



Readiness Requirements for International Students

The Centre for Arts & Technology (CAT) is already committed to ensuring the health and safety of all its students and community by following the guidelines of the Government of Canada, the Province of British Columbia, and local health and safety authorities. For more information about how CAT is addressing the COVID-19 situation, and how we are working to protect the health and safety of our community at large, please visit our [Website](#).

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

Overall Requirements

The Centre for Arts & Technology (CAT) is well-prepared to receive international students at this time based upon the following provisions:

1. Pre-Existing Guidelines and Protocols

CAT has already developed and put into place operational plans and protocols that meet or exceed the expectations of the *B.C. Post-Secondary COVID 19 Go-Forward Guidelines*, Government of Canada's *Guidance for Post-Secondary Institutions During the COVID-19 Pandemic*, and demonstrate compliance with WorkSafe BC's *COVID-19 Safety Plan*. These plans and protocols are available for viewing on our website at:

2. Public Health Readiness

According to a recent Interior Health Authority (IHA) press release, *"There is capacity at the Kelowna UPCC site to accommodate the current demand for testing. If required, expanded COVID-19 testing capacity can be quickly re-activated in the community."*

(https://www.interiorhealth.ca/AboutUs/MediaCentre/NewsReleases/Documents/PSA_Kelowna_testing_11August2020.pdf)

3. Public Health Outbreak Response Capabilities

Throughout the COVID-19 pandemic, the Interior Health Authority (IHA) has demonstrated the ability to respond quickly and relevantly to any outbreaks. Notification systems have been utilized to communicate outbreak information and IHA has undertaken several unusual initiatives to address rapid access to testing, and further outbreak directions.

Further, CAT's anticipated enrolment numbers of new-arriving International Students for September-December 2020 will not overextend our capacity to meet federal quarantine requirements and the PSI COVID-19 Guidelines and deliver education to our current students.

4. Institution Outbreak Response and Case Management

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

The CAT Contingency Plan clearly states that if a student or employee discloses a positive diagnosis, close contact, or symptoms of COVID-19, the student or employee will:

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

Following the student's departure from campus, the Director of Student Success will,

- a) Contact Facilities to initiate a deep-clean process of any potentially affected areas in accordance with BCCDC guidelines,
- b) Remain in daily contact with the individual to stay informed of their health status and ensure individuals have support during their isolation period, and
- c) Follow the individual's medical practitioner or health authority's direction to determine the appropriate timing for the individual to return to school or work. Final screening is required by a health care professional within 24 hours of the end of self-isolation.

A complete overview of our Contingency Plan can be found here: [CAT COVID-19 Contingency Plan](#)

5. Public Health Notification Protocols

A portion of the CAT Contingency Plan outlines protocols for communicating with local public health authorities.

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

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

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

In conjunction with, and in consideration of the advice of local health authorities, CAT will work with students and staff to ensure there is adequate support during their quarantine period and the process of care is met. The International Student Liaison and/or Student Success Advisors will be in touch with students on an on-going basis.

6. Communication Protocols

While The Centre for Arts & Technology is sensitive to the needs of all our students, CAT is also aware that anxiety in our international student community may be extremely high considering the impact the pandemic may have on work or student visas, accommodations, or educational experience.

Respectful of this, the public communication protocols outlined in the Contingency Plan states that the International Student Liaison or Director of Student Success will clearly advise any potentially ill student that their disclosure is appreciated, that they will not be discriminated against or face

retaliation because of the diagnosis, and that while information about the diagnosis may be shared with others, they will not be identified by name.

Following, CAT will issue a notice via an email and Canvas (the course management system used by CAT to support online learning and teaching) that an individual (or individuals) has tested positive for COVID-19, without identifying the individual. This notice will be communicated in such a way as to reassure faculty, staff, and students that the school is working with the PHO/CDC/local health authorities and outline that unless notified directly by CAT and/or local health authority, it is not believed that they have been in close contact with or shared a common space with the infected individual. Faculty, staff, and students will be reassured that the school is providing the notice out of an abundance of caution so that faculty, staff, and students may continue to monitor themselves for symptoms and seek treatment if needed.

