



Professional Flight Centre COVID-19 Safety Plan

Professional Flight Centre's COVID-19 Safety Plan was created by incorporating all recommendations provided by **Federal and Provincial Health authorities, Worksafe BC, BC's Go-Forward Guidelines for Post-Secondary Institutions**, and **BC's Centre for Disease Control (BCCDC)**.

In developing policy and protocols in our COVID-19 Safety Plan, Professional Flight Centre has carefully considered and integrated the four levels of protection as outlined by **Worksafe BC**, eliminating the risks wherever possible. Where this is not possible, campus modifications, administrative processes and PPE guidelines have been employed.

Purpose of Safety Plan

The goal of this plan is to protect the health and safety of our students, staff, and visitors in an effort to minimize exposure and reduce the risk of transmission of COVID-19 when on board aircraft or through day-to-day operations.

Included below are criteria and protocols we will follow for our daily operation, including cleaning protocols, norms of hygiene, social distancing, mask usage, international student arrival protocol and operational guidelines to ensure a safe environment for all.

Reducing the Risks of COVID-19

According to BC Centre for Disease Control, the coronavirus that causes COVID-19 is spread by liquid droplets when a person coughs, sneezes or sometimes talks or sings.

COVID-19 can also spread by touch. If droplets are left on objects and surfaces after an infected person sneezes, coughs on, or touches them, other people may become infected by touching these objects or surfaces, and then touching their eyes, nose or mouth.

Efforts to stop the spread of COVID-19 should focus on reducing droplet contact.

- Keep practising physical distancing
- Stay home if you are sick and limit your contact with others
- Wash your hands often with soap and water or an alcohol-based hand sanitizer containing at least 60% alcohol
- Cough and sneeze into a tissue or the bend of your arm
- Avoid touching your face with unwashed hands
- Clean and disinfect surfaces and objects
- Wear a mask or face covering when needed

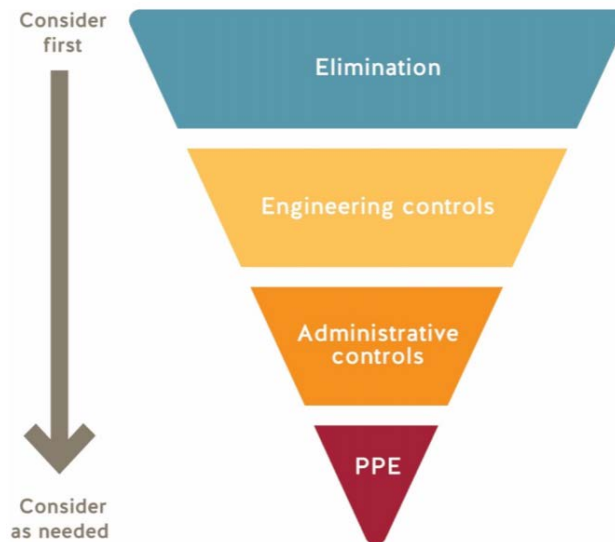


Government COVID-19 Guideline Resources:

- [Coronavirus disease \(COVID-19\): Outbreak update](#)
- [BCCDC COVID-19 Information](#)
- [BC's Go Forward Strategy Checklist](#)
- [Worksafe BC COVID-19 and returning to safe operation](#)
- [BC Provincial Orders, Notices, Guidance](#)
- [Government of Canada Guidance for post-secondary institutions](#)
- [Current Travel Restrictions](#)

Implement Protocols to Reduce the Risks

When selecting the current prevention measures, Professional Flight Centre considered the existing level of community transmission of COVID-19 as well as the feasibility and effectiveness of the intervention. We follow four levels of protection as outlined by **Worksafe BC** and use the protocol that provides the highest level of protection.



Professional Flight Center will conduct active monitoring of their employees and students for any of the COVID-19 symptoms and they are asked to closely self-monitor, and self-isolate immediately should they exhibit any symptoms.

