September 2020 Restart Communications Plan Template

Development of a clear and comprehensive communications plan is an essential component of service planning during a pandemic. Strong lines of direct communication can significantly help to reduce stress and increase trust within the school community.

Independent school authorities should develop and regularly update their communication plans in collaboration with their regional health authority, First Nations, the Metis Nation, Indigenous communities, and unions as applicable.

School Name: CANADA ROYAL ARTS HIGH SCHOOL
Ministry School Number: 675
Contact Name: David Darling
Contact Email: d.darling@ciraschool.com

**ROUTINE COMMUNICATIONS**

1. Process for communicating with parents/caregivers, including those who are homeschooling. Include the name and position of the person primarily responsible for developing and managing communications.

As Head of School, David Darling is the person responsible for developing and managing communications. Our communication with parents, students, and guardians is via email, WeChat and telephone.
2. Guidance given to staff regarding the sharing of information beyond that which pertains to the individual student or class learning.

Staff are advised to forward all inquiries for information to the Head of School unless a parent or guardian is asking specifically about their child/ward.

3. Protocols that are in place for responding to inaccurate information circulating within our school community.

We will be following existing practice to deal with this. We use direct communication to parents/guardians, students, teachers and staff via email and social media (eg. WeChat) to immediately alert our community of the circulation of inaccurate information and to set the record straight concerning the actual situation.

4. Outline of schedule of direct communications to parents/caregivers and staff (consider higher frequency during the initial key transition phases and then shifting to a less frequent but regular schedule thereafter).

We will be communicating with all members of our community on a weekly basis to start with plus on an as needs basis if any issue arises that requires immediate attention.
5. We label communication to the school community as “for information” or “for action”.
   - Yes
   - No (if no, provide an explanation of how communication types are distinguished)

We have not distinguished between the two types of communication in the past but will be doing so moving forward.

6. Process for providing up-to-date information on our school website. If you do not keep your website up-to-date explain the channels used to provide timely information to your school community.

The majority of our students are from Mainland China and South Korea. Since many parents do not speak English, our primary means of communication is via WeChat, email or telephone in their respective native language rather than through our website. The website is updated frequently but its main function is to provide the public face of the school to a local non-Asian constituency.

7. Process for creating and distributing statements regarding confirmed or suspected cases of COVID-19 within the school community. Include your processes for obtaining local health authority approval prior to distribution to parents/caregivers, staff, and public.

We will follow the advice and instructions of our local health authority. No public statement regarding confirmed or suspected cases of COVID-19 within the school community will be made before approval by our local health authority. If any student is suspected of suffering symptoms of Covid-19, they will be isolated within the school and the local health authority will be immediately contacted by phone. Only after confirmation of the case and after the explicit approval of the health authority will the news be communicated to staff and to the student’s parents and/or guardians. The latter will be instructed to make arrangements for their child to be taken home in a taxi. Statements to the public at large will be made if advised by the health authority and mandated by the Ministry of Education.
8. The name of our Regional Health Authority primary contact, his/her phone number and email are known and written into our communication plan.
   - Yes
   - No (If no, explain your process for connecting with Health Authority officials.

   Our local health authority is the Vancouver Coastal Health Authority. The primary Vancouver contacts are: Dr. Mark Lysyshyn, Phone: 604-675-3878; Dr. John Harding, Phone: 604-675-3900; and Dr. Althea Hayden Phone: 604-675-3900

9. Indigenous rightsholders have had the opportunity to provide input on our communication processes.
   - Yes (If yes, provide a brief account of the process followed)
   - No
   - Not Applicable

   Not applicable. We have no indigenous students.

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**HEALTH AND SAFETY COMMUNICATION AND TRAINING ORIENTATION**

10. Process for clearly and consistently communicating guidelines from the Provincial Health Officer (PHO) and resources available for information on COVID-19 as needed. Include details regarding how infection prevention and exposure control measures are relayed in multiple formats for ease of understanding (e.g., visual representation, videos using sign language, translations, etc.)

