

# **TSoM Re-opening Plan**

**2020**



**TORONTO**  
SCHOOL OF MANAGEMENT

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# 1 RETURNING TSoM TO THE NEW “NORMAL”

As the events surrounding COVID-19 evolve, TSoM continues to be committed to the health, safety and wellbeing of staff, students, and faculty members. During the closure of our campus, we have taken the time to reorganize our health and safety protocols, ensuring the wellbeing of your entire campus community.

While we continue to have staff work from home, we have assessed each office space, staff lounge, washroom, and any common areas to ensure we adhere to physical distancing guidelines and maintain a safe and healthy work environment. Each of our rooms has been thoroughly assessed to comply with our provincial workplace guidelines, public health and safety regulations, as well as Public Services Health & Safety Association guidance for Career Colleges.

Each office space will accommodate a specific number of bodies that will allow our colleagues to safely resume work in the office. We have implemented a rotation basis work-from-home schedule within each department to alternate remote and in-office work schedules.

As our students and faculty members continue classes online, our Academic team has been working to adopt a blended learning model that includes in-class and online delivery. In class, learning will offer classrooms with a limited number of students per classroom, and each desk will be at least 2 meters apart. Distance learning will be available, and in-person lectures will be recorded for students who choose to attend class remotely.

Outside of the classroom, our Student Services, Career Services, and Pathways office will continue to offer online student support for any needed service and advice. Students will receive virtual one-on-one meetings by phone, e-mail, or video conference. Our Student Recruitment team will provide on-going personalized consultation to our prospective students by e-mail or telephone, and walk-ins will be operated via virtual services by our team.

The health and safety of our college community is our top priority. We have made plans to gradually return to campus in accordance with our ministry, provincial and federal governments, local health agencies, and the province's reopening framework. We are ensuring that our procedures are up to date and aligned with the Ministry of Health's guidance.

We look forward to welcoming everyone back on campus!

**Ehsan Safdari**

Managing Director

## **2 RECOVERY PLAN**

## 2.1 ASSESSING THE CAMPUS: RECOMMENCING BUSINESS OPERATIONS

### 2.1.1 Workplace Assessment

AREA	POTENTIAL RISK LEVEL	MITIGATION MEASURES
OFFICES	High	Self-assessment reporting forms
		Mandatory physical distancing and PPE
		Signage at every entry point
		Reconfiguring physical spaces
		Flexible work-from-home and in-office arrangements
		Shift rotations, staggered start, and end times
		Postpone non-essential face-to-face appointments or convert to virtual/video appointments
		Strict restrictions on visitors
		Optimize air circulation
		Daily sanitization and deep cleaning throughout campus
ELEVATORS / HALLWAYS / STAIRWAYS	High	Regular sanitization of high-frequency touchpoints
		Easy access to hand sanitizers
		Physical distancing and one-way traffic zones
RECEPTION/ LOBBY	High	Plexiglass barriers on front desks
WASHROOM	High	Closure of middle sinks and stalls
STAFF KITCHEN	High	Limit occupancy with shift pattern and staggered lunch breaks
		Removal of shared utensils
CLASSROOM	High	Reduction of time and the number of classes offered
		Limited seating capacity in each classroom
		Redesigned classrooms to maintain physical distancing (2m)
		Blended learning delivery
STUDENT LOUNGE	High	Restricted room occupancy
		Café will remain closed

## 2.1.2 Protection and Safety Measures

LEVEL 1 Elimination	LEVEL 2 Engineering Control	LEVEL 3 Administrative Control	LEVEL 4 Personal protective equipment	LEVEL 5 Cleaning Measures
<ul style="list-style-type: none"> <li>Working offsite or remote work arrangements</li> <li>Changes to work schedules</li> <li>Changes to how tasks are done</li> <li>Occupancy limits for office and open space</li> <li>Limited or prohibited visitors</li> <li>Reducing the number of persons on site</li> </ul>	<ul style="list-style-type: none"> <li>Assessed and enforced health and safety protocols within all areas to avoid any risk of potential infection</li> <li>Installed barriers where workers cannot maintain physical distancing from co-workers, students, or others</li> <li>Included barrier cleaning in our cleaning protocols</li> </ul>	<ul style="list-style-type: none"> <li>Identified rules and guidelines for how workers should conduct themselves</li> <li>Clearly communicated these rules and guidelines to workers through a combination of training and signage</li> <li>Record keeping of staff that have travelled or been infected</li> </ul>	<ul style="list-style-type: none"> <li>Everyone (staff, faculty, and students) will be required to wear PPE when the campus</li> <li>All visitors will be requested to wear mask</li> <li>TSoM has adequate PPE:               <ul style="list-style-type: none"> <li>Face masks</li> <li>Hand sanitizers</li> <li>Touchless thermometers</li> <li>Surface disinfectant wipes</li> <li>Decals for social distancing</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Implemented efficient cleaning protocols throughout campus</li> <li>Handwashing and sanitizing locations are visible and accessible.</li> <li>Train all workers on hygiene and sanitation measures.</li> <li>Polices are in place regarding good hygiene and hand washing practices.</li> <li>Cleaners have had adequate training and materials.</li> <li>Removal of shared tools and equipment (e.g., shared utensils and shared plates).</li> </ul>

## 2.2 PREPARING THE CAMPUS: SAFETY MEASURES AND BUSINESS UNITS

### Overview:

- A self-assessment reporting questionnaire will be provided to all staff, students, and visitors prior to returning to work on-site or entering the building.
- All staff, students and faculty must complete mandatory daily healthy assessment check-ins and temperature checks.
- Health and Safety Representatives will administrate temperature stations on the ground floor to assess all staff, student, and visitors' temperatures, and provide them with proper sanitation and PPE.
- All classrooms and workspaces will accommodate physical distancing with the implementation of one-way traffic zones, staircases, and physical distancing marked out on floors throughout buildings and particularly in common areas.
- Alternate work-from-home in place, with rotations between teams, and staggered start and end times.
- Hand sanitizer will be available at all campus entrances and in each common area, classroom, and office space.
- Cleaning will be more frequent and will include the disinfection of high-frequency touchpoints such as the kitchen, stair railings, elevator buttons, and doorknobs. Deep cleaning will be done every evening.