Accessing Professional Flight Center Safely

In order to adhere to occupancy limits recommended by public health authorities, to ensure physical distancing, persons on campus will be limited to symptom-free staff, instructors and students. Risks



were assessed across the broad spectrum of operations with the following initiatives being implemented:

- Safety protocols and training video have been made available online and communicated to all employees and students on regularly basis
- All staff, instructors and students who have symptoms of COVID-19 or have traveled outside Canada in the last 14 days must stay home to quarantine or self-isolate in accordance with guidance from the [BC Centre for Disease Control](#).
- All staff will be required to complete a [Daily Self-Assessment](#) themselves prior to arrival on campus.
- All students and visitors must follow a [3-Step check-in process](#) before proceeding further into school premises.

3-Step Check-in Process

1. Have temperature checked at designated “Step 1” location in front of dispatch area upon arriving at school using a no-touch thermometer. Access will be denied if a [high temperature](#) is found.
 2. Proceed to “Step 2” location marker and receive facemask and gloves from Dispatch.
 3. After putting on face mask and gloves, proceed to “Step 3” area to fill out and submit [Health Declaration Form](#) on iPad.
- Our dispatchers or instructors have the right to deny any students whom they believe may be unfit to fly.
 - Students are required to come to school before their booking time and leave immediately after the flight.
 - Latest provincial health order updates and school COVID-19 protocols are regularly communicated to employees and students through electronic mail.

Occupancy Limits

Professional Flight Center have implemented vigorous protocols to limit occupancy and ensure social distancing whenever possible.

- Replaced classroom-based Ground School with online based Virtual Ground School.
- Staggering training fleet into even and odd start time groups to prevent students congregating at school during flight check-in and check-out times.
- Stop providing Familiarization Flights to reduce outside visitors.
- Students should not come to school unless they have a flight and/or simulator lesson.
- Students should not stay at school after training session. Loitering is not permitted.
- Notices have been posted around the FTU educating students on the symptoms of COVID-19 and practice social-distancing.
- Markings have been installed on floors in dispatch areas to enforce social distancing.
- Markings have been installed in flight planning room to enforce social distancing.



Engineering Controls

Where risks cannot be eliminated and physical distancing cannot always be maintained, modifications to the facility have been made and/or protocols have been implemented.

Common Areas Modification

- Plexiglass barriers will be used where necessary when 2m cannot be ensured.
- Counters, door handles, computers and all other regularly touched surfaces are wiped down with a disinfectant regularly throughout the day.
- Bathrooms are cleaned and sanitized every day.
- Signage has been setup to remind of hygiene, cleaning, and physical distancing protocol.
- Hand-sanitizing stations set-up throughout the building.
- Visible markers are placed on the floor to promote social distancing
- All office areas are secured areas with access only by staff. Students can only enter when permitted and mask must be worn.
- Lunchroom will be closed at all time and protected by keypad lock. Only employees are permitted in the lunchroom with a maximum of 3 employees at one time.
- Replace cutlery in lunchroom with single-use disposable sets
- Administrative staff such as accounting staff are encouraged to work from home.

Dispatch Area Modifications

- Signage placed at front entrance to inform all visitors must report to dispatch for temperature check and complete Health Declaration Form.
- 2m area has been established in front of dispatch reception area.
- Plexiglass barriers have been setup to fully cover dispatch area.
- Floor markers have been placed to manage any line-ups.
- Hand-sanitizing stations set-up at dispatch and throughout the building.
- All staff and students are provided with gloves and masks at dispatch; mask is required to be worn for the entire time they are school premises.

Flight Planning and Debriefing Room Modifications

- Re-organize chair and tables in flight planning room to promote social distancing.
- Public workstations have been repositioned to promote social distancing.
- Markings have been installed on floors in flight planning room to enforce social distancing.
- Signage has been setup to remind of hygiene, cleaning, and physical distancing protocol.
- 70% isopropyl alcohol disinfection spray and wipes have made available in planning and debriefing rooms
- Students/Instructors are required to disinfect regularly touched surfaces a before and after the briefing.
- Plexiglass barriers have been setup in debriefing rooms to separate instructor and student.
- Hand-sanitizer is made available in each room.
- Facemask and gloves are mandatory in flight planning and debriefing rooms.



