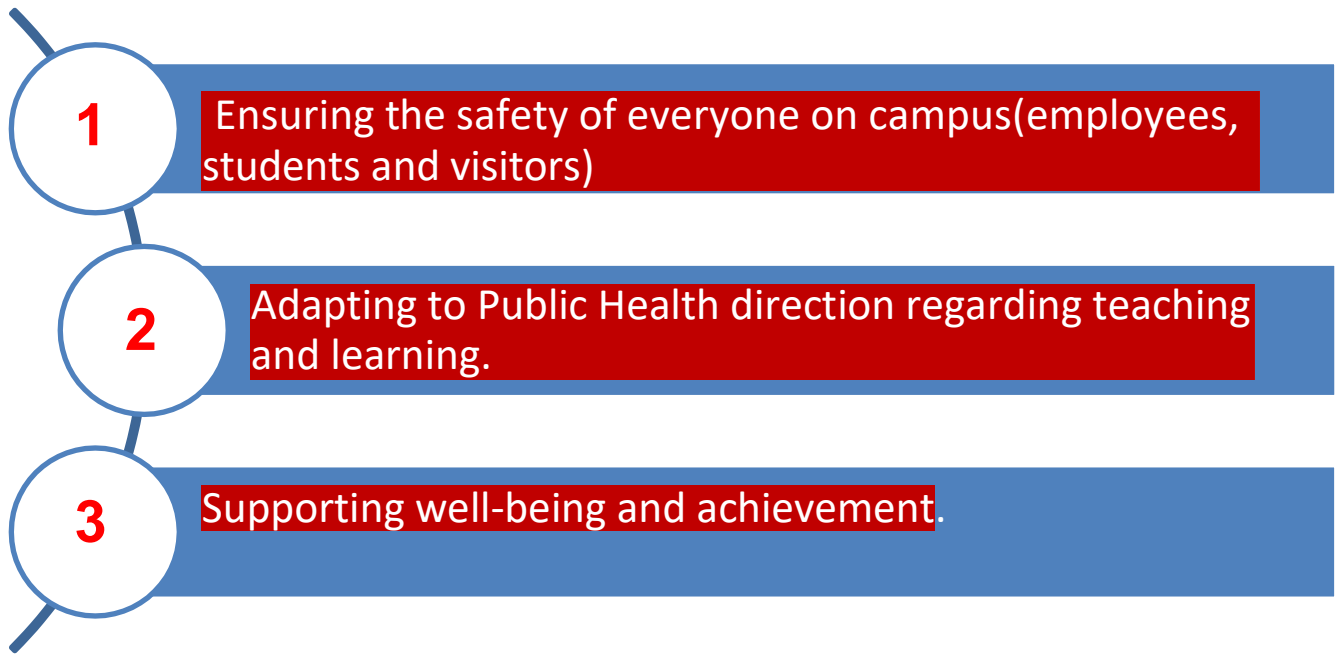


Plan for Reopening  
September 2020 Business  
Operation Manual

BRAMPTON AND  
NORTH YORK  
CAMPUS

**The Reopening Plan has been derived from these requirements:**



Dear Hanson Community,

In preparation for the start of the fall semester, moving into phase 4, we have prepared this detailed reopening plan to ensure that all staff and students are aware of the new operational procedures to ensure the safety of everyone on Hanson campus premises. There will also be PPE and related training provided, prior to reopening, to guide you through the transition. As noted in the phase reopening document shared with you in the earlier months, the goal of phase 4 is to re-open with controls to minimize the on-campus population and activity while prioritizing academic delivery. As a part of this phase, we urge staff and students to adhere to the guidelines for workplace safety, detailed as a part of this business operation manual.

