



READINESS REQUIREMENTS FOR INTERNATIONAL STUDENTS

Registrar

Policy Authority

Oct 29, 2020

Implementation Date

International Students

Applicability

Oct 29, 2020

Date of Last Revision

REASON FOR POLICY

The Canadian College of Performing Arts (CCPA) is committed to ensuring the health and safety of all its students and community by following the guidelines of the Government of Canada and health authorities. For more information about how CCPA is addressing the COVID-19 situation, please visit our website at <http://www.ccpacanada.com/covid-19/>

DEFINITIONS & APPENDIXES

“Canadian College of Performing Arts Campus” and/or **“Campus”** is all offices, studios, common spaces, parking lots and outdoor spaces connect to 1701 Elgin Rd, or an insured, contracted rental space.

“College Senior Management Team (CSMT)” is the Managing Artistic Director, the Director of Education, the Registrar and the Operations Manager, or anyone appointed as “Acting” in any of those roles.

POLICY STATEMENT

This document provides an overview of how CCPA is ready to work with international students who plan to travel to Canada to ensure compliance with travel restrictions and mandatory quarantine requirements so that the health and safety of our communities continues to be protected.

OVERALL REQUIREMENTS

Canadian College of Performing Arts (CCPA) is well-prepared to receive international students at this time based upon the following provisions:

1. Pre-Existing Guidelines and Protocols

CCPA has already developed and put into place operational plans and protocols that meet or exceed the expectations of the *B.C. Post-Secondary COVID 19 Go-Forward Guidelines*, Government of Canada’s *Guidance for Post-Secondary Institutions During the COVID-19 Pandemic*, and demonstrate compliance with WorkSafe BC’s *COVID-19 Safety Plan*.

CCPA COVID-19 Safety Plan can be found on our website at <http://www.ccpacanada.com/wp-content/uploads/2020/10/COVID-Safety-Plan-Canadian-College-of-Performing-Arts-1701-Elgin-Road-Victoria-BC.pdf>

2. Public Health Readiness

According to a recent Island Health Authority (VIHA) press release dated October 26, 2020, *"To meet the demand for COVID-19 testing on the south island, testing capacity and staffing have also been increased at the existing Victoria Health Unit and Peninsula Health Unit collection sites, and a new collection site was opened in September in the Westshore at the Juan de Fuca Recreation Centre site."*

<https://www.islandhealth.ca/news/news-releases/island-health-improves-access-covid-19-testing-greater-victoria>

3. Public Health Outbreak Response Capabilities

Throughout the COVID-19 pandemic, the Island Health Authority (VIHA) has demonstrated the ability to respond quickly and relevantly to any outbreaks. Notification systems have been utilized to communicate outbreak information and VIHA has undertaken several unusual initiatives to address rapid access to testing, and further outbreak directions. Further, CCPA's anticipated enrolment numbers of new-arriving International Students for September-December 2020 will not overextend our capacity to meet federal quarantine requirements and the *B.C. Post-Secondary COVID 19 Go-Forward Guidelines* and continue to deliver education to our current students.

4. Institution Outbreak Response and Case Management

CCPA has developed a detailed contingency plan with safety protocols if an outbreak is detected and the appropriate individuals that need to be informed and how action will be taken.

The *CCPA Campus Plan for Confirmed Case of COVID-19* clearly states that if a member of the college community discloses a positive diagnosis, close contact, or symptoms of COVID-19, the individual will:

- a) Be asked to leave the campus immediately to self-isolate and monitor for symptoms,
- b) Be advised on safe and viable options for returning to their residence,
- c) Be encouraged to seek COVID-19 testing,
- d) Be encouraged to seek public health or medical advice if symptoms appear,
- e) Be interviewed for relevant information such as where have they been on campus, with whom have they been in contact while on campus, etc.

Following the student's departure from campus, a member of the CSMT will,

- a) Immediately activate its *Confirmed COVID-19 Thorough Campus Cleaning and Sanitation Plan*. Areas of the campus which have been identified as having been visited by the infected individual will be cleaned and disinfected in accordance with BCCDC guidelines,
- b) Remain in daily contact with the individual to stay informed of their health status and ensure individuals have support during their isolation period, and
- c) Follow the individual's medical practitioner or health authority's direction to determine the appropriate timing for the individual to return to the campus. Final screening is required by a health care professional within 24 hours of the end of the required self-isolation period.

CCPA Campus Plan for Confirmed Case of COVID-19 can be found on our website at <http://www.ccpacanada.com/wp-content/uploads/2020/11/Campus-Plan-for-Confirmed-COVID-19-Cases.pdf>

5. Public Health Notification Protocols

A portion of the *CCPA Campus Plan for Confirmed Case of COVID-19* outlines protocols for communicating with and offering assistance to the local public health authorities.

