



Royal Roads University

COVID-19 CONTINGENCY PLAN

**Institutional safety protocols and response
in the event of confirmed COVID-19 exposure on campus**

JUNE 18, 2021

CONTENTS

Executive summary	2
QUICK REFERENCE: CHECKLIST	3
PURPOSE	5
KEY DEFINITIONS.....	5
PLANNING FRAMEWORK	7
GUIDING PRINCIPLES FOR COVID-19 WORKPLACE HEALTH & SAFETY.....	8
RESPONSE LEVELS & DIRECTIONAL TRIGGERS	9
RISK MANAGEMENT.....	10
Guidance To Manage Response.....	11
Royal Roads RESPONSE PROCEDURE IN EVENT OF CONFIRMED OR PROBABLE COVID-19 CASE.....	14
COMMUNICATIONS	18
KEY CONTACTS.....	19
Safety Protocols: CONFIRMED COVID-19 EXPOSURE on Campus	20
APPENDIX A - RESPONSIBLE, ACCOUNTABLE, CONSULTED, INFORMED – RACI SUMMARY	24

EXECUTIVE SUMMARY

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

This plan is based on advice and directives of the Provincial Health Officer (PHO) and the BC Centre for Disease Control (Provincial Health Services Authority), provincial [COVID-19 Go-Forward Guidelines for BC's Post-Secondary Sector](#), the Public Health Agency of Canada (PHAC), and the Chief Public Health Officer of Canada, and in compliance with the BC Public Health Act, BC, the BC Freedom of Information and Protection of Privacy Act (FIPPA), BC Workers Compensation Act and the WorkSafe BC Occupational Health and Safety Regulations. This plan will be reviewed and updated on a regular basis to ensure continued alignment with relevant advice and directives.

For quick reference in the event of emergency response, a checklist has been developed and is available on the following page.

Royal Roads University is committed to maintaining a working and learning environment where health and safety are protected, exposure to communicable disease is controlled and minimized. The university will undertake all planning and actions required to mitigate pandemic-related risks to all who interact with the organization.

A case management process has been articulated and a case management team (the "CMT") has been identified and mobilized to respond to suspected or confirmed cases of COVID-19 affecting the university. The step-by-step process that will be followed by the CMT, consistent with advice and direction from relevant health and safety authorities, has been fully documented and is provided on page 12 of this plan. An accompanying summary of roles and responsibilities is available at appendix A.

Management of personal information and protection of privacy is a critical underpinning to objectives and processes outlined in this plan. Communications responsibilities and actions will be managed strictly in keeping with applicable legislation and university policy.

Within the university community, questions and requests for clarification of information related to this plan should be addressed to the Associate Vice-President (AVP), Operations & Resilience (ops-resilience@royalroads.ca).

QUICK REFERENCE: CHECKLIST

For quick reference, a checklist has been developed to guide step-by-step case management response to a potential case of COVID-19 exposure on the Royal Roads campus. The balance of the plan outlines context and assumptions and provides a more detailed explanation of the case management process.

	Action	Lead(s)	Notes
1	Suspected case reported	Relevant designate	Relevant designates: <ul style="list-style-type: none"> – HR consultants for employees – CARE team for students – Program heads for associate faculty and academic contractors (with support from Faculty Affairs) – Operations for non-academic contractors – Campus Services for other visitors/campus users
2	Relevant designate reports suspected case to case management team (CMT)¹: <ul style="list-style-type: none"> – Work with affected individual and supervisor/manager to encourage COVID-19 testing and begin summarizing on-campus locations and contacts – Affected individual to isolate at home 	Relevant designate Affected individual and Supervisor/Manager	Scripted notification Await test results for next steps, continued isolation (10 or 14 days depending on outcome)
3	Ops & Resilience mobilizes support from safety officer and custodial team as needed	Director Operations	Review risk and hazard assessment as needed, action cleaning requirements
4	Communications team prepares appropriate messaging in the event of a positive confirmation	AVP Comms	Scripted messaging options RRU may determine whether a limited-distribution internal message is required in the event of a negative test result

¹ CMT membership team will vary depending on the details of the case. It may include a member from each of the following areas: Operations & Resilience, Human Resources, Faculty Affairs, Student and Academic Services, Communications, Campus Services, and others as required.

5	<p>When positive confirmation is received:</p> <ul style="list-style-type: none"> – Designate updates CMT – EOC Director advises Executive – Executive advises Board Chair – Director Operations advises MHO/Island Health and awaits further instructions – AVP Comms initiates communications process (inform Ministry comms, prepares messaging pending MHO/Island Health or WorkSafe BC feedback and Executive approval) 	<p>Relevant Designate EOC Director Executive Director Operations AVP Communications Affected individual Supervisor/Manager</p>	<p>Immediate and coordinated follow-up will be required</p>
6	<p>Expect MHO/Island Health to call the affected individual's supervisor/ manager:</p> <ul style="list-style-type: none"> – Supervisor/Manager to inform relevant designate and respond to MHO as directed, providing input to contact tracing – Mobilize additional isolation requirements as directed by the MHO/Island Health – Relevant designate and Director of Operations to update AVP Comms on related comms requirements – EOC Director updates Executive – MHO may contact Director Operations (MHO designate) for contact tracing assistance and information 	<p>Supervisor/Manager (may be an academic program head) Relevant designate Director Operations AVP Communications EOC Director</p>	<p>In the event that there are 3 or more confirmed cases, expect the PHO and WorkSafe BC to issue instructions about the potential temporary closure of a workplace, facility or activity²</p>
7	<p>Communications releases relevant message to appropriate audience(s) dependant on MHO/Island Health and WorkSafe BC instructions</p>	<p>AVP Communications EOC Director Executive</p>	<p>Privacy/protection of information requirements are critical</p>
8	<p>CMT oversight continues until clearance to return to work/campus is confirmed:</p> <ul style="list-style-type: none"> – Receive updated instructions from MHO/Island Health and/or WorkSafe BC – Mobilize support to the affected individual, supervisor/manager and the organization as needed – Update communications as required – Update Executive (and Board Chair) 	<p>EOC Director Executive AVP Communications Relevant designate Director Operations</p>	<p>This will likely continue for a number of days depending on MHO/Island Health and WorkSafe BC instructions</p>

