



COVID-19 Safety Policies

All employees, parents, students and other visitors to our office must review these safety procedures before coming to our office.

Tutoring

- We prefer students to have online tutoring.
- If in-person tutoring is necessary, students may have in-office, one-on-one tutoring at our downtown office.
- We will not offer home tutoring until Phase 4 of BC's Restart Plan.
- We will offer in-office diagnostics with a maximum of five students at a time to ensure physical distancing. In-office diagnostics better replicate the real testing conditions. Students will be separated by at least six feet, ideally in separate rooms, or on opposite sides of the larger central room.
- Students also may take self-administered diagnostics at home, with our instructions.

Outside the Office

- **New!** Employees must adhere to public safety requirements, such as wearing a mask, outside the office to ensure our office remains a safe environment. We also ask parents and students who visit our office to adhere to public safety requirements regarding mask wearing.

Office Procedures

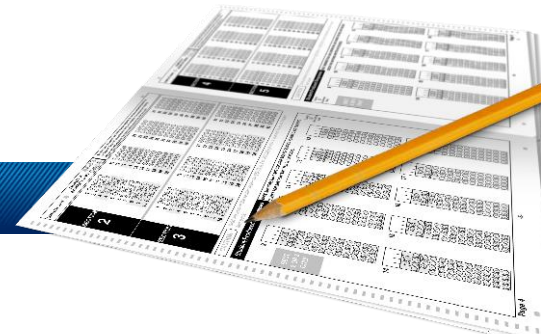
- Before visiting our office, following instructions on this page: <https://www.yourscorebooster.com/visit/>.
- The tutor and student will sit side-by-side with the plastic divider in between.
- **New!** Masks are required at all times in the office, except when eating or drinking, in which case the person must be at least 6 feet from anyone else.
- Tutors: Before the student enters the office, the tutor shall sit in a seat such that the student does not need to pass by the tutor. (For example, on the tables in the main

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open area, the tutor should sit closer to the window offices. In the tutoring room near the entrance, the tutor should sit on the right side.)

- Students: Enter the office with a mask on. Close the door behind you using your foot or elbow. Sit next to the tutor. If a plastic divider separates you and the tutor, you may remove your mask.
- All information regarding COVID-19 policies and procedures will be posted on the office door or on the front of the large cabinet on the right upon entering the office.
- Our office is limited to ten people at any time. If ten people are in the office, do not enter.
- All office visits must be booked in advance. We are not taking walk-in clients.
- Clients must sign an informed consent agreement to come into the office for any reason.
- Employees should maintain physical distancing of 6 feet from each other
- **Revised!** Tutors and students may be less than six feet from each other only if separated by a physical barrier (plexiglass) and wearing masks. Neither should touch the other's materials (pens, pencils, erasers or books.) Students must bring their own pens, pencils, erasers and books.
- Delivery people should leave items at the door or on the table in the main area. Do not approach delivery people.

Washrooms

- After a student uses a key to the washroom, the key must be disinfected using paper towels and hand sanitizer.
- When present, the office assistant, Luis or Richard will disinfect the key. Otherwise, the tutor shall do so.
- To disinfect a key, place hand sanitizer on a paper towel and wipe down the surface of the key and keyholder. Then apply hand sanitizer to your hands.

We Ban Access to our Office as Follows

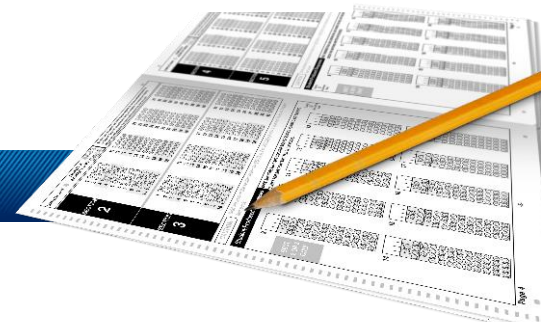
- Clients or employees who are sick or have symptoms may not enter our building. Such clients **MUST** postpone in-person sessions (without penalty).
- If clients or employees have travelled outside Canada in the previous 14 days, they must stay home and self-isolate in accordance with guidance from the [BC Centre for Disease Control](#).

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- If tutors and students are well enough to do online sessions, they may do so.
- Parents and caregivers must assess children daily for symptoms of common cold, influenza, COVID-19 or other infectious respiratory disease before sending them to in-person tutoring sessions. If a student develops symptoms while at home, parents or caregivers must keep their child at home until they have been assessed by a health care provider to exclude COVID-19 or other infectious diseases, and their symptoms have resolved.

Before Appointments

- Our office staff will require all visitors to follow instructions on <https://www.yourscorebooster.com/visit/>.
- Ensure that all in-person appointments are scheduled and staggered to allow time to sanitize surfaces between appointments (e.g., schedule a break or virtual session following an in-person appointment) and to minimize contact with others.
- Ask clients to wait in their vehicles, or outside the office if possible, until just before their appointment.
- In the waiting area (blue chairs near the door), only members of one household may sit. The door must be closed so no one else can enter when people are sitting in those chairs. No one in the office should walk by those in the blue chairs.
- Only one person at a time may be in the kitchen and in narrow corridors.
- When more than one person is in any of the three individual offices, masks must be worn.
- No non-essential items should be in the reception area, such as candy, magazines, booklets, pamphlets, and complimentary phone chargers.
- Follow posted procedures for elevator use.