Specifically, if a positive diagnosis is reported to the College, CCPA is prepared to assist the local health authority, if requested, with the contact tracing of each person identified by the infected individual and all persons who were in any identified areas of the campus.

The health authority, with assistance from, and in coordination with the CCPA, will notify the individuals who have been in recent contact with the infected individual and/or with whom they recently shared a common area.

Close contacts will be instructed that, out of an abundance of caution, CCPA is requesting that they not return to campus for at least 14 days since the last point of contact and/or contact a health professional by calling 811 to secure a COVID-19 test. These contacts will be encouraged to self-isolate and seek all medical care and testing that they feel may be appropriate.

In conjunction with, and in consideration of the advice of local health authorities, CCPA will work with all members of the college community to ensure there is adequate support during their quarantine period and the process of care is met. The Office of the Registrar will be in touch with students, and Director of Education will be in touch with faculty and guest artists on an on-going basis. For staff, direct Supervisors and will support staff during their quarantine period.

6. Communication Protocols

While The Canadian College of Performing Arts is sensitive to the needs of all our students, CCPA is also aware that anxiety in our international student community may be extremely

high considering the impact the pandemic may have on work or student visas, accommodations, or educational experience.

Respectful of this, the public communication protocols outlined in the *CCPA Campus Plan for Confirmed Case of COVID-19* states that a member of the CSMT will contact the individual to confirm the diagnosis. The individual should be advised that their disclosure is appreciated, that they will not be discriminated against or face retaliation because of the diagnosis, and that while information about the diagnosis may be shared with others, they will not be identified by name.

Following, CCPA will issue a public notice that an individual (or individuals) has tested positive for COVID-19, without identifying the individual, via email. This notice should reassure faculty, staff, students and other members of the college community that the college is working with the PHO/CDC/local health authorities. Messaging will outline that: unless notified directly by the College and/or local health authority, it is not believed that they have been in close contact with or shared a common space with the infected individual. Faculty, staff, students and other members of the college community should be reassured that the College is providing the notice out of an abundance of caution so that all individuals may continue to monitor themselves for symptoms and seek treatment if needed.

Social media will be monitored by the Communications and Marketing Officer to manage concerns or rumors and provide accurate information. Responses to questions and concerns will be managed on an ongoing basis.

7. Re-start Plans

Following a full campus shutdown in March, 2020, the Canadian College of Performing Arts initiated a wide range of health and safety protocols which were aligned with recommendations outlined in the *BC Restart Plan*, and detailed in the *BC Post-Secondary COVID-19 Go-Forward Guidelines* to address and mitigate the potential transmission of COVID-19 prior to allowing any member of the college community return to campus. The campus re-opened to in-person training for the 2020/21 school year in September 2020.

A brief summary of the CCPA COVID-19 Safety Plan was provided to the student in a *COVID Day-in-the-Life* document which can be found at <http://www.ccpacanada.com/wp-content/uploads/2020/09/COVID-day-in-the-life.pdf>

A more detailed *COVID-19 Enhanced Protocols Code of Conduct* was signed by all members of the college community prior to the return to on campus in-person training and can be found at <http://www.ccpacanada.com/wp-content/uploads/2020/09/CCPA-COVID-19-Code-of-Conduct.pdf>

The WorkSafe BC's *COVID-19 Safety Plan* for Canadian College of Performing Arts 1701 Elgin Road, Victoria BC can be found on our website at <http://www.ccpacanada.com/wp-content/uploads/2020/10/COVID-Safety-Plan-Canadian-College-of-Performing-Arts-1701-Elgin-Road-Victoria-BC.pdf>

8. Plan Maintenance

The Canadian College of Performing Arts' commitment to the health and safety of our community, staff, faculty and students is primary and the process of care for all students will continue to be upheld. This requires having a rigorous and ongoing evaluation process for our COVID-19 policies, not limited to the WorkSafe BC's *COVID-19 Safety Plan*.

While the protocols which were put into place prior to our return-to-campus continue to provide the foundation for our safe operation, CCPA's CSMT has regularly scheduled weekly meetings to evaluate whether our plan continues to meet or exceed best practices, particularly as new challenges present themselves, or health authorities offer new recommendations, issue new orders or amend regulations.

Minutes are taken at each of College Senior Management Team meetings and requests to view those minutes can be made to the Managing Artistic Director via email at director@ccpacanada.com

CCPA is constantly ready to make amendments and additions to our COVID-19 policies, not limited to the WorkSafe BC's *COVID-19 Safety Plan* and we are prepared to continue doing so in perpetuity.