- Windows and doors will remain open whenever possible to increase ventilation, and air-conditioning will be on maximum setting to optimize air circulations.
- Constraints on visitors on campus and additional PPE will be provided to staff and faculty who might need to interact with students or external stakeholders.
- Plexiglass barriers will be installed where physical distancing may be limited.
- Large gatherings and meetings are prohibited and must be hosted using videoconferencing when possible.
- All consultations with members of the TSoM team will be available virtually or on an appointment-only basis.
- A joint health and safety committee (JHSC) is in place to assess workplace hazards and risk and resolve safety issues.
- Anyone who has travelled outside of Canada must self-quarantine for 14 days upon return from travel and should not come to the campus.

### **2.2.1 Communication Plan**

- All staff and managers will receive an extensive COVID-19 training plan to ensure the safety of themselves, others, and the community.
- Signage will be distributed listing the health and safety protocols
  - Posting notices entry points, common areas and in each room
  - Cezanne – HR Workspace
  - E-mails
  - Social Media
  - Virtual team meetings
- Signage will be placed on walls, doors, desks, floors, and stairways to ensure there are constant reminders for implementing effective hygiene practices, physical distance measurements, etc.

### **2.2.2 Personal Protective Equipment**

- Temperature stations will conduct temperature checks, proper sanitization measures and distribute PPE.
- Mask and hand sanitizers will be provided to staff, students, and faculty members.
- Disinfectants and hand sanitizers will be provided in every common area, workstation, and classroom
- PPE requirements will be enforced when:
  - entering the building
  - attending in-person meetings

### **2.2.3 Resources and Guidelines**

- Protocols & Response
  - Training and communication of rules and procedures
  - Response if staff, faculty, or students do not follow protocols
- Support
  - Resources are available on-site and online
  - Health and safety guidelines
- HR/JHSC
  - Available for contact via e-mail and phone for questions, concerns, issues, etc.
  - Refer to TSoM Health and Safety policy for more information.  
For health and safety concerns e-mail hr@TorontoSoM.ca

## 2.2.4 Safety Measures

- COVID-specific guidelines will be distributed to all staff and students.
  - safe hygiene practice
  - safety measures put in place and protocols for cases or individuals with symptoms on campus
- Personal Protection Equipment is provided for staff.
- Plexiglass protection for front line office and reception desk.
- Mandatory requirement to wear masks during specific times.
- Limiting the number of people in work and common spaces.

## 2.2.5 Sanitation: Cleaning and Safety Practices

- Stringent and timely sanitation and cleaning standards will be instituted for all high-traffic areas.
- Cleaning of all surfaces will be carried out daily and, in some cases, in intervals throughout the day.
- For offices, special attention will be put towards high-touched surfaces such as elevator buttons, door handles, and light switches.
- Classrooms will be cleaned immediately after the student's exit.
- Cleaning protocols will be enforced to wipe down all the tables, chairs, door frames or any other surface that may be touched.
- Hygiene protocols will be enforced to wipe down keyboard, mouse, and workstations prior to leaving for lunch breaks or end of the workday.
- Frequent cleaning of washrooms and hallways during and after class times.
- Stairways will be one-way: front stairways will be down, and back stairways will be up only. Elevator allows a maximum of two persons, and usage places a priority on people that are less able.
- Removal of shared tools and equipment (e.g., shared utensils in kitchen).

## 2.2.6 Scheduling Plan

- Shift rotations for staff members. Each department will be submitting a schedule for staff members highlighting their rotation shifts.
- Working from home is still in effect whenever possible (Work from Home Policy - Appendix G).

## 2.2.7 Space Arrangements

- Limited seating in offices to maintain physical distance.
- Each office space is assessed to discover the number of people in each room while maintaining 6ft distance as per the Public Health guidelines.
- The kitchen office space will maintain safe physical distancing; a restricted number of people in the space at any given time will be strictly enforced. The kitchen doors will remain open whenever possible to circulate fresh air.
- The lobby area will have restrictions in relation to the number of people in the given space, and physical distancing will be strictly enforced.

## 2.2.8 Staff Protocols and Resources

- Training student-facing staff on safe practices and ensuring they are prepared to meet students, as well as being equipped to handle themselves in various situations.



- Completing daily health assessments and temperature checks when entering the campus.
- Restrict staff interaction in an open workspace.
- Limit number of people permitted in office space.
- Provide additional PPE for frontline desks (i.e. Reception, Student Services, Career Services).

### 2.2.9 Technology

- Provide required tech support and equipment.
- Continue virtual meetings, appointments, and consultations.
- Leading communication platform: Skype for Business, Zoom, Microsoft Teams.
- IT Team will be available on-site and online for support.

### 2.2.10 Workplace Monitoring

- Health and Safety Representatives will oversee temperature stations, physical distancing measures, and distribute PPE.
- Updating our policies and procedures to comply with health and safety guidelines and recommendations.
- When resolving safety issues, joint health and safety committees or worker health and safety representatives will be involved.

## 2.3 COVID-19 RESPONSE GUIDELINES

#### ANYONE WHO HAS HAD SYMPTOMS OF COVID-19 IN THE LAST 14 DAYS

- Person will be required to stay home or will be sent home if experience any of the following symptoms: fever, chills, new or worsening cough, shortness of breath, difficulty breathing, sore throat, and muscle aches or headache.

#### ANYONE DIRECTED BY PUBLIC HEALTH TO SELF- ISOLATE

- Persons will be asked to return to their residences for the self- isolation period.

#### ANYONE ARRIVING FROM OUTSIDE OF CANADA OR WHO HAS HAD CONTACT WITH A CONFIRMED COVID-19 CASE

- Must self-isolate for 14 days and monitor for symptoms.

#### VISITORS IN THE WORKPLACE

- All external visits will be restricted and only allowed if the visit is required.
- Staff will be provided with PPE when coming into contact with visitors

#### PERSON EXPERIENCE SYMPTOMS ON CAMPUS

- Continuously keeping records of any ill or recent travel staff and students.
- Sick workers must report to Line Manager, even with mild symptoms.
- Sick person will be asked to wash or sanitize their hands, will be provided with a mask asked to isolate in a secure area.