   Information about infection prevention has been communicated via email, WeChat and we are in the process of preparing a short safety video that we will distribute to parents/guardians and students and post on our website.
11. Process for early and ongoing health and safety orientation for staff. Including training on:
- The risk of exposure to COVID-19 and the signs and symptoms of the disease.
- Safe work procedures or instruction to be followed, including hand washing and cough/sneeze etiquette.
- How to report an exposure to or symptoms of COVID-19.
- Changes made to work policies, practices, and procedures due to the COVID-19 pandemic and keep records of that training.

A staff orientation day is being held before the school opens to students. The focus will be to identify the risks of exposure to the disease and its symptoms, and to review the safe work procedures we have instituted which include increased hand washing, placement of hand sanitizers in each classroom, temperature checks on entry to the school, installation of plexiglass desk shields at each student work station, and the establishment of a one-way system on stairways. We will also cover how to report symptoms of COVID-19, which will initially be to the Head of School who will then contact the Vancouver Coastal Health for further instructions while the student remains in school isolated in a separate classroom prior to being sent home in a taxi depending on the health authority’s advice.

12. COVID-19 related staff meetings are documented, and minutes of such meetings are posted in a central location.
   - Yes
   - No (if no, provide an explanation of how records of COVID-19 related meetings are kept and distributed)

COVID-19 related staff meetings have not been documented before now. However, moving forward they will be, and minutes will be distributed to staff via email and stored on the school’s Google Drive which is accessible by all staff.

We will be sending out to all parents and guardians a detailed list of the steps we are taking to ensure their children’s health and safety. We did this at the beginning of the last semester but the situation was different then since we transitioned into online learning immediately the pandemic was declared in March. Since the school was closed, the instructions were of a general nature rather than specific to protocols to adopt within the school. A letter will be distributed to all parents and guardians in the week ahead alerting them to the safety protocols that will be adhered to when the school reopens after Labour Day.


Students will be on the same distribution list as their parents and guardians. In addition, we will be holding an in-person orientation for students by grade level on the first day back at school. Teachers will attend school the day after Labour Day for orientation. Grade 12 students only will attend on the Wednesday from 10:00-2:30, Grade 11s on Thursday, and Grade 10s on Friday. The school will be open for regular classes for all grades the following Monday.

15. As Per WorkSafeBC guidelines, frontline workers, join health and safety committees, and supervisors are involved in identifying protocols for our workplace. Health and Safety committees meet regularly, including prior to any transitions between stages, and are included in our school’s planning efforts.

- Yes
- No (if no, provide an explanation of how health and safety protocols are identified and addressed)

We are a very small school with only 4 full time teachers, so we have no Health and Safety Committee per se. Health and Safety issues are addressed as they arise and are dealt with as part of our regular staff meetings. Decisions regarding specific safeguards have been made by the Head of School in consultation with the Board. These include the purchase of transparent screens for the front office and for student desk, face masks, desk spacing, ensuring the regular cleaning of high-contact surfaces like door knobs, toilet seats, keyboards and desks at the recommended minimum frequency of twice a day, cleaning the school building at least once a day, and providing more hand-sanitizing and cleaning stations. All staff already know it is important for them as well as their students to regularly wash hands and not to share food or personal items like phones, pens or pencils.
COMMUNICATING WITH MEDIA

16. Name of the main spokesperson for our school: David Darling

17. Position (board chair, principal, head of school, etc.): Head of School

18. Name of secondary spokesperson (if applicable):

19. Position:

20. Protocols for screening, directing, and responding to media inquiries.

All inquiries from media will be directed to the Head of School.
No response other than “No Comment” will be made prior to checking with the Vancouver Coastal Health contact and the Ministry of Education regarding the appropriateness of a response.

21. Communication plan includes a stipulation that media requests regarding confirmed or suspected COVID-19 cases, potential exposure at our school or potential risk of transmission within our school setting are directed to the regional health authority for response.

- Yes
- No (if no, provide an explanation of how such media requests are managed)

Yes

22. Process for keeping the Ministry informed of significant events and associated communications to school communities related to COVID-19. Communications can be directed to the Ministry by email at educ.covid@gov.bc.ca or by phone at 236-478-2712.
Any news or developments related to COVID-19 will be immediately communicated by the Head of School directly to the Ministry by email at educ.covid@gov.bc.ca or by phone at 236-478-2712.

23. Other aspects of our communication plan not addressed above.

No