



# Canadian Sports Business Academy

## Case Management and Outbreak Response

Updated on October 28<sup>th</sup>2020

## If a Student shows Symptoms of COVID

In the event that a student demonstrates symptoms of COVID-19 at any time refer to the protocols.

- The student must isolate immediately and take the COVID-19 online self-assessment <https://bc.thrive.health/covid19/en>
- Immediately inform any other members who are living in the same household.
- The student must immediately inform Shiro Nakajima, School Director (604-905-9389) or Ami Sakai, Student Care Manager (604-906-0023).
- If the self-assessment result shows that the student does not need to take a COVID test, the student should stay home and self-isolate until the symptoms are gone for 48 hours, before they go back to school.
- If the self-assessment result shows that the student needs to take COVID test, CSBA School Director or Student Care Manager will arrange private transportation for the student to take the test.
- While waiting for the student's test result, CSBA School Director or Student Care Manager will gather all contact – sign-in & student attendance records(**Appendix-D**) for the previous 48 hours and ensure all information is available for local health authority if the test result is positive.
- In addition to following this CSBA support file, More information can be found in the following link controlled by the Government of Canada <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/symptoms.html#t>

## Case Management

If a student tests positive for COVID-19 in Canada, the students designated CSBA School Director or Student Care Manager will immediately:

- Increase contact activity (phone) with the student to a minimum of 3 times daily.
- Request a temperature check with the student at each check-in.
- Assess and escalate if the student health appears to decline.
- Assess to determine if student requires the additional support of a translator.
- Log and record all check-in's with the student, including a reading of their temperature and any change / update of symptoms on the students file.
- Help the student to communicate with local healthcare authorities and assist with their next steps and action.
- Liaise directly with the accommodation provider to help with additional check-ins of the student and assist as needed.

- Assess and support the student with additional supplies like food or medicine.

### Responding to a Confirmed case of COVID 19

Once a diagnosis is reported to CSBA, the following steps will be taken:

- The Director or Student Care Manager 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.
- The individual(students/employees) must be instructed to stay home for at least 14 days (or longer, if recommended by their health care provider or the health authority). The individual should contact their supervisor or instructor to make arrangements to study/work from home or to progress in their coursework online if possible.
- In order to identify the scope of the risk immediately, the health authority will interview the individual to determine who they may have come into close contact during the 14 day period prior to the positive test. The individual should also be asked to identify all areas on the campus where he/she was physically present during the incubation period.
- CSBA will 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, in coordination with CSBA, shall 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 shall be instructed that, out of an abundance of caution, CSBA is requesting that they not return to campus for at least 14 days since the last point of contact. The contacts should be encouraged to self-isolate and seek all medical care and testing that they feel may be appropriate. The contacts should also be reminded that discrimination or retaliation against individuals that are suspected to have tested positive for, or been exposed to, COVID-19 (or any other illness) is strictly prohibited.
- Public health also ensures those required to self-isolate have access to healthcare providers and that other appropriate supports are in place. CSBA's role after a confirmed case is identified, is to support the public health in their work.

## Mental Health and Wellness Resources for Staff and Students

Recognizing that staff and students may also be affected by the anxiety and uncertainty created by the COVID-19 outbreak and the impact that stress has on the workplace, CSBA will make available to staff and students resources for assistance with mental health and wellness. The resource toolkit will be communicated to current students and staff at the 'back to school' orientation, at training sessions for new staff and to all new students during their pre-arrival and first day orientation. Resources will continue to be revised and managed by Ami Sakai, Student Care Manager.

CSBA will:

1. Provide information to students and staff on available resources specific to supporting mental health in a time of pandemic, such as those provided by the Public Health Agency of Canada (<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/mental-health.html>), the Wellness Together Canada portal (<https://ca.portal.gs/>) and other resources available from provincial health authorities.
2. Maintain regular communication/check-ins with students/staff on mandatory self- isolation.

## Staff Health and Safety Concerns

Staff or students with concerns or issues related to COVID-19 within the school community can communicate directly CSBA Director, Shiro Nakajima or Student Care Manager, Ami Sakai or via email at [csba@csbawhistler.com](mailto:csba@csbawhistler.com)

Any issues or concerns will be recorded with the COVID-19 report and any required follow up.

## CSBA's Plan to Combat Discrimination and Racism and COVID-19 Stigma

CSBA affirms its commitment to recognizing, addressing and eradicating all forms of racism, discrimination and ethnic oppression. We work to reduce racial injustices both within the institution and the broader community. CSBA faculty, staff and administrators are united in the pursuit to end racial and ethnic bias and to empower our students towards this collective goal. As an anti-racist and ethnically unbiased community, we will purposefully strive to identify, discuss and challenge issues of race, color, ethnicity and the impact(s) they have on students, faculty, and staff members.

CSBA informs students in their pre-arrival orientation, first day orientation and in the CSBA Student Handbook that it will not tolerate discrimination and racism in our community and what rights students have and the process for reporting a discriminatory or racists' activity.