- He/she will be asked to complete the self-assessment tool on the Ontario COVID website < <https://covid-19.ontario.ca/self-assessment/> >.
- Person will be directed to return straight home, and call Telehealth (1-866-797-0000), their local Public Health unit, or their family doctor.
- Clean and disinfect the area and any surfaces the ill worker has come into contact with.
- If a worker is severely ill (e.g., difficulty breathing, chest pain), call 911 immediately.

#### IF THERE IS A CONFIRMED CASE OR OUTBREAK ON CAMPUS

- Assess the potential exposure within the campus, and document required information of all affected persons.
- Evacuate everyone from the building and have the campus closed for the day to disinfected and clean all affected areas.
- Management will contact the Toronto Public Health authorities to report the case or outbreak immediately.
- All illnesses will be immediately reported to WSIB and the Ministry of Labour.
- Once the worker or student has been medically cleared by local public health units, notify HR prior to returning to the campus.

## 2.4 RETURN TO CAMPUS FRAMEWORK

### STAGE 1

#### Campus re-open to partial staff

- Gradually re-open office after training has been provided and office spaces have been assessed for physical distancing
- Ensure social distancing policies are posted and shared. Includes: PPE is available, physical distancing posters and marked in common areas and workstations, and 6 ft distances are confirmed.
- Stage 1 will have essential departments return to work on a rotation basis, includes alternating WFH and staggered start/end times between departments.
- No third-party external stakeholders, walk-ins, and visitors permitted.

### STAGE 2

#### Open campus to all staff

- Anticipated date: after stage 1 is successful
- More staff and departments to return to work (Admissions, Marketing, Sales, BD).
- WFH rotation scheduled and staggered start/end times between teams
- Gradually lifted restrictions on third-party external stakeholders, walk-ins, and visitors
- Constraints on group gatherings and meetings

### STAGE 3

#### Open campus for students

- Anticipated date: based on government regulations and framework
- Commence phase 1 of re-opening campus for students
- Courses will be delivered through a blended learning model (online and in-person classes)
- Students will have the option to attend classes on campus with a reduced number of days
- Re-open Student Lounge and Cafe.

## 2.5 NEW STUDENT ARRIVAL PROTOCOL

### 2.5.1 Student Responsibilities

1. TSoM requests that all students, prior to travelling to Canada, complete the **Pre-Arrival Quarantine Checklist**. According to the current travel requirements in Canada, any person arriving in Canada requires a plan to quarantine for 14-days.
2. All students will be required to pre-arrange a suitable place to self-quarantine, with access to necessities, including food and medications, with TSoM. If students are co-arriving with family members, they must also include them in their Quarantine Plan Checklist. During the isolation period, students are not allowed to visit the campus until they can demonstrate that 14 days have passed with dated proof of arrival.
3. TSoM requests students to have valid health insurance prior to travelling to Canada, covering 6 months minimum (including COVID-19). TSoM students can purchase health insurance through Guard.me at TSoM by contacting Student Services at [studentservices@TorontoSoM.ca](mailto:studentservices@TorontoSoM.ca) or provide valid international health insurance from a different provider.
4. Students arriving in Canada must agree to download the **COVID-19 Alert App** made available by the Canadian federal government onto their smartphones.
5. Any student who has a suspected or confirmed case of COVID-19 will be required to remain at their quarantine site until a medical practitioner has confirmed they are clear of these symptoms and/or the student has tested negative for COVID-19. In such a case, the student would need to present the proof of being tested negative.

### 2.5.2 TSoM Team Responsibilities

TSoM takes every precaution necessary to meet the health and safety requirements set out by Toronto Public Health. TSoM will inform its staff and students of any COVID-19 outbreaks through online communication, such as websites and social media, along with signage posted at entrances. TSoM will regularly, and as appropriate, host COVID-19 Awareness training and information sessions for staff and students to convey COVID-19 infection prevention and control practices, including how to use personal protective equipment as required. TSoM will also provide all staff members and students with personal protective equipment, such as masks and hand sanitizers, and other resources required to complete their tasks on campus.

### 2.5.3 Mandatory Quarantine Period and Beyond

As required by the Government of Canada, all new students arriving in Canada must self-quarantine for 14 days. If any of TSoM's students experience symptoms of COVID-19 during their 14-day quarantine period, measures will be taken to safeguard the student and effectively report the incidence to Ontario Public Health Agency as outlined in Appendix E. Additionally, if a student develops symptoms of COVID-19 while on campus, extensive steps will be taken to ensure everyone's safety on the college premises and to notify the Ontario Public Health Agency of the occurrence. Further details about the plan are outlined in Appendix G.

## **3 APPENDICES**

## 3.1 APPENDIX A: HEALTH AND SAFETY POLICY

### Policy Title: Health and Safety

The College is committed to the Health and Safety of all our employees. The College, along with its employees, takes every reasonable precaution to ensure that the workplace is safe.

The College complies with all requirements for creating a healthy and safe workplace in accordance with the Occupational Health and Safety Act of Ontario. The College will make every effort to provide a safe, healthy work environment for all employees.

#### ALL MANAGEMENT AND STAFF OF THE COLLEGE HAVE THE DUTY TO:

- i. Work in compliance with the provisions set out in the Occupational Health and Safety Act and its regulations.
- ii. Report any absence or defect in any equipment of which you are aware, and which may endanger yourself or another worker to your Line Manager.
- iii. All Directors, Managers and employees must be dedicated to the continuing objective of reducing the risk of injury.
- iv. Line Managers will be held accountable for the health and safety of workers under their supervision. Managers are subject to various duties in the workplace, including the duty to ensure that machinery and equipment are safe and that workers work in compliance with established safe work practices and procedures.
- v. Every worker must protect his or her own health and safety by working in compliance with the law and with safe work practices and procedures established by the Company. Workers will receive information, training, and competent supervision in their specific work tasks to protect their health and safety. It is in the best interest of all parties to consider health and safety in every activity. Commitment to health and safety must form an integral part of this organization.