PRE-ARRIVAL REQUIREMENTS

1. Communication with International Students and their Co-Arriving Immediate Family Members

Prospective international students will be contacted by the Office of the Registrar and offered direct and ongoing support in planning for, and arranging travel to Canada in accordance with the most up-to-date information about travel restrictions, exemptions, and the expectations of all levels of government and local health authorities as outlined on the IRCC website. <https://www.canada.ca/en/immigration-refugees-citizenship/services/coronavirus-covid19/travel-restrictions-exemptions.html>

Prior to making any travel plans to Canada, international students will be made aware of, and will be supported by the Office of the Registrar to understand the travel restrictions and exemptions as referred to on the IRCC website. <https://www.canada.ca/en/immigration-refugees-citizenship/services/coronavirus-covid19/travel-restrictions-exemptions.html>

Prospective students will be made aware that all travelers arriving in Canada are required to self-isolate (quarantine) for 14-days under the Quarantine Act <https://laws-lois.justice.gc.ca/eng/acts/q-1.1/page-1.html> in order to slow the spread of COVID-19.

Prospective students will also be directed to visit the IRCC website for information about quarantine requirements. <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/latest-travel-health-advice.html#f>

The Office of the Registrar will make direct contact with the student to ensure there is full understanding of, and intention to comply with all these requirements.

2. Completion of *ArriveCAN* application

International students and their co-arriving immediate family members will be directed to download the Government of Canada's *ArriveCAN* application prior to arrival at the border and to complete the information required. <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/latest-travel-health-advice.html#ua>

The Office of the Registrar will be available to support the international student(s) to complete this application and request that a facsimile of the application be made available upon its completion to demonstrate compliance. The copy of the *ArriveCAN* application will be added to the international students' file and kept in a secured location on campus.

3. Transportation of International Students and their Co-Arriving Immediate Family

Transport Canada's most recent directive <https://www.canada.ca/en/transport-canada/news/2020/04/new-measures-introduced-for-non-medical-masks-or-face-coverings-in-the-canadian-transportation-system.html> requires all air passengers to have a non-medical mask or face covering to cover their mouth and nose at various times during their travels. Specifically, international students and their co-arriving immediate family members will be required to cover their mouth and nose:

- at Canadian airport screening checkpoints, where the screeners cannot always keep two metres of separation between themselves and the traveller;
- when they cannot physically distance from others, or as directed by the airline employees; and
- when directed to do so by a public health order or public health official.

International students and their co-arriving immediate family members will also be required to demonstrate they have the necessary non-medical mask or face covering during the boarding process otherwise they will not be allowed to continue their journey.

Additionally, it is possible that some carriers will have their own policies in place requiring masks to be worn throughout the duration of their flight.

As part of their pre-arrival outreach, the Office of the Registrar will convey this information to the international student.

International students will have direct transportation from Victoria International Airport (YYJ) to their quarantine location. CCPA will ensure that the student will be picked up and dropped

off in a safe and viable manner. CCPA is committed to working directly with international student(s) and an approved carrier so that their rides are arranged and paid for by the international student(s). The college can facilitate payment on the students' behalf with the charges added to the students account with CCPA Finance department. For tracking purposes the Office of the Registrar will communicate with the carrier to record the name of the driver and any staff at the quarantine location who were in direct contact with the international student upon their arrival. This record will be kept in the student file in a secure location on campus.

4. Mandatory 14-Day Quarantine

Information about the expectations for self-isolation in accordance with the Government of Canada's 14-Day Quarantine Requirements will be conveyed via direction to the Government of Canada website, referral to the Quarantine Act, as well as through direct contact between the international student and the Office of the Registrar.

CCPA has already been in contact with hotels/tourism accommodations and has a list of quarantine locations throughout the Greater Victoria area which are confirmed to be acceptable and meeting the 14-Day Quarantine Requirements outlined by the Government of Canada.

International students who have already arranged accommodations with relatives or friends will be explicitly instructed by the Office of the Registrar to avoid contact with others until the quarantine period is over. A member of the CSMT will be verbally confirming compliance with this directive in each daily contact with the international student following their arrival at the quarantine destination.

14-DAY QUARANTINE REQUIREMENTS

1. Quarantine Arrangements for International Students and Co-Arriving Immediate Family Members

CCPA has been in contact with hotels/tourism accommodations and has a list of quarantine locations throughout the city. As an example, the following hotels/tourism accommodations offer short-term housing options which were confirmed via phone calls and emails between CCPA and representatives of the accommodations providers to be acceptable and meeting the 14-Day Quarantine Requirements outlined by the Government of Canada:

Accent Inns Victoria

Address: 3233 Maple St, Victoria, BC, V8X 4Y9

Website: www.accentinns.com

Price: \$85/night + tax

Inclusions: Parking, Wi-Fi, local telephone calls, coffee/tea in rooms and daily breakfast to go (yogurt, fruit, granola bar)

