Douglas College COVID-19 Safety Plan
Protocols for Safe Campus Operations
Updated: November 2, 2020

This plan is designed to support safe levels of in-person teaching, learning, research, and administrative and support services at Douglas College while COVID-19 presents a risk to our community. The plan, in conjunction with WorkSafeBC’s six-step process and the post-secondary sector Go-Forward Guidelines, provides guidance to members of the College Community for safe on-campus education delivery, research, and student and employee services. The protocols in this plan do not replace existing health and safety policies and procedures at Douglas College, but instead work in tandem with them to keep our community safe.

This plan will be updated regularly to reflect changes in response to new information, updated procedures, or guidance from the Provincial Health Officer, WorkSafeBC or the Ministry of Advanced Education, Skills and Training. Comments or suggestions regarding the plan are encouraged and may be sent to safety@douglascollege.ca.

Guiding Principles
Safe operations on our campus are guided by the following principles in keeping with Douglas College values:

- Our top priority is the health and safety of our community
- We use the Go-Forward Guidelines for the post-secondary sector and WorkSafeBC Guidelines as our baselines for returning to in-person activities
- We recognize the benefits of in-person instruction and services and will add these when safety permits
- We recognize that every department and individual has unique circumstances that may affect the ability to deliver in-person instruction or services
- We recognize that the COVID-19 pandemic situation is ever-changing and we must be flexible and adaptable in our approach, prepared to be able to relax or tighten restrictions as circumstances dictate

Guiding Structure
This plan is informed by Go-Forward Guidelines for the post-secondary sector, WorkSafeBC Guidelines, Provincial Health Officer recommendations and other health and safety frameworks. It is administered by the Phased Return to Campus Committee through an Integrated Framework Model under the guidance of the Senior Management Team. The Phased Return to Campus Committee includes representation from Safety, Security & Risk Management, Facilities, Academic and Student Affairs, Douglas College International, Public Affairs and Human Resources.
Reducing the Risk of COVID-19

COVID-19 is a respiratory infection that is transmitted through person-to-person contact.

The virus that causes COVID-19 spreads in several ways, including through droplets when a person coughs or sneezes, and from touching a contaminated surface and then touching the face. Higher risk situations require adequate protocols to address the risk. The risk of COVID-19 depends on the amount of virus circulating in the community, which changes from place to place and over time. Community transmission is monitored by public health authorities in British Columbia.

The Phased Return to Campus Committee, will maintain organizational awareness of the level of community transmission in order to implement interventions that are proportionate to selecting prevention measures for the workplace.
When selecting the most appropriate prevention measures, consider the current level of community transmission of COVID-19 as well as the feasibility and effectiveness of the intervention. The collection of prevention measures chosen will depend on what the institution needs to function.

**First level protection (elimination):** Where practical, promote safe physical distancing between people as recommended by the Provincial Health Officer. Use policies and procedures to reduce the number of prolonged close contacts among faculty, staff and students. These may include creating assigned seating in classrooms.

**Second level protection (engineering controls):** In situations where physical distancing cannot be maintained and a large number of contacts are expected (e.g. cafeteria), install physical barriers to reduce the numbers of close contacts.

**Third level protection (administrative controls):** Establish rules and guidelines, such as cleaning protocols, advising faculty, staff and students not to share tools, or implementing one-way doors or walkways. Maintain hand hygiene stations and clean high touch surfaces.

**Fourth level protection (protective equipment or PPE):** During periods of high levels of community transmission and when physical distancing is difficult to maintain, consider the use of PPE, such as non-medical masks. Be aware of the limitation of non-medical masks to protect the wearer from respiratory droplets. Ensure faculty, staff and students are using masks appropriately. Note that PPE may be mandatory in certain post-secondary settings (e.g., clinical settings, laboratories). Health experts advise that masks may be problematic for some people, such as those with asthma, autism, or hearing impairments. For this reason, alternate PPE options should be included in planning.

**Roles and Responsibilities**
Safety is everyone’s responsibility. To reduce the risk of COVID-19 transmission, all members of the Douglas College community have particular roles and responsibilities related to each level of protection.

