

Montair Aviation – COVID-19 Safety Plan

Montair Aviation's Safety Plan was created incorporating all recommendations by:

- Federal and Provincial health authorities
- WorkSafe BC
- BC's Go-Forward Guidelines for Post Secondary Institutions and
- BC's Centre for Disease Control

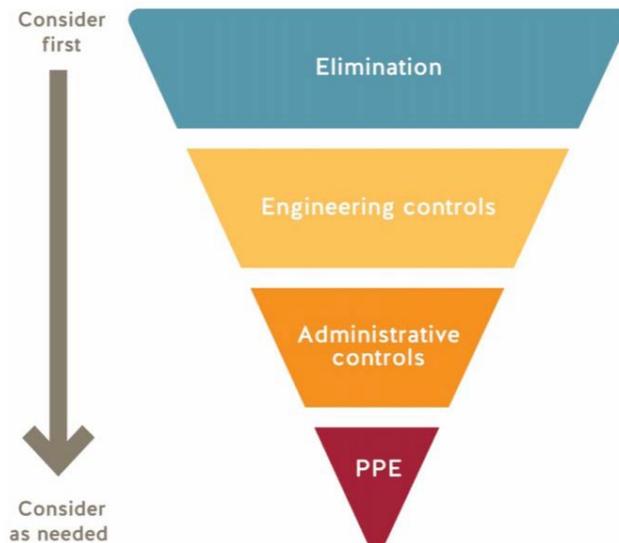
As the health and wellbeing of our employees and students remains paramount, Montair has created guidelines to ensure our local and international students are able to commence their studies in a safe and meaningful way.

In developing our policies and procedures Montair Aviation has integrated the four levels of protection as outlined by WorkSafe BC, in order to help eliminate and prevent the spread of the virus.

We continue to follow the advice of the Public Health Agency of Canada and the Provincial Health Authorities. In addition, we have implemented several precautionary measures, policies and procedures to minimize the potential risk of Montair's clients or employees contracting the virus.

Protocols to Reduce the Risk

Montair Aviation followed the four levels of protection as outlined by WorkSafe BC and used the protocols that provide the highest level of protection when creating our policies and procedures.



Montair Aviation conducts daily monitoring and screening of everyone at Montair. Anyone experiencing any symptoms of illness is not permitted onsite.

In addition, to help control and eliminate the spread of the virus in the workplace Montair has implemented a variety of additional measures such as:

- Providing online learning (ground school classes) where possible to eliminate contact with students and employees.
- Transitioned to remote work for many of our employees.
- Created staggered start and end times for all employees and students to help control the number of individuals in the building at one time.
- Alternate working days in the office for employees.
- Video conferencing for employees and students.
- Cancelled all on-campus and off-campus events for the unforeseeable future.

Montair is following the advice from public health officials and is working hard to communicate updated information and preventative measures with our students and employees to ensure we can continue to work and learn in a safe and meaningful way.

Preventative Measures to Reduce the Risk of COVID-19

Everyone at Montair is required to follow preventative measures which include but are not limited to the following:

- The Mandatory requirement that all employees, students and visitors are screened upon arrival to the workplace.
- Maintaining the required physical distance inside and outside of the workplace.
- Wearing face masks in all public areas at all times.
- Engaging in frequent handwashing and hand sanitization.
- Cough and sneeze into a tissue or your arm.
- Avoid touching your face.
- Frequently clean and disinfect all surfaces and objects on a regular schedule.
- Avoiding all non-essential travel.
- Respecting the provincial restrictions.
- Continue to follow preventative measures inside and outside of the workplace.
- Stay home if you are experiencing any symptoms of illness.

As the health and well-being of everyone at Montair remain paramount, anyone experiencing symptoms of illness will be prohibited from entering the workplace and will be required to contact 811 and/or complete the BC COVID-19 Self Assessment Tool available online at the following website: <https://bc.thrive.health/covid19> to determine if a COVID test is required.

Engineering Controls Currently in Place

Montair has implemented several engineering controls in the workplace where risks cannot be eliminated and/or physical distancing is unable to be maintained.

- Visible markers are placed on the floor to encourage physical distancing.
- Shared items such as the microwave, utensils and coffee machine have been removed.
- Employees alternate days working from home and in the office to eliminate the number of people in the building.
- Plexiglass barriers have been set up to cover the dispatch area.
- PPE is provided to everyone upon entering Montair.
- Employees who are able to work from home are working from home.

- Only employees and students who are scheduled to be on site are permitted to be on site.
- Hand sanitizer is readily available in various locations throughout the buildings.
- Various signage has been posted throughout the building to promote proper handwashing, ensure physical distancing and occupancy levels are maintained etc.
- Access to the public and visitors is prohibited.