Kitchenette: Yes

Can accommodate families: Yes

Reservation email: schan@accentinns.com

Hotel Zed

Address: 3110 Douglas St, Victoria, BC, V8Z 3K4

Website: www.hotelzed.com

Price: \$85/night + tax

Inclusions: Parking, Wi-Fi and local telephone calls

Kitchenette: Yes

Can accommodate families: Yes

Reservation email: schan@accentinns.com

Quality Inn Victoria

Address: 850 Blanshard St, Victoria, BC, V8W 2H2

Website: www.victoriaqualityinn.com

Price: \$99/night + tax; \$129/night + tax (suites)

Inclusions: Wi-Fi

Kitchenette: Yes

Can accommodate families: Yes

Reservation email: info@victoriaqualityinn.com; gm@victoriaqualityinn.com

Days Inn Victoria on the Harbour

Address: 427 Belleville St, Victoria, BC, V8V 1X3

Website: <https://www.wyndhamhotels.com/en-ca/days-inn/victoria-british-columbia/days-inn-victoria-on-the-harbour/overview?CID=LC%3ADI%3A20160927%3ARio%3ALocal&iata=00093796>

Price: \$125/night + tax

Inclusions: Wi-Fi

Kitchenette: Yes

Can accommodate families: Yes

Reservation email: gm@daysinnvictoria.com

Days Inn Victoria Uptown

Address: 229 Gorge Rd E, Victoria, BC, V9A 1L1

Website: www.daysinnvictoriauptown.com

Price: \$105/night + tax

Inclusions: Wi-Fi

Kitchenette: Yes

Can accommodate families: Yes

Reservation email: gm@daysinnvictoria.com

Howard Johnson Hotel and Suites Victoria - Elk Lake

Address: 4670 Elk Lake, Victoria, BC, V8Z 5M2

Website: <https://www.wyndhamhotels.com/en-ca/hojo/victoria-british-columbia/howard-johnson-hotel-and-suites-victoria-elk-lake/overview?CID=LC%3AHJ%3A%3AGGL%3ARIO%3ANational%3A11927&iata=00093796>

Price: \$129/night + tax

Inclusions: Wi-Fi, Breakfast

Kitchenette: Yes

Can accommodate families: Yes

Reservation email: fom@hojovictoria.ca

Motel 6 - Victoria Airport

Address: 2401 Mount Newton Cross Road, Victoria, BC, V8M 1T8

Website:

https://www.motel6.com/en/motels.bc.saanichton.5739.html?lid=Local_Milestone_5739&travelAgentNumber=TA001305&corporatePlusNumber=CP792N5W&utm_source=google%20my%20business&utm_medium=listing&utm_campaign=visit%20web%20site

Price: \$109/night + tax

Inclusions: Wi-Fi, Breakfast

Kitchenette: Yes

Can accommodate families: Yes

Reservation email: gm@hievictoria.com

The local hotels provide discounted nightly rates for students who require self-isolation accommodations. To ensure that you receive the discounted rates, please identify yourself as a Canadian College of Performing Arts student when making your booking. If you book hotel

space with a kitchenette, confirm with the hotel directly what kitchen supplies are included so that you can plan your grocery and meal supplies accordingly.

As these rooms would be designated for self-isolation, hotel staff would not enter the room for cleaning during the isolation period. The hotel would drop off clean towels and fresh sheets on a weekly basis and provide extra garbage bags to be placed outside their door for removal. As guests are in isolation, and not allowed to leave their rooms until isolation is completed, breakfast served in a common dining area would not be included.

International students who have already arranged accommodations with landlords, relatives or friends should avoid contact with others until the quarantine period is over. For more information on how to self-isolate (quarantine) with others, please visit the Government of Canada website. <https://www.canada.ca/en/public-health/services/publications/diseases-conditions/coronavirus-disease-covid-19-how-to-self-isolate-home-exposed-no-symptoms.html>

A comprehensive checklist has been produced to ensure that international students understand and meet the Quarantine Act requirements and to confirm that the chosen quarantine location is viable and safe for the student. The CSMT will review the checklist and confirm that all aspects of the Go Forward Plan are being met. The checklist will be kept in the student file in a secure location on campus.

A copy of the checklist can be found on our website at <http://www.ccpacanada.com/wp-content/uploads/2020/11/International-Quarantine-Checklist.pdf>

In addition, written consent by a host family/landlord as well as acknowledgment that the host family/landlord of the international student understands and will abide by the 14-Day Quarantine Requirements outlined by the Government of Canada will be secured by the Office of the Registrar and stored in the student file in a secure location on campus.

Travelers to Canada may not leave their quarantine location to purchase meals, groceries, or other necessities. If needed the Canadian College of Performing Arts will arrange to have someone deliver meals and groceries and other necessities as needed. CCPA will work with International Students on securing and delivery of the food so that students do not need to leave their quarantine location. The college can facilitate payment on the students' behalf with the charges added to the students account with CCPA Finance department.