This Hanson Business Operation Manual is based on the most recent advice from Public Health officials and the Hanson Re-opening Phased Approach Framework, developed by the Hanson Reopening Committee. Plans are necessarily flexible and adaptive to meet the direction regarding post-secondary campus models in real-time. The recommendations in this plan are subject to change, based on feedback, the guidelines from the Ministry, and current and updated information from Public Health on COVID-19 in our communities. The COVID-19 pandemic creates uncertainty and disruption throughout our communities. Hanson strives to support our students' needs during this pandemic while providing reasonable precautions to protect both students and staff from risk.

We welcome your feedback on the procedures in place.

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Donnaa Fredrick

Quality Assurance and Compliance, Hanson Ontario

# 1. SAFETY

Despite the campus being closed since March 13, 2020, the facility has been maintained and cleaned. All reasonable precautions have been taken to ensure a safe return to campus by students and staff. We have retrofitted the campus to create physical barriers in high traffic areas, placed signage throughout the campus, and enhanced sanitation cleaning. There will be controlled access to campus, restricted flow of traffic, specific entry, and exit points. Classes and student support services on campus will resume with restrictions. Visitors may be allowed with adherence to visitor specific requirements being met. Learning will resume under physical distancing restrictions. The campus will remain closed to students not scheduled to attend classes. As well the mandatory use of PPE (wearing masks) on campus is in effect.

We are cognizant of a possible second wave in the fall and have set up our approach to be able to move back to other phases quickly. Throughout this pandemic and as we move forward to reopening, the safety of our students and staff will remain our paramount concern as we slowly transition back to a new normal.

## Self-Screening Procedures

All staff and students must self-screen every day before attending campus. If a student or staff member is experiencing any symptoms of COVID-19, they must stay home from campus and should seek testing and show proof of negative test to be allowed back on campus. Signs posted at entrances to the campus are to remind students, staff, parents/caregivers, and essential visitors of screening requirements. Health care professionals are not located on campus, so staff will not be screening students. However, if a staff member is concerned that a student is exhibiting signs of illness, this should be reported immediately to the front desk. If a student voluntarily shares that they, or a member of their family, has COVID-19 symptoms or a positive test, this must also be reported immediately at the front desk. Recording this information at the front desk promptly will ensure that the student can get the assistance required for their condition immediately, and the necessary precautions can be taken to safeguard the premises and its occupants. Staff is expected to screen themselves daily for any symptoms of cold, flu, or other symptoms associated with COVID-19 using the [Self-Assessment tool](#) developed by the Province of Ontario.

## Monitoring and Responding to Reports of COVID-19 Symptoms

The name of the phone number of any student or staff member who develops/reports COVID-19 symptoms while on campus must be reported to the front desk promptly. The front desk will subsequently have a director from academics or student services informed. The reception will organize to separate this individual from others, in a designated area, until they can be picked up. **This individual should not take public transportation, and must be picked up.** Anyone isolated will continue to abide by physical distancing maintained and continue to wear PPE provided consistent with health guidance. Persons who test positive may not return to campus until they are cleared according to public health guidance. Persons who retest negative (after an initial positive test) can return once they are symptom-free for 24 hours. Records of classes, seating charts, cohorts, and daily records of any approved visitors, vendors, custodians, and maintenance staff, are to be maintained and available to be provided to public health for contact tracing purposes. **In the case of a confirmed COVID-19 case, the campus will shut down for deep cleaning, and reopening the following day.**

The campus will immediately report any suspected or confirmed cases of COVID-19 on campus to the local public health unit and provide any materials (e.g., daily attendance and transportation records) to public health officials to support case management and contact tracing, and other activities following all applicable legislation, including the *Municipal Freedom of Information and Protection of Privacy Act*. Public health officials will determine any additional steps required, including but not limited to the declaration of an outbreak and closure of classes and/or campus. Hanson is responsible to report any suspected or confirmed cases on campus to the ministry. No personal medical information will be collected by the ministry.