Social media will be monitored by the Marketing Manager to manage concerns or rumors and provide accurate information.

Responses to questions and concerns will be managed by the Marketing Manager on an ongoing basis.

7. Re-start Plans

Following a full campus shutdown in March, 2020, the Centre for Arts & Technology initiated a wide range of health and safety protocols which were aligned with recommendations outlined in the [BC Restart Plan](#), and detailed in the [BC Post-Secondary COVID-19 Go-Forward Guidelines](#) to address and mitigate the potential transmission of COVID-19 prior to allowing any staff or students return to campus.

A summary of the CAT COVID-19 Return-To-Campus plan can be found here: [CAT Covid-19 Safety Plan Summary](#)

Following an on-site inspection by a WorkSafe BC Health and Safety Officer on June 29th, The Centre for Arts & Technology received an Inspection Report (#202016588166A) which noted that there are, *"... ZERO (0) orders or other items outstanding... to ensure compliance."*

The detailed CAT COVID-19 Return-To-Campus plan can be found here: [CAT Covid-19 Safety Plan Detailed](#)

8. Plan Maintenance

The Centre for Arts & Technology's commitment to the health and safety of our community, staff and students is primary and the process of care for all students will continue to be upheld. This requires having a rigorous and ongoing evaluation process for our COVID-19 Health & Safety Plan.

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

Minutes are taken at each of CAT's Health & Safety Committee meetings and requests to view those minutes can be made to the Director of Student Success via email at rdtypusiak@digitalartschool.com

CAT is constantly ready to make amendments and additions to the COVID-19 Health & Safety Plan and we are prepared to continue doing so in perpetuity.

Pre-Arrival Requirements

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

Prospective international students will be contacted by the CAT International Student Liaison and offered direct and ongoing support in planning for, and arranging travel to Canada in accordance with the most up-to-date information about travel restrictions, exemptions, and the expectations of all levels of government and local health authorities as outlined on the [IRCC website](#).

Prior to making any travel plans to Canada, international students will be made aware of, and will be supported by the International School Liaison to understand the travel restrictions and exemptions as referred to on the [IRCC website](#).

Prospective students will be made aware that all travelers arriving in Canada are required to self-isolate (quarantine) for 14-days under the [Quarantine Act](#) in order to slow the spread of COVID-19.

Prospective students will also be directed to visit the IRCC website for information about [quarantine requirements](#).

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

2. Completion of *ArriveCAN* application

International students and their co-arriving immediate family members will be directed to download the Government of Canada's [ArriveCAN](#) application prior to arrival at the border and to complete the information required.

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

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

Transport Canada's most recent [directive](#) requires all air passengers to have a non-medical mask or face covering to cover their mouth and nose at various times during their travels. Specifically, international students and their co-arriving immediate family members will be required to cover their mouth and nose:

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

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

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

As part of their pre-arrival outreach, the International Student Liaison will convey this information to the international student.

International students will have direct transportation from Kelowna International Airport (YLW) to their quarantine location. CAT will ensure that the student will be picked up and dropped off in a safe and viable manner.

If the CAT International Student Liaison is unavailable to personally provide this transportation, CAT is committed to working directly with international student(s) and an approved carrier so that their rides are arranged and paid for by the college.

For tracking purposes, if transportation is completed by an approved carrier, the CAT International Student Liaison will communicate with the carrier to record the name of the driver and any staff at the quarantine location who were in direct contact with the international student upon their arrival. This record will be kept in the student file in a secure location on campus.

4. Mandatory 14-Day Quarantine

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

CAT has already been in contact with hotels/tourism accommodations and has a list of quarantine locations throughout the City of Kelowna which are confirmed by the International Student Liaison to be acceptable and meeting the 14-Day Quarantine Requirements outlined by the Government of Canada.

