

Covid-19 Pandemic Policy and Procedures

1.) Attending Work/ Training

- 1.1. ACE employees / students who have been infected by the Covid-19 virus, or exhibiting symptoms of being infected, or are concerned they may be infected, **MUST**:
 - 1.1.1. **NOT COME** to the ACE campus;
 - 1.1.2. contact the campus director as soon as possible and discuss their absence;
 - 1.1.2.1. the campus director may:
 - 1.1.2.1.1. ask the employee/ student to confirm they are infected (employee/student to get tested) or,
 - 1.1.2.1.2. ask the employee/ student to self-quarantine for fourteen (14) days or,
 - 1.1.2.1.3. ask the employee/ student to evaluate their condition after a specific number of days (e.g. 3 days) and contact the campus director after these specific days,
 - 1.1.2.2. the campus director may approve the employee/student to “work/attend training from home”;
 - 1.1.2.3. If the employee/student is not approved to work/attend training from home, the employee’s/ student’s absence will be recorded as a sick day(s);
 - 1.1.2.4. If the employee is not entitled to sick days or does not have enough sick days to cover the absence, the employee may choose to have the absence recorded as a vacation day(s) or as an unpaid leave of absence.
 - 1.1.2.5. If the student decides to not continue his/her training, he /she can either choose to attend a future training program at no extra cost or can get tuition fee refunded prorated from the day he/she decides to not attend the training.
- 1.2. ACE employees / students who have recently returned from traveling outside of Canada **will be** required to self-quarantine for fourteen (14) days before returning to work/ classes and;
 - 1.2.1. the employee/ student must contact the campus director as soon as possible and discuss their absence;
 - 1.2.2. the campus director may approve the employee to “work/ attend training from home” while quarantined,
 - 1.2.3. or if the employee/student is not approved to work/attend training from home, the employee’s / student’s absence will be recorded as a sick day(s),
 - 1.2.4. or if the employee is not entitled to sick days or does not have enough sick days to cover the absence, the employee may choose to have the absence recorded as a vacation day(s) or as an unpaid leave of absence.
 - 1.2.5. If the student decides to not attend/continue his/her training, he /she can either choose to attend a future training program at no extra cost or can get tuition fee refunded prorated from the day he/she decides to not attend the training.
- 1.3. If there is a concern that an employee or student is exhibiting virus symptoms while at the campus, the campus director will send the employee/student home immediately.

- 1.3.1. once at home, the employee / student must contact the campus director and discuss their possible absence from campus;
- 1.3.2. the campus director may:
 - 1.3.2.1. ask the employee/student to confirm they are infected (employee to get tested)
 - 1.3.2.2. or ask the employee/student to self-quarantine for fourteen (14) days,
 - 1.3.2.3. or ask the employee/student to evaluate their condition after a specific number of days (e.g. 3 days) and contact the campus director after these specific days;
- 1.3.3. the campus director may approve the employee/student to “work / attend training from home”;
- 1.3.4. or if the employee/student is not approved to work/student from home, the employee’s / student’s absence will be recorded as a “sick day(s) “;
- 1.3.5. or If the employee is not entitled to sick days or does not have enough sick days to cover the absence, the employee may choose the absence to be recorded as a vacation day(s) or as an unpaid leave of absence.;
- 1.3.6. If the student decides to not continue his/her training, he /she can either choose to attend a future training program or can get tuition fee refunded prorated to the date he/she decides.