**A list of the locations of the closest COVID-19 assessment sites will be available at the front desk along with Hanson Emergency Contact Numbers and BCC Security Contact Information**

**If a student/teacher becomes ill during the day and/or if exhibits signs of illness these are the steps to take:**

1. Record with the front desk the name and phone of the person and their emergency contact.
2. For the safety of the person exhibiting symptoms and those on campus, the front desk will notify a director on campus and promptly arrange to have the ill person enter into a designated isolation area until transport to a medical center/pick up is arranged.
3. The isolation room area will then be closed and inaccessible until it can be deep cleaned and sanitized.

All personnel involved will be provided with a disposable mask to wear, and staff assisting the student will be asked to wear a face shield in addition to a mask.

### Isolation Area

An isolation area will be designated at each campus, to be used for the temporary placement of any student or staff member that becomes ill during the day. The area will also house an isolation kit containing PPE: gloves, face masks, face shields or safety goggles, a box of tissues, hand sanitizer, disposable gown, disinfectant wipes, and a thermometer. This room will be monitored for upkeep by a member of the Health and Safety Committee. All those suspected for COVID will have to undergo testing. In the event of a confirmed COVID-19 Deep cleaning of all areas accessed by someone testing positive for COVID-19 will be undertaken; and the campus may be additionally closed for a period of time to facilitate this.

### Confirmed Cases of COVID-19, Privacy and Official Communication

Staff will follow directions of the Peel and Toronto Public Health regarding what medical/health information related to colleagues, students, or their families can be shared, training will be provided. Should there be a confirmation of a positive COVID-19 result, Hanson will release an official communication, noting steps taken. The Vice President, Hanson ON will be the main point of contact for any release of information, with the support of Quality Assurance and Compliance Specialist, ON.

When a student or staff member has been diagnosed as positive for COVID-19, Hanson will follow the directions of Public Health. This may require one or multiple classes to move to a fully remote learning model and/or may require the campus to be closed to in-person instruction for a length of time, based on recommendations by Peel or Toronto Public Health. *We are awaiting further direction from the Public Health authorities regarding confirmed cases of COVID-19 and how they are reported/communicated.*

Students who test positive for COVID-19 must provide proof of medical clearance before being allowed to return to in-person instruction.

## Personal Protective Equipment (PPE)

### ***Hanson Students***

All students will be required to wear non-medical grade or cloth masks indoors in campus, including in hallways and during class. Students are strongly encouraged to bring a mask and practice wearing masks at home to learn what type is most comfortable for them. Using the marked exit doors, once outdoors, students can take breaks from wearing masks within their class cohorts. It is strongly recommended that students do not mingle outside their specified cohorts and class groupings to limit unnecessary exposure.

**Students should bring their own non-medical masks.** Reasonable exceptions on the requirement to wear masks will apply. When disposing of used masks, students are to be reminded to dispose of used PPE responsibly, using the bins.

### ***Hanson Staff***

***Staff will sign up by department for volunteer shifts on campus. All staff will be required to work rotating shifts at reception.*** Medical grade masks will be provided for all staff. All staff on campus will be required to wear masks, with reasonable exceptions for medical conditions. Eye protection (face shields) and other PPE to ensure your comfort and health while on campus available upon request to staff.

Staff who are regularly in close contact with students will be provided with all appropriate PPE, and their workspaces are modified to allow for safe interaction with students. There will be ample number of clipboard and pens if required for student use, to avoid crowding and oversharing by students, when completing COVID assessments on site.

### ***Exceptions***

Staff or students with sensory or breathing difficulties may be exempted in writing by the Vice President only.

### ***Supply of Masks and PPE***

Masks and other PPE have been sourced by Hanson. The Personal Protective Equipment Sub team, Health, and Safety team, and the IT and Facilities department will work closely to confirm the demand for PPE and facilitate timely delivery and supply.

## Attendance

Student attendance will be taken for all students, and a record will be maintained on Campus Login. This will assist Peel and Toronto Public Health for contact tracing should a positive case of COVID-19 be determined. All international students returning to Canada from another country must self-isolate for 14 days before being allowed on campus.