Simulator Room Modifications

- Re-organize chair and tables in planning area to promote social distancing.
- Plexiglass barriers have been setup in dual panel simulator to separate instructor and student.
- Students who do not have a simulation session are prohibited from entering the room.
- Markings have been installed on floors to enforce social distancing.
- Signage has been setup to remind of hygiene, cleaning, and physical distancing protocol.
- 70% isopropyl alcohol disinfection spray and wipes have made available
- Students/Instructors are required to disinfect touched surfaces a before and after the simulator session.
- Hand-sanitizer is made available in each simulator room.
- Facemask is mandatory in simulator room.

Physical Distancing Protocols

Modifications to the campus and to administrative processes have been implemented to ensure that physical distancing can be maintained in the building. The staff and students are guided on proper protocols in the following ways.

- Signage is posted prominently throughout the campus to remind the staff and students about maintaining 2m distance.
- Floor markers are used to ensure 2m separation at areas where line-ups may occur.
- Staggering training fleet into even and odd start time groups to prevent students congregating at school during flight check-in and check-out times.
- Seating has been removed in flight planning area to promote social distancing.
- Students should not come to school unless they have a flight and/or simulator lesson.
- Students are required to come to school before their booking time and leave immediately after the flight.
- Replaced classroom-based Ground School classes with Online Ground School

Hygiene Protocols

Staff, instructors and students shall maintain hygiene by following the steps listed below:

- Cover own mouth when coughing or sneezing.
- Cough into a clean tissue, not into own hands.
- Do not touch own face/eyes/mouth with unwashed hands
- Practice social distancing whenever possible.
- Everyone must clean their hands after arriving at school, before and after breaks, after simulator and flight training session.
- In areas where handwashing stations are not available, hand-sanitizing stations have been installed.
- Signage on proper procedures for handwashing and use of hand sanitizer displayed prominently at washroom and hand-sanitizing stations and in common areas.
- Avoid sharing personal items such as pens rulers, headsets etc.



- Facemask is mandatory while on school premises and during flight training.
- All disposable PPE to be disposed of in a specially marked bin with a closing lid.
- The bin will be emptied and disinfected regularly by trained dispatcher staff.
- Maintaining sufficient inventory of recommended cleaning supplies and PPEs.

Cleaning and Disinfecting Protocols for Aircraft

Providing cleaning supply packages to instructors and staff to promote frequent cleaning and disinfection of individual workstations throughout the day.

- Special aircraft approved disinfectant spray and towel wipes have been made available for students and instructors for use to disinfect aircraft and simulator before and after the flight.
- Detailed [Aircraft Disinfecting Training Video](#) for different types of aircraft in Professional Flight Center's fleet has been produced and made available online to all students and instructors.
- All students must have received the aircraft specific disinfecting training from their instructors prior to cleaning the aircraft.
- Facemask must always be worn in the aircraft. The mask must cover the nose and the mouth.
- Gloves to be worn when disinfecting, fueling or putting oil in the aircraft.
- Purchase and use of own headsets are strongly recommended to students.
- Headset rental is restricted to limited quality to ensure proper disinfection of earpad and microphone each time after use.
- Aircraft Engineers must sanitize the aircraft with 70% Isopropyl alcohol once complete with maintenance.

Personal Protective Equipment (PPE)

- Students and staff are provided with a non-medical mask and gloves upon entering school.
- Additional masks and gloves can be requested from dispatch front desk at any time.
- Additional masks and gloves have been placed in office area.
- Facemask is mandatory while on school premises and during flight training.
- Signages of proper procedure for putting on and removing PPE are displayed prominently at common areas.

Case Management and Outbreak Response

Case management and outbreak response is important in limiting the transmission of COVID-19.

