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Updated



**NORTHERN LAKES**  
**COLLEGE**

# NLC Relaunch Guidelines

To Support a Safe, Gradual Return to Campus Operations

# Table of Contents

<b>Purpose .....</b>	<b>2</b>
<b>Priorities.....</b>	<b>2</b>
<b>Four Staged Approach .....</b>	<b>2</b>
<b>General Health Protocols to be followed in all Stages.....</b>	<b>2</b>
Personal Measures to Prevent the Spread: .....	2
Physical Safeguards:.....	3
Administrative Safeguards: .....	3
<b>International Students .....</b>	<b>3</b>
<b>Additional Information.....</b>	<b>4</b>
<b>Exposure Prevention and Response Plan .....</b>	<b>4</b>
Employees / Students in Campuses .....	4
I Have Symptoms of COVID-19 and/or a Positive Test Result .....	4
Negative COVID-19 Test Results .....	5
Monitoring Symptoms when at a Campus.....	5
Deep Cleaning and Closure .....	5
Pre-existing Health Conditions .....	5
Students in NLC Residences .....	5
Residence Common Areas & Visitors .....	5
Single Residence Units .....	6
Shared Residence Units .....	6
Family Residence Units .....	6
I Have Symptoms of COVID-19 and/or a Positive Test Result .....	6
Negative COVID-19 Test Results .....	6
Deep Cleaning and Closure .....	6
Support Services .....	7
<b>Appendix A: NLC Staged Approach to Relaunch .....</b>	<b>8</b>

# Purpose

This guideline communicates:

- Priorities and actions for a gradual return to working and learning on campus in support of our continued response to the COVID-19 pandemic.
- Protocols to be followed when attending campus, CALPs, and CAPs for work or learning.
- High-level details of the services resumptions in each stage.

# Priorities

- Health, safety and well-being of students and employees.
- Students achieving learning objectives.
- Service to current and future students.
- Maintain and support community partnerships.

# Four Staged Approach

Northern Lakes College (NLC) is taking a flexible approach to a gradual return to campus. NLC plans for a phased-in approach to return to campus in order to limit the potential spread of the virus and its impact on students and employees. The stages include:

- Stage 1: remote work and classes, essential workers only on site.
- Stage 2: hybrid approach to work and classes, only students and employees with purpose coming onsite.
- Stage 3: continuation of a hybrid approach, with limited resumption of services and an increase of staff returning to campus.
- Stage 4: return to normal operations.

We are currently in Stage 2 of a four staged approach. We anticipate entering Stage 3 in January, however, moving from one stage to the next stage will depend on provincial health data and government direction. It is possible that we will revert to an earlier stage before moving forward again. All processes and protocols must be in place before a department may resume services. Refer to Appendix A for the details on each stage.

# General Health Protocols to be followed in all Stages

## Personal Measures to Prevent the Spread:

- Complete the Alberta Health Service (AHS) self-assessment for Albertans daily before arriving on campus. Anyone who feels ill, and particularly those with cold/flu-like symptoms of cough, fever, shortness of breath, runny nose or sore throat, or any of the other symptoms identified by AHS, must not come to campus.
- Consider downloading the contact tracing app as recommended by AHS.
- Continue to follow health guidelines for personal hygiene, such as washing your hands frequently, coughing or sneezing into your bent elbow, and avoiding touching your face or rubbing your eyes. These measures are

especially important before and after coming into contact with high-touchpoint surfaces like door handles, bannisters, kitchens and other campus equipment.

- Maintain a physical distance of two metres from other people. If adhering to physical distancing measures are not be possible, then a mask must be worn.
- Use automatic door buttons wherever possible to reduce touchpoints. Follow any “entrance” and “exit” signs posted on building doors to allow people to keep their distance. When there is only one door, yield to those exiting.
- Elevators should only be used if absolutely necessary. No more than one person may use an elevator at any time unless there is sufficient space for two people to stand two metres apart. Where possible, use an object to press elevator buttons. After using NLC elevators, thoroughly wash your hands or use hand sanitizer provided next to the elevator. Use stairs whenever possible.
- Follow directional arrows wherever they are placed. Walk on the right-hand side of hallways and stairwells wherever possible. If there is not sufficient space to maintain a two metre distance, yield to oncoming traffic. Always be aware of your surroundings when you cannot maintain a two metre distance.
- Employees and students that have travelled internationally, including international students coming from out-of-country to attend NLC, are required to complete a mandatory 14-day quarantine and be symptom free before accessing a NLC campus.