## Signage and Markings

Signage on walls and floors will help maintain physical distancing and direct the flow of traffic and must be followed. Signage will designate campus entrances and exits, entrances, traffic flow and occupancy limits. Indoor gathering spaces (student lounge, staff lunchroom, and classrooms) will be modified will have limited or restricted access, follow signage posted.

### Thermal Thermometer

Each campus has obtained a thermal thermometer that will be kept at the front desk, to be used if there is a suspected case of COVID-19. It is to be noted that temperature checks on their own are not reliable indicators of possible COVID-19 infection.

### Student Lounge Area

Students will be able to eat lunch outdoors. Student lounge water cooler, microwave and seating will not be accessible in stage 4. Students have access to the sink enabled with touch-less faucets to help prevent the spread of germs. Food from restaurants or chains may not be delivered on campus since visitors are not permitted in the campus during this time. Food delivery for Uber Eats, or Skip the Dishes are not permitted to enter campus. Students can buy/pick up their food near the exit doors, and return on campus, through the front entrance door.

### Capacity Limits/Lunch Room/Staff computers/Printers

Total occupants on the campus at all times should be under 25 people. The staff lunchroom will have very limited seating capacity of one individual at a time. The staff computers will be reconfigured to allow for physical distancing. There will be no access to high touch surfaces during the early reopening phases, until further notice. Touch-less faucets have been installed to help prevent the spread of germs. While most meetings are to be conducted virtually (including interviews, performance appraisals, etc.), if a meeting/discussion cannot take place virtually, the organizer of the meeting should identify a room in which physical distancing can be achieved for all attendees and ensure PPE is made available. Only accessible printer will be on the 4th floor.

### Hand Sanitizer and Disinfectant Wipes & Cleaning

Hand sanitizer and/or disinfectant wipes are available at all campuses. The sanitizer will be placed at the front entrance, in student services, offices, desks, in every classroom without sinks, and refilled as required. Hand sanitizers will also be placed in all classrooms for students to use to disinfect their hands and working spaces. While sharing is discouraged, should equipment (computers, etc.) be used by more than one student, disinfectant wipes, or cloth/ disinfectant spray/solutions will be made available. When using wipes to disinfect surfaces students and staff should limit cross-contamination, use multiple wipes for different items/surfaces as required, and dispose of all used wipes, responsibly in bins available. Additional sanitization tools will be employed in high traffic areas. Staff and students are encouraged to take advantage of the resources provided to disinfect thoroughly for their protection, their families, and the community at large.

Custodians are responsible for: cleaning, sanitizing and disinfecting. Cleaning involves removing dirt while sanitizing reduces germs from surfaces up to 99.9%. Disinfecting destroys and prevents bacteria from spreading. Cleaning duties and procedures are focused on high touch surfaces, including door handles, railings, water fountains, faucets, and areas such as bathrooms, cafeterias, and kitchen areas. Special attention will also be focused on classrooms and the isolation room when anyone is sent home for exhibiting any signs of illness.

### Plexiglass Separation for Reception Desk

Plexiglass will be installed in small offices (frequented by student traffic) and areas where distancing may be problematic, such as at the front reception area. Where acceptable physical distancing can be maintained, plexiglass is not needed. When physical distancing is hard to maintain ensure you are wearing your mask, gloves and or a faceshield.

## Ventilation

The transferability of COVID-19 is known to be influenced by environmental conditions and airflow. In this regard, Hanson is following the guidance of the Ministry and the local public health authorities concerning the operation of HVAC systems and ventilation to support a safe and healthy environment for all. The condition of all HVAC units has been assessed and any necessary maintenance (including filter changes) will be undertaken to ensure that all are ready for the start. Fans and portable air conditioners are not allowed to be used. Based on input from local public health authorities, fans increase the risk of respiratory droplets spreading further through the air. The use of portable sanitation in any form is encouraged.