Personal Protective Equipment

Personal protective equipment is available for anyone entering Montair and training is provided so individuals are using the PPE as intended. The following also applied:

- Face masks are mandatory in the workplace and are provided to everyone entering Montair facilities.
- Wristbands are provided to everyone entering Montair after they have completed the health screening questionnaire.
- Additional masks and gloves are available in the dispatch area and the main building.
- Anyone failing to wear the required PPE may face disciplinary action.

Health Questionnaire – Before Entering the Workplace

Before entering the workplace, all individuals must answer the following questions:

- Have I travelled outside of the province in the last fourteen (14) days?
- Do I currently have any symptoms of illness, including but not limited to coughing, sore throat, fever, difficulty breathing and/or shortness of breath, sneezing, stuffy or runny nose, headache, muscle aches, fatigue, chills, painful swallowing, loss of sense of smell and/or loss of appetite?
- Does my temperature indicate I have a fever? (All individuals must check their temperature prior to entering the workplace. Anyone with a temperature of 37.6°C (99.7°F) and above will not be permitted to enter the workplace.)
- Have I been in close contact with anyone who tested positive for COVID-19 or has displayed symptoms?
- Have I visited a care facility, hospital or been in contact with anyone disembarking a cruise ship, in the last fourteen (14) days?

If an individual has answered **yes** to any of the questions above, they will not be able to enter the workplace and will be required to self-isolate for fourteen (14) days.

In the event an employee either arrives at work sick or tests positive for COVID-19 Montair Aviation will fully cooperate with provincial health authorities to ensure that the correct measures are taken to notify others who may have been exposed to the virus and that proper guidance is received. This includes immediate cleaning and disinfecting of all surfaces and areas with which the individual may have come into contact and recording the names of all close contacts the sick worker has been in contact with that day and in the forty-eight (48) hours prior to when the symptoms started in this case.

Employees and Students will also be prohibited from entering the workplace if:

- They have become ill during the self-isolation period of fourteen (14) days.

- In the event an employees or student becomes ill during the self-isolation period the individual will be required to remain in isolation for an additional ten (10) days from the start of symptoms, or until the symptoms resolve, whichever is longer.

COVID-19 Signage

Various signage from the WHO and local health authorities has been posted throughout the Student Dorms and Montair's building. Signage posted includes but is not limited to:

- Awareness of COVID-19
- Proper Handwashing Technique poster.
- Physical distancing marks and posters.
- How to protect yourself from COVID-19.

Montair continues to follow the health advice of the public health authorities in addition to compliance measures in place from Occupational Health and Safety and WorkSafeBC to ensure we continue to maintain a safe work and learning area for everyone. Our WorkSafeBC COVID-19 plan is available on our website and is posted in visible areas within our offices.

COVID-19 – Precautionary Measures Policy

Montair Aviation is committed to fostering a safe, productive and healthy workplace for employees and students. As Flight Training requires the instructor and student to be less than two (2) metres apart while in the cockpit of the aircraft, our intention is to ensure that employees and students are able to return to flight training in a safe and meaningful way.

The health and wellbeing of our employees and students remains paramount. Following the advice of the Public Health Agency of Canada and provincial health authorities, we have implemented several precautionary measures, policies and procedures to minimize the potential risk of contracting the virus.

Precautionary Measures currently in place at Pitt Meadows Facility:

- All non-essential company travel, employee activities, and student activities remain banned until further notice.
- Outside visitors, including contractors unless otherwise directed, and members of the general public are not permitted from entering our establishment
- The building will remain locked. No access will be granted to employees, or students, that are not required to be in the workplace,
- To maintain the required physical distance of two (2) meters, employees will be required to continue to work remotely where possible, this includes ground school classes being delivered online.
- No self-study or pre-flight preparation is permitted in the YQF hangar.
- The hangar in YPK will be closed to all non-designated personnel.
- Student access to the hangar is prohibited unless accompanied by an employee to access the FTD for a training session.
- Chairs in the dispatch area are to be removed. No loitering in this area.
- In YPK only a combined total of fifteen (15) employees and students will be permitted in each of the buildings: hangar, dispatch (east dorm) and the office building (west dorm).

- To maintain frequent hand hygiene, we will provide sinks supplied with soap and water and alcohol-based hand sanitizer (with an alcohol content of 60% or greater).
- Anyone entering the building will be required to wash their hands upon entering and before exiting the building, even if gloves are worn. In the event there is no immediate access to soap and water, employees, and students may substitute an alcohol-based hand rub (with an alcohol content of 60%-90%) for soap
- The “wipe twice” method will be used for cleaning throughout the building:
 1. Wipe surfaces down with a cleaning agent to clean off soil
 2. Wipe the surface a second time with a disinfectant (approved by Health Canada)
- Shift start times, end times, and breaks, will be staggered for employees and students that are required to be onsite.
- In YPK employees are encouraged to eat at their desk when possible.
- To ensure physical distance is maintained, reference markers that set out two-meter distances will be visibly placed around the building including but not limited to the entrance area, and dispatch.
- Only five (5) individuals will be permitted in dispatch at one time; two (2) students, two (2) instructors and one (1) dispatcher, while maintaining physical distancing or separated by physical barriers while also using appropriate PPE.
- Under no circumstances will students be permitted behind the dispatch desk in YPK. When approaching the dispatch area physical distance must be maintained at all times.
- Masks and gloves must be worn while in the aircraft, students and instructors will not be permitted to fly without them.
- Students and Employees arriving to the school will only be present for the time slot that is allocated to them, upon completion of their flight they will be required to leave the premises.
- Onsite managers will conduct daily monitoring of employees and students for any visible signs or symptoms of illness.
- Employees are required to closely monitor their health and are encouraged to take their temperature and complete self-screening daily, at home, before coming to the workplace.
- Upon arriving at the work place employees will be required to have their temperature taken.
- Employees and students must wear face covering at all times in communal areas, except, in the case of employees, when physically isolated in their own office.
- In YPK students will be required to have their temperature taken upon entrance to dispatch
- In the event an employee and/or student is feeling unwell, has a temperature of 37.6°C (99.7°F) or higher, and/or exhibits **any** symptoms of illness they will be required to stay home and self-isolate for fourteen (14) days. Symptoms of illness may include but are not limited to the following: cough, fever, runny nose, sore throat, shortness of breath, etc.
- In the event of illness:
 - Employees must immediately notify their direct supervisor, HR, and contact Health Link at 811.
 - Students must immediately notify their instructor, and Student Services Coordinator. Student Services will assist the students in contacting Health Link at 811.
- Notices and information sheets have been posted in visible areas around the premises outlining precautionary safety measures.
- Where possible, employees are asked to refrain from using public transportation.
- Students are prohibited from using public transportation.
- All employees returning to work will be required to sign an acknowledgement form indicating they are aware of the updated policies and procedures and have received the required training from Montair

Training measures to control any cross contamination for employees, students or aircraft:

- The instructor and students will agree to take all necessary precautionary measures to protect themselves and others by:
 - limiting travel between school and home;
 - remaining in self-isolation while at home as much as possible;
 - avoiding contact with anyone who may have been exposed to the virus or who has displayed symptoms; and
 - adhering to company policies, procedures and preventative measures to assist in maintaining a healthy and safe work place.
- Where possible, an instructor and his or her group of students will be allocated a single aircraft to fly.
- Staggered flight times will be observed to avoid groups of student congregating at the school at the flight changeover time.
- Alcohol-based hand sanitizer (with an alcohol content of 60% or greater) and disinfectant wipes (approved by Health Canada) will be made available to employees and students in the aircraft.

As we navigate through this ever-evolving situation, Montair will review this policy and others, on a weekly basis, to ensure that they are update to date with the most recent information as per the Health Agency of Canada. Montair Aviation remains committed to the health and well-being of our employees, and students, and we look toward a future when COVID-19 is behind us.

High Touch Surfaces that require Frequent Cleaning:

The following are a list of high touch surfaces that are required to be cleaned once per hour by the employees in the office:

- Door knobs, cabinet handles, handrails, toilet handles, light switches, faucets and taps, remote controls, soap and hand sanitizer dispensers.
- Desks, countertops, computers, keyboards and mouse, phones, equipment handles, hand tools, steering wheels, controls, seat belts.
- Boardroom, bathrooms, kitchen areas, lunch room.

Managers and supervisors onsite will be required to walk around periodically throughout the day to verify employees are up to date with cleaning high touch surfaces.

Sanitation Information:

- Workplace policies and procedures must be followed at all times.
- Cleaning refers to the removal of visible soil, dust, or foreign material on a surface. Disinfecting refers to using a chemical to kill a germ on a surface.
- Manufacture's instructions must be followed to ensure the safe and proper application of specific cleaning and disinfecting products.
- Ensure all Workplace Hazardous Information Material System (WHIMS) protocols are being followed.
- Ensure information found on the safety data sheets (SDS) for the cleaning solutions being used is understood.
- Hands must be washed regularly and thoroughly with warm water and soap, before and after cleaning and/or disinfecting surfaces.