### Physical Safeguards:

- Foot traffic within buildings is regulated by closing buildings, restricting access points and placing directional signage on walls and floors.
- All common areas such as gyms, fitness areas, libraries, lounges and kitchens will remain closed.
- Plexiglas barriers are placed at front-end service desks.
- Hand Sanitizer is provided throughout the College, hung on walls and placed at each campus entrance point.
- Enhanced cleaning and disinfecting of high-traffic, high-contact and common areas will be determined based on building occupancy.

### Administrative Safeguards:

- Plans are in place to respond to illness and outbreaks on campus. Refer to the NLC COVID-19 Exposure Prevention and Response Plan for details.
- No face-to-face meetings or gatherings of more than four people unless prior approval is received from Senior Leadership Team. Physical distancing must be adhered to at all time when possible, and if not possible, a mask must be worn.

It is essential that as restrictions are lifted, we all protect our college community by doing our part to reduce the risk of infection and transmission.

## International Students

The Government of Canada requires international students coming to NLC from out-of-country to quarantine for 14 days prior to the start of their studies. These students and their co-arriving family members will be supported during the mandatory quarantine period in accordance with the College’s International Student COVID-19 Plan. Furthermore, Student Wellness and Counselling Services will continue to engage with and support by distance

international students with respect to COVID-19 information, monitoring and planning. These support services are outlined in the College's International Student COVID-19 Plan, and will be in effect for both Stages 2 and 3 of this relaunch plan.

## Additional Information

Occupational Health & Safety and Facilities and Ancillary Services departments have put in place many COVID-19 safety preventative measures at all NLC campuses, which is illustrated in Version 2 of the Re-entry COVID-19 Hazard Assessment. Each employee is expected to review this document and forward the completed Acknowledgement Form to Human Resources

This is a living document and will be updated as guidance is provided by Senior Leadership Team, the Alberta government and health authorities.

Other sources of information include:

- The COVID-19 information page on the College website at:  
<https://www.northernlakescollege.ca/covid-19-novel-coronavirus-information>
- The COVID-19 information tile on the NLC Connect app.
- The Government of Alberta COVID-19 information site at:  
<https://www.alberta.ca/coronavirus-info-for-albertans.aspx>

External groups or organizations with space on any NLC campus:

- Must adhere to all NLC COVID-19 protocols.

## Exposure Prevention and Response Plan

### Employees / Students in Campuses

#### I Have Symptoms of COVID-19 and/or a Positive Test Result

If you have symptoms of COVID-19 and/or test positive for COVID-19:

- Alberta Health Services (AHS) states that you are legally required to self-isolate for 10 days from the onset of symptoms or until your symptoms resolve, whichever is longer. However, the College requires that your symptoms must have fully resolved before you may return to any NLC campus so that you do not potentially infect other individuals at the campuses.
- All employees and students are required to immediately notify the College if they have accessed a campus within 10 days of the onset of symptoms and/or have tested positive for COVID-19.
- Employees are to contact Human Resources at (780) 849-8700. All students, including international students, are to contact Student Services at (780) 849-8680 and inform their Instructor(s).

The College is subject to strict reporting responsibilities with provincial health and safety legislation. Most importantly, by reporting immediately to us, it allows NLC to continuously keep our College community safe.

For guidance on AHS requirements regarding a negative/positive COVID-19 test result, please consult the Government of Alberta's [Advice for People Tested for COVID-19](#).

### Negative COVID-19 Test Results

If Alberta Health Services has tested you for COVID-19 and your results are negative, you are not legally required to self-isolate. However, the College will expect you to stay home until your symptoms fully resolve.

### Monitoring Symptoms when at a Campus

If you have onset of COVID-19 symptoms when at a campus, you must prepare to immediately leave. At such time:

- You must wear a face mask.
- Maintain physical distancing of 2 meters from all other individuals.
- If you require assistance in leaving the campus, the individuals providing assistance must also wear a face mask and adhere to the physical distancing protocol.
- If you require immediate medical attention, such as having difficulty breathing, severe chest pain, feelings of confusion or loss of consciousness, call 911, and tell someone.
- If waiting for assistance in order to leave, you may be asked to enter an isolation section of the campus, which is not occupied by employees or students.
- Employees need to notify Human Resources.
- Students need to notify Student Services.