## Visitors

**Only students that have a scheduled class will be allowed on campus.** Classes on campus will be staggered to properly provide time between bookings to clean and disinfect.

## Outdoor Space

Students are encouraged to access fresh air when allowed to do so by their instructors. When returning to campus after a break, students should use the marked entrance set of doors only.

## Doors

Where possible, and safe to do so, classroom and office doors will be left open during the day to minimize the number of students or staff that need to open the door physically. All fire doors are to remain closed.

## Staff Gatherings

Staff will ensure that physical distancing among staff is maintained as an example for students. Staff will not gather in large groups until this restriction is removed based on the advice of the local public health authorities. This includes lunchrooms, where physical distancing is not possible. Where staff are using workrooms/staff rooms and shared spaces throughout the day, they will ensure that their area is wiped down with disinfectant upon arrival and leaving the space.

## Sharing of Resources

Staff is encouraged to bring what you need to the sharing of materials and resources in classes. Students must avoid sharing resources, i.e., pencils, pens, books, etc. If a learning resource is provided by the campus, please noted that limits will apply and it is for exclusive use only. If a device such as a laptop is being scheduled for alternative use, it must be disinfected with appropriate wipes before changing users. Disinfecting wipes and/or an isopropyl alcohol solution will be made available by Hanson is safe to use on electronic devices. If laptops or resources need to be shared, administrators and staff will have to develop a strategy to ensure 24 hours between the use of shared resources and accommodate time for appropriate disinfecting as well. Any sharing of electronics must follow these cleaning and sanitation before use by another individual. The individual picking up the item, before use is also encouraged to thoroughly sanitize the borrowed item, for their safety.

## Technology

Hanson will continue to offer professional learning opportunities for staff to ensure that they are positioned to use digital tools effectively. Staff will use Schoology as their *Learning Management System*. *Campus Login* will be used for student administration.

Live teaching and training will be delivered using *Zoom, or Microsoft Teams*. Before the start of the Fall term training days will be used to prepare for the transition between in-person instruction and possible fully online learning if needed in 2020-2021. Every effort will be made to ensure that students have the required technology resources in class and at home to support their learning needs.

### **Student Reminders**

Regular reminders will be provided to students on proper hygiene. Videos and posters will be used to remind students. The goal will be to ensure students are washing their hands regularly and wear PPE(masks) on campus at all times. Students will be asked to wash their hands at the start and end of their classes when returning from outside, and before and after using the washroom. Student belongings, left on campus will be held for 24 hours and disposed of if not claimed during this time.

### **Field Trips**

Hanson will only plan virtual field trip experiences until the province has indicated that larger gatherings can take place.

### **Contactless Payments**

To reduce the handling of cash, Hanson is allowing an offering Online payments.

### **Water Bottles**

Students will be encouraged to bring a water bottle to campus each day. The use of water coolers during the early reopening phases will not be permitted.

### **Lockers**

Students and Teachers who have lockers are not to share lockers. For a certain period upon reopening access may be restricted. In such a case, please prepare to have all materials stay with you in the classroom and taken home at the end of every day. This will be revisited as the winter months approach.

### **Public Transportation**

Students and staff using public transportation are strongly encouraged to wear a cloth or non-medical grade face mask while waiting at bus stops and while riding the bus, unless they are unable due to medical reasons or special needs.

### **Touch Point Cleaning**

Cleaning will take place in all high contact areas including desks, tables, railings, door handles and other surfaces throughout the campus. When open to the students all day, the cleaning will take place at the end of each day with high touch-point surfaces cleaned throughout the day. Where a campus is open based on shifts such as alternating days, touch point cleaning will take place throughout the day and between the rotation of student cohorts. In addition to routine cleaning, surfaces that have frequent contact with hands should be cleaned and disinfected, at minimum, twice per day.