- Hands must be washed with warm water and soap or use alcohol-based hand sanitizer after taking gloves off.
- Personal protective equipment (PPE) and clothing by be worn as recommended and directed by a supervisor and/or company policy.

Aircraft Hygiene:

- All employees and students must have received the aircraft cleaning training prior to cleaning any aircraft. Training will be provided by the CFI, designated Flight Instructor or other company approved personnel.
- The yoke, flap lever, door latches, ancillary controls, seatbelts and throttle quadrant must be cleaned at the beginning and end of each flight. To clean the above, please follow the steps below:
 - Obtain the disinfectant spray bottle labeled "For Aircraft Use" from the dispatch
 - Dampen a cloth with the disinfectant spray and wipe down each area indicated above
 - In the event there is no disinfectant spray or cleaning cloths additional supplies can be obtained from the maintenance department in YQF and the dispatch area in YPK.
- Employees and students are only permitted to use company supplied wipes on all avionics, including:
 - G1000, G650, G500 knobs and buttons,
 - aircraft overhead switches, panel switches and yoke Push to Talk buttons.
- Aircraft windows must be cleaned at the beginning and end of each flight with regular window cleaner supplied by Montair. **IMPORTANT: The use of isopropyl alcohol spray cleaner is strictly prohibited on any window of the aircraft.**
- Aircraft seats and upholstery will be disinfected using either Isopropyl Alcohol or approved seat/upholstery wipes as available when new crew is assigned an aircraft.
- Mask and gloves must be worn at all times in the aircraft. In YPK gloves and masks will be issued at reception of the main office building or dispatch building. The mask must cover the nose and the mouth.
- After each flight the windows are to be left open to promote air circulation. In the event the wind is above 15 knots the windows must be closed.

Training:

- Student and instructors will not face each other at any time during the flight
- No passengers or back seat observation will be permitted
- Ground school training will continue to only be conducted remotely via online conferencing, until cleared otherwise.
- All Montair employees, students, and contractors are required to comply with the Hand Hygiene policy.

Social Stigma with COVID-19

Our focus has been on bringing education and awareness to our students and employees regarding COVID-19. We have created multiple policies and procedures to promote education and awareness of the virus and we continue to work with our team and the local community to help eliminate social stigma related to COVID-19.

Examples of how Montair continues to strive to eliminate social stigma include but are not limited to:

- Referring to the virus as COVID-19.
- Applying policies and procedures to everyone at Montair including preventive measures such as: hand hygiene, respiratory etiquette, etc.
- Addressing concerns, rumors and/or misconceptions quickly.
- Promoting a fair and respectful learning and working environment for all.
- Maintaining transparency and trust with students and employees.
- Focused on keeping everyone at Montair safe and healthy.
- Communicating with our regulators, partners, stakeholders and industry associates.

Any concerns surrounding social stigma should be reported to senior management immediately so the situation can be addressed and resolved as soon as possible.

In the event of a confirmed infection, Montair will assist with a coordinated response, including communication with stakeholders such as the City of Pitt Meadows, Pitt Meadows Airport Authority, EQA and PHA as required.

COVID-19 Case Outbreak Management

In the event of an outbreak Montair will have an emergency meeting with the Initial Response Team to support the outbreak response. The team consists of:

- VP Operations and Training – Ian Kennedy
- VP Business and Corporate Affairs – Sam Sun
- HR Manager – Stacy Grzanic
- Chief Flight Instructor - Cristian Sepulveda

During this meeting the following items will be discussed and actioned:

- Identify potential areas and individuals at risk
- Review contents of the Emergency Response Manual and how further action is to be prioritized and initiated. All team members should have a copy of this Manual available.
- Contact tracing
- Plans to immediately disinfect work areas, accommodation, aircraft and any other areas potentially exposed
- Whether operations will continue and in what capacity
- Immediate PPE requirements and assessment of supplies on-hand and required
- Immediate staffing needs
- Immediate transportation needs
- Notification to emergency contacts
- Immediate notification (within 2 hours of the conclusion of the Initial Response Team meeting) to Public Health and AHS or BCHS, including 811 and email to EQA@gov.bc.ca or international.Ed@gov.ab.ca
- COVID-19 testing requirements and secure electronic storage of any information received.

- Confirmation of isolation of individual(s)
- Communication with the regulatory agencies and the public
- Communication to Montair employees and relevant contractors/third parties
- Communication to other stakeholders (airport management, Nav Canada, AMOs etc)
- Communication to student leaders/students
- Reinforcement of confidential nature of information
- How to handle enquiries from media, members of the public or families of individuals that may have been infected
- Reference to continuing the execution of COVID-19 response checklists and identifying priority items on those checklists

Montair will work with the Public Health authority to provide any documents and information required for the Public Health authority to complete contact tracing.