Professional Flight Centre has prepared a comprehensive plan that follows the [COVID-19 Go-Forward Guidelines](#) for BC's Post-Secondary sector.

The symptoms of COVID-19 are similar to other respiratory illnesses including the flu and common cold. They include:

- Fever
- Chills
- Cough
- Shortness of breath
- Sore throat
- Stuffy or runny nose



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UNIT 6, 4340 KING STREET, DELTA, BC, CANADA V4K 0A5

TELEPHONE: 604-952-4635 FAX: 604-952-4600

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- Loss of sense of smell
- Headache
- Muscle aches
- Fatigue
- Loss of appetite

Symptoms can range from mild to severe. Most people with COVID-19 have mild illnesses, but symptoms can sometimes suddenly worsen in a few days. People infected with COVID-19 can also experience gastrointestinal symptoms such as diarrhea, nausea and vomiting a few days after the onset of the above symptoms.

IF STAFF OR STUDENTS DEVELOP SYMPTOMS WHILE AT THE INSTITUTION:

- Separate the symptomatic individual from others and direct the symptomatic individual to return to their place of residence. Arrangements for transportation should be coordinated if required.
- Notify Chief Flight Instructor immediately.
- Gather all the info regarding this person's most recent visits/contacts at school.
- Download all the recent Health Declaration Forms and keep them in a separate folder for potential PHO contact tracing.
- Thorough disinfection using 75% alcohol spray to deep clean entire school on the night we are informed. (maintain our regular disinfection/cleaning procedure the next day).
- Students and staff who have "close contact" with this person will be contacted and recommended to have 14-day isolation if shown symptoms of COVID-19.
- He/she cannot come back to the workplace without a COVID-19 Negative test or self-quarantined for 14-days and is healthy again.
- Mass communication to staff.
- If symptoms persist, the individual should be instructed to contact 8-1-1 or their local healthcare provider for further direction.



International Student Arrival Planning

In compliance with the Quarantine Act, all students together with any family members arriving in Canada **MUST** quarantine for a 14-day period at their own extra expense prior to attending training at Professional Flight Centre.

Non-compliance could result in fines or jail time. Maximum penalties for breaking self-isolation orders include a fine of up to \$750,000 and/or imprisonment for six months.

<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/latest-travel-health-advice.html>

Pre-Arrival Requirements for International Students

All contact with students prior to arrival will be done through our Student Administrator. The contact details are 604-952-4635 or victor@proifr.com and this will all be communicated to the students.

Students planning to arrive from international destinations will be provided the appropriate acceptance letters, non-discretionary letters, as well as made fully aware of following pre-arrival requirements:

1. Review the [Self-Isolation Resources](#) provided on school website to develop a 14-day isolation plan. The self-isolation resources provide information on:
 - o Available hotel accommodations near Airport and Vancouver area
 - o Groceries and food delivery options while in quarantine
 - o Transportation requirement from airport to accommodation
 - o Links to ridesharing services and airport terminal map
 - o MSP requirement and private medical insurance options for International Students
2. International Students must submit their travel and isolation plan information electronically through [ArriveCAN](#) before they board their flight. The information collected includes, travel and contact information, a 14-day quarantine plan, a COVID-19 symptom self-assessment
3. International Students must also complete and submit a [Government of BC self-isolation plan](#).
4. International Students must register his/her Travel/Isolation Plan with Pacific Professional Flight Centre by submitting the [Travel Plan Declaration Form](#) before arriving in Canada. The information collected includes, contact information after arrival, a 14-day quarantine plan, transportation plan from airport to isolation location.
5. International Students must request a [Non-Discretionary Travel](#) letter from school prior to travel.
6. Laptop computers will be highly recommended to support Online Ground School learning while students are in 14-day isolation.

Arrival Transportation Requirements for International Students

- Present [ArriveCAN](#) receipt and printed out 14-day isolation plan to border officer.
- Students **MUST** travel straight from airport to self-isolation location by personal car, taxi or ridesharing.