CSBA also does not tolerate the stigmatization of people who contract the COVID- 19 virus and uses its best efforts to protect its students, staff and faculty from stigma by:

- Maintaining the privacy and confidentiality of those seeking healthcare and those who may be part of any contact investigation.
- Quickly communicating the risk, or lack of risk, from contact with products, people, and places.
- Correcting negative language that can cause stigma by sharing accurate information about how the virus spreads.
- Speaking out against negative behaviors and statements, including those on social media.
- Making sure that images used in communications show diverse communities and do not reinforce stereotypes.
- Using media channels, including news media and social media, to speak out against stereotyping groups of people who experience stigma because of COVID-19.
- Thanking healthcare workers, responders, and others working on the front lines.
- Suggesting virtual resources for mental health or other social support services for people who have experienced stigma or discrimination

### [COVID-19 Safety and Response Team](#)

CSBA has a 'COVID-19 Safety and Response Team' (**Appendix A** – List of Team Members) to:

- Create and build a relationship with local and provincial health authorities to plan, collaborate and develop a solid communication and protocol plan for any potential outbreaks. (**Appendix B** – Provincial and local health authorities)
- Continue to establish and develop policies and procedures to reduce the transmission of COVID-19 within the school and those in selfisolation/quarantine.
- Continue to establish, update and deliver COVID-19 training related to polices, protocols, health and wellness support / issues and concerns as well as information to educate the school community including positive messaging and culture development around 'social stigma'.
- Handle and support the management of supplies (cleaning supplies/ PPE), resources (access and location of local assessment centres, contingency accommodation, appropriacy and quantity of supplies).

- Provide and distribute mental health and wellness resources, self-isolation material to those in self-isolation and quarantine.
- Appoint a liaison to work with the school and local/provincial health authorities to keep current on any changes to provincial health requirements and outbreaks.
- Monitor and check-on the well-being of staff and students to ensure they have the appropriate and immediate care during isolation in regards to meals, medication and services like cleaning, entertainment, communication tools or other supplies.
- Work with local health authorities to monitor and report any violations on campus or flagged during self-isolation / quarantine.

# Appendix A

## CSBA COVID-19 Safety and Response Team:

### School Director

Mr. Shiro Nakajima

Cell: 604-905-9389

Email: [nakajima@csbawhistler.com](mailto:nakajima@csbawhistler.com)



### Student Care Manager

Ms. Ami Sakai

Cell: 604-906-0023

Email: [ami@csbawhistler.com](mailto:ami@csbawhistler.com)



**CSBA After hours Emergency Phone (24 hr) 1- 604 -905 -9389**

# Appendix B

## Portable COVID Exposure Assessment:

Exposure Considerations	While – in 14 days isolation	At Student Accommodation*	On CSBA Campus*	At Work Location*	Other Public Location*
Other Staff/Student/ Public Considerations	N/A	<input type="checkbox"/> CSBA arranged accommodation <input type="checkbox"/> Live w/ others? <input type="checkbox"/> stay at any other location other than home on file in last 14 days?	# of ____ Days at school in past 14 days  <input type="checkbox"/> AM Class <input type="checkbox"/> PM Class  <input type="checkbox"/> Meeting with office staff other than teacher?	<input type="checkbox"/> Work/job? How many jobs? Where are the locations of job?	<input type="checkbox"/> Socially active <input type="checkbox"/> semi active <input type="checkbox"/> not active
Procedure Considerations	Follow CSBA self- Isolation and Quarantine Protocol	-Restrict use of common area other than bathroom facility -Mask required for all students in the same accommodation when possible	-Closure of school for cleaning of all areas  -All classmates contacted for self-monitoring of symptoms.	-CSBA or student inform their work of possible concern. However make clear that we are still waiting for test result	-Ask student to start making a list of locations and people they came in contact with in the last 14 days.
Cleaning Considerations	N/A	-If CSBA homestay or residence, a thorough cleaning of all areas is needed (except for the room of the student that is in	- Thorough cleaning of all area is required before student or staff is allowed back on campus.	N/A	N/A
		question). No one should enter the room without full PPE.  -Extra cleaning supplies and disinfectant is provided for student			
Documentation Considerations	-Ensure Student Self Isolation file and log are up to date.	-Review student accommodation options to ensure this is the best location for student to self-isolate and quarantine.	-Review daily registration log and student attendance log. If needed review security camera	-Work with the student's work place, if they require any additional information	-Provide the student with contact log for past 14 days. -If student English level is low, CSBA will try to find a translator when possible.

\*Individual Not in Isolation

# Appendix C

## **Provincial and Local Health Authorities:**

### **Vancouver Coastal Health**

COVID-19 health related concern: 8-1-1

Non medical about COVID-19: call 1-888-268-4319 or text 604-630-0300

### **Provincial Health Services Authority (BC)**

Phone: 604-675-7400

### **BC Centre for Disease Control (BC)**

Phone: 604-707-2400

Email: [admininfo@bccdc.ca](mailto:admininfo@bccdc.ca)

# Appendix D

## COVID Site Inspection Checklist:

Date:

Item checklist	Satisfactory (0) Requires Action (X)	Corrective Action
<b>POLICIES AND PROCEDURES</b>		
Policies and procedures for safe work practices are posted and made accessible, including: <ul style="list-style-type: none"> <li>▪ Sanitization of sites and equipment</li> <li>▪ How to conduct screening</li> <li>▪ How employees report illnesses</li> <li>▪ How to ensure physical distancing</li> <li>▪ How work will be scheduled</li> </ul>		
<b>SCREENING</b>		
All employees and visitors undergo active screening before entering the workplace.		
Passive screening including signage at points of entry using the latest case definition for COVID-19 are posted.		
There is a protocol for steps to follow in case of a positive screen.		
There is a designated area to temporarily isolate a worker if needed (e.g. a separate room or enclosed area).		
<b>HYGIENE</b>		
Hygiene facilities and hand washing stations with soap and water are available.		
Hand sanitizers (at least 60% alcohol-based) are provided and located throughout the area.		
Signage is posted regarding proper hand hygiene and cough/sneeze etiquette.		
Disinfectant wipes are available for cleaning work areas and equipment.		

There is increased frequency of environmental cleaning and disinfection.		
Cleaning products are properly labeled and stored.		
There are receptacles and lined garbage bins for proper disposal of used items.		
<b>PHYSICAL DISTANCING</b>		
Signage to remind people to maintain at least 2 metres distance are posted, such as:		