



Royal Roads University

COVID-19 CONTINGENCY PLAN

Institutional safety protocols and response in the event of COVID-19 outbreak

February 10, 2021

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OVERVIEW

This Contingency Plan is intended to set out the response processes in the event of a COVID-19 outbreak on campus. In addition to guiding safety protocols and institutional response in the event of a confirmed outbreak, this plan also provides direction if an employee, contractor (see definition), or student on campus indicates that they have tested positive, have had exposure to a positive case or are 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 *Go Forward* guidelines, the Public Health Agency of Canada (PHAC), and the Chief Public Health Officer of Canada.

PURPOSE

The main 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 assay¹.
- **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.²
 - 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-19.³
- **Contractor** – Associate faculty and other academic contractors, non-academic contractors, consultants, and partners engaged in work with, and on behalf of, Royal Roads University.

¹ www.bccdc.ca; definition from BC CDC, February 2, 2021

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

³ [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

- **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.⁴
- **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 serves as the management 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. At Royal Roads, the EOC Director during the COVID-19 pandemic is typically the AVP Operations and Resilience.
- **Case Management Team (CMT)** – RRU's 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 representative, is responsible for determining basic information about the case, identifies potential risks, determines notification and communication needs internal to RRU and any broader community notification, liaises with the local MHO at Island Health, 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, Academic and Student Services, Communications, Campus Services, and others as required.

PLANNING FRAMEWORK

This Contingency Plan is closely aligned with:

- Royal Roads Emergency Response and EOC framework
- Royal Roads [Exposure Control & 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](#)
[COVID-19 Go- Forward Guidelines for B.C.'s Post-Secondary Sector](#)

⁴ [Reporting Information Affective Public Health Regulation](#), *Public Health Act*; February 2, 2021