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- Students **MUST** avoid public transit such as buses and sky-train to ensure the mode of transportation from the airport to your accommodation is as safe as possible.
- A face mask **MUST** always be worn upon arrival in Canada and they must be worn until arrival at the place of quarantine.
- Student must review [Face Mask and Covering information](#) to choose proper mask. Note that masks with exhalation valves or vents are not recommended.

During 14-Day Quarantine

The Student Administrator oversees post-arrival communication with students and co-arriving family members including, but not limited to:

- Regular and robust monitoring during 14-day self-isolation period.
- Support for students' mental wellbeing and integration into the Online Ground School class during self-isolation, and
- Provide information on anti-racism and COVID-19 stigma supports.

Procedure if Students Become Sick during Quarantine

While students are in self-isolating, student should be watching out for symptoms of COVID-19. These include:

- fever/chills
- cough
- sore throat
- shortness of breath

If one has symptoms, one should contact 811 to determine if a COVID-19 test is required at a [local collection centre](#).

If one does not have symptoms, one does not need to be tested. If you are unsure if you should get tested, use this [online assessment tool](#) or call HealthLink BC at 8-1-1.

If one became ill after arriving from outside of Canada, continue to self-isolate for 14 days or 10 days after symptoms started, whichever is longer.

- Student must notify school by emailing admin@proifr.com or calling 604-952-4635 if he/she is diagnosed with COVID-19 or became ill after being in contact with a confirmed case during self-isolating.
- Contact tracing may be required by the Public Health Office.
- Any illness needs to be reported to the place of accommodation where student is in quarantine so that they can follow their own Covid-19 cleaning protocols

For more information, visit:



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- [Symptoms of COVID-19 \(HealthLink BC\)](#)
- [COVID-19 testing information \(BCCDC\)](#)
- [COVID-19: If you are sick \(BCCDC\)](#)

After 14-Day Quarantine

Students will report and register at school dispatch following the 3-step check-in procedures. Students will be required to comply with Professional Flight Center's safety protocols through out study period.

Mental Health and Social Stigma during 14-Day Quarantine

Professional Flight Centre is aware that travelling to an unfamiliar country and being isolated for 14 days can be a challenge on one's mental health. We will maintain regular contact with our international students to ensure that they are coping with the stresses as mentioned above.

Resources are available to support the mental health and wellbeing of students including

- Access to a therapist or counsellor.
- [Here2Talk](#) offering mental-health counselling available 24/7.
- [WE Well-being](#) offering free online resources to support social and emotional well-being
- The Province offers a range of [virtual mental health programs and services](#) to support mental health and wellness.

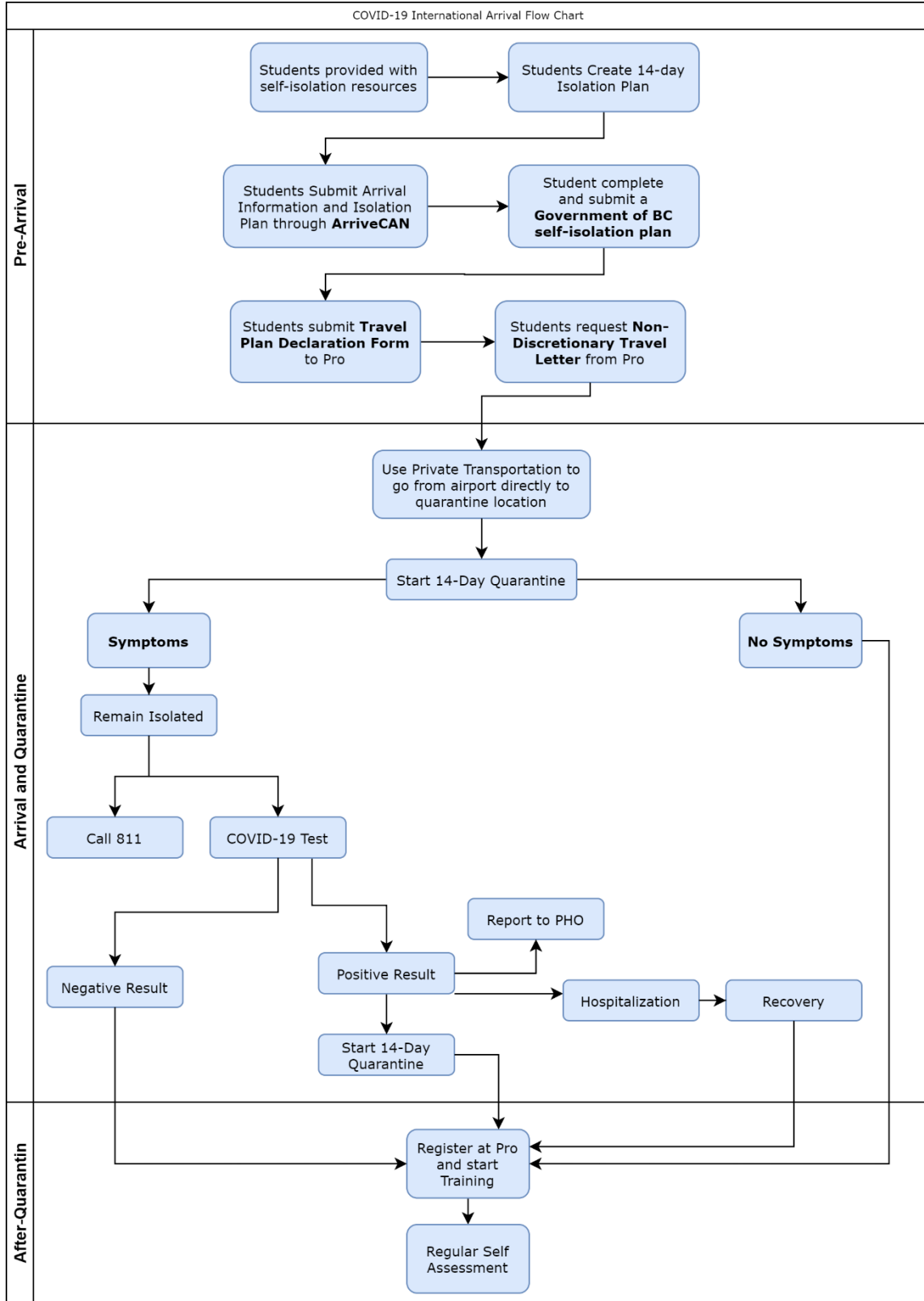
Non-Compliance for Isolation or Quarantine

In a non-compliance situation Pacific Professional Flight Centre will:

- Report the offender to the Public Health Officer.
- Report to local government's bylaw office.
- Inform offender that non-compliance could carry a fine or jail time.
- Offender will be banned from entering school premises.
- Assist the offender to determine what the barriers to quarantine are, giving them the best opportunity to comply with the Quarantine Act.



COVID-19 International Student Arrival and Quarantine Flow Chart





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Maintenance and Monitoring of the Safety Plan

This Safety Plan is based on current recommendations and may change. Professional Flight Center will continue to monitor health information from the [British Columbia Centre for Disease Control](#) and the latest COVID-19 updates from the [Government of British Columbia](#), and implement changes to the Safety Plan as required.

Questions or Concerns

Concerns for safety on campus should be reported to Chief Flight Instructor at cfi@proifr.com.

Questions about COVID-19 safety planning may be directed to admin@proifr.com.

Faculty, staff and students with questions or concerns about institutional exposure to COVID-19 can call WorkSafeBC's Prevention Information Line at 604.276.3100 in the Lower Mainland (toll-free within B.C. at 1.888.621.SAFE). Prevention officers will provide answers to questions and, if required, a prevention officer will be assigned to assess the health and safety risk at an institution.