2.) At Campus

2.1 Employees

2.1 All employees are expected to follow the following hygiene related guidelines and procedures:

- 2.1.1 after entering the ACE’s campus and prior to entering the workspace, all employees are required to wash their hands with soap for at least 20 seconds or use an alcohol based hand sanitizer;
- 2.1.2 employees are required to sanitize their workspace/ desk immediately after a client or visitor appointment;
- 2.1.3. employees are required to wash their hands or use an alcohol based hand sanitizer immediately after a client or visitor appointment/meeting;
- 2.1.4. employees are required to wear a facemask when meeting with a client and they must require their clients to wear a face mask;
- 2.1.5. employees are required to practice social distancing and keep at least two (2) meters distance between others and them;
- 2.1.6. unless they are wearing a mask, employees must not enter another employee’s office if at least two (2) meters distance between employees cannot be maintained
- 2.1.7. employees are required to practise good hygiene habits, including:
 - 2.1.7.1. washing hands often with soap and water for at least 20 seconds,
 - 2.1.7.2. avoiding touching eyes, nose or mouth with unwashed hands,
 - 2.1.7.3. coughing or sneezing into sleeves and not hands,
 - 2.1.7.4. and staying home if sick to avoid spreading illness to others.

2.2 Students

2.2 All students are expected to follow the following hygiene related guidelines and procedures:

2.2.1 after entering the ACE's campus and prior to entering the classroom, students are required to wash their hands with soap for at least 20 seconds or use an alcohol based hand sanitizer;

2.2.2 each student will be designated their own desk for the whole term on the first day of their class that is stationed minimum 6 feet apart from other desks. All students are required to sanitize their desk before and after their class;

2.2.3. Students are required to bring their own face mask and must wear a facemask when they move away from their desk during breaks or while talking to their classmates/ instructor/ staff.

2.2.4. students are required to practice social distancing and keep at least two (2) meters distance between others and them;

2.2.5. students are required to practise good hygiene habits, including:

2.2.5.1. washing hands often with soap and water for at least 20 seconds,

2.2.5.2 avoiding touching eyes, nose or mouth with unwashed hands,

2.2.5.3.coughing or sneezing into sleeves and not hands,

2.2.5.4.and staying home if sick to avoid spreading illness to others.

3.) Work Space / Training space

3. To encourage social distancing, employees and students are required to follow the following facilities and workplace policies:

3.1. employees and students are required to practice social distancing (keeping two meters apart) when in the ACE's campus;

3.2. no more than four (4) people should be in lunchroom at the same time;

3.3. employees and students are encouraged to reduce time spent in the lunchroom and are encouraged to eat lunch at their desk or workspace;

3.4. no more than two (2) people should be in washrooms at the same time;

3.5. seating at meetings/ classrooms should be set at two (2) meters apart.

4.) Clients / Visitors

4. ACE policy and procedures for meeting clients/visitors are as follows:

4.1. all clients (and visitors) entering ACE must have a set appointment with an ACE employee ;

4.2. all clients (and visitors) are required to bring their own masks and to wear their mask during the appointment;

4.3. ACE will not provide masks for clients, visitors or students;

4.4. all clients (and visitors) are required to sanitize or wash their hands prior to meeting with an ACE employee or prior to entering ACE' campus;

4.5. all clients (and visitors) are required to read, confirm the understanding of and sign a screening / disclosure form prior to entering ACE campus;

4.6. appointments will not be made or continued if clients or visitors exhibit virus symptoms or are suspected of being infected;

4.7. a client (or visitor), who has recently returned from traveling outside of Canada will be required to wait at least two (2) weeks from the date they return to Canada before they will be permitted to meet with an ACE employee.

5.) Client and Visitor Greeting Procedure

5. The client / visitor greeting procedure is as follows:

- 5.1. clients /visitors will be greeted at the reception desk where the client or visitor will be asked to sanitize their hands;
- 5.2. the receptionist will ask the client / visitor who their appointment is with;
- 5.3. if the client / visitor does not have an appointment, the receptionist will notify them that an appointment is required, give them an ACE's business card, and ask them to call ACE reception,
- 5.4. the receptionist will collect the client / visitor's information (name, who the appointment is with etc..) and will verify the appointment;
- 5.5. the receptionist will screen the client / visitor and ensure that they understand the questions on the disclosure form;
- 5.6. once understanding is confirmed, the client / visitor will be asked to sign the disclosure form;
 - 5.6.1. if the client / visitor refuses to sign the disclosure form, they will be asked to leave,
- 5.7.the receptionist will inform the program employee that their client / visitor is here;
- 5.8. and the program employee will lead the client to the meeting room or office.