The team will follow all measures as indicated in Montair's COVID-19 Emergency Response Manual.

Any student or employee who believes they may have been exposed to COVID-19 must immediately notify the Chief Flight Instructor (or direct supervisor) and Human Resources Manager.

International Students Arrival Guidelines

Montair will continue to follow the guidelines of public health officials and the government of Canada, this includes but is not limited to respecting any changes and/or restrictions currently in place. Further information on Montair's guidelines and procedures for international students can be found in the appendix.

This Guidelines document will be provided to all international students at least 2 weeks prior to the arrival to Canada.

COVID-19 Online Resources:

BC's Restart Plan:

<https://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-responsererecovery/covid-19-provincial-support/bc-restart-plan>

BC's Go Forward Strategy Checklist

https://www2.gov.bc.ca/assets/gov/public-safety-and-emergency-services/emergency-preparedness-response-recovery/gdx/go_forward_strategy_checklist_web.pdf

BC's Go Forward Management Strategy

https://www2.gov.bc.ca/assets/gov/health/about-bc-s-health-caresystem/office-of-the-provincial-health-officer/covid-19/bc_covid-19_goforward_management_strategy_web.pdf

Worksafe BC

<https://www.worksafebc.com/en/about-us/covid-19-updates/health-and-safety/covid-19-returning-safe-operation>

<https://www.worksafebc.com/en/resources/health-safety/checklist/covid-19-safety-plan?lang=en>

Provincial Orders, Notices, Guidance

<https://www2.gov.bc.ca/gov/content/health/about-bc-s-health-caresystem/office-of-the-provincial-health-officer/current-health-topics/covid-19-novel-coronavirus>

BCCDC COVID-19 Information

<http://www.bccdc.ca/health-info/diseases-conditions/covid-19>

Guidance for post-secondary institutions

<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/guidance-documents/covid-19-guidance-post-secondary-institutions-duringpandemic.html>

Covid-19 email updates

<https://www.canada.ca/en/managed-web-service/get-updates-covid-19.html>

Appendix

Montair Aviation's Student International Arrivals Guidelines

Pitt Meadows Base

As the health and wellbeing of our employees and students remains paramount, Montair has created guidelines to ensure our students are able to arrive in Canada and commence their studies in a safe and meaningful way.

We continue to follow the advice of the Public Health Agency of Canada and the Provincial Health Authorities. In addition we have implemented several precautionary measures, policies and procedures to minimize the potential risk of Montairs' clients or employees contracting the virus.

Prior to Arrival:

As part of the Student's visa application process, students will be required to download the Government of Canada's application: ArriveCAN.

As part of the Student's visa application process, students will be required to download the Government of Canada's application by creating an account online or downloading the mobile application at the following website: <https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19/arrivecan.html#download>.

Montair will connect with each student approximately 2-4 weeks in advance of his/her arrival to ensure all students have downloaded:

- 1. The Government of Canada's application: ArriveCAN. Students will be advised this is required prior to their arrival into Canada.*

As per the ArriveCAN application, students will be advised to be prepared to provide answers for the following questions:

- Airport*
 - Airline*
 - Flight Number*
 - Date of arrival*
 - All other required information*
- 2. Students will be advised that they must be in possession of adequate PPE supplies for their flight and onward travel including face masks, gloves and sanitizer.*
 - 3. As per the updated restrictions from the Government of Canada international students flying into Canada will be required to take a COVID-19 test prior to leaving the airport. Upon leaving the airport they will be required to spend 3 nights in a hotel that has been approved by the federal government in order to quarantine. Students will be required to arrange and pay for this accommodation on their own.*

4. *Self-isolation location(s) must be confirmed with Montair at least 7 days prior to travel.*
5. *Students will be required to have the BC COVID-19 Self Assessment Tool, which is available online, in order to assist with monitoring symptoms on a daily basis and to assist students in reporting any symptoms they may have. The application is available at the following website:*

<https://bc.thrive.health/covid19/en>

All students will be advised that they must not travel to Canada with additional family members or any accompanying travellers as Montair can provide quarantine assistance to the student only.