### Deep Cleaning and Closure

In the event of a positive COVID-19 test, Facilities & Ancillary Services will initiate deep cleaning of the campus and/or specific area(s) where the employee/student worked/studied. The affected area will remain closed until otherwise directed by Alberta Health Services and/or Alberta Occupational Health and Safety.

### Pre-existing Health Conditions

If employees have any COVID-19 symptoms related to a pre-existing health condition or illness, they are to discuss this confidentially with Human Resources. Students with COVID-19 symptoms related to a pre-existing health condition or illness are to contact Student Services at (780) 849-8680. As a preventative measure to ensure the safety of the College community, you may be required to provide a medical note from a health care provider in order to gain access to a campus.

## Students in NLC Residences

NLC housing has single, shared, and family units. During this pandemic, only students will be allowed to occupy NLC residence units. Students living in residence are expected to follow all NLC COVID-19 safety protocols both in residence units and on campus property.

### Residence Common Areas & Visitors

All common areas, including fitness facilities and television rooms, will remain closed.

Students must adhere to the 2 meter physical distancing protocol whenever possible. If this is not possible, students must wear a mask.

Members of the public, visitors or guests are not permitted in NLC residence buildings.

### Single Residence Units

Residence units with a single washroom will be restricted to one student occupant.

Students in single residence units are expected to thoroughly and routinely clean their residence. The College recommends using disinfecting wipes.

### Shared Residence Units

Shared residence units will be limited to two student occupants.

Students are expected to maintain a physical distance of 2 meters whenever possible when in the residence unit. When this is not possible, students must wear a mask.

Students are required to thoroughly clean their bedrooms and any shared spaces such as living rooms, kitchens and laundry rooms, on a routine basis. The College recommends using disinfecting wipes.

Each student will be assigned a washroom. Students must thoroughly and routinely clean their washroom.

Shared residence units will have a common kitchen for use by the two student occupants. Students must stagger use of the kitchen to ensure adherence to the physical distancing protocol.

### Family Residence Units

Family residence units are limited to immediate family only.

It is recommended that family residence adopt a more frequent cleaning disinfecting schedule.

### I Have Symptoms of COVID-19 and/or a Positive Test Result

If you have symptoms of COVID-19 and/or test positive for COVID-19 while living in NLC housing:

- Students are required to immediately notify the Senior Director of Facilities and Ancillary Services at (780) 849-8751 or the Student Housing Coordinator at (780) 751-3278. Students, including international students, must also notify Student Services at (780) 849-8680.
- If the student lives in a shared housing unit, they will be directed to an isolation unit within the residence building. The other student occupant will be relocated to another housing unit.
- Students in single housing must isolate in their unit.
- Family residents must isolate in their dedicated isolation room within their family unit, and not leave the residence until they are symptom free.
- Alberta Health Services (AHS) states that people are legally required to self-isolate for 10 days from the onset of symptoms or until their symptoms resolve, whichever is longer. However, the College requires that your symptoms must have fully resolved before you can return to shared NLC residence units.

### Negative COVID-19 Test Results

If AHS has tested you for COVID-19 and your results are negative, you are not legally required to self-isolate. However, your symptoms must be fully resolved before you can return to shared NLC residence units.

For guidance on AHS requirements regarding a negative or positive COVID-19 test result, please consult the Government of Alberta's [Advice for People Tested for COVID-19](#).

### Deep Cleaning and Closure

In the event of a positive COVID-19 test, Facilities & Ancillary Services will initiate deep cleaning of the residence. This affected residence will remain closed until otherwise directed by Alberta Health Services and/or Alberta Occupational Health and Safety.

### Support Services

The College will provide on-going support to positive COVID-19 students during their self-isolation in student housing. This may include the safe delivery of groceries and essential supplies.

Please be advised that groceries and essential supplies delivered by the College during an isolation period must be paid for by the student.

International students will be supported in accordance with the College's International Student COVID-19 Plan.