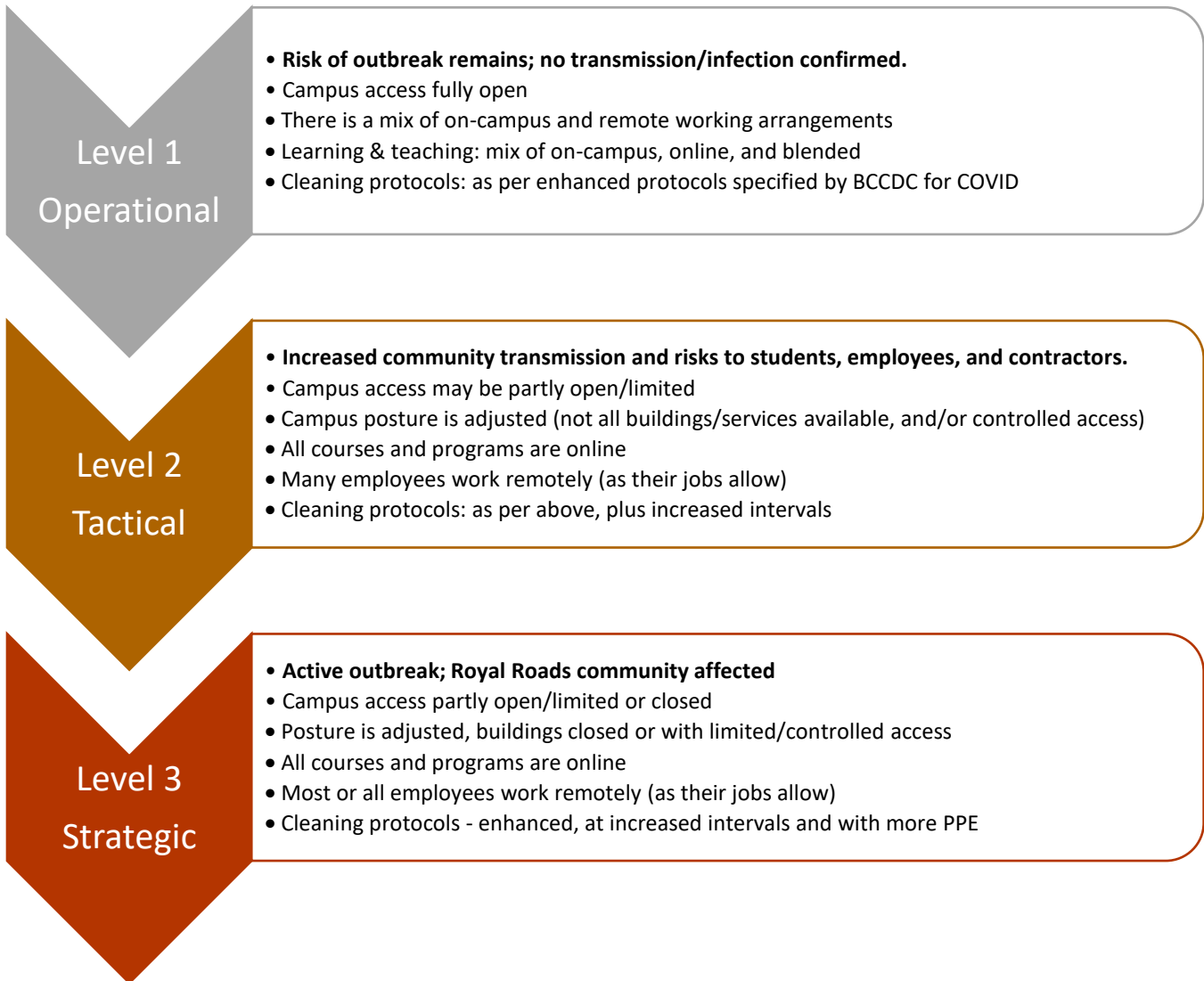
GUIDING PRINCIPLES FOR COVID-19 WORKPLACE HEALTH & SAFETY

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

<p>1. Health & Safety</p>	<p>The safety of employees, students, contractors, 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 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:

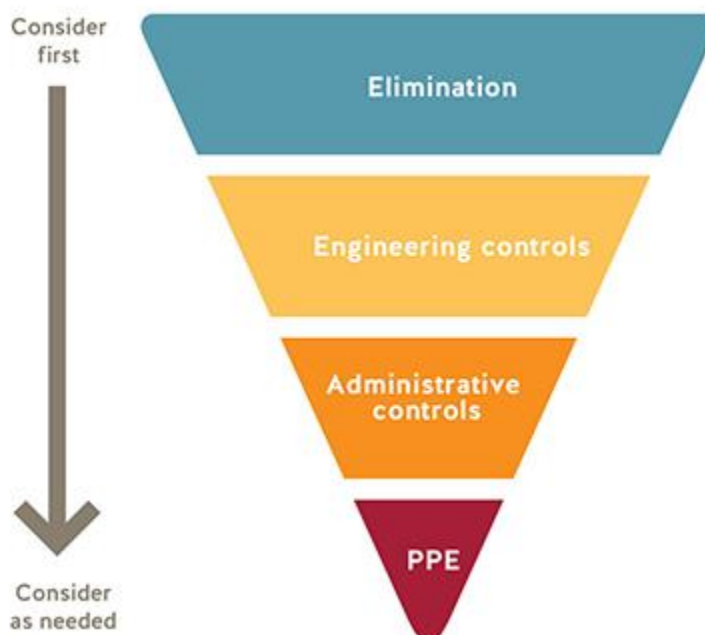
- COVID-19 transmission(s) on campus
- Increased COVID-19 transmission within the local community
- Local/provincial/federal direction
- Evidence that the institution's community is disregarding physical distancing and PPE requirements
- Insufficient healthcare capacity within the local healthcare facilities

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 & Safety Plan](#) will further prevent transmission.



COVID-19 Infection on Campus

In the instance of a COVID-19 infection on campus (employee, contractor, or student), isolation of infected individuals from others will be critical to mitigate risk. Communications and cleaning will be implemented at enhanced levels as per the [Exposure Control & 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 health and safety of the RRU community is our first priority, and we continue to monitor COVID-19 and follow effective safety practices as understanding of the virus evolves. [covid-19-campus-rules](#)

GUIDANCE TO MANAGE RESPONSE

The university must use the following guidance to manage response:

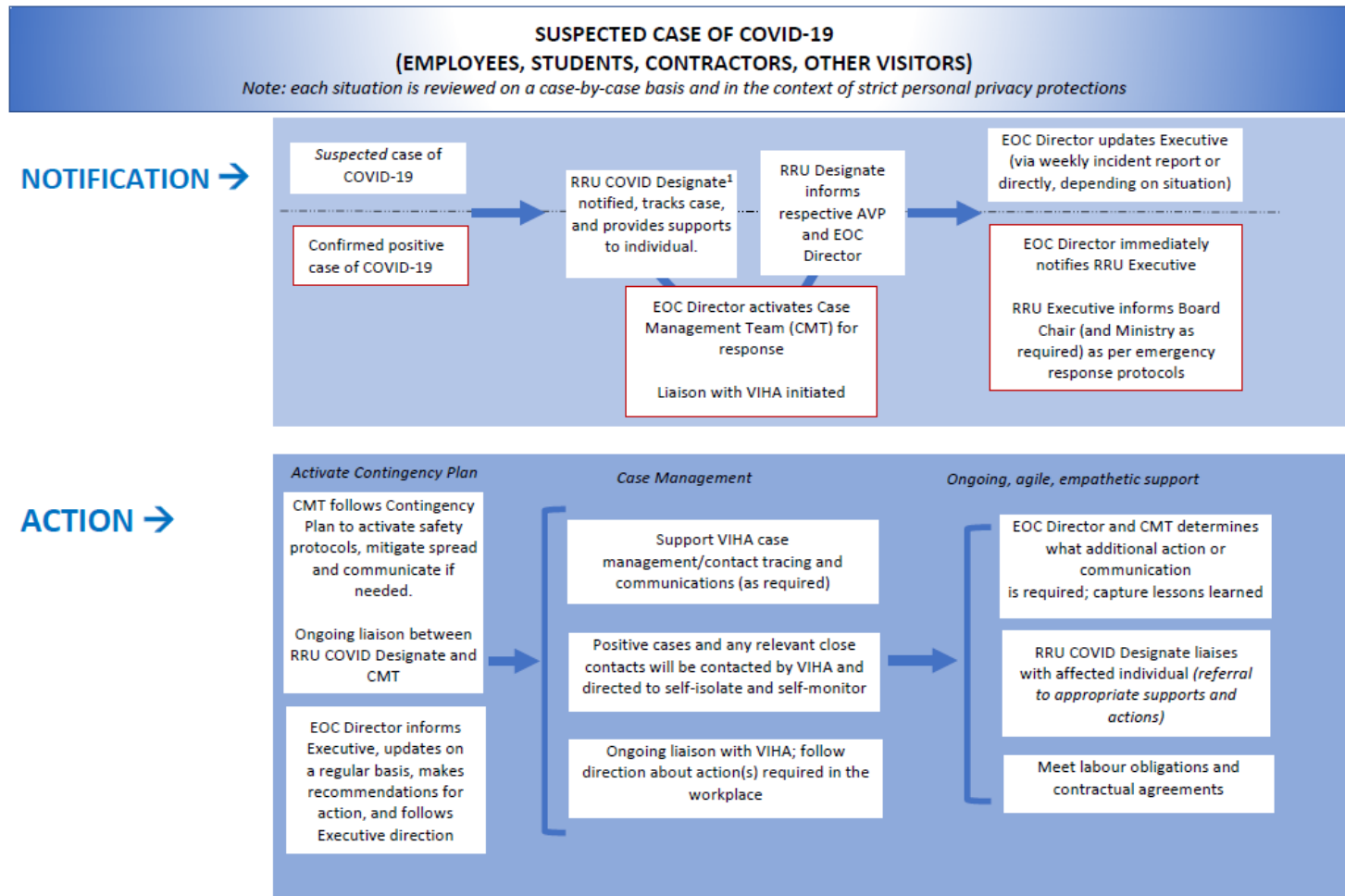
- A. Notification** - Any employee, contractor or student with a **probable** or **confirmed** case of COVID-19 is expected to notify Royal Roads. Through training and communications, employees, contractors and students have been informed that they will report to the university if:
- they test positive 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.
- i. **Employee Reporting:** Supervisors are probably 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 Human Resources Consultant (HRC). The HRC is the **Royal Roads COVID-19 Designate** for employees and will follow up with individual employees.
 - ii. **Student Reporting:** Students are asked to notify a member of the Care Team at care@royalroads.ca or by calling Campus Security (250-391-2525) to request a Care Team member call them back. The 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 1) their academic contract supervisor (usually their program head), and 2) Faculty Affairs, as their COVID-19 Designate, at COVID-FacultyAffairs@royalroads.ca. Faculty Affairs will follow up with the affected individual.
 - iv. **Non-Academic Contractor Reporting:** Non-academic contractors are asked to notify the RRU 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 developing the response 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 confirm directly if there is a case associated with the university but 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 employee, contractor, or student confirmed to test positive for COVID-19 (symptomatic or asymptomatic) must comply with MHO instructions. The employee/contractor/student will not be permitted to return to campus for at least 14 days and until deemed healthy (all clear).
- C. Protect personal information** – The confidentiality of any report (confirmed or presumptive) is to be maintained to avoid any potential violation of privacy laws. Royal Roads will only collect the

minimum amount of personal information about the person as necessary to meet the requirements of this plan. Royal Roads 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 "A. Notification" above. The relevant university designate will ensure compliance with confidentiality and privacy obligations.