Travel and Arrival to Canada

1. *All students must produce evidence of a negative COVID-19 molecular test taken within 72 hours of their arrival.*
Prior to boarding the aircraft all travellers must have their temperature checked. Anyone with a temperature of 38C or higher will not be permitted to board the aircraft. In the event their temperature is 38C or higher during the flight and/or upon arrival the student will be sent back to the aircraft for return travel or immediately placed into quarantine for 14 days, at an approved location (subject to the regulations of their departing country).
2. *Upon arrival students must*
 - a. *Complete a second COVID-19 molecular test.*
 - b. *Take transportation by taxi from Vancouver International Airport to one of the designated COVID-19 isolation hotels where they must remain for at least 72 hours while awaiting the results of their COVID-19 test completed upon their arrival to Canada. PPE must be used for this onward transportation. The trip must be direct to the isolation centre with no intermediate stops.*
 - c. *If the arrival test is negative the student may transfer to an alternate hotel to complete the remainder of their 14-day quarantine period. Alternatively, they may transfer to Montair accommodation on-site at the Pitt Meadows Airport. Students may NOT leave their hotel or dormitory for any reason except medical or building emergency for the entire quarantine period.*
 - d. *Eight-days into their quarantine, students will use a take-home test provided at their arrival in Canada. A NEGATIVE test is required before the students are able to complete the quarantine at 14-days.*

Use of Montair Accommodation

Montair will only accept one self-isolating student at any one time at our accommodation at the Pitt Meadows Airport. This accommodation includes, room, shower, washroom facilities and has both inside and outside video surveillance monitoring. And access to wi-fi. Meals can be ordered and delivered to our facility directly to the dormitory and shall be left at the West entrance door; this entrance/exit shall only be used by the self-isolating student. No other personnel may enter the dormitory during this period.

Students will be provided with PPE, disinfectants and cleaning/garbage supplies. The student will be provided with a thermometer and asked to record their temperature twice per day and to send a daily status report to a designated staff member.

During self-isolation, the student will be required to contact with one of our Student Coordinators by either phone or videoconference on a daily basis.

Should there be an emergency need for a Montair staff member to enter the accommodation all preventative measures including but not limited to physical distancing and use of PPE, shall be used.

While in self-isolation students must be double-bagged and at the end of each day, no later than 6pm, this must be left outside the East exit door where it shall be collected by a Montair cleaner using appropriate PPE.

Each student will be provided with approximately 30 garbage bags for the quarantine period.

Students must:

- *Wash and sanitize their hands before and after collecting their garbage and after placing it outside the door.*
- *Wear a face mask and gloves when collecting their food.*
- *Wash and sanitize their hands before and after eating.*
- *Wear a face mask and gloves when placing their tray outside the door for collection.*
- *Avoid direct contact with any other person including other employees and/or students.*

Employees must:

- *Wash and sanitize their hands before and after collecting garbage.*
- *Wear a face mask and gloves when collecting garbage.*
- *Maintain physical distancing measures at all times.*

Upon completion of the 14-day quarantine period, students will be required to comply with Montair's COVID-19 Student Precautionary Measures policy which includes maintaining the required physical distance and continued use of PPE.

Use of Private Accommodation

If the student elects to not utilize Montair accommodation for their self-isolation period then they must notify Montair in advance of travel of their pre-booked private accommodation location. This must meet the requirements of the Government of Canada 14-day Quarantine Requirements and the Quarantine Act.

The student must adhere to all required rules and regulation of this facility, the Government of Canada and the Provincial Health Authority for all self-isolation requirements. It must include an individual room with hot water, washroom facilities and wi-fi access as well as having the ability for meal delivery to the room.

Students must bring with them all required PPE and medical supplies needed.

Contact with Student Services Department

During self-isolation, the student will have the ability to contact with one of our Student Coordinators by either phone or videoconference. They will be requested to provide daily health monitoring status reports to Montair by email or videoconference. Should a student need assistance Montair will help to coordinate an appropriate response.

Students must:

- Wash and sanitize their hands before and after collecting their garbage and after placing it outside the door.
- Wear a face mask and gloves when collecting their food.
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Medical Care

Students who are feeling unwell will need to notify Montair as soon as possible. A Student Coordinator will assist the student with contacting 811. Students who do not need assistance calling 811 will be encouraged to call 811 on their own in the event they feel unwell and will be asked to follow instructions provided by 811.

911 will be called in the event the student requires immediate medical attention.

Mental Health

Being in an industry that involves the safety of our students, employees and the general public, Montair continually works with students to ensure they are reporting any and all medical situations or circumstances that may have a direct impact on the safety of themselves and others, including the public.

If necessary, students can be provided with:

- A bilingual therapist or counsellor.
- An appointment with a qualified medical professional.
- Support available through Provincial Health Services such as Crisis Centre or Health Link BC.
- Assist with arranging a telephone or video call to family or friends outside of Canada.