² [PHO order effective 12 April 2021](#)

PURPOSE

The primary purposes of this response plan are to:

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

KEY DEFINITIONS

- **Confirmed case** - A person with a laboratory confirmation of infection with the virus that causes COVID-19 performed at a community, hospital, or reference laboratory (NML or a provincial public health laboratory) running a validated assay³.
- **Probable case** - A person who is showing symptoms and meets exposure criteria. Individual may or may not have been tested at the time they are declared a probable case. ⁴
 - Symptoms include: fever, chills, new or worsening cough, shortness of breath, sore throat, and new muscle aches or headache.
 - Exposure criteria include: travel to/from an affected area; has had close contact with a confirmed COVID-19 case; participated in a gathering identified as a source of exposure, is living in a facility experiencing an outbreak of COVID-19.⁵
- **Confirmed exposure** – In the event of a confirmed case of a university community member, Royal Roads will deem the event a confirmed exposure upon receiving direction from the Island Health Communicable Disease Prevention and Control of probable or confirmed exposure on campus.
- **Contractor** – Associate faculty and other academic contractors, non-academic contractors, consultants, and partners engaged in work with, and on behalf of, Royal Roads University.
- **Contact tracing** – Contact tracing is a [process](#) lead by Island Health Communicable Disease Prevention and Control to determine scope of risk and possible transmission within the university people get diagnosed earlier and reduces the chance of spreading the virus. When a confirmed case has been identified a representative of Island Health Communicable Disease Prevention and Control will interview the individual to identify people with whom the individual has spent time with – these people are “contacts”. Island Health Communicable Disease Prevention and Control will follow a [detailed process](#) to get in touch with the contacts to let them know if they have been exposed and ask about symptoms.⁶

³ www.bccdc.ca; definition from BC CDC, February 2, 2021

⁴ www.bccdc.ca; definition from BC CDC, February 2, 2021

⁵ [http://www.bccdc.ca/health-professionals/clinical-resources/case-definitions/covid-19-\(novel-coronavirus\)](http://www.bccdc.ca/health-professionals/clinical-resources/case-definitions/covid-19-(novel-coronavirus)) February 1, 2021

⁶ www.bccdc.ca; from BC CDC, February 26, 2021

- **Duty to Report** - The President or designate who has been advised by the Medical Health Officer (MHO) that a person who is or has been present at the institution, workplace or other academic delivery site is an infected person must, if requested by the MHO:
 - report the contact information, if known, of each person who may have been exposed to the infected person, and
 - make the report to the MHO in the form and manner required.⁷
- **Emergency Operations Centre (EOC)** - Provides a mechanism for decision makers to gather critical information, coordinate response activities, and manage personnel as the emergency dictates. The EOC management framework and any pandemic-specific task forces or working groups will act as the coordination hub for incident response and conduit to the university's emergency management policy group (Executive).
- **EOC Director** – This person has the role of leading the overall response, coordinating incident recovery and resumption among all stakeholders. The EOC Director will be in constant communication with Incident Commander as part of the Incident Response, while keeping Executive informed of the developing situation.
- **Outbreak** – According to BC CDC an outbreak is declared when a certain number of people who share a common space are diagnosed with COVID-19 within a 14-day period. In some places, it only takes a single person getting COVID-19 for an outbreak to be declared. This is true for places where people are more likely to get very sick OR there are people at high risk of passing it on to people who might get very sick, such as in long-term care facilities. Usually a Medical Health Officer will declare an outbreak so that specific actions can be taken to prevent further spread of the disease.⁸
- **Case Management Team (CMT)** – Royal Roads CMT is activated to monitor and be informed of suspected or confirmed cases of COVID-19 affecting the university (staff, students, faculty, contractors, or visitors to the university). The team supports the affected departmental COVID-19 Designate who is responsible for determining initial basic information about the case. The CMT identifies potential risks, determines notification and communication needs internal to Royal Roads and any broader community notification, liaises with the Island Health Communicable Disease Prevention and Control, and manages next steps. The patient's privacy must be protected throughout the process. The team make-up will vary depending on the details of the case. It may include a member from each of the following areas: Operations & Resilience, Human Resources, Faculty Affairs, Student and Academic Services, Communications, Campus Services, and others as required. Roles and responsibilities are summarized in a RACI⁹ chart provided in appendix A.

⁷ [Reporting Information Affective Public Health Regulation](#), *Public Health Act*; February 2, 2021

⁸ www.bccdc.ca; definition from BC CDC, February 26, 2021

⁹ RACI = Responsible, Accountable, Consulted, Informed

- **Royal Roads COVID-19 Designate** – Every university community member at Royal Roads has a COVID-19 designate. In the event of a confirmed or probable case of COVID-19, the designate becomes the sole contact at Royal Roads for the affected individual. Managers and Supervisors must advise the appropriate COVID-19 designate immediately if a case of confirmed or probable COVID-19 is received. The Designate will oversee compliance to the applicable privacy legislation and will liaise with the affected employee, student, or contractor for appropriate action.