As an institution, Douglas College commits to:

- Ensuring Douglas College is in compliance with all provincial and federal health and safety regulations
- Ensuring every service department returning to campus has a COVID-19 safety plan in place
- Ensuring common areas, classrooms and offices have been analyzed for safe occupancy limits and have maximum capacities clearly posted
- Ensuring necessary signage is posted at all entrances, washrooms and common areas
- Providing flexibility, tools and resources for employees to be able to work from home when necessary
- Installing physical barriers such as Plexiglas where physical distancing is not possible, and
including them in cleaning protocols

- Providing guidelines, training and signage for students and employees regarding safe conduct on campus
- Ensuring adequate handwashing and hand sanitizing supplies are available on campus
- Ensuring enhanced cleaning protocols are followed
- Ensuring College relevant policies and practices (e.g., travel, illness, self-isolation, working from home etc.) adequately address COVID 19 and are clearly communicated
- Ensuring that students and employees adhere to College policies regarding non-discrimination, and respectful conduct

Deans, Directors, Managers and other administrators are responsible for:

- Reading and understanding the Douglas College COVID-19 safety plan and related materials
- Ensuring their functional areas on campus or returning to campus have departmental-level COVID-19 safety plans in place
- Ensuring all employees in their functional areas have completed the required College-wide online training modules provided by Human Resources
- Ensuring all supervisors in their functional areas have met with their staff to review department-specific safety protocols
- Understanding how to report and reporting potential exposure or other COVID 19-related unsafe conditions

All employees, students and contractors to Douglas College campuses are required to abide by the following safety protocols before coming to campus and/or while on campus:

- Self-assessing daily for COVID-19 symptoms. Expectations and guidance for self-assessment and reporting symptoms will be posted online and at all campus entrances.
- Reading and understanding departmental COVID-19 safety plans.
- Attending health and safety meetings as required.
- Following posted safety signage such as room occupancy, physical distancing, direction of travel, and seating.
- Following posted safe hygiene and hand-washing practices.
- Wearing medical or non-medical PPE as circumstances require.
- Understanding how to report and reporting potential exposure or other COVID 19-related unsafe conditions

Campus visitors are required to abide by the following:

- Self-assessing daily for COVID-19 symptoms. Expectations and guidance for self-assessment and reporting symptoms will be posted online and at all campus entrances.
- Following posted safety signage such as room occupancy, physical distancing, direction of travel, and seating.
- Following posted safe hygiene and hand-washing practices.
- Wearing medical or non-medical PPE as circumstances require.
- Understanding how to report and reporting potential exposure or other COVID 19-related unsafe conditions
Protocols for Accessing Campuses Safely

Before Coming to Campus

Training
Training modules are available to ensure all employees and students understand their roles and responsibilities in maintaining a safe campus environment.

Online training modules include:

- COVID-19 safety training for employees working/returning to campus
- COVID-19 orientation for new employees included in onboarding process
- COVID-19 orientation and guidelines for supervisors and managers
- COVID-19 safety information for students

Further information and resources for employees is available on the Douglas College website and intranet. The College will maintain and keep records on COVID-19 instruction and training provided to employees.

Pre-Arrival Communication
Deans, directors, managers and other administrators will communicate with employees working in their functional areas before accessing campus to review College-wide safety protocols, department-specific safety plans, answer questions and ensure employees have reviewed relevant training modules.

HR Support
HR Advisors will reach out to client group leaders:

- To provide online resources and checklists for supervisors in supporting their staff
- To connect with client groups leaders, provide guidance and answer any specific concerns/questions they may have

COVID-19 Daily Self-Assessment
All faculty, staff, students, contractors and visitors must assess themselves daily for COVID-19 symptoms prior to accessing campus property. COVID-19 symptoms are similar to other respiratory illnesses including flu and common cold. They include:

- Fever
- Chills
- Cough
- Shortness of breath
- Sore throat
- Stuffy or runny nose
- Loss of sense of smell
- Headache
- Muscle aches
- Fatigue
- Loss of appetite
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.

- The BC COVID-19 self-assessment tool is available online for conducting self-assessments: https://bc.thrive.health/.
- Signage posted at all building entry points, communicates expectations for completing a self-assessment to all individuals before they enter the campus.
- Anyone with symptoms associated with COVID-19 as well as anyone who has travelled outside Canada in the previous 14 days, or anyone identified as a close contact of a person with a confirmed case of COVID-19 must self-isolate in accordance with guidance from the BC Centre for Disease Control.
- In some circumstances, the College may require individuals to provide self-reporting declarations. This will be dependent on the risk presented, including contact intensity (e.g., healthcare practicums, etc.).