A detailed *Preparations for Pre-Arrival to Canada* document can be found on our website at <http://www.ccpacanada.com/wp-content/uploads/2020/11/Preparations-for-Pre-Arrival-to-Canada.pdf>

2. Ongoing Self-Monitoring and Assessment of COVID-19 Symptoms

The Office of the Registrar is committed to initiating regular, daily communication with international students who are in quarantine to assess their overall health and well-being. If an international student discloses that they are exhibiting any COVID-19 symptoms, they will

be directed to continue to avoid contact with others and encouraged to seek an immediate COVID-19 test by calling 8-1-1 to secure a testing appointment.

Common symptoms for COVID-19 include fever, chills, cough, shortness of breath, fatigue, and loss of sense of smell or taste.

Even if an international student suggests that their symptoms are mild, they will be directed to self-isolate and avoid leaving their accommodation or residence, except to seek medical intervention.

In accordance with Ministry of Advanced Education, Skills and Training's *COVID-19 Go-Forward Guidelines for B.C.'s Post-Secondary Sector*, CCPA already has a *Potential COVID-19 Exposure Tracking Record* in place. Any relevant disclosures about potential or confirmed incidents of exposure by an international student will be documented in this record.

Requests to view the *Potential COVID-19 Exposure Tracking Record* by relevant authorities, and redacted to ensure the privacy of individuals named in the Record, can be made to the Managing Artistic Director via email at director@ccpacanada.com

If a medical intervention is necessary, CCPA is committed to providing safe transportation for the international student to travel to the local COVID-19 testing station, as well as return transportation to the quarantine location following testing. CCPA is committed to working directly with international student(s) and an approved carrier so that their rides are arranged and paid for by the college. For tracking purposes the Office of the Registrar will communicate with the carrier to record the name of the driver and any staff at the quarantine location who were in direct contact with the international student upon their arrival. This record will be kept in the student file in a secure location on campus.

3. Utilization of the *ArriveCAN* Application for Daily Symptom Reporting

The Office of the Registrar is committed to utilizing relevant aspects of the *ArriveCAN* application to encourage and assist international students to provide the Government of Canada with voluntary updates on their quarantine compliance and to report on the development of any symptoms during the 14 days after arriving in Canada.

4. Individual Accommodation Options

In addition to the hotel/tourism accommodations, there are many other accommodation options for students in the Greater Victoria area and they include furnished and unfurnished rentals in houses, basement suites, condos, apartments.

While resources for locating available housing can be found online, the Office of the Registrar has already made many connections with landlords, supported housing options, real estate agents and community members at large who provide us with notice of housing opportunities.

All housing options provided to international students will be vetted by a member of the CSMT to confirm they are acceptable and meet the 14-Day Quarantine Requirements outlined by the Government of Canada.

Options will be made available to allow the international student to participate in classes remotely and for the Director of Education and/or Registrar to provide relevant resources for students during their quarantine period.

A member of the CSMT will remain in contact with individual international students to stay informed of their health status and help them feel connected and supported. Regular contact will be on a day to day basis to ensure international students have support and access to food, medical care, and COVID-19 infection control information and direction during their isolation period. Documentation of these touchpoints will be made by the CSMT and those records will be stored in the student file in a secure location on campus.

In addition, international students will be given individualized, personal support to follow a medical practitioner or health authority's direction regarding the appropriate timing for their return to school.

A final screening consultation with a health care professional will be required within 24 hours of the end of self-isolation. Confirmation of this consultation and the results will be made by a member of the CSMT. Documentation of this consultation and the results will be stored in the student file in a secure location on campus.

5. COVID-19 Messaging

It is understood that how we communicate about COVID-19 is critical in supporting people to take effective action to help combat the disease and to avoid fueling stigma and social barriers.

CCPA has always employed an integrated communication plan that considers all of the communication/messages that are sent to the campus community. In accordance with recommendations of the Ministry of Advanced Education, Skills and Training's *COVID-19 Go-Forward Guidelines for B.C.'s Post-Secondary Sector*, CCPA's communication plan:

- Ensures that content is consistent with provincial and local public health advice,
- Is intentional about messaging by considering equity and diversity, language, and tone,
- Ensures that communication is accessible to the whole campus community, including those with low literacy, and
- Clearly communicates that acts of discrimination against people will not be tolerated.

6. Mitigation of Social Barriers to Support Quarantine Compliance

CCPA will be following the recommendations of the *World Health Organization COVID-19 Stigma Guide* to encourage social cohesion and mitigate possible social isolation; factors which contribute to the possibility that an international student might hide the illness to avoid discrimination, may avoid seeking prompt health care, and might discourage them from adopting healthy behaviors, including quarantine compliance.

The Canadian College of Performing Arts is dedicated to fostering a sensitive, welcoming, open, and trustworthy environment in which the disease and its impact can be discussed and addressed openly, honestly, and effectively.