The COVID-19 Designates are:

Group	Designate
Royal Roads Employees	Human Resources Consultant for Business Unit
Associate Faculty and Academic Contractors	Academic Program Head with support from COVID-Faculty Affairs
Students	CARE Team member (250-391-8514)
For Non-Academic Contractors	Relevant Royal Roads Manager

- **University Community** - means all individuals who have a relationship with or to the University (or had at the time of the incident), including but not limited to students, employees and contractors.

PLANNING FRAMEWORK

This Contingency Plan is closely aligned with:

- Royal Roads Emergency Response and EOC framework
- Royal Roads [Exposure Control and Safety Plan](#)
- Royal Roads Pandemic Plan [development ongoing as the COVID-19 pandemic evolves]
- [Royal Roads Occupational Health & Safety Program](#)
- Royal Roads [Risk & Hazard Assessments for COVID-19](#)
- Provincial [COVID-19 Go- Forward Guidelines for B.C.'s Post-Secondary Sector](#)

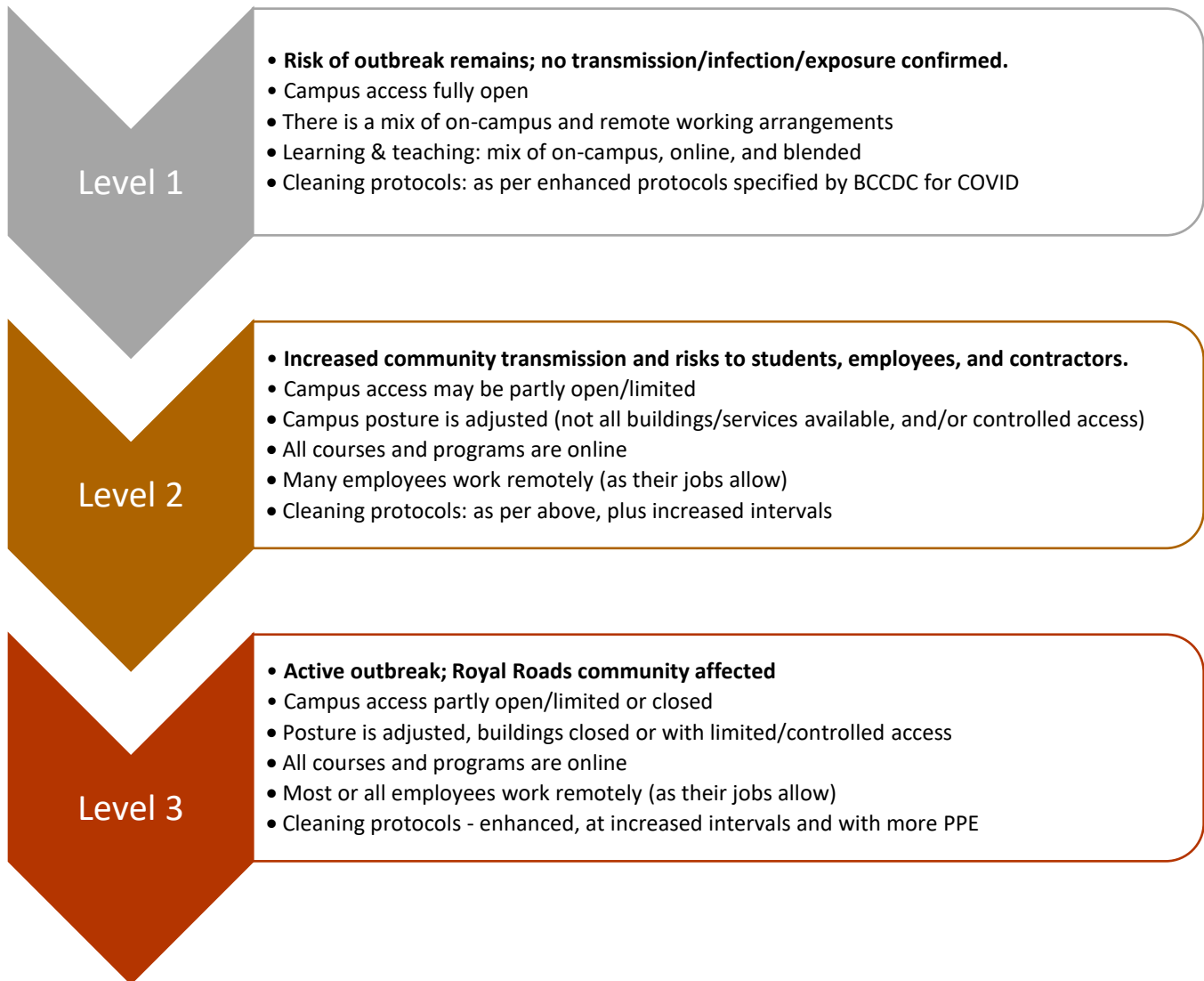
GUIDING PRINCIPLES FOR COVID-19 WORKPLACE HEALTH & SAFETY

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

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

RESPONSE LEVELS & DIRECTIONAL TRIGGERS

In the event of a confirmed case or outbreak on campus Royal Roads EOC will activate at the corresponding level. As the situation evolves, levels of response activation may move back and forth between levels one and three.