Policies & Training

Upon completing the mandatory 14-day quarantine period students will be required to sign and comply with the following Montair Policies:

- COVID-19 Student Precautionary Measures Policy

- *Aircraft Hygiene Policy*
- *COVID-19 Flight Training Hygiene Policy*
- *COVID-19 Precautionary Measures Policy*
- *COVID-19 Temperature Checking Policy*
- *Hand Hygiene Policy*
- *Respiratory Hygiene Policy*
- *Workplace Cleaning and Disinfection Policy*

While in the aircraft, instructors will assist students with learning and complying with all Montair's policies including but not limited to COVID-19.

COVID-19 Signage

Various signage from the WHO and local health authorities has been posted throughout the Student Dorms and Montair's building. Signage posted includes but is not limited to:

- *Awareness of COVID-19*
- *Proper Handwashing Technique poster.*
- *Physical distancing marks and posters.*
- *How to protect yourself from COVID-19.*

Montair continues to follow the health advice of the public health authorities in addition to compliance measures in place from Occupational Health and Safety and WorkSafeBC to ensure we continue to maintain a safe work and learning area for everyone. Our WorkSafeBC COVID-19 plan is available on our website and is posted in visible areas within our offices.

COVID-19 Case Outbreak Management

In the event of an outbreak Montair will have an emergency meeting with the Initial Response Team to support the outbreak response. The team consists of:

- *VP Operations and Training – Ian Kennedy*
- *VP Business and Corporate Affairs – Sam Sun*
- *HR Manager – Stacy Grzinic*
- *Chief Flight Instructor - Cristian Sepulveda*

During this meeting the following items will be discussed and actioned:

- *Identify potential areas and individuals at risk*
- *Review contents of the Emergency Response Manual and how further action is to be prioritized and initiated. All team members should have a copy of this Manual available.*
- *Contact tracing*
- *Plans to immediately disinfect work areas, accommodation, aircraft and any other areas potentially exposed*
- *Whether operations will continue and in what capacity*
- *Immediate PPE requirements and assessment of supplies on-hand and required*
- *Immediate staffing needs*

- Immediate transportation needs
- Notification to emergency contacts
- Immediate notification (within 2 hours of the conclusion of the Initial Response Team meeting) to Public Health and AHS or BCHS, including 811 and email to EQA@gov.bc.ca or international.Ed@gov.ab.ca
- COVID-19 testing requirements and secure electronic storage of any information received.
- Confirmation of isolation of individual(s)
- Communication with the regulatory agencies and the public
- Communication to Montair employees and relevant contractors/third parties
- Communication to other stakeholders (airport management, Nav Canada, AMOs etc)
- Communication to student leaders/students
- Reinforcement of confidential nature of information
- How to handle enquiries from media, members of the public or families of individuals that may have been infected
- Reference to continuing the execution of COVID-19 response checklists and identifying priority items on those checklists

Montair will work with the Public Health authority to provide any documents and information required for the Public Health authority to complete contact tracing.

The team will follow all measures as indicated in Montair's COVID-19 Emergency Response Manual.

Any student or employee who believes they may have been exposed to COVID-19 must immediately notify the Chief Flight Instructor (or direct supervisor) and Human Resources Manager.

Symptoms of COVID-19

As symptoms of COVID-19 are very similar to the common cold or flu employees or students who feel unwell must complete the online self assessment available at: <https://bc.thrive.health/covid19/en> or contact 811 to determine if a COVID test is required.

More information relating to symptoms of illness can be found at: <https://www.healthlinkbc.ca/symptoms-covid-19>

COVID-19 Testing

Anyone with symptoms of illness are encouraged to go for a COVID test. Tests can be booked by calling 811 or online at <https://bc.thrive.health/covid19/en>.

Further information about symptoms, testing locations and test results can be found at the following link: <https://www.healthlinkbc.ca/covid-19/testing>

Contact Tracing

When someone tests POSITIVE for COVID-19 contact tracing is the process used to identify other individuals that may have had close contact with the individual who has tested POSITIVE for COVID-19 in order to help prevent and eliminate further spread of the virus.

Individuals that have been identified by public health as a close contact with an individual that has tested POSITIVE for COVID-19 will be required to self-isolate for 14-days.

The HR Manager and Student Services Manager will work closely with AHS and/or BCHS to provide required information for **COVID-19 Contact Tracing and Notification Protocols** as identified on page 7 of the COVID-19 Go Forward Guidelines for BC's Post-Secondary Sector-February 2021.

Communication with the Public

In the event there is a confirmed outbreak Montair will send out a statement at an appropriate time.