Specifically, CCPA is committed to:

- Using inclusive language and less stigmatizing terminology that respects and empowers people in all communication channels, including the media, and
- Modeling positive, supportive behaviors around the new coronavirus disease (COVID-19).

The CSMT will build trust by providing reliable health services advice, by consistently demonstrating empathy, by working diligently to understand the latest medical information regarding the disease itself, and by encouraging effective, practical measures to help keep everyone, including international students and their immediate families, safe.

POST QUARANTINE REQUIREMENTS

1. Ongoing Support

Our commitment to our community, staff and students is primary and the process of care for all international students will continue to be upheld in perpetuity. All students have access to ongoing support from the College on campus administration.

2. Physical & Mental Health Supports

As we do with all our students, CCPA is fully prepared to assist international students who are facing circumstances and challenges related to their physical well-being and mental health.

All BC residents, including international students, who reside in Canada for more than six months are required to have medical coverage through the publicly funded BC Medical Services Plan (MSP). MSP provides basic medical benefits including doctor/clinic visits and emergency services. The International Student Liaison will work with international students to help them to apply for MSP immediately upon arrival in BC by offering to help the student complete the online application form from the MSP website.

There is a three-month waiting period for all new residents to BC. During this waiting period, international students will be required to present evidence to the Office of the Registrar that

they have private medical insurance in place. Evidence that this requirement is in place will be added to the student file and stored in a secure location on campus.

Victoria has a multitude of in-person and virtual online mental health services which can be accessed by international students. Members of the CSMT are very familiar with these resources and frequently utilize them to assist in the health and well-being of our students. If needed, this information will be shared with an international student by the Office of the Registrar, or a member of the CSMT.

All students have Virtual Healthcare offered through Wello Virtual healthcare as part of their student fees.

Here2Talk is an app that was made for domestic and international students. All students currently registered to study at any post-secondary institution in British Columbia, whether public or private, are eligible for this program.

Additionally, CCPA has 3 registered clinical counsellors on staff to provide both in-person and virtual counselling sessions to all of our students including international students.

Anyone can call 310-6789 toll-free to access emotional support, information, and resources specific to mental health and substance use issues. This phone service is available 24 hours a day.

3. Anti-Racism & COVID-19 Stigma Supports

CCPA has many policies in place to protect students from discrimination, harassment and bullying, and is committed to providing an environment that respects and promotes human rights and personal dignity, including but not limited to CCPA's Respectful & Fair Treatment of Students Policy, Sexual Harassment Policy, Vulnerable Sectors Policy and Code of Conduct & Dismissal Policy.

A copy of the current Student Handbook can be found on our website at

<http://www.ccpacanada.com/wp-content/uploads/2020/09/2020-21-Student-Handbook-20-09-14.pdf>

Respectful & Fair Treatment of Students Policy

Policy:

The Canadian College of Performing Arts (CCPA or the College), which is operated by the Canadian Heritage Arts Society (CHAS), is committed to ensuring that its learning environment promotes the respectful and fair treatment of all students, staff and faculty, and as such is committed to:

- ensuring that all individuals are treated with dignity and respect, free from discrimination, harassment, and bullying and are supported in managing differences both in the college and the workplace; and
- providing an environment that respects and promotes human rights and personal dignity.

CCPA supports the principle that all individuals, including employees, students, contractors, board members, visitors, and volunteers, are entitled to work in an educational environment that is free from any form of discrimination and discriminatory harassment.

CCPA welcomes people with diverse backgrounds, cultures, strengths and opinions into the college. Staff, students and faculty are expected to work to understand cultural differences, work constructively to accommodate and value each other's differing styles and contributions.

It is CCPA's policy to endeavor to address negative or uncomfortable issues in their earliest stages in order that mutually beneficial resolutions can be found before any relationships are damaged. Equally, constructive and creative ideas are welcome for discussion.

Definitions:

“Disrespect” is showing a lack of respect or courtesy; impolite.

“Devaluing Behaviour” is behaviour that has the effect of making another feel less valuable or important, whether or not that was an intended result.

“Exclusive Behaviour” is behaviour that makes another feel excluded from a group for any reason, whether or not that was an intended result.

“Inconsiderate Behaviour” is behaviour that does not consider others' needs, space, safety, health, accommodation, reputation, performance or progress. It includes rude, abrasive, or offensive communications. It includes derogatory language, not required in a script use, referencing gender, race, sexual orientation, or any kind of disability. It includes discourteous or aggressive behavior.

“Harassment” includes sexual harassment and is any behaviour by a person directed against another person that a reasonable person would know or ought to know would cause offence, humiliation or intimidation. It includes offensive or intimidating behavior that is unwelcome by another. It can be direct or indirect, obvious or subtle, active or passive. It can be written, verbal, physical, electronic or any other form of expression. It can be physical and/or psychological. It is defined by the impact on the subject of the harassment and not by the **intent** of the harasser. It can be a one-time occurrence or repeated incidents. It includes: making derogatory comments to or about another person, swearing, yelling, inappropriately interfering in another person's work, derogatory gestures, embarrassing practical jokes, ridicule, gossip, reckless disregard or denial of another's rights, improper use of power or authority or physical assault.