Directional triggers to raise the response level:

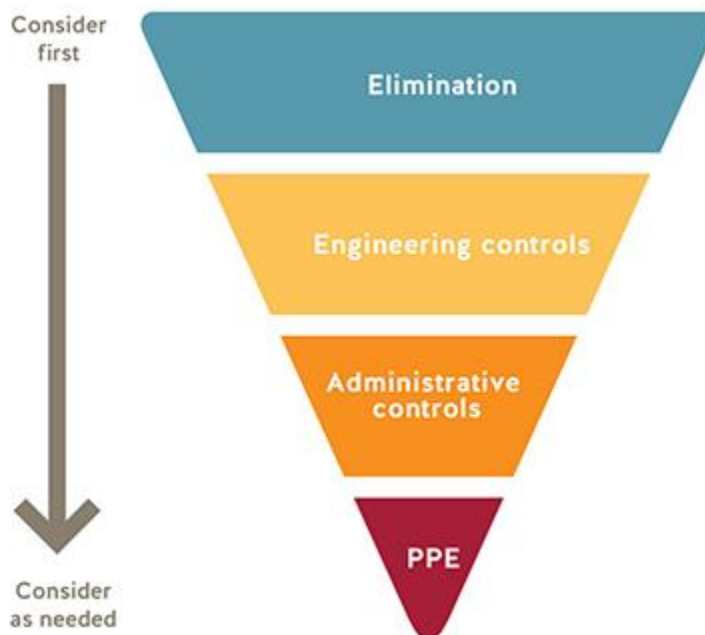
- COVID-19 transmission(s) on campus
- Increased COVID-19 transmission within the local community
- Local/provincial/federal direction
- Evidence that the institution's community is disregarding physical distancing and PPE requirements
- Insufficient healthcare capacity within the local healthcare facilities

RISK MANAGEMENT

Royal Roads will continually monitor the level of community transmission to implement interventions that are proportionate to current local risk. Advice from local public health authorities will be followed closely as conditions change.

Prevention measures

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



COVID-19 INFECTION ON CAMPUS

In the instance of a COVID-19 infection on campus (university community member), affected individuals will be required to self-isolate and steps will be taken to respond to exposure of others and contamination of campus facilities to mitigate risk. Communications and cleaning will be implemented at enhanced levels as per the [Exposure Control and Safety Plan](#). Reducing contact intensity by physical distancing and remote work options will continually be deployed to mitigate risk of subsequent transmissions.

COVID-19 Campus Rules

The university's [COVID-19 campus rules](#) have been posted and are updated consistent with the evolution of the pandemic and public health requirements. University community members are expected to read and abide by these rules; health and safety is a shared responsibility through the entire university community.

GUIDANCE TO MANAGE RESPONSE

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

A. Notification - Any university community member with a **probable** or **confirmed** case of COVID-19 is expected to notify Royal Roads.

Through training and communications, employees, contractors and students have been informed that they will report to the university if:

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

When the contact tracing process for a confirmed case of a university community member has been completed by Island Health Communicable Disease Prevention and Control, and an exposure affecting Royal Roads is confirmed, a member of the Island Health Communicable Disease Prevention and Control will notify the university.

In the case of an employee, their supervisor will be contacted directly by an Island Health official. Supervisors will report immediately to their COVID-19 Designate (Human Resource Consultant).

Students are encouraged to identify their Program Coordinator or Associate as the point of contact for Island Health Communicable Disease Prevention and Control. The Program Coordinator or Associate will report immediately to the COVID-19 Designate (student CARE Team).

- Employee Reporting:** Supervisors are the most likely persons to receive reports of an employee's COVID-19 diagnosis or potential infection. Supervisors are instructed to report any disclosed diagnosis or potential infection immediately to their Royal Roads COVID-19 Designate. The Human Resources Consultant responsible for the employee's unit is the Royal Roads COVID-19 Designate and will follow up with individual employees.
- Student Reporting:** Students are asked to notify their Royal Roads COVID-19 Designate via email at care@royalroads.ca or by calling Campus Security (250-391-2525) and requesting that a Care Team member call them back. A Care Team member is the Royal Roads COVID-19 Designate for students and will follow up with individual students.

- iii. **Associate Faculty and Academic Contractor Reporting:** Associate faculty and all other academic contractors are asked to notify their academic contract supervisor (usually their Program Head) as their COVID-19 Designate.

Additionally, the Faculty Affairs team will be available to liaise with the relevant program area and provide support as needed to the affected individual(s)
(COVID-FacultyAffairs@royalroads.ca).

- iv. **Non-Academic Contractor Reporting:** Non-academic contractors are asked to notify the Royal Roads manager who is responsible for oversight of their contract and deliverables.
- v. **Campus Visitors:** Campus visitors are asked to notify Campus Services.

B. Follow health instructions – For a confirmed case, Royal Roads must contact the MHO and tell them the university is following the response process outlined in this plan and seek their input. The university's Director of Operations is the university's primary contact with the MHO.

To protect personal privacy, the MHO will not reveal an individual's identity without that individual's consent. If there is a case associated with the university, the MHO will help guide what actions should be taken. The MHO supports and conducts any contact tracing and will only engage the university in that process if necessary.

Any university community member confirmed to test positive for COVID-19 (symptomatic or asymptomatic) must comply with MHO instructions. The individual will not be permitted to return to campus until they have completed all required quarantine or isolation periods.