## Labs

A review of any required specialized PPE or classroom modifications will be conducted for each self-contained class; the hospitality lab and computer lab will have lab operation protocols posted. Daily access to in-person instruction will be prioritized for students attending lab classes. Physical distancing can be maintained within the classroom and the guidelines of class size limitations will be posted on the door. In labs, when students are using shared equipment (computers C-Lab or utensils in H-Lab) they will ensure that it is wiped down with disinfectant before and after an individual use.

Faculty teaching Labs will review specific safety precautions required for classes that traditionally share resources between students (e.g., hospitality, cloud computing, etc.). Plans must be established for specialized protective equipment that cannot be sanitized between use (e.g., aprons, oven mitts, etc.). These plans will also be posted in the classroom.

## Before and After Classes

Some classes will be operational. There will be campus-specific entrance/exit routines, washroom protocols, and frequent cleaning procedures in place. Separate entry and exit doors will be used to allow for physical distancing. Students and staff will be required to sanitize as they enter the campus and before dismissal.

Wherever possible, class start and end times will be staggered to limit traffic, and ensure time for proper disinfecting of the space and resources between uses. Students will line up outside the classroom before the start time (while following stickers on the ground to maintain social distance). Only students scheduled to attend classes allowed on campus and be able to only access the space assigned. At the end of classes, students will remain in their classroom space until the faculty directs them to exit. Cleaning and disinfecting of the space, including instructional materials and equipment, will be completed daily and before and after any use.

## Classroom Setup

Classrooms will be rearranged so that at least 1-meter distancing can be maintained between students where possible. If all students return to in-person learning daily, desks will be arranged, as far apart as possible. Students will remain in the same seat, following an assigned seating plan. When using computers, students will be assigned a specific computer with a corresponding number. *This area will become the student's personal space and will be located as far as possible from other students. Classroom set up will be reviewed in detail as part of the orientation safety presentation.* Where possible, students will remain with the same teacher with minimized rotation. Classroom design will vary from teacher to teacher, but the goal remains to keep everyone at least 1-meter apart. All non-essential furniture and/or large items have been removed from classrooms to maximize the space for physical distancing. Backpacks and clothing should be stored at the student's desk in a manner that provides safe access for all students and staff throughout the classroom. The sharing of equipment is not normally permitted (will not be permitted). Any shared equipment/ instruments must be cleaned and disinfected between users. Student safety and adapted guidelines for lab/classroom use will be reviewed by the instructor. These plans are intended to assist students with the changes in routine brought about by COVID-19.

Classes with Sinks and running water will receive a supply of hand soap and paper towels - Hospitality Lab

## Submitting Assignments

Where possible, assignments will be submitted electronically using the *Learning Management System* for which all teachers and students have access. For physical assignments that must be submitted in person, it is recommended that a location be established in the class to leave assignments rather than directly approaching the faculty/staff. While there is no evidence that the COVID-19 virus is transmitted via paper, for added precaution, it is recommended that all assignments that are submitted are placed in an area for a minimum of 24 hours before being assessed by the teacher. Where this is not possible, faculty are reminded to wash/sanitize their hands after handling materials submitted by students.

## Movement on campus

Consideration will be given to having classes access hallways and open outdoor spaces at different times to minimize hallway traffic throughout the day. This is weather and noise permitting. Rotations will be based on schedules developed by the academic department to stagger classes scheduled. Time will be devoted each day for the first week of reopening to review the safety protocols and “rehearse” with students. As a reminder, in the early stages of reopening no visitors will not be permitted on campus property. Guardians or representatives acting on behalf of students, may not enter the campus except with an approved appointment, or to pick up an ill student in waiting in isolation. Anyone allowed to enter campus throughout the day must complete the COVID self- assessment tool before entering. All visitors must report at the front desk, to avoid having people walking throughout the campus site.