#### SUPERVISOR/MANAGERS RESPONSIBILITIES INCLUDE:

- Having a duty of care to all employees, students, teachers, and visitors
- Providing facilities that are conducive to a good working environment of people in the workplace
- Providing ongoing training to workers
- Ensuring the safety and welfare of all staff
- Ensuring that you have proper training and instruction to undertake work activities and using company equipment
- Taking part in assessments, inspections, and investigations
- Reporting any safety or health hazards
- Correcting unsafe acts and conditions
- Providing a safe and healthy work environment

#### EMPLOYEE'S RESPONSIBILITIES INCLUDE:

- Point out and help to manage risks
- Learning and following safe work procedures
- Correcting hazards or reporting them to supervisors
- Participating in inspections and investigations where appropriate
- Using personal protective equipment where required
- Helping to create a safe workplace by recommending ways to improve the health and safety program
- Not carrying out a task you reasonably believe to be dangerous
- Follow fire safety instructions in case of fire
- Not misusing any safety equipment
- Work in a safe manner and be responsible for your safety
- Know the Fire Marshal and Joint Health and Safety representatives
- Report accidents, even if they seem minor to your Line Manager

### **IT IS THE RESPONSIBILITY OF THE JOINT HEALTH AND SAFETY COMMITTEE (JHSC) TO:**

- Participate in the development and implementation of health and safety programs for employees;
- Respond to concerns and suggestions regarding workplace health and safety;
- Ensure the maintenance and monitoring of workplace accident/injury/incidents/hazard reports;
- Participate in workplace health and safety inquiries and investigations and provide recommendations;
- Coordinate and promote employee health and safety training and awareness activities;
- Make recommendations to the College for accident prevention and safety program activities for employees.

## **3.2 APPENDIX B: INCIDENT, ILLNESS, OR ACCIDENT REPORT POLICY**

Employees must report all work-related injuries, illness at work and/or accidents, no matter how minor, to their Manager. This means reporting any circumstance in a workplace that is likely to be hazardous to the health or safety of employees or others in the workplace, including their own potential exposure to COVID-19 that caused or is likely to cause illness to the employee or to any other person. The full details and nature of such accidents, injuries and/or illnesses will then be immediately documented, alongside information relating to any first-aid treatment that was administered, the names of any witnesses and the date/time at which the accidents, injuries and/or illness occurred.

If an employee is experiencing any symptoms of COVID-19 (fever, cough, and difficulty breathing), they must inform their Manager, go home if in the office, and follow the advice of local public health authorities. Employees have a duty to isolate as per direction by public health officials and to stay at home as long as they are presenting symptoms or as long as directed by local public health authorities.

The Company will report all work-related injuries, accidents and/or illnesses to the Ministry of Labour (“MOL”) and Workplace Safety and Insurance Board (“WSIB”) as required by the Occupational Health and Safety Act and Workplace Safety and Insurance Act.

When an employee is returning to work, the Company will reinstate the worker after they have recovered. If the employee is unable to perform the essential nature of their duties, the Company will offer them the first vacant position that is suitable to their skills and abilities. If no suitable position is available, the Company may provide the employee with modified duties.

## **3.3 APPENDIX C: WORKING FROM HOME POLICY**

### **1. ABOUT THIS POLICY**

- 1.1** TSoM supports working from home in special circumstances to accommodate staff. Occasional or permanent working from home can, in certain circumstances, accommodate a disability or special situation, and can be requested as a means of flexible working.
  - a)** Special situations include government declared emergencies and unforeseen global events (pandemic or epidemic diseases).
- 1.2** This policy sets out how we will deal with requests for working from home, and conditions on which working from home will be allowed. If you are permitted to work from home, you must comply with this policy.
- 1.3** This policy does not form part of any employee’s contract of employment, and we may amend it at any time.
- 1.4** During special circumstances, there is a maximum limit of 10 working from home days in the year.
- 1.5** In order to qualify for working at home, staff must exhibit good attendance records.

### **2. WORKING FROM HOME ARRANGEMENTS**

- 2.1** Working from home is only permitted if pre-approved by line managers and HR. In order to qualify for working from home, staff must request working remotely by submitting the ‘Work from Home Request Form’ to their line managers.
- 2.2** If the request to work from home has not received final approval from HR, the request will not be valid.
- 2.3** During unforeseeable events, staff are encouraged to use their personal or sick days if they are not able to attend work.

- 2.4** Inclement weather may make it difficult for employees to get to work. Employees are expected to make arrangements during periods of inclement weather, which will enable them to arrive as soon as possible. In times of severe weather, employees may reach out to their line manager to find out if the office will be open and if they are expected to attempt to come into the office.
- 2.5** The Company will not penalize an employee for lateness or absence if a genuine effort has been made to get to work.
- 2.6** You may want to vary your working arrangements so that, either permanently or for a fixed period, you work from home for all or part of your working week. Any request to work remotely must meet the needs of our business as well as your needs.
- 2.7** Staff members must outline the specific reasons why they would like to undertake working from home. We will take the reasons into account when assessing an application. Staff should recognize that while a home-based work arrangement may assist with dependent care, it is not considered a suitable substitute.

### **3. APPLYING FOR HOMEWORKING**

- 3.1** Applying to work from home is only eligible once an employee completes six months of service. However, not all roles and jobs are suitable for remote work.
- 3.2** You must submit your request at least 2 weeks before your proposed start date so your request can be considered.
- 3.3** In emergency circumstances, a request can be submitted on the same day you plan to work from home only once it is approved by HR. You must notify your line manager and HR at least 2 hours before your regular working time.
- 3.4** To be considered for homeworking, you must submit a 'Working from Home Request Form' to your line manager. Your application must state:
  - a)** The reason for requesting to work from home.
  - b)** Whether you wish to work from home on a permanent basis or for a fixed period. In either case, you should state the date from which you wish the arrangements to start and if you wish to work from home for a fixed period, the date on which you want the arrangements to finish.
  - c)** How you would organize your work from home, including how you would ensure the security of documents and information, where appropriate.
  - d)** The extent to which you could be available to come to work on days you are proposing to work from home if needed, for example, to cover if colleagues are off sick, to cope with high or unexpected levels of work or to attend meetings or training days;
  - e)** If different from your current hours of work, the hours of work that you propose apply when you are working at home; and
  - f)** How you envisage maintaining contact with your line manager and team, how your work will be set, and progress will be monitored.
- 3.5** In considering your application, your line manager may invite you to a meeting to discuss your proposals.
- 3.6** We may also ask for you to agree to a home visit by the Health and Safety Officer in order to carry out a risk assessment.
- 3.7** We will try to respond to your request within 4 weeks of your request.
- 3.8** If your request is refused, we will give you written reasons for the refusal. If you are not happy with the decision, you may appeal by using our Grievance Procedure.
- 3.9** If your application is accepted, the agreed arrangements will be recorded in writing and may be subject to a trial period.
- 3.10** Any terms on which it is agreed that you may work from home will include the following:
  - a)** We reserve the right to terminate the homeworking arrangements, subject to reasonable notice.
  - b)** You will be subject to the same performance measures, processes and objectives that would apply if you worked in the office.
  - c)** If you receive an unsatisfactory grade in a review or are subject to a warning for any reason, your homeworking arrangements may be terminated immediately, and you will be expected to return to work at our premises.