## Appendix A: NLC Staged Approach to Relaunch

Stage 1 - Now	Stage 2 – Sept/Dec 2020	Stage 3 – Jan 2021	Stage 4 - TBD
<b>Northern Lakes College Campus, CALP, and CAP Access</b>			
No general public access - employees only with Senior Leadership approval.	No general public access - employees (with Senior Leadership approval) & current students only.	No general public access - employees (with Senior Leadership approval) & current students only.	No restrictions.
Employees work remotely if possible.	Approx. 25% of employees with Senior Leadership approval on campus with purpose: those who need to be onsite to work, where demand exists. The rest work remotely.	Progressively move toward approx. 50%, then 75% of employees with Senior Leadership approval on campus with purpose. The rest work remotely.	No restrictions.
Single point of entry – staff sign in must be done by Security or designated College personnel where applicable.  Spaces that are not to be used will be marked and, where possible, locked.	Single point of entry –staff and students must be signed in and out by Security/Access Facilitator or designated College personnel where applicable.  Spaces that are not scheduled or to be used will be marked and, where possible, locked.  Students that need to access a campus must schedule time with Security/Access Facilitator or designated College personnel at that campus as needed.	Staff may enter with electronic access. All other staff, students & guests are to use single point of entry, and must be signed in and out by Security/Access Facilitator or designated College personnel where applicable.  Spaces that are not scheduled or to be used will be marked and, where possible, locked. (Included in the first bullet of this column)	No restrictions.
Gym, fitness centers, kitchen/eating areas, libraries and student & staff lounges/public seating and common areas are closed.	Gym, fitness centers, kitchen/eating areas, libraries and student & staff lounges/public seating and common areas are closed.  Access to closed areas is limited to program use only.  Marten Lakes will be utilized for only internal purposes as approved by the Senior Leadership Team.	Gym, fitness centers, kitchen/eating areas, libraries and student & staff lounges/public seating and common areas are closed.  Access to closed areas is limited to program use only.  Marten Lakes will be utilized for only internal purposes as approved by the Senior Leadership Team.	No restrictions.

Stage 1 - Now	Stage 2 – Sept/Dec 2020	Stage 3 – Jan 2021	Stage 4 - TBD
<b>Northern Lakes College Campus, CALP, and CAP Access</b>			
Bathrooms are limited to 1 person at a time.  Bathrooms with multiple stalls will have the main door remain open at all times.	Bathrooms are limited to 1 person at a time.  Bathrooms with multiple stalls will have the main door remain open at all times.	Bathrooms are limited to 1 person at a time.  Bathrooms with multiple stalls will have the main door remain open at all times.	No restrictions.
<b>Course Delivery</b>			
All classes continue online.  No face-to-face delivery, with the exception of experiential learning labs.	All classes continue online.  No face-to-face delivery, with the exception of experiential learning labs.	All classes continue online.  No face-to-face delivery, with the exception of experiential learning labs.	No restrictions.
Continuing Education and Corporate Training - online only.	Continuing Education and Corporate Training - online only.	Continuing Education and Corporate Training – some face-to-face classes with restrictions.	No restrictions.
Program Areas will provide information to Students about additional PPE use protocols if necessary.	Program Areas will provide information to Students about additional PPE use protocols if necessary.	Program Areas will provide information to Students about additional PPE use protocols if necessary.	No restrictions
<b>Service Delivery – NLC Campus</b>			
Recruitment/onboarding – online/phone.	Recruitment/onboarding – online/phone.	Recruitment/onboarding – maybe some face to face interviews and onboarding with restrictions.	No restrictions.
Registration/Finance Services - online /phone.  Limited staff on campus.  Payments to be completed online or by mail.	Registration/Finance Services – online/phone.  Limited staff on campus.  Payments to be completed online or by mail.	Registration/Finance Services – online/phone.  Limited staff on campus.  Payments to be completed online or by mail.	No restrictions.
Financial Aid – online/phone.  Limited staff on campus.	Financial Aid – online/phone.  Limited staff on campus.	Financial Aid – online/phone.  Limited staff on campus.	No restrictions.
Advising – online/phone.  Limited staff on campus.	Advising – online/phone.  Limited staff on campus.	Advising – online/phone.  Limited staff on campus.	No restrictions.
Accessibility Services - online/phone.  Limited staff on campus.	Accessibility Services - online/phone.  Limited staff on campus.	Accessibility Services - online/phone.  Limited staff on campus.	No restrictions.