With effect Monday April 12, 2021, BC's PHO has put into place a [new Expedited Workplace Closure process](#) to break the transmission of COVID-19.

Public health officials may order workplace closures, assisted by WorkSafe BC prevention officers, for a period of 10 days or longer when transmission of COVID-19 occurs at the worksite.

Post-secondary institutions are **not exempt**. However, closures may be restricted at the discretion of the local MHO to one particular location where transmission has occurred, for example, a specific building on campus (such as a fitness/recreation facility or a teaching cohort).

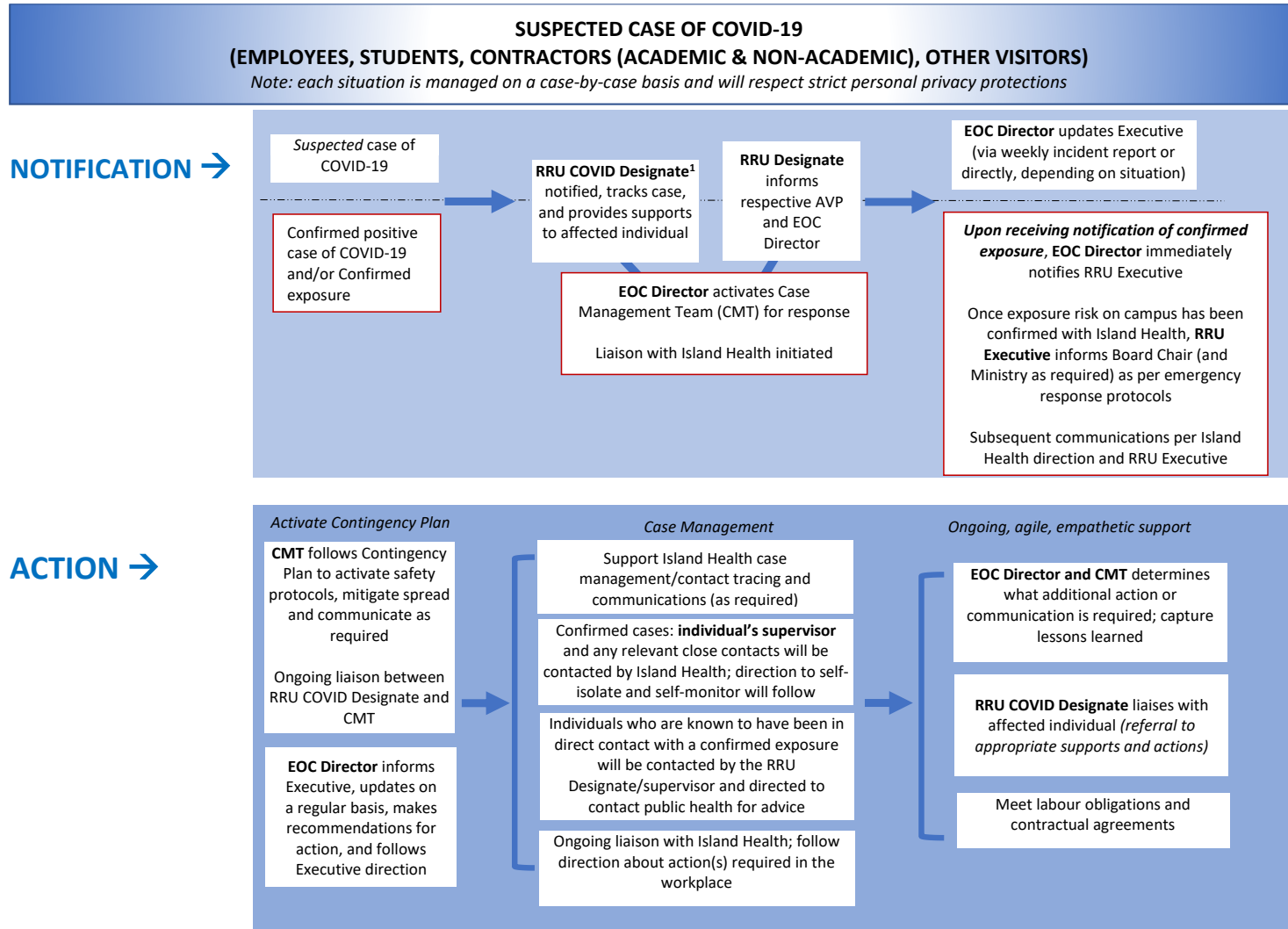
If a closure is ordered, WorkSafe BC will serve the closure notice and will then support the workplace to review and enhance safety plans as required.

C. Protect personal information – The confidentiality of any report (confirmed or presumptive) will be maintained to avoid any potential violation of privacy laws. Royal Roads will only collect the minimum amount of personal information as necessary to meet the requirements of this plan. Royal Roads will not and must not release personal information about the affected individual's identity or health status. Individuals may voluntarily disclose their status (e.g., to colleagues or another student), however, they are expected to inform the university as per the notification process outlined

above. The relevant Royal Roads designate will ensure compliance with confidentiality and privacy obligations.

In the case of a confirmed exposure, as instructed by the MHO Royal Roads will advise the close contacts in the workplace that they may have had an exposure and should contact public health for guidance. Group announcements will be avoided, except if needed or instructed by the MHO to address risk as determined by the Case Management Team or EOC. If group announcements are issued, they will not identify the individual by name or title unless necessary to address risks to others. A copy of any group announcement that is issued about an affected individual must be provided to them. Refer to [Communications section](#) for more information.