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

14-Day Quarantine Requirements

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

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

Sandman Hotel & Suites Kelowna

2130 Harvey Ave, Kelowna, BC V1Y 6G8
(\$65 Per Night)
Phone: (250) 860-6409

Kanata Kelowna Hotel & Conference Centre

2429 BC-97, Kelowna, BC V1X 4J2
(\$500 per week)
Phone: (250) 763-0500

Accent Inns

1140 Harvey Ave, Kelowna, BC V1Y 6E7
(\$90 plus taxes (16%) Per Night)
Phone: (250) 862-8888

Best Western Plus Kelowna Hotel & Suites

2402 Hwy 97 N, Kelowna, BC V1X 4J1
(\$129 plus taxes (16%) for a Kitchenette Suite)
Phone: (250) 860-1212

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

In the event that international students have a family member in British Columbia and wish to quarantine at their residence, the student will be required to provide details on the relationship of the family member as well as details of the housing arrangements to the International Student Liaison.

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

A copy of the checklist can be found [here](#).

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

CAT will be purchasing and delivering food supply and securing relevant supplies within the 14-Day Quarantine Period for the student so that they do not break their quarantine period. See this detailed plan: <https://digitalartschool.com/wp-content/uploads/2020/08/Pre-Arrival-To-Canada-for-CAT-International-Students.pdf>

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

The International Student Liaison is committed to initiating regular, daily communication with international students who are in quarantine to assess their overall health and well-being. If an international student discloses that they are exhibiting any COVID-19 symptoms, they will be directed to continue to avoid contact with others and encouraged to seek an immediate COVID-19 test by calling 8-1-1 to secure a testing appointment.

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

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

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

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

If a medical intervention is necessary, CAT is committed to providing safe transportation for the international travel to the local COVID-19 testing station, as well as return transportation to the quarantine location following testing. If the CAT International Student Liaison is unavailable to personally provide this transportation, CAT is committed to working directly with international student(s) and an approved carrier so that their rides are arranged and paid for by the college.

For tracking purposes, if transportation must be completed by an approved carrier, the CAT International Student Liaison will communicate with the carrier to record the name of the driver who provided transport to the international student and this record will be kept in the student file in a secure location on campus.

3. Utilization of the ArriveCAN Application for Daily Symptom Reporting

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

4. Individual Accommodation Options

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

While resources for locating available housing can be found online, the Centre for Arts & Technology employs a Housing Support Specialist in the Student Success office who has already made many connections with landlords, supported housing options, real estate agents and community members at large who provide us with notice of housing opportunities.

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

Options will be made available to allow the international student to participate in classes remotely and for the International Student Liaison and/or Student Success Advisors to provide relevant resources for students during their quarantine period.

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

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

A final screening consultation with a health care professional will be required within 24 hours of the end of self-isolation. Confirmation of this consultation and the results will be made by either the International Student Liaison, or a Student Success Advisor. Documentation of this consultation and the results will be stored in the student file in a secure location on campus.

5. COVID-19 Messaging

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

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

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

6. Mitigation of Social Barriers to Support Quarantine Compliance

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

The Centre for Arts & Technology is dedicated to fostering a sensitive, welcoming, open, and trustworthy environment in which the disease and its impact can be discussed and addressed openly, honestly, and effectively.

Specifically, CAT is committed to:

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

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

Further, the CAT International Student Liaison has engaged in many workshops and training sessions which has empowered them to approach diversity from a much broader perspective than just race and ethnicity. They understand how a broad spectrum of cultural and diversity issues might impact relationship with an international student. Given this training and knowledge, and as the primary contact between the school and an international student, the International Student Liaison is confident in their ability to identify potential social barriers and support the international student to comply with quarantine requirements.