During In-office Appointments

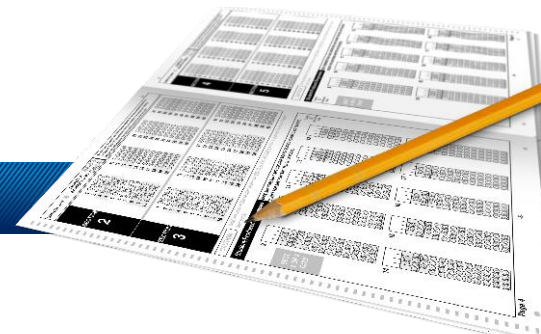
- During sessions, parents and caregivers must be available via cell phone in case their child develops symptoms associated with COVID-19 while at our office. In such cases, our staff will apply physical distancing, respiratory etiquette, and hand hygiene principles while waiting for pick up and we will contact 811 or the local public health unit to notify them of a potential case and seek further input. We will also maintain reports of any exposure.

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- Only those required to be present should be here: the student and adults accompanying the student. Disabled individuals may bring others they require for assistance.
- Clients may wash hands in the washroom. Our office manager will unlock the washroom door for you.
- Greet clients from six feet away. Do not shake hands.
- We cannot conduct group tutoring (one tutor with multiple students), unless both students are from the same household.
- Tutors and students may agree to hold sessions outdoors when possible. There are tables outdoors along Bute Street.
- When possible, the client should tap for credit card charges (typically under \$200). Limit the handling of credit cards whenever possible, by allowing clients to use their cards and handle the card readers themselves.
- If clients require a pencil, the client must take the pencil from the holder and take it home with them. Do not keep the pencil holders in a visible location to prevent the client from placing the pencil back in the holder.
- Send receipts, documents, and reports electronically.
- If it is not possible to maintain physical distancing with clients, use masks. Masks can reduce the spread of droplets from the wearer, but may not prevent the wearer from inhaling the droplets of others. It is therefore important to ensure that clients as well as the tutor are wearing masks to ensure protection for both parties. Refer to [WorkSafeBC's guidance on the selection and use of masks](#).
- Parents should wait outside our office to pick up students.

Hygiene Protocols

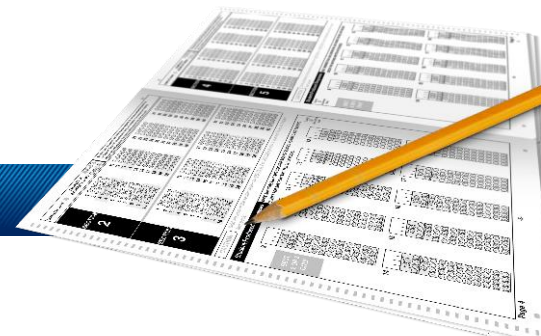
- Clients and employees must wash hands:
 - Before and after tutoring sessions
 - Before eating and drinking
 - After using the toilet
 - After sneezing or coughing into hands or tissue
 - Whenever hands are visibly dirty
- Avoid face touching with unwashed hands. Refer to [WorkSafeBC's cleaning and hygiene protocols](#).
- Read this [sign about the correct use of masks](#). The sign also is posted in our office.

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- Ensure good respiratory etiquette by covering the mouth and nose with the crease of the elbow or with a disposable tissue when coughing or sneezing. Encourage clients to do the same.
- Where practicable, use of touchless hand sanitizer dispensers, garbage bins, etc. can be helpful to minimize the transmission of infection through physical contact.
- Dispose of used tissues, disinfectant wipes, and safety equipment in the lined waste receptacles in the office and washroom. Our waste receptacles do not require physical contact (such as removal of a lid) to discard items.

Other Sanitation considerations

- Only designated employees can use the computers on the window offices. The tutoring room (immediately near the entrance) is the only shared office space or work stations. Tutors and students must use their own equipment (e.g., pens and staplers). Ideally, bring your own laptop. However, if necessary, you may use the computer in the tutoring room.
- On weekdays:
 - On weekdays from 10 a.m. to 6:30 p.m., our office manager will disinfect the tutoring room before each tutoring session.
 - The office manager will sanitize all high touch services (e.g., door handles, light switches) before and after a client attends an in-person appointment.
- On weekends:
 - Tutors should clean and disinfect frequently touched surfaces before leaving the space, such as the computer keyboard and mouse and desk surface.
 - Sanitize all high touch services (e.g., door handles, light switches) before and after a client attends an in-person appointment.
- Refrain from providing and consuming communal food. Tutors and clients should bring their own water.
- Follow these [hygiene practices](#) (also posted in the office).

Deliveries and Picking up Material

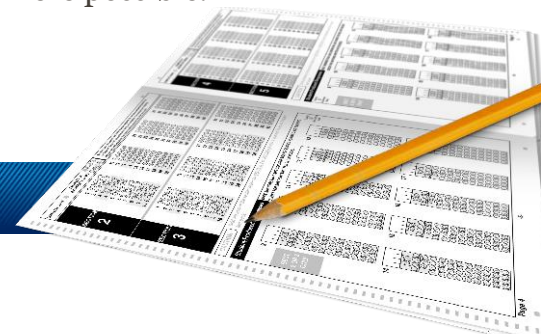
- Request contactless delivery to maintain physical distancing requirement (e.g., delivery person leaves packages in a pre-arranged location) where possible.

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- Any material tutors require will be left in the cabinet for them to minimize contact with staff.

Responsibilities for Staff

- Know the controls required to minimize their risk of exposure to COVID-19.
- Participate in COVID-19 related training and instruction.
- Follow established work procedures and instructions as directed by the employer or supervisor.
- Report any unsafe conditions or acts to the office manager, Shanks Yan, at 604-630-6684, or admin@yourscorebooster.com.
- Know how and when to report exposure incidents.

Communicating Concerns

- Parents or clients who have any concerns may call us on weekdays 9:30 a.m. to 5:30 p.m., or write to our office manager, Alice Yang, in English or Mandarin, at admin@yourscorebooster.com.

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