ROYAL ROADS RESPONSE PROCEDURE IN EVENT OF CONFIRMED OR PROBABLE COVID-19 CASE



¹ RRU COVID Designates: 1) Human Resource Consultant for employees; 2) CARE Team for students; 3) Program Heads for associate faculty and academic contractors, with support from Faculty Affairs; 4) Operations for non-academic contractors; 5) Campus Services for visitors/others on the campus

On as needed basis, communicate key messages about disclosures

Last Updated 22 March 2021

Notification of probable or confirmed cases may come from a variety of sources, including the individual who is affected, a fellow student, a colleague or others.

1. Notification from Island Health

In the event of a confirmed case, notification may be received directly from Island Health Communicable Disease Prevention and Control as part of the contact tracing process.

The relevant Royal Roads COVID-19 designate is to be notified immediately based on Island Health instructions. The relevant designate will provide support as needed to the affected individual.

Immediately upon receiving notification from the MHO:

a. If the person is on campus:

- The affected individual must leave campus immediately and go straight home
- If the individual is severely ill (e.g., difficulty breathing, chest pain), call 911
- If the individual reports to first aid, First Aid attendants (Royal Roads Security) will follow COVID-19 [OFAA protocols](#)
 - Direct affected individual to wash or sanitize their hands, ensure they are wearing an appropriate mask and facilitates temporary isolation
 - Ask the person to go straight home
- Individual should safely notify their supervisor/instructor and program/department of their absence due to illness

b. If the person is at home:

- They are to remain at home
- Individual should notify their supervisor/instructor and program/department of their absence due to illness

2. Direct notification by the affected individual to their relevant [Royal Roads COVID-19 Designate](#)

As outlined above, this may be either Human Resources Consultant (HRC) for employees, COVID-Faculty Affairs for associate faculty and academic contractors, CARE Team member for students, or relevant Royal Roads manager for non-academic contractors.

Following notification, the relevant Royal Roads COVID-19 designate will follow up with the affected individual immediately to:

- a. Determine if the affected individual has a probable case or confirmed case
- b. Reassure the individual that Royal Roads will reinforce compliance with confidentiality obligations with employees and contractors
- c. Assist the individual to compile a list of people and locations the individual has been in contact with on campus in the last 14 days

If probable or suspected, the Royal Roads COVID-19 Designate will provide the following instructions to the affected individual:

- Use the BC COVID-19 Self-Assessment Tool (<https://bc.thrive.health/>) and, if necessary, call 8-1-1 for further guidance (i.e. testing and self-isolation)
- Follow up with supervisor/instructor and program/department to communicate absence from work/class (diagnosis is not required to be disclosed – only that individual is ill)
- Follow up if case is confirmed, noting that the affected individual is not always required to disclose this information to the university
- In the case of a student or faculty member (core or associate), the Program Head, School Director and/or Dean will confer with the Vice-President, Academic & Provost to determine requirement for program activities to be converted to online delivery as appropriate; liaison with Student Services will follow to support notifications to relevant parties. Additionally, as required, academic accommodations will be extended to the student

If a confirmed positive test:

- The person being tested will be contacted immediately by Island Health Communicable Disease Prevention and Control Nurse
- Island Health will initiate and lead the investigation which would include contact tracing as appropriate. The university may be called upon to assist with contact tracing or if broader transmission is a concern
- Royal Roads public health liaison (Director of Operations) and/or AVP Communications will contact the MHO office to advise how the university is responding and seek their input

The Island Health Communicable Disease Prevention and Control will notify Royal Roads if a confirmed case has resulted in an exposure on campus.

Important: In the case of a Royal Roads employee, Island Health Communicable Disease Prevention and Control may contact an RRU employee's supervisor directly. The supervisor should report immediately to the Royal Roads COVID-19 designate for action.

When the affected individual is an employee, the relevant Royal Roads COVID-19 Designate (and, as appropriate, the work unit) will provide ongoing support and information, stay in touch as needed, and provide:

- COVID-19 webpage links and relevant EFAP/student counselling resources
- Information/guidance and support for self-isolation
- Mental/well-being support and social support resources

Additionally, the Designate will notify their respective AVP who will notify the EOC Director (typically AVP Operations & Resilience) to activate the university's internal Case Management Team (CMT) for response.

The EOC Director and CMT determines campus health and safety actions as per this Contingency Plan, the [Exposure Control and Safety Plan](#), and health authority advice. The CMT will address:

- Communications (internal and external)

- Isolation and quarantine requirements and protocols
- Support to contact tracing and public health liaison
- Facility cleaning requirements
- Student and Academic services as needed
- Campus Services
- Human Resources and workplace accommodations, if needed

Privacy Reminder: Disclosures and information collection will be limited to the minimum amount of information necessary to respond to and make decisions on the report. Extraneous information about the affected individual's personal circumstances will only be included to the extent necessary. Please see Communications section below for more information.

Upon notice of a confirmed exposure from Island Health Communicable Disease Prevention and Control case, the EOC Director (AVP Operations & Resilience) will report to Executive through the VP&CFO. Following instructions of Island Health officials and based on the extent of potential exposure to the campus, Executive will confirm the university's communications actions and inform the Board of Governors.

If there is an [outbreak](#), the full EOC may be activated.

Any additional further tactics would be defined by:

- Confirmed information about the risk of transmission within the campus.
- WorkSafeBC requirements
- Confidentiality concerns and privacy protection following the direction of the health authority and public health officials

All Royal Roads COVID-19 Designates will provide weekly updates to the university's exposure tracking report to the EOC Director.