Group announcements will be avoided, except if needed 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. Please see Communications section on page 13 for more information.

- D. Precautionary principle** – 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. Royal Roads will err on the side of caution and reduce risks wherever feasible.

ROYAL ROADS RESPONSE PROCEDURE IN EVENT OF COVID-19 CASE



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

On as needed basis, communicate key messages about disclosures

ROYAL ROADS RESPONSE PROCEDURE IN EVENT OF COVID-19 CASE (CONT'D. . .)

1. Notice of *probable* or confirmed case

a. If the person is on campus:

- 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](#)
 - Directs affected individual to wash or sanitize their hands, provides them with a mask, and facilitates temporary isolation.
 - First Aid asks the person to go straight home.

b. If the person is at home:

- They are to remain at home.
- Relevant procedures below apply.

2. Notice directed immediately to Royal Roads University (RRU) COVID-19 Designate (this is either Human Resources Consultant (HRC) for employees, COVID-Faculty Affairs for associate faculty and academic contractors, CARE Team member for students, or relevant RRU manager for non-academic contractors)

- a. If experiencing any COVID-19 symptoms (even mild symptoms) while on campus, they should contact their supervisor immediately AND their RRU COVID-19 Designate.
- b. The affected individual must leave campus immediately and go straight home. They should wear a mask (if they do not have one, it will be provided), and wash or sanitize their hands as soon as possible.
- c. RRU COVID-19 Designate to communicate to the individual:
 - Instructions and importance to self-isolate and remain away from the campus as recommended by the public health authority.
 - Reassurance that privacy will be protected, and Royal Roads will ensure compliance with confidentiality obligations.

3. RRU COVID-19 Designate contacts the affected individual immediately; determine if the affected individual has a probable case or confirmed case.

- a. If probable or suspected, the RRU COVID-19 Designate will provide the following instructions:
 - 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. Note: the infected 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 relevant RRU Designate(s) will confer with the Vice-President Academic to determine requirement for program activities to be converted to online delivery as appropriate; liaison with the university communications team will follow to support notifications to relevant parties.
- b. If a confirmed positive test:
- The person being tested will be contacted immediately by Island Health Communicable Disease Nurse.
 - Island Health will initiate and lead the investigation which would include contact tracing as appropriate (see 3(c) below). 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 tell them the university is developing a plan and seek their input.
- c. Contact Tracing: As per 3(b) above, the health authority will lead the investigation to determine scope of risk and possible transmission within the university community. This will include the following steps⁵:
- When a person tests positive for COVID-19, they become a “case”.
 - A public health nurse interviews the case to identify people they’ve spent time with. These people are “contacts.”
 - Public health gets in touch with the contacts and asks them about symptoms of COVID-19.
 - Not every contact needs to be identified: only those who could have been exposed to the case’s respiratory droplets from coughing, sneezing or speaking.
 - Public health maintains case privacy. A case can choose to tell others about their diagnosis but should not do their own contact tracing.
 - Contacts with symptoms are sent for testing.
 - If they test positive, they become a ‘case’ and the process repeats.
 - Contacts with no symptoms are asked to self-isolate and monitor for symptoms for 14 days after their last contact with the case.
 - Contact tracing helps people get diagnosed earlier and reduces the chance of spreading the virus.
- d. RRU COVID-19 Designate (and, as appropriate, the work unit) will provide ongoing support and information to the affected individual, 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