- d) Your line manager will remain responsible for supervising you, will regularly review your homeworking arrangements and take steps to address any perceived problems. They will also inform you of meetings or training sessions that you must be able to attend in the office and ensure that you are kept up to date with circulars and information relevant to your work.
- e) Working at or from home may affect your home and contents insurance policy. You must make any necessary arrangements with your insurers before commencing homeworking.

#### **4. WORKING AT HOME: EQUIPMENT**

- 4.1 We will provide any equipment that we consider you reasonably require to work from home, which will remain our property. We will make all necessary arrangements and bear the cost of installing and removing equipment from your home. Where equipment is provided, you must:
  - a) use it only for its intended purpose;
  - b) take reasonable care of it and use it only in accordance with any operating instructions and our policies and procedures; and
  - c) make it available for collection by us or on our behalf when requested to do so.
- 4.2 It is your responsibility to ensure that you have sufficient and appropriate equipment for working from home. We are not responsible for the provision, maintenance, replacement, or repair in the event of loss or damage to any personal equipment used by you when working for us.
- 4.3 We are not responsible for the associated costs of you working from home, including the costs of heating, lighting, electricity, broadband or telephone calls.

#### **5. WORKING AT HOME: DATA SECURITY AND CONFIDENTIALITY**

- 5.1 All equipment and information must be kept securely. You should take all necessary steps to ensure that private and confidential material is kept secure at all times. Your line manager must be satisfied that all reasonable precautions are being taken to maintain the confidentiality of material in accordance with our requirements.
- 5.2 You may only use equipment which has been provided or authorized by us. You agree to comply with our instructions relating to software security and to implement all updates to equipment as soon as you are requested to do so.
- 5.3 You confirm that you have read and understood our policies relating to computer use, electronic communication and data security and that you will regularly keep yourself informed of the most current version of these policies.
- 5.4 If you discover or suspect that there has been an incident involving the security of information relating to the Company, clients, customers or anyone working with or for the Company, you must report it immediately to your Manager.

#### **6. WORKING AT HOME: HEALTH AND SAFETY**

- 6.1 When working at home, you have the same health and safety duties as other employees. You must take reasonable care of your own health and safety and that of anyone else who might be affected by your actions and omissions.
- 6.2 We retain the right to check home working areas for health and safety purposes. The need for such inspections will depend on the circumstances, including the nature of the work undertaken.
- 6.3 You must not have meetings in your home with customers and must not give customers your home address or telephone number.
- 6.4 You must ensure that your working patterns and levels of work both over time and during shorter periods are not detrimental to your health and wellbeing.
- 6.5 You must use your knowledge, experience, and training to identify and report any health and safety concerns to your line manager.
- 6.6 When you are working at or from home, you are covered by our accident insurance policy. Any accidents must be reported immediately in accordance with our Health and Safety Policy.



### 3.4 APPENDIX D: CAMPUS RE-OPENING GUIDELINES

- Flexible blended learning model to provide equitable access for all current students.
- Maintain handwashing stations with soap and water, and hand sanitizers placed in each classroom, entrance and exit points, hallways, and common areas.
- Routine daily screening protocol for all staff, students, and faculty members.
- Limited classroom capacity and at least two meters (six feet) apart between students' desks.
- Routine and frequent environmental cleaning throughout classrooms and campus facilities.
- Signage posted throughout campus to control the flow of traffic within the campus.
- Developed COVID-19 response guidelines and policies for staff and students who have symptoms of a cold, flu, or COVID-19, with anyone coughing or sneezing not to attend classes, extracurricular activities, or work.
- Arrival and self-isolation for 14 days plan for international students.
- TSoM is working within provincial and local health guidelines and protocols for postsecondary education institutions, consistent with the Government of Ontario's plan for re-opening the province in stages: <https://www.ontario.ca/page/reopening-ontario-stages>

#### 3.4.1 Physical Distancing Protocols

To maintain the health and safety of all our community members, the following protocols will be enforced by everyone:

- Stay home if you are feeling ill or have any symptoms.
- Complete daily health assessment and check-in forms prior to arriving on campus.
- Follow guidelines administered by Health and Safety Representatives, including mandatory health assessments and temperature checks.
- Maintain physical distancing of at least 2 metres (6 feet) or more between persons, including students, instructors, and staff members.
- Maintain good hygiene by following the campus' protocols.
- No outside visitors are allowed on campus.
- Avoid gatherings as much as possible.
- Equipment designed to be shared (computers, technology, etc.) will be cleaned and sanitized frequently.
- Class times and breaks will be staggered to prevent contact when entering or exiting a classroom or facility.
- When someone self-identifies or is identified as showing symptoms of illness, they will be sent home immediately, academic accommodation will be provided accordingly.
- Students and employees will be reminded of physical distancing rules frequently in class and upon entry to campus.

### 3.4.2 TSoM Safety Plan

#	TOPIC	PLAN
1	<b>ARRIVAL PLAN</b>	<ul style="list-style-type: none"> <li>• A daily self-assessment health check is expected upon entry into the campus.</li> <li>• All employees and students will be required to wear a mask when entering the campus.</li> <li>• Mandatory hand sanitization is required at the front entrance.</li> <li>• All visitors will be requested to wear a mask.</li> </ul>
2	<b>COURSE DESIGN</b>	<ul style="list-style-type: none"> <li>• Faculty will use a blended model of teaching. Each class will be divided into two groups (face-to-face and online). Instructors will use the Zoom platform in the classroom while teaching on campus. Wherever required faculty will use synchronized assignments, readings, activities, and assessments they have designed for fully online classes.</li> <li>• Content learned in each class such as materials in mini-lectures, discussions, presentations, case studies, activities, simulations, assessments/exams, etc. will be created by the instructor for both online and in-person delivery, based on the syllabus.</li> <li>• Faculty will be asked to deliver a blended teaching model.</li> <li>• Faculty will record/video their synchronized activities and mini lectures noted above and post them in Canvas for students who cannot attend face-to-face or are concerned to attend.</li> <li>• Each in-person class will have a maximum student capacity. Students will be required to inform the college, their preferred method of learning, (Face-to-face or online). Classrooms will be allotted based on the number of students signed up to be on campus.</li> </ul>
3	<b>SCHEDULING PLAN</b>	<ul style="list-style-type: none"> <li>• Classes will be scheduled in 3 shifts morning, afternoon, and evening with at least 30 minutes window for cleaning and sanitizing.</li> </ul>
4	<b>SEATING PLAN</b>	<ul style="list-style-type: none"> <li>• Seating plan for each classroom will be in accordance with social distancing requirements, following the faculty-student ratio guidelines.</li> <li>• Smaller class sizes, and space seating/desks will be at least 2 meters apart.</li> <li>• Social distancing markings on each classroom floor will show where tables and chairs are to be located in classrooms and in office areas.</li> </ul>
5	<b>CLASSROOM BREAK / EXIT PLAN</b>	<ul style="list-style-type: none"> <li>• Instructor will remind students to use the washroom facilities before class.</li> <li>• If student requests washroom break during class, only one at a time (when in washroom, keep 2-metres apart), and wash your hands for 20 seconds.</li> <li>• Instructor announces time to leave classroom.</li> </ul>
6	<b>SANITIZING PLAN</b>	<ul style="list-style-type: none"> <li>• Cleaning is a high priority and done between each class time and continuously throughout the day. Cleaning of all surfaces will be carried out throughout the TSoM Campus.</li> <li>• Cleaning staff will employ enhanced cleaning processes as advised by the Public Health Ontario's Cleaning and Disinfection for Public Settings.</li> <li>• Use disinfectant products that have a Drug Identification Number (DIN).</li> <li>• Wipe down all the tables, chairs (including bases), door frames or any other surface that may be touched.</li> <li>• Bathrooms and hallways are cleaned during and after class times.</li> <li>• A full stock of handwashing supplies will be available at all times.</li> <li>• Frequent cleaning of high-touch surfaces (i.e. keyboards, tablets) with 70% alcohol.</li> <li>• Faculty and staff should not share personal items (electronic devices, writing materials, etc.)</li> <li>• Garbage containers must be emptied often throughout the day.</li> </ul> <p><b>Washroom Facilities</b></p> <ul style="list-style-type: none"> <li>• The number of students permitted in the washroom will be limited (2 person limit).</li> <li>• Strict handwashing routines are enforced, with signage posted.</li> <li>• Toilet seats, toilet flushing handles and sink taps will be disinfected frequently.</li> </ul>

#	TOPIC	PLAN
7	<b>PROPER HYGIENE</b>	<ul style="list-style-type: none"> <li>Handwashing with soap and water for 20 seconds is the most effective way to reduce the spread of COVID-19 (in addition to physical distancing).</li> <li>When sinks are not available for handwashing, alcohol-based hand sanitizers containing at least 70% alcohol will be available. This is not effective when hands are very soiled – then it is important to wash with soap and water.</li> </ul> <p><b>Employees and students should wash their hands:</b></p> <ul style="list-style-type: none"> <li>When they arrive at the campus and before they leave campus.</li> <li>Before and after eating and drinking or handling food.</li> <li>After using the restroom facilities.</li> <li>After sneezing and coughing into hands.</li> <li>Whenever hands are visibly dirty.</li> <li>After contact with body fluids (i.e. runny noses, spit, vomit, blood).</li> <li>After cleaning tasks.</li> <li>After removing gloves.</li> <li>After handling garbage.</li> </ul>
8	<b>KITCHEN PLAN</b>	<ul style="list-style-type: none"> <li>Students sit or stand 2-metres apart when using and cleaning kitchen facilities or eating their food.</li> <li>Everyone will be encouraged to have their breaks outside depending on the weather.</li> <li>No sharing of utensils or plates will be permitted.</li> </ul>
9	<b>COMMUNICATION PLAN</b>	<ul style="list-style-type: none"> <li>Health and Safety Reps will distribute regular communication about COVID-19 resources, infection prevention and control strategies to all students through TSoM/TLG Learning Management Platform, CANVAS, and e-mails. <ul style="list-style-type: none"> <li>Place signage in each room listing the protocols</li> <li>Posting notices entry points, common areas and in each room</li> <li>E-mails</li> <li>Social Media</li> <li>TV screens</li> </ul> </li> <li>Communication will be available in different accessible formats, including video, pictures and text in various languages.</li> <li>Informing students about orientation and student events through regular e-mails.</li> </ul>
10	<b>RESOURCES &amp; GUIDELINES</b>	<p><b>Protocols &amp; Response</b></p> <ul style="list-style-type: none"> <li>Communication of rules including the wearing of masks – i.e. when students, faculty or staff do not follow rules, protocols will be disseminated.</li> </ul> <p><b>Support</b></p> <ul style="list-style-type: none"> <li>Provide list of available supports.</li> <li>Provide verbiage for faculty announcements in class and on Canvas.</li> </ul> <p><b>Student Services</b></p> <ul style="list-style-type: none"> <li>Make available supports &amp; resources highly visible for students both virtually and physically in buildings.</li> </ul>
11	<b>STUDENT SERVICES</b>	<ul style="list-style-type: none"> <li>Shields available for services</li> <li>Tape will be placed on the floor to show where tables and chairs must be in service.</li> </ul>
12	<b>SAFETY PLAN</b>	<ul style="list-style-type: none"> <li>All employees and students will be required to wear masks on campus.</li> <li>If Students / Staff are sick – When employees or students are sick, they will be sent home until they recover.</li> <li>All persons with confirmed symptoms of COVID-19 must follow the 14-day self-isolation period.</li> <li>If an employee or student becomes sick on campus, they will be isolated and sent home. The space where persons are isolated will be sanitized immediately following.</li> <li>All employees will be asked to undergo training on health and safety risks.</li> </ul>

#	TOPIC	PLAN
13	<b>TECHNOLOGY PLAN</b>	<ul style="list-style-type: none"> <li>• Use of tech plan.</li> <li>• Cleaning equipment on a schedule.</li> <li>• Implementation of Calendly for appointments in high service areas such as Academics Office and Student Services.</li> </ul>
14	<b>ANTICIPATED CHALLENGES</b>	<ul style="list-style-type: none"> <li>• Some students/staff/faculty refuses to come in regardless of the safety plan.</li> <li>• Faculty technical challenges.</li> <li>• Student technical challenges.</li> <li>• Perception by faculty of increased workload. The contact time with students has not increased.</li> <li>• Staff safety plan – adapting to the “new norm” and procedures may be difficult initially.</li> <li>• Students not following protocols – what is the response from faculty, staff, and administration.</li> <li>• Some people will not have masks – so masks will be supplied.</li> </ul>

### 3.4.3 Student Affairs Plan

KEY FUNCTIONS	RESTART PLAN
1 on 1 appointments	All one-on-one appointments will be conducted virtually. Students will receive services online through virtual chat, e-mail, or phone.
Workshops/information sessions	Continue to offer via Zoom
Virtual chat and phone services	Continue to offer this service via Zoom, phone, and emails
MyTSoM portal and outlook account	Continue to assist via MyTSoM portal and Outlook account

## 3.5 APPENDIX E: NEW STUDENT PRE-ARRIVAL QUARANTINE PLAN

New students arriving in Canada will have to self-quarantine upon arrival for 14 days. During this time, students can attend classes virtually, yet they will require a computer or laptop and high-speed internet to attend classes.

New students to Canada will be required to use the airport transfer service arranged by TSoM. Students must be wearing a mask for onward domestic travel and arriving in Toronto. Upon arrival at the airport, students are required to travel directly to their place of quarantine, wearing a face mask at all times. Accommodations partners will communicate their health and safety plans, as well as acknowledge in-house safety guidelines and expectations to all students staying with them.

Students will be provided with learning and social experience course information for the 14 days quarantine period during the New Student Orientation. All students will attend a remote guideline webinar before attending lessons at school facilities and agree to the student guidelines provided during the webinar.

Virtual mental health support services are available through the Ontario government throughout the quarantine. Additional information on these resources are available at:

**[COVID-19 Fact Sheet: Resources for Ontarians Experiencing Mental Health and Addictions Issues During the Pandemic](#)**

If students, or their co-arriving family, break any part of the quarantine guidelines for whatever reason, they must report that they have done so immediately to the assigned management contact. The Government of Canada will use its authority under the Quarantine Act to ensure compliance with the order. Failure to comply with this order is an offence under the Quarantine Act.

Maximum penalties include a fine of up to \$750,000 and/or imprisonment for six months. Further, a person who causes a risk of imminent death or serious bodily harm to another person while wilfully or recklessly contravening this Act or the regulations could be liable for a fine of up to \$1,000,000 or to imprisonment of up to three years, or both. Spot checks will be conducted by the Government of Canada to verify compliance.

Students must agree to follow the "[How to Self-Isolate](#)" guidelines outlined by Public Health authorities.

Students must agree to download the contract tracing app when made available by the Canadian federal government onto their smartphones.

### **DURING THE 14 DAYS, WHAT HAPPENS IF SYMPTOMS DEVELOP?**

If a student demonstrates symptoms of COVID-19 while at school or in quarantine, the following steps will be followed:

- Students experiencing symptoms of COVID-19 must self-isolate immediately in their room, informing TSoM's Student Services ([studentservices@TorontoSoM.ca](mailto:studentservices@TorontoSoM.ca)) and their quarantine accommodations front-desk immediately. TSoM's management team will contact the point-person in their accommodations to ensure clear communication on the situation.
- Together with TSoM's management, the student will contact the Toronto Public Health authorities and take the recommended steps (e.g. continue self-isolation).
- It is crucial that the student does not directly go to a clinic or Hospital Emergency Room if experiencing any symptoms. After the student has informed the local health authorities about his/her condition, the student may also use the [guard.me](https://www.guard.me) policy number to access an online or telephone consultation with a doctor who can assess symptoms and provide further guidance through [www.guard.me/mobiledoctor](https://www.guard.me/mobiledoctor).
- If students are concerned about the severity of their symptoms, and their condition requires immediate attention, call 911 for urgent assistance.
- A thorough, professional cleaning of all areas the student has occupied will occur, and any other rooms and areas he/she has/have frequented during his/her time since arrival.
- School management will contact the Toronto Public Health authorities to report the case or outbreak immediately.
- Assigned school staff will then continue to closely monitor the student with daily phone and e-mail check-ins and provide additional assistance as necessary or requested by the student.
- Once the student has been medically cleared by Toronto Public Health, self-isolated for 14 days, and provided a confirmation of a negative COVID-19 test result, he/she is required to contact Student Services prior to beginning classes on campus.

# Daily Employee Health Assessment and Check-In

To safeguard our employees, students, and visitors everyone who enters the building is required to complete or scan this form on a daily basis



Scan this  
QR code to  
complete  
the survey

## How to complete this QR survey:

**Step 1:** Open the camera on your phone.

**Step 2:** Hold your device so that the QR code appears in the viewfinder and hold for three seconds. Please tap the pop-up on your screen.

**Step 3:** Sign-in using your employee credentials (staff email and password) to access the survey.

**Step 4:** Please answer all questions.

**Step 5:** Press “submit” to process your form.

Please note that it is fundamental that you have familiarised yourself with the TSoM back-to-normal guidelines and the risk assessment for working in the office, prior to entry.

# Campus Entry Health Assessment Questionnaire

To safeguard our employees, students, and visitors everyone must complete this declaration prior to entering our site.



Scan this QR code to complete the survey

## How to complete this QR survey:

**Step 1:** Open the camera on your phone.

**Step 2:** Hold your device so that the QR code appears in the viewfinder and hold for three seconds. Please tap the pop-up on your screen.