COMMUNICATIONS

Royal Roads will liaise with Island Health before releasing any communications.

In almost all cases, the direction will be to avoid public broadcasts or internal alert, to avoid impacting the person's privacy or dissuading others from coming forward to confirm positive tests.

In the case of a confirmed exposure, based on instructions from the MHO Royal Roads will notify individuals who are known to have been in direct contact with the confirmed case to advise that they may have been exposed while on campus and should contact public health for advice.

If health officials are unable to complete contact tracing – example, the person has been in public places and exposures cannot be traced/contacted – then the direction may be to issue an alert to people in the community who may have been exposed to monitor their symptoms.

SCENARIOS

Communications and response are prepared internally for the following scenarios

1. Confirmed case with very low probability of transmission to Royal Roads community (i.e. on campus >14 days ago)
2. Confirmed case with potential transmission risk to contacts within Royal Roads community (i.e. on campus <14 days ago). Island Health Communicable Disease Prevention & Control will conduct contact tracing, notification of close contacts and will notify Royal Roads of a confirmed exposure on campus.
3. On campus confirmed exposure; probable transmission risk to Royal Roads community. Royal Roads will notify individuals who are known to have been in direct contact with the confirmed case to advise that they may have been exposed while on campus and should contact public health for advice.
4. Several cases or outbreak within Royal Roads community. Broader notification is done by Island Health Communicable Disease Prevention & Control and supported by the university; this is done when contact tracing has not been effective and there may be other unknown close contacts.

There is ONLY one scenario when Royal Roads would communicate or speak publicly about a confirmed case – when asked to do so by Island Health Communicable Disease Prevention & Control, if they have determined that contact tracing is impossible without alerting the public. That public messaging, which must be done in close cooperation with Island Health Communicable Disease Prevention & Control, would only be delivered by a designated Royal Roads spokesperson – likely the President or a member of Executive.

KEY CONTACTS

Royal Roads Internal Liaison and Response	Island Health Contacts and Royal Roads liaison
<p>Royal Roads COVID-19 Designates:</p> <p><u>Employees:</u></p> <ul style="list-style-type: none"> • Human Resources Consultant for Unit <p><u>Associate Faculty and Academic Contractors:</u></p> <ul style="list-style-type: none"> • Faculty Affairs <p><u>Students:</u></p> <ul style="list-style-type: none"> • CARE Team member (250-391-8514) • Program Coordinator or Associate <p><u>Non-Academic Contractors:</u></p> <ul style="list-style-type: none"> • Relevant Royal Roads Manager 	<p>Island Health Medical Health Officer (MHO) Dr. Dee Hoyano & Dr. Murray Fyfe 250-519-3406</p> <p>Island Health Communicable Disease Prevention & Control (Coordinator) 250-388-2225</p> <p>https://www2.gov.bc.ca/assets/gov/health/about-bc-s-health-care-system/office-of-the-provincial-health-officer/bc-medical-health-officers.pdf</p>

<p>Case Management Team (CMT)</p> <ul style="list-style-type: none"> • AVP, Operations & Resilience (EOC Director) • Student and Academic Services • Campus Operations • Communications • Human Resources • Faculty Affairs 	<p>Royal Roads liaison with Island Health:</p> <ul style="list-style-type: none"> • Updates for community transmission, contact tracing, and advice/directives for university response: Director of Operations via MHO's office • Public & internal communications: AVP Communications
--	---

EMPLOYEES AND STUDENTS STAYING CONNECTED:

- Employees should ensure their CAMP¹⁰ details are up-to-date in case they need to be reached in the event of an emergency
- Student Services (Student Engagement) will encourage students to keep their MyAdmin accounts current
- While notification emails will be sent out as needed, employees and students can subscribe to Royal Roads social media channels, namely [Twitter](#) or the private Facebook group [Royal Roads Alerts page](#) to receive real-time updates

¹⁰ CAMP is the Corporate Account Maintenance Process system used to record key data such as important contact information for employees.

SAFETY PROTOCOLS: CONFIRMED COVID-19 EXPOSURE ON CAMPUS

OVERVIEW:

In the event of a COVID-19 confirmed exposure on campus (university community member), the isolation of affected individuals from others will be critical to mitigate risk. Communications and cleaning will be implemented at enhanced levels as per the [Exposure Control and Safety Plan](#). Contact tracing will be deployed as necessary and led by the local health authority. In the case of a confirmed exposure, Royal Roads will notify individuals who are known to have been in direct contact with the confirmed case to advise that they may have been exposed while on campus and should contact public health for advice. Reducing contact intensity by physical distancing, and remote work options will continually be deployed to mitigate risk of subsequent transmission.

ISOLATION AND QUARANTINE PROTOCOLS

- As per the response procedure described above, isolation of the affected individual(s) will be a priority first step. Currently on-campus accommodations (residence units) are not open; self-isolation will take place in the individual's place of residence
- Royal Roads, advises all members of the Royal Roads Community to contact public health for advice regarding testing
- In the case of a confirmed exposure, Royal Roads will advise members of the Royal Roads Community known to have direct contact with the confirmed case to follow public health guidance
- New or returning international students will follow [step-by-step instructions](#) and directions as per Royal Roads Moodle module: *COVID-19 Travel Preparedness: Responsibilities for entry into Canada*. This will help to ensure that students are aware of all rules and guidelines and the supports available to them
- CARE team members and/or program staff will be assigned to maintain daily communication with students in quarantine (see Student and Academic Services below)

CONTACT TRACING

In the event of a possible or confirmed case, the Royal Roads COVID-19 designate (CARE Team member, HR Consultant, Faculty Affairs, or relevant manager) will be the primary contact to support MHO/Island Health Communicable Disease Prevention & Control efforts in contact tracing. Key supports in this process include:

- Program staff
- Faculty
- Supervisors
- Operations, particularly as it relates to building sign-in/sign-out protocols, tracking of daily self-assessments, and associated records

INTERNAL/EXTERNAL COMMUNICATIONS

If employees, contractors (academic and non-academic), or students develop symptoms while at the institution, Royal Roads will follow the response procedure identified in of this document.