## Campus Activities

There will be no large gatherings, campus activities, or events until the direction is received from the province that these activities can resume. Any online clubs/activities (e.g. Enactus) may continue as sanctioned and will require online supervision and prior approval from the Student Services Director. Peel and Toronto Public Health and/or the province will provide details of the size of permitted gatherings. In the early phases of return, we do not anticipate any large group gatherings, and where students and/or staff do gather, they will be required to maintain a 2-meter (6 foot) distance from one another.

## Emergency Evacuation Drills

As required, practice emergency evacuation drills will continue. Classes will move throughout the building while maintaining 2-meters between students in the classroom, hallway, and at all exits. In the event of a real emergency, evacuating all students and staff quickly takes precedence.

**PLEASE NOTE:** *Further direction regarding lockdown drills is forthcoming from the Ministry.*

## Washrooms

Washrooms will be marked off to ensure physical distancing of 2-meters when multiple students are in the washroom at the same time. Washrooms will be cleaned throughout the day and again each evening. When in class, if a student wishes to use the washroom, the student will sign out on washroom sign out sheets available in their classroom to record the time and location of access to washrooms. This will assist with contact tracing if needed. Signage will be placed outside of the washrooms identifying the maximum number of occupants at any given time, reminding students of both physical distancing and proper hygiene. Hand dryers can be used. For those that do not wish to use washroom hand dryers, a supply of paper towels will also be available.

## 2. PUBLIC HEALTH DIRECTION

### All Potential Phases of Return to In-Person Classes

1. Conventional Delivery: Full attendance five days per week with enhanced health and safety protocols for cleaning and hygiene practices
2. Adapted Delivery: Partial attendance in person and supported learning at home
3. Remote Delivery: Five days a week at home with online supported learning by educators every day

### Outbreaks and Return to Remote Learning

There is always the possibility of a return to remote learning if an outbreak forces the campus to be closed for a lengthy period. In preparation for continuity of learning, all staff will be trained on available board-approved tools, including Zoom, TEAMS, and Skype for video conferencing.

### Outdoor Space

Staff will be encouraged to take advantage of outdoor space for instruction where feasible (weather and noise permitting). It will be important to coordinate the use of outdoor space between classroom instructors to minimize interactions with other classes during travel times and to ensure that students maintain the 2-meter distance when outdoors.

### Experiential Courses

Some courses will require greater modifications than others given the goal of maintaining appropriate physical distancing from one another and the need to clean and disinfect any shared equipment. Further direction will be provided to assist staff in modifying activities such as hospitality labs, computers, and technology courses, etc. Where safety cannot be addressed with in-person activities, accommodations will need to be implemented. At this time, we anticipate that CO-OP/placements will be permitted, with the option to substitute for a capstone. Any CO-OP/placements must abide by safety guidelines. We recommend the following while working and learning:

- Students/staff practice proper hand hygiene before and after use of equipment
- cleaned and disinfected any shared equipment between use
- Stay outdoors when possible, when indoors wear a mask
- Practice physical distancing
- Do not share personal items (e.g., water bottles, pens, pencil)
- Remind students that COVID testing is covered by student insurance, encourage them to get tested if they are experiencing any COVID related symptoms.
- Review common symptoms of COVID-19 with students, and precautionary measures that can be taken to safeguard our health

### 3. SUPPORT STUDENT ACHIEVEMENT AND WELL-BEING

Hanson is committed to ensuring that student achievement and well-being are supported regardless of the mode of program delivery.

During the initial return to campus, Hanson staff will provide activities prepared by the HR department that acknowledge and recognize the fear and trauma that have potentially impacted the entire Hanson community during the initial stage of isolation. A focus on the whole student will be the priority for the return to campus. Targeted support will continue for those that require additional assistance throughout the year. Counseling support will be available to assist with the mental health needs of students.

Each staff member will receive learning activities that foster social-emotional learning and that will assist all students with coping skills to support their mental health and well-being. These activities will be provided to students in both in-person and distance learning settings early in the fall when students return to campus. Staff will be provided with the resources and training will be provided at (during) the training before the Fall Reopening.