- The regional public health authorities will provide the post-secondary institution with information and detailed instructions, especially with regard to who must be informed within the CEGEP, private college or university. Recommendations will be made to the institution about the need to suspend in-person activities, in whole or in part.
- In collaboration with the CEGEP, private college or university, the regional public health authorities will identify and communicate with the people who were in close contact with the student or staff member who tested positive.
- Anyone considered to be at moderate to high risk will be contacted by the regional public health authorities and will be removed from the school and tested.
- Anyone who is sick must self-isolate at home and follow the public health guidelines.

EDUCATIONAL SUPPORT

Students who must remain at home due to a possible case or a diagnosis of COVID-19 must inform the educational institution so that appropriate support can be provided. Distance learning options are offered to students so that they can continue with their academic activities.

STAY ALERT

			
Fever	General symptoms	Respiratory symptoms	Gastrointestinal symptoms
<ul style="list-style-type: none">• 38°C (100.4°F) and higher (oral temperature or 1.1°C higher than the person's normal temperature)	<ul style="list-style-type: none">• Sudden loss of sense of smell without nasal congestion, with or without a loss of taste• Major fatigue• Significant loss of appetite• General muscle pain (not related to physical exertion)	<ul style="list-style-type: none">• Cough (new or worse)• Shortness of breath, difficulty breathing• Sore throat	<ul style="list-style-type: none">• Nausea• Vomiting• Diarrhea• Stomach aches

The symptoms can be mild or more severe, like those associated with pneumonia. These symptoms can be similar to those of COVID-19, but do not necessarily indicate a case of COVID-19. Therefore, it is important to stay alert and in case of doubt, to self-isolate at home and consult the Self-Assessment Tool at Quebec.ca/decisioncovid19, or contact 1-877-644-4545.