Post-Quarantine Requirements

1. Ongoing Support

Our commitment to our community, staff and students is primary and the process of care for all international students will continue to be upheld in perpetuity. All CAT students have access to ongoing support from the Student Success office on campus. Specifically, on weekdays from 8:00 am to 4:30 pm the Student Success office offers the following support to all domestic and international students:

- **Personal and Academic Support.** The Student Success office is well-equipped to assist students with a multitude of challenges they may face in their lives, including challenges that may arise from their home life, personal relationships, or in the classroom. At in-person or virtual meetings, students can access Student Success Advisors as sounding boards, for help in developing coping strategies, or for referrals to professional services within the community.
- **Tutoring.** All students are entitled to free tutoring each quarter (12 hours in the first quarter of studies, and 7 hours each quarter thereafter).
- **Housing Support.** While CAT does not offer on-campus housing for students, the Student Success office employs a Housing Support Specialist who is well-prepared to provide resources to prospective students to assist all students to find suitable accommodations for the duration of their program.
- **Career Preparation and Job Search Assistance.** The Student Success office provides a wide variety of Career Services including:
 - Individualized support to produce effective resumes, cover letters, and portfolios,
 - Assisting students to secure student-appropriate employment opportunities within the community,
 - Linking prospective employers to students,
 - Small group workshops on career-related topics,
 - Collecting and sharing up to date labour market information.
- **Emergency Financial Services.** The Student Success office administers a small Student Emergency Fund through Student Services.

2. Physical & Mental Health Supports

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

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

There is a three-month waiting period for all new residents to BC. During this waiting period, international students will be required to present evidence to the International Student Liaison that they have private medical insurance in place. Evidence that this requirement is in place will be added to the student file and stored in a secure location on campus.

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

Less than one block from the Kelowna campus is a Canadian Mental Health Association resource called Foundry Kelowna. Foundry Kelowna is part of a province-wide network of integrated health and social service centers for young people ages 12-24. Foundry Kelowna provides a one-stop-shop for young people to access mental health care, substance use services, primary care, social services and youth and family peer supports. Foundry also offers many online services, and a one-on-one facetime counseling service for those who are unable to attend the office in person. Foundry Kelowna also has easy-to-find pages on their website which direct youth to free apps they can use to support their mental health.

BounceBack™ provides free access to online, video, phone calls, and skills-building program. Seniors, adults, and youth who are experiencing low mood, mild to moderate depression, anxiety, stress, or worry, can receive care from this online resource.

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

Domestic and international students who are over the age of 24 can also access free mental health services.

Canadian Mental Health Association Kelowna offers virtual counselling services to adults ages 25+, weekdays during the afternoon (excluding holidays). This service is available to individuals, couples, families, and caregivers of youth who are struggling. Those who are having difficulty coping with the challenges related to the COVID pandemic are also welcomed to access these supports.

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

3. Anti-Racism & COVID-19 Stigma Supports

“The Centre for Arts & Technology will not tolerate any conduct that creates a hostile work environment. The Centre prohibits the physical, verbal or sexual harassment of any employee, student or third-party individual by an employee, student or third-party individual on the Centre premises or at off-site locations. Behavior that is offensive, intimidating or abusive in nature, especially behavior that relates to an individual's sexual orientation, gender, religion, or ethnicity is prohibited. The Centre expressly prohibits any and all of the following:

- *Racially, ethnically, or sexually degrading statements or jokes.*
- *Viewing websites that promote hate or racial intolerance, sexually explicit or pornographic images.*
- *The threat that a refusal of sexual proposals will adversely affect employment or student grades.*
- *Any acts that could be construed as harassment.”*

<https://digitalartschool.com/wp-content/uploads/2019/09/CAT-KEL-StudentHandbook2019.pdf>

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

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

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

We anticipate that anxiety in our international student community may be high because of the perceived impact the pandemic may have on international students' work or student visas, accommodations, or educational experience. To that end, the CAT Student Success department and the International Student Liaison is available to directly assist international students to navigate any challenges which present themselves in these areas.

As an example, the International Student Liaison is prepared to help international students to familiarize themselves with their rights and responsibilities as a tenant by reviewing the information from the [Tenant Resource and Advisory Centre](#), and being prepared to advocate on behalf of the student.

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

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

In accordance with the recommendations of the [World Health Organization COVID-19 Stigma Guide](#), CAT is committed to being intentional and thoughtful when communicating on social media and other platforms, to consistently showing supportive behaviors, and to using simple, accurate language to share the most up-to-date information purposefully and regularly about how to prevent infection. As the primary contact between the international student and the school, the International Student Liaison is responsible for gathering and sharing this information with the international student.

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