“Bullying” is any repeated or systematic behaviour, physical, verbal or psychological including shunning, which would be seen by a reasonable person as intending to belittle, intimidate, coerce or isolate another person.

“Discrimination” is unfair differential treatment, whether intentional or not, of an individual or group, as identified by race, national or ethnic origin, colour, religion, age, gender, sexual orientation, marital status, family status, disability and a conviction for which a pardon has been granted or a record suspension has been ordered.

“Sexual Harassment” or **“Sexual Misconduct”** includes unwelcome sexual advances, requests for sexual favours or other verbal or physical conduct of a sexual nature including when:

- a. submission to such conduct is made either explicitly or implicitly a term or condition of employment, casting or of educational progress;
- b. submission to or rejection of such conduct is used as the basis for employment, casting or academic decisions affecting that employee or student; or
- c. such conduct has the effect or purpose of interfering with a student's academic performance or creating an intimidating, hostile, or offensive working or educational environment.

References to “**including**” are not intended to be limiting.

Procedures:

1. Each of the behaviours defined above are prohibited and will not be tolerated.
2. Individuals are responsible for conducting themselves in a respectful manner in the College and at work-related activities. Students, staff, faculty, Board Members, volunteers, visitors or guests found to be engaged in conduct that violates respectful and fair treatment of others, or the facility will be subject to remedy up to and including suspension from the College and/or removal of access to College facilities and grounds. Failure to maintain respectful & fair conduct may lead to dismissal from the College.
3. While it is understood faculty, staff may at times be required to be alone with students, faculty and staff are not permitted to be alone with a student where intoxicants are present .
4. **Intimate or physical relationships:** No staff, faculty or guest artist may engage in any form of intimate or physical relationship with any current student and for 2 years after the student’s departure from the College.
5. **Staff and Faculty Interactions with Students:**
 - a) Staff and faculty are not to initiate private extra-curricular contact with a current student.
 - b) All interactions with students are to be limited to those reasonably necessary for the course of study or other College business.
 - c) All interactions with students are to be conducted with the utmost professionalism.
Staff and faculty may not engage in social media, texting or other contact with students other than as is reasonably necessary for study or other College business.
 - d) If a student initiates contact over social media, texting or otherwise with a member of the staff or faculty other than as is reasonably necessary for study or other College business, the staff of faculty member so contacted should politely make the student aware of this policy.
6. **Student Interactions with Students**

- a) Students are expected to clearly identify and maintain boundaries with other students before they escalate or lead to misunderstandings. When students interact off campus students are responsible for their own behavior and interactions.
 - b) Students are expected to recognize that any touch can be misunderstood.
 - c) If a student has a complaint with respect to an interaction with another student, that complaint should be reduced to writing and provided to the Director of Education & Programming or the Managing Artistic Director.
7. Any alleged violation of this policy should be promptly reported, preferably in writing, to a supervisor, manager, director, or the Student/Staff/Faculty Liaison Committee Chair of the Board of Directors. Any complainant is expected, when requested to do so, to participate in appropriate initiatives to improve appropriate behavior within the College.

8. Making and Resolving Complaints:

- a) Anyone witnessing or experiencing any conduct prohibited by this policy should document the incident and report it to the Director of Education & Programming and/or the Managing Artistic Director. This should be done in a timely manner.
- b) Anyone witnessing or experiencing any conduct prohibited by this policy may make the issue known to a trusted third party, the Director of Education & Programming and/or the Managing Artistic Director so that options for resolution may be considered and facilitated.
- c) If informal attempts to resolve the issue are not either appropriate or successful, and a formal complaint is necessary or if the complaint is against a staff member, faculty member, Board Member, or the Director of Education & Programming, the complaint should be made in writing to the Managing Artistic Director.
- d) If the complaint is against the Managing Artistic Director, the complaint should be brought to the Director of Education & Programming and to any member of the CHAS Board of Directors.

*NOTE: In circumstances such as sexual or physical assault, the complainant may elect to file a complaint with the police. In these circumstances no investigation will take place while an active police investigation or legal proceedings are underway.

**NOTE: Anonymous complaints or allegations, submitted by, but not limited to, letters, surveys, or 3rd party reports will not be acted upon without further detail and context.

9. Investigations: Complaints of alleged breaches of this policy will be investigated immediately utilizing either internal or external investigators at the discretion of the CHAS Board of Directors.