Safety Measures on Campus – College Wide

Reducing the Number of People on Campus
Douglas College supports a number of efforts to reduce the number of students and employees on campus, including:

- Conducting the vast majority of classes at Douglas College through remote learning
- Encouraging employees to work from home when possible
- Encouraging meetings by phone or videoconferencing
- Encouraging students to consider the necessity of any visits to campuses
- Implementing HR policies that support employees to stay off campus if they are feeling unwell
- Continuing to follow provincial orders and guidance by prohibiting gatherings of more than 50 people
- Not accepting bookings from external groups until further notice

Occupancy Limits and Physical Distancing
The College has created an occupancy management plan to determine occupancy limits in common areas, service areas, washrooms, breakrooms, meeting rooms, and elevators, together with directional signage to promote and guide physical distancing throughout the campuses. The occupancy management plan addresses other safety measures including the provision of additional hand sanitizers on campus, the strategic placement of seating, and the capping of water fountains to prevent spread of COVID-19.

All employees, students and visitors are expected to abide by the posted room occupancy limits and follow any directional or other signage. All persons on campus should attempt to maintain a two-meter distance from others at all times as directed by the Provincial Health Officer.

Signage
Comprehensive COVID-19 safety signage is being implemented at all campuses. All members of the Douglas College community are expected to abide by this signage.
Reducing the number of service visits
To facilitate efficient campus visitation by students, service areas may implement "by appointment only" protocols, with staggered appointments for in-person service, together with posted occupancy limits in all service areas.

Limiting Visitors
The College is open to employees and students to facilitate essential on-campus learning and working, and to support the remote working and learning environment. The College is otherwise operating in a limited-access mode, with no public events on campus or community event bookings accepted at this time.

Non-medical Face Coverings
Douglas College requires anyone entering buildings on campus to wear a non-medical face covering.

Wearing a non-medical face covering may provide an added layer of protection whenever maintaining two metres of physical distance is not possible or predictable, such as hallways, elevators, classrooms, washrooms, concourse, atriums, etc.
This requirement is separate from prescribed rules around personal protective equipment (PPE) required for use in labs and other areas as determined in Departmental Return Plans or existing safety procedures.

**Hand Hygiene**
The College provides and stocks adequate washroom and hand-washing facilities on site for faculty, staff, students and contractors. Capacity limits are posted for washrooms to ensure physical distancing.

Faculty, staff, students, contractors and visitors should wash their hands, including upon arriving on campus, before and after breaks, before and after eating, before food preparation, before and after sporting activities, after handling cash or other materials, before and after handling common tools and equipment, etc. Supervisors and Instructors are to provide the ability for frequent handwashing or sanitizing.

Numerous hand sanitizing stations are located throughout the campus, at entry points, within departments and service areas, and in corridors to facilitate hand hygiene.

**Contractors on Campus**
Contractors on campus are subject to compliance with the College’s Safety Plan. Safety plans from subcontractors must be presented to the prime contractors and, where the College is the prime contractor, to the College.

**Safety Measures on Campus – Departmental Safety Plans**

**Departmental Covid-19 Safety Plans**
On campus/in-person working and learning activities specific to each working or learning area are documented in Departmental COVID-19 Safety Plans. These are used to assist in identifying and assessing where the risk of COVID-19 transmission arises in the working or learning activity under consideration. Starting with the highest level of protection and moving down as appropriate, the plans address the requirements and methods to maintain physical distancing and identify and implement the controls to be used where physical distancing is not possible, for example Plexiglas barriers and/or the use of non-medical or medical face masks.

Departmental Safety Plans also address the removal of shared items or sanitizing procedures where sharing must occur and modifications to how tasks are done e.g. virtual instead of face-to-face meetings. As appropriate to the work and to ensure reduced occupancy and physical distancing, workers shifts may be staggered and/or alternated.

Together with consultation and support from the Safety, Security and Risk Management Department, Departmental Safety Plans are created in collaboration with workers, supervisors and Joint Occupational Health and Safety Committees. As applicable, Departmental Safety Plans are developed in accordance with additional sector specific guidelines (e.g. Retail, Libraries, Recreation, Choirs etc.), as provided by the provincial government, WorkSafeBC and health authority. Links to these are provided in the Go Forward Guideline for the Post-Secondary Sector.