**Step 3:** Sign-in using your employee credentials (staff email and password) to access the survey.

**Step 4:** Please answer all questions.

**Step 5:** Press “submit” to process your form.

Please note that it is fundamental that you have familiarised yourself with the TSoM back-to-normal guidelines and the risk assessment for working in the office, prior to entry.

## 3.8 APPENDIX I: COVID-19 RESPONSE GUIDE – STAFF PROTOCOLS



### COVID-19 Response Guide – Staff Protocol

#### What steps is TSoM taking to help prevent the spread of COVID-19?

- Mandatory self-assessment health forms prior to entering the campus for staff, students, and visitors.
- PPE to all campus community members, including face masks and hand sanitizers.
- Providing disinfectants and hand sanitizers in every workstation, classroom, and common area.
- Enforced social distancing protocols, adding plexiglass barriers and other precautions where required.
- Increased cleaning and disinfection in work areas, classrooms, common areas, and high-frequency touchpoints.
- Good hygiene reminders placed throughout campus.
- Continuous record keeping of any reported illness or recently travelled staff and students.
- One-way traffic zones in stairways and hallways, with limited occupants in elevators and kitchen areas.
- Alternate work-from-home schedules to reduce the number of people in a particular area at any given time.
- Suspended external visits and consultations on campus.

#### What do you do if you have a symptom or have been exposed, and how will TSoM manage the case?

##### Step 1: Report illness immediately

- Any workers experiencing mild or severe symptoms must report it to their Line Manager or HR as soon as possible.

##### Step 2: Isolate symptomatic workers

- Sick workers will be asked to wash or sanitize their hands, will be provided with a mask and be asked to isolate in a secure area.
- Workers will be asked to complete the self-assessment on the Ontario COVID website <<https://covid-19.ontario.ca/self-assessment/>>.

##### Step 3: Contact public health

- If a worker is severely ill (e.g., difficulty breathing, chest pain), call 911.
- Workers will be directed to return straight home, and call Telehealth (1-866-797-0000), their local Public Health unit, or their family doctor.

##### Step 4: If the case is confirmed, shut down the campus and disinfect

- The campus will be shut down for the remainder of the day while the affected area and equipment are thoroughly disinfected and cleaned.
- Management will contact the Toronto Public Health authorities to report the case or outbreak immediately.

##### Step 5: Report to the Ministry of Labour, Training and Skills Development

- A report to the Ministry of Labour will be submitted; all records relating to any infected cases on campus and witnesses will be kept on file.

**Step 6: Once the worker has been medically cleared by local public health units, and self-isolated for 14 days, contact HR prior to returning to work.**



## 3.9 APPENDIX J: COVID-19 RESPONSE GUIDE – STUDENT AND FACULTY PROTOCOLS



### **COVID-19 Response Guide**

#### **What steps is TSoM taking to help prevent the spread of COVID-19?**

- Mandatory self-assessment health forms prior to entering the campus for staff, students, and visitors.
- PPE to all campus community members, including face masks and hand sanitizers.
- Periodically communicate with staff members and students through e-mails to encourage them to continuously self-assess for COVID-19 symptoms.
- Enforced social distancing protocols, adding plexiglass barriers and other precautions where required.
- Increased cleaning and disinfection in work areas, classrooms, common areas, and high-frequency touchpoints.
- Good hygiene reminders placed throughout campus.
- Continuous record keeping of any reported illness or recently travelled staff and students.
- One-way traffic zones in stairways and hallways, with limited occupants in elevators and kitchen areas.
- Alternate in-person and virtual class delivery to reduce the number of people in a particular area at any given time.
- Suspended external visits and consultations on campus.

#### **What do you do if you have a symptom or have been exposed, and how will TSoM manage the case?**

##### **Step 1: Report illness immediately**

- Any workers experiencing mild or severe symptoms must report it to their Line Manager or HR as soon as possible.

##### **Step 2: Isolate symptomatic workers**

- Sick workers will be asked to wash or sanitize their hands, will be provided with a mask and be asked to isolate in a secure area.
- Workers will be asked to complete the self-assessment on the Ontario COVID [website](#).
- If needed, symptomatic student or instructor will be encouraged to get tested for COVID -19. Students or instructors can visit any COVID -19 assessment centres in Toronto or the surrounding area to get tested. To find more COVID -19 assessment centers near you, [click here](#).

##### **Step 3: Contact public health**

- If a worker is severely ill (e.g., difficulty breathing, chest pain), call 911.
- Workers will be directed to return straight home, and call Telehealth (1-866-797-0000), their local Public Health unit, or their family doctor.

##### **Step 4: If the case is confirmed, shut down the campus and disinfect**

- The campus will be shut down for the remainder of the day while the affected area and equipment are thoroughly disinfected and cleaned.
- Management will contact the Toronto Public Health authorities to report the case or outbreak immediately.

##### **Step 5: Report to the Ministry of Labour, Training and Skills Development**

- Management will contact the Toronto Public Health authorities to report the case or outbreak immediately. Toronto Public Health will have full cooperation from TSoM in assisting local public health units in their outbreak investigation and management.
- In the event that local public health units need to collect information about a TSoM student or staff member, representatives can contact TSoM HR at [hr@TorontoSoM.ca](mailto:hr@TorontoSoM.ca).

##### **Step 6: Once the worker has been medically cleared by local public health units, contact HR prior to returning to work.**

# COVID-19 Assessment Centres Near Campus

We strongly encourage all members in the TSoM community to get tested for COVID-19 if they are experiencing symptoms for more than 14 days. Some convenient locations near TSoM's campus are listed below:

## **Mount Sinai Hospital (0.35 km away)**

Walk-in: 8:00 am to 12:00 pm  
600 University Avenue Toronto, ON, M5G 1X5

<http://www.sinaihealth.ca/covid19/>

## **Women's College Hospital (0.60 km away)**

76 Grenville Street Toronto, ON, M5S 1B2

[http://www.womenscollegehospital.ca/patients-and-caregivers/coronavirus-\(covid-19\)-information-for-patients-and-visitors](http://www.womenscollegehospital.ca/patients-and-caregivers/coronavirus-(covid-19)-information-for-patients-and-visitors)