- a) Once the College is made aware of an alleged complaint, there is a duty to investigate, whether or not a formal complaint has been made. An investigation will commence when any of the following occur:

- A student, employee, faculty member, contractor, or volunteer makes a complaint of a breach of this policy; or
 - CCPA Management or the CHAS Board of Directors becomes aware of the complaint.
- b) The College will ensure accommodation of any special needs of all persons involved (i.e. documents in alternate formats, off-site, after-hours meetings, interpretation and translation.)
- c) All complaints will be handled in a confidential manner and information regarding the investigation will only be disclosed on a need to know basis.
- d) All interviewees in both internal and external investigations will have the opportunity to review and agree to the accuracy of the record of their respective interviews.
- e) **Internal Investigation:**
- The Managing Artistic Director and the Director of Education & Programming will be trained to conduct internal investigations. Internal investigations will be carried out by one or both said Directors. In all cases of investigation, the CHAS Board of Directors will be advised that such is taking place and will receive a summary of findings and actions taken.
- f) **External Investigation:**
- The College will engage a qualified, professionally trained external investigator, at its sole expense, where the Board of Directors considers that an external investigation is warranted.
 - In any complaint against the Managing Artistic Director, the Director of Education & Programming, or a member of the CHAS Board of Directors, an external investigator will be used and generally:
 - I. In cases of sexual harassment,
 - II. Where in the judgment of the CHAS Board of Directors or its Executive Committee, a high degree of liability may exist,
 - III. If the alleged events occurred in private and without the opportunity of a witness,
 - IV. Where the allegations are similar in nature and made against a number of persons.
 - The external investigator will have the authority to independently schedule interviews and to make recommendations of actions to be taken.

10. Investigative Reports:

- a) A final report will be completed in writing by the investigator and submitted to the Managing Artistic Director or in the case of a complaint against the Managing Artistic Director, to a member of the Executive Committee of the CHAS Board of Directors, which will include a summary of findings and recommendations..
- b) The full report will be maintained in a separate file space accessed only by the Managing Artistic Director and the CHAS Board of Directors (except in the case of a complaint against the Managing Artistic Director, in which case the report will be kept with the Board's confidential files) but will NOT form a part of the personnel files. No documentation of unsubstantiated claims will be maintained.

11. Conclusions, Recommendations & Actions: Following an investigation, all parties will be advised of the investigator's finding with respect to whether or not a breach of policy or other misconduct was established. The complainant will not be advised of details of any disciplinary action taken.

1. If the investigation finds misconduct was established, action will be taken to remedy the situation.
2. This may include mediation, restorative justice, sensitivity training or other educational requirements.
3. Discipline may include: official warning and follow up monitoring, temporary suspension or termination.
4. In cases where the investigation is inconclusive or unfounded, the College may provide conflict resolution measures for the parties.
5. In the case where a complaint is found to have been vexatious or retaliatory, or brought for any other improper motive, the College may take disciplinary action against the complainant.
6. If the investigator recommends revisions to CCPA policy, the CHAS Board of Directors will conduct a review of the applicable policy.

While there have been some documented cases where the current COVID-19 outbreak has provoked social stigma and discriminatory behaviors against people of certain ethnic backgrounds as well as anyone perceived to have been in contact with the virus, there have been no known cases of this sort of negative behavior within the CCPA community.

International students are a valued and important part of our community and CCPA will never tolerate any discrimination toward individuals based on race, ethnicity, or country of origin.

In addition, the entire community of the Canadian College of Performing Arts is committed to being intentional and thoughtful when communicating with all students, modeling supportive behaviors, prioritizing the sharing of accurate information about affected areas, outbreaks, treatment options and where to access health care and information using simple, easily-understood language.

We anticipate that anxiety in our international student community may be high because of the perceived impact the pandemic may have on international students' work or student visas, accommodations, or educational experience. To that end, the CSMT is available to

directly assist international students to navigate any challenges which present themselves in these areas.

4. Social Barrier Mitigation and COVID-19 Infection Control Compliance

The Canadian College of Performing Arts understands that everyone associated with the school has an important role to play in mitigating any social barriers associated with international students which might influence their continued compliance with infection control measures.

In accordance with the recommendations of the World Health Organization COVID-19 Stigma Guide <https://www.who.int/docs/default-source/coronaviruse/covid19-stigma-guide.pdf> CCPA is committed to being intentional and thoughtful when communicating on social media and other platforms, to consistently showing supportive behaviors, and to using simple, accurate language to share the most up-to-date information purposefully and regularly about how to prevent infection. As the primary contact between the international student and the school, the Office of the Registrar is responsible for gathering and sharing this information with the international student.

CCPA is committed to addressing any instances, either overt or accidental, where anyone associated with the school or community uses terminology which feeds stigma, undermines empathy, or has the potential to foster the creation of any barrier which might influence compliance with infection control protocols and measures. Depending on the individual in question and the context of the infraction, any behavior requiring an intervention will be addressed by the Managing Artistic Director and/or the Director of Education.