⁵ [Contact Tracing](#), BC Centre for Disease Control, February 2, 2021

4. **Upon notice of a positive case, the RRU COVID-19 Designate notifies their respective AVP who will notify the EOC Director (typically AVP Operations & Resilience) for action.**
 - a. **Activate/directs 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 & Safety Plan](#), and health authority advice. For example, Campus Services may be contacted to request potentially affected area to be cleaned, or communications strategies will be initiated. The CMT will address:
 - Communications (internal and external)
 - Isolation and quarantine protocols
 - Contact tracing and public health liaison
 - Cleaning
 - Academic and student services
 - Campus Services
 - Human Resources and workplace accommodation
 - b. If there is a larger outbreak, the full EOC may be activated.
 - c. Privacy: Disclosures 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 on page 13 for more information.
5. **EOC Director (AVP Operations & Resilience) notifies Executive:**
 - a. Ongoing weekly summary incident report for presumed/possible cases.
 - b. Immediate notification for confirmed case.
6. **CMT determines further action and/or external or internal communications.**
 - a. Any additional further tactics would be defined by:
 - Extent of knowledge/sharing of this disclosure regarding risk of transmission within campus.
 - Parameters to disclose information as per confidentiality concerns and privacy protection following the direction of the health authority and public health officials.

COMMUNICATIONS

RRU will liaise with Island Health before developing or 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.

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. Isolated case with very low probability of transmission to RRU community (i.e. on campus >14 days ago)
2. On campus infection; potential transmission risk to a small number of close contacts within RRU community. Close contacts will be identified by Island Health and contacted. Island Health will determine level of risk and conduct targeted notifications based on contact tracing interviews.
3. Several cases or outbreak within RRU community. Broader notification is done by Island Health 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 RRU would communicate or speak publicly about a positive test result – when asked to do so by Island Health, 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, would only be delivered by a designated RRU spokesperson – likely the President or a member of Executive.

Key contacts

RRU Internal Liaison and Response	Island Health Contacts and RRU liaison
<p>RRU COVID-19 Designates:</p> <p><u>Employees:</u></p> <ul style="list-style-type: none"> • Human Resources Consultant for Business Unit <p><u>Associate Faculty and Academic Contractors:</u></p> <ul style="list-style-type: none"> • COVID-Faculty Affairs <p><u>Students:</u></p> <ul style="list-style-type: none"> • CARE Team member (250-391-8514) <p><u>Non-Academic Contractors:</u></p> <ul style="list-style-type: none"> • Relevant RRU Manager 	<p>Island Health Medical Health Officer (MHO) Dr. Dee Hoyano & Dr. Murray Fyfe 250-519-3406</p> <p>Island Health Communicable Disease 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 February 2, 2021</p>



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

- Employees should ensure their CAMP⁶ details are up-to-date in case they need to be reached in the event of an emergency
- Student Services (International Student Support) 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.

SAFETY PROTOCOLS IN THE EVENT OF A COVID-19 OUTBREAK ON CAMPUS

OVERVIEW:

In the event of a COVID-19 infection on campus (employee, contractor, or student), the isolation of infected individuals from others will be critical to mitigate risk. Communications and cleaning will be implemented at enhanced levels as per the [Exposure Control & Safety Plan](#). Contact tracing will be deployed as necessary and led by the local health authority. 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, with support of public health advice, will assess whether testing is necessary, and then follow public health guidance in the case of a positive test.
- Upon arrival, international students (or domestic students returning from abroad) must self-quarantine for 14 days, in keeping with federal and provincial requirements.

⁶ CAMP is the Corporate Account Maintenance Process system used to record key data such as important contact information for employees.



- 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 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 Academic and Student 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 lead to support MHO/Island Health efforts in contact tracing. Key supports in this process include:

- Program staff
- Faculty
- Supervisors
- Operations/Campus Services, 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 on pages 8-11 of this document.

CLEANING

Campus Services (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](#)

ACADEMIC AND STUDENT 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 University CARE team.

The CARE Team provides:

- Liaison with broader student cohort, faculty, program head, and program office, etc.
- 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 and visiting faculty for self-isolation
- Additional support for physical and mental health and well-being in scenario of isolation
- Support for continued education delivery in alternative formats as is possible
- Assistance for determining an appropriate return-to-campus timeline

Academic concession:

- Academic and Student Services and International Student Recruitment Teams 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 concession 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 has adjusted current policies to provide greater leniency in this area. 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 (currently closed) operation in accordance with WorkSafe BC guidance for [retail services](#) when opened
- Third-party events or activities (e.g. film productions), ensuring these follow COVID-19 safety protocols and associated contract agreements

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:	Nov 25, 2020
Last Updated:	Feb 5, 2021