Stage 1 - Now	Stage 2 – Sept/Dec 2020	Stage 3 – Jan 2021	Stage 4 - TBD
<b>Service Delivery – NLC Campus - Continued</b>			
	International students will be supported in accordance with the College's International Student COVID-19 Plan.	International students will be supported in accordance with the College's International Student COVID-19 Plan.	No COVID-19 restrictions.
Other student support services - online/phone.  Limited staff on campus.	Other student support services - online/phone.  Limited staff on campus.	Other student support services - online/phone.  Limited staff on campus.	No restrictions.
Pearson Vue Testing Centre – closed  Accuplacer testing - suspended.	Pearson Vue Testing - closed.  Accuplacer testing – remote invigilation on-site or off-site.	Pearson Vue Testing closed.  Accuplacer testing – remote invigilation on-site or off-site.	No restrictions.
Student Wellness & Counselling- online/phone.  Limited staff on campus.	Student Wellness & Counselling- online/phone.  Limited staff on campus.	Student Wellness & Counselling- online/phone.  Limited staff on campus.	No restrictions.
Computer Help Desk (IT Call Centre & Centre for Teaching and Learning)- remote support via online/email/phone only.  Equipment pickups/drop-off with prior appointment only and must adhere to NLC COVID safety protocols.	Computer Help Desk (IT Call Centre & Centre for Teaching and Learning) - remote support via online/email/phone only.  Equipment pickups/drop-off with prior appointment only and must adhere to NLC COVID safety protocols.  Project, system management and maintenance operations will continue remotely. Site visits by IT staff where absolutely necessary will require SLT prior approval.	Computer Help Desk (IT Call Centre & Centre for Teaching and Learning) - remote support via online/email/phone only.  Equipment pickups/drop-off with prior appointment only and must adhere to NLC COVID safety protocols.  Project, system management and maintenance operations will continue remotely. Site visits by IT staff where absolutely necessary will require SLT prior approval.	No restrictions.
Libraries - closed Library services delivered online.	Libraries - closed Library services delivered online.	Libraries - closed Library services delivered online.	No restrictions.
Student Association - online/phone	Student Association - online/phone	Student Association - online/phone	No restrictions.
<b>Work Related Meetings/Travel/Events – All Campuses</b>			
No face-to-face meetings or gatherings of more than 4 people unless prior approval is received from Senior Leadership.	No face-to-face meetings or gatherings of more than 4 people unless prior approval is received from Senior Leadership.	No face-to-face meetings or gatherings of more than 4 people unless prior approval is received from Senior Leadership.	No restrictions.

Stage 1 - Now	Stage 2 – Sept/Dec 2020	Stage 3 – Jan 2021	Stage 4 - TBD
Work Related Meetings/Travel/Events – All Campuses - Continued			
If meetings cannot accommodate required physical distancing, masks must be worn.	If meetings cannot accommodate required physical distancing, masks must be worn.	If meetings cannot accommodate required physical distancing, masks must be worn.	
No face-to-face College events.	No face-to-face College events	No face-to-face College events unless approved by the Senior Leadership Team; all College safety protocols must be followed.	No restrictions.
No international travel.	No international travel.	No international travel.	No restrictions.
No domestic travel – unless approved by Senior Leadership.	No domestic travel – unless approved by Senior Leadership.	No domestic travel – unless approved by Senior Leadership.	No restrictions.
No external bookings for use of College property.	No external bookings for use of College property.	No external bookings for use of College property.	No restrictions.
Student Residence			
Limited occupancy – only students & staff with no other options for accommodations.	Limited occupancy – only students & staff with no other options for accommodations.	Limited occupancy – only students & staff with no other options for accommodations.	No restrictions.
Fitness facilities -closed.	Fitness facilities - closed.	Fitness facilities - closed.	
No visitors are permitted in residence space.	No visitors are permitted in residence space.	No visitors are permitted in residence space.	
Capital Projects & Contractor Maintenance			
Continue with appropriate protocols in place.	Continue with appropriate protocols in place.	Continue with appropriate protocols in place.	No restrictions.