The Pitt Meadows Airport will liaise with The City of Pitt Meadows on further public communications as recommended or required. This will include information such as:

- *Confirmation there is an outbreak.*
- *Advising if our facilities have been temporarily closed.*
- *Outlining the steps we are taking to prevent further spread of the virus.*
- *Reminders that our facilities are closed to the public and no one is permitted on site.*
- *Advising that further information will be provided when and if it becomes available.*
- *All other information as recommended by The City of Pitt Meadows, Education Quality Assurance, and Public Health Authorities.*

Communicating with Managers

Following an outbreak, the Student Services Manager or HR Manager (dependent on whether the information relates to students, employees, or both), shall provide an email update to all employees and thereafter on a daily basis if, possible. This should include information on status of company operations and summary of test results/status e.g. Montair has 3 positive students and is awaiting the results from 5 other students. All individuals must remain anonymous.

Recipients of this information shall include VP Operations & Training, VP Business & Corporate Affairs, CFI, HR Manager and Student Services Manager.

Public Health Authorities

- *Montair will assist and comply with public health authorities.*
- *HR will provide Screening Questionnaires, when and if needed.*
- *Montair will notify Advanced Education or Education Quality Assurance and public health authorities of any compliance issues within 24 hours, when and if they arise, during the quarantine period through email to:*
 - *(Pitt Meadows) EQA@gov.bc.ca and to BC Health Services through the online reporting tool: <https://bcthrive.health/covid19/en>*
- *In the event 1 or more students have symptoms of COVID-19, that have a known location link, Montair will follow the steps outlined in this document contained.*

COVID-19 Policies

To help control and eliminate the spread of the virus in the workplace Montair has implemented a variety of additional measures such as:

- *Providing online learning (ground school classes) where possible to eliminate contact with students and employees.*
- *Transitioned to remote work for many of our employees.*
- *Created staggered start and end times for all employees and students to help control the number of individuals in the building at one time.*
- *Alternate working days in the office for employees.*
- *Video conferencing for employees and students.*
- *Cancelled all on-campus and off-campus events for the unforeseeable future.*

Montair is following the advice from public health officials and is working hard to communicate updated information and preventative measures with our students and employees to ensure we can continue to work and learn in a safe and meaningful way.

Social Stigma with COVID-19

Our focus has been on bringing education and awareness to our students and employees regarding COVID-19. We have created multiple policies and procedures to promote education and awareness of the virus and we continue to work with our team and the local community to help eliminate social stigma related to COVID-19.

Examples of how Montair continues to strive to eliminate social stigma includes but is not limited to:

- *Referring to the virus as COVID-19.*
- *Applying policies and procedures to everyone at Montair including preventive measures such as: hand hygiene, respiratory etiquette, etc.*
- *Addressing concerns, rumors and/or misconceptions quickly.*
- *Promoting a fair and respectful learning and working environment for all.*
- *Maintaining transparency and trust with students and employees.*
- *Focused on keeping everyone at Montair safe and healthy.*
- *Communicating with our regulators, partners, stakeholders and industry associates.*

Any concerns surrounding social stigma should be reported to senior management immediately so the situation can be addressed and resolved as soon as possible.

In the event of a confirmed infection, Montair will assist with a coordinated response, including communication with stakeholders, including the City of Pitt Meadows, Pitt Meadows Airport Authority, EQA and PHA as required.

Compliance Issues

Montair will notify EQA of any compliance issues immediately, when and if they arise, during the quarantine period through email to: EQA@gov.bc.ca

In the event that the self-isolating student, or 2 or more active Montair students have symptoms of COVID-19, that have a known location link, Montair will follow the steps outlined in the COVID-19 Emergency Response Plan.

Montair maintains committed to providing a safe and healthy workplace for everyone at Montair. Any student or employee found failing to comply with Montair's Student Arrival Guidelines and/or Montair's COVID-19 policies with be faced with disciplinary action up to and including termination of training.

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In the event a student of employee is found to be non-compliant the following will apply:

- 1. Non-compliance such as an individual not wearing appropriate PPE is to be reported to the Chief Flight Instructor and/or the Human Resources Manager.*
- 2. The Chief Flight Instructor and Human Resources Manager will connect to investigate the issue of non-compliance.*
- 3. The Chief Flight Instructor or Human Resources Manager will address the incident with the individual (student or employee). In certain circumstances the Chief Flight Instructor and Human Resources Manager may meet with the individual together.*
- 4. If the individual is found to have been non-compliant disciplinary action such as the below may apply:
 - a. Verbal or written warning*
 - b. Temporary suspension*
 - c. Termination of employee or studies**
- 5. The individual may return to their regular duties upon approval from the Chief Flight Instructor and/or Human Resources Manager.*
- 6. Students will be advised that non-compliance could result in fines and/or jail time.*

Changes Required to the International Students Arrival Quarantine Plan

Any significant changes required to Montair's plan for the arrival of International Students will be reported to EQA.