CLEANING

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

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

PERSONAL PROTECTIVE EQUIPMENT

- Royal Roads has a stock of PPE that can be deployed as required
- Consistent with PHO orders, non-medical masks are required
- For activities requiring the use of additional PPE, it will be the responsibility of the instructor/supervisor to provide education and training pertaining to the required PPE, and to ensure that the required PPE is used appropriately
- Use of PPE will be required as part of identified safe work procedures and linked to hazard and risk assessment. In the case of an escalation to a higher response level, additional PPE may be required

Additional resources issued by WorkSafe BC:

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

STUDENT AND ACADEMIC SERVICES

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

The CARE Team provides:

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

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

- Support and guidelines for students for self-isolation
- Additional support for physical and mental health and well-being in scenario of isolation
- Assistance for determining an appropriate return-to-campus timeline

Academic accommodations:

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

CAMPUS SERVICES:

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

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

OPERATIONS (CLIENT SERVICES):

The Client Services team provides support to all operations and services on the campus including:

- Housing and student residence in accordance with health and safety standards (when open)
- Custodial and production support in campus facilities

HUMAN RESOURCES AND WORKPLACE ACCOMMODATION

- [HR Guidelines for Supervisors](#) addresses workplace accommodation, return-to-work processes, and management of COVID-19 related absences and illnesses
- Employees who would normally attend campus but are self-isolating will contact their supervisor to report their absence from working on campus and to discuss temporary remote work arrangements, if practical
- Royal Roads has adjusted its practices to support employees who are staying home if they are sick. Formal requests for accommodation will continue to be managed through the processes outlined through collective agreements and/or institutional policy

- In the event of an escalation in the university’s COVID-19 response level, HR will provide advice to the EOC and the Operations Team to update campus posture (building access, protocols, closures, etc.) as needed
- Based on WorkSafe BC guidelines and health authority directives, HR will guide staff to maintain or revert to remote work arrangements
- For those employees whose work is essential to on-campus operations, HR will ensure that any new safety guidelines are aligned with PHO, BCCDC and WorkSafe BC directives

Version Tracking	
Original:	Jul 31, 2020
Revised:	February 10, 2021
Revised:	June 2, 2021
Last Updated:	June 18, 2021

APPENDIX A - RESPONSIBLE, ACCOUNTABLE, CONSULTED, INFORMED – RACI SUMMARY

The following RACI chart outlines the activities or decision-making requirements relevant to the COVID-19 case management process in relation to the roles and responsibilities of the university’s management and emergency response teams.

Roles and responsibilities are defined as follows:

- Responsible: person or team who performs an activity or does the work
- Accountable: person or team who is ultimately accountable and has yes, no or veto authority
- Consulted: person or team that needs to feedback and contribute to the activity
- Informed: person or team that needs to know of the decision or action

Incident Response Activities	Levels ¹¹	Executive	Board of Governors	Impacted Business Unit/ Department	EOC	COVID Task Force	JOHSC	Ops & Resilience	Student & Academic Services	HR	Comms	Campus Services	Faculty Affairs	MHO, Island Health, PHO	Ministry of Advanced Education (Comms)	RUCBC
Inform RRU of COVID-19 Status	All	A	I	C/I	R	I	I	I	I	I	C	I	I	C	C	I
Coordinate Assessment	All	C	I	I	A	I	C	R	C	C	C	C	C	C	I	I
Contact Tracing	All	I	I	R	C	I	I	I	C/I	R/C	I	C/I	C/I	A	I	I
Begin Quarantine	All	I	I	I	A	I	I	R	C	I	I	I	I	C	I	I
Coordinate Response	All	I	I	C/I	A	I	C/I	R	C/I	R/C	C/I	C/I	C/I	C	I	I
Implement COVID-19 Cleaning	All	I	I	I	A	I	I	R	I	I	I	I	I	I	I	I
Communication	All	A	C	C/I	C	I	C/I	C/I	C/I	C/I	R	C/I	C/I	C	C/I	I
Suspend Facility (or Campus) Operations	2-3	R/C	C/I	I	A	I	C/I	R	C	R/C	I	C	C/I	C	I	I

¹¹ Per definitions in RRU ERM and emergency planning and preparedness framework – levels 1, 2 or 3

Incident Response Activities	Levels ¹¹	Executive	Board of Governors	Impacted Business Unit/ Department	EOC	COVID Task Force	JOHSC	Ops & Resilience	Student & Academic Services	HR	Comms	Campus Services	Faculty Affairs	MHO, Island Health, PHO	Ministry of Advanced Education (Comms)	RUCBC
Restrict Campus Access	3	R/C	C/I	I	A	I	I	R	I	C/I	I	C/I	I	C	C/I	I
Close On-Campus Housing (if operating)	3	R/C	C/I	I	A	I	I	R	C/I	C/I	I	C/I	C/I	C	I	I