*Safety Plans are not required for situations involving short visits to campus to briefly pick up or return items.*
Use of Personal Protective Equipment (PPE)
For faculty, staff and students carrying out tasks that require PPE, including various forms of face coverings, the College will continue to supply/use the appropriate equipment per the relevant hazard identification, risk assessment and safe working procedures.

For instruction in close proximity where physical distancing cannot be maintained, or the use of barriers is not practical, other control measures such as the use of PPE (e.g. medical grade or non-medical masks) will be required.

Off-Campus Activities
Off-campus Activities are subject to compliance with the College’s Safety Plan, together with existing policy and procedures, including risk registers, for Off-campus Activities Involving Students.

Where a sanctioned off-campus activity requires the College to provide or coordinate transportation arrangements, steps will be taken to maximize distance between passengers, to provide hand sanitizer for each vehicle and ask all participants to practice hand hygiene when entering the vehicle. When physical distancing cannot be maintained, other control measures such as non-medical masks are encouraged.

Protocol if Individuals Develop COVID-19 Symptoms on Campus:
- Contact Security for First Aid
- Security will respond to the area to provide the individual a mask and safely separate the symptomatic individual to the first aid room to provide a confidential first aid assessment, including the ThriveBC assessment for COVID-19
- Further to assessment, and unless further immediate care is required, the symptomatic individual will be advised to return to their place of residence and to contact 8-1-1 or their local healthcare provider for further direction
- Where necessary, Security will make arrangements for transportation for the symptomatic individual
- Security will notify Facilities Services of related cleaning requirements to ensure that cleaners are dispatched to clean and disinfect the space where the individual was separated and any areas used by them (e.g., classroom, bathroom, common areas).
- Through existing confidential Security and First Aid communication processes, Security will notify the College of an incident of a symptomatic individual on campus
- The College will seek advice from the local public health authority around managing cases of COVID-19 in the institution.
- The College will maintain and keep records on first aid reports and incidents of exposure.

Protocol for Reporting Unsafe Conditions
- Employees should raise safety concerns to their Supervisor and through any member of a joint health and safety committee or health and safety representative.
- Safety concerns requiring immediate attention should be reported to campus Security and a Supervisor.
- General concerns or comments regarding campus safety can be directed to safety@douglascollege.ca
International Students

Douglas College has adopted a quarantine plan for international students. The plan is designed to support international student safe arrival and self-isolation/quarantine in preparation for study at Douglas College while COVID-19 presents a risk to our community. The Douglas plan is broken into four stages; pre-arrival communication, pre-arrival travel planning; quarantine, and post-quarantine. This plan will be updated regularly by the Douglas College International Office to reflect changes in response to new information, updated procedures, or guidance from the Provincial Health Officer or the Ministry of Advanced Education, Skills and Training. Comments or suggestions regarding the plan are encouraged and may be sent to Brian Storey, storeyb@douglascollege.ca.

- Details regarding self-isolation and support can be found in the Douglas International Quarantine Plan
- The student-facing information related to quarantine requirements is updated regularly and found on the Travel to Canada/Quarantine Planning page

Post-quarantine, Douglas international students have access to all services available to domestic students and a number of enhanced services for those studying outside of Canada. Namely:

- Douglas International has dedicated staff available through phone, video-chat, email that has been enhanced to prepare for international student support during COVID 19.
- The student mentor program provides 1:1 peer social contact as well as support navigating the Douglas College and BC information systems as needed. Mentors are trained to escalate concerns to their supervisor for resolution or referral to other Douglas College services such as Student Success Advising, Counselling, or FinancialAid.
- Douglas College established an emergency financial aid fund of over $600,000 for domestic and international students, which is available to support students who face unexpected hardship due to pandemic related causes.
- Students-helping-students program provides 1:1 IT support through a Co-operative education program in partnership with our Centre for Education and Information Technology. Additional resources have enhanced services to allow for 7AM-9PM availability for students while online education is required.

Supports and Accommodations

Academic Concession/Workplace Accommodation

- Students who would normally attend campus but are self-isolating as a result of the daily self-assessment process, or who reside with someone who needs to self-isolate, may request academic concession due to missed classes or course requirements. The College is appreciative of faculty efforts to remain flexible in accommodating the needs of students who must miss class. Formal requests for academic concessions and flexibility will continue to be managed through processes outlined in College policy.
• Faculty and staff who would normally attend campus but are self-isolating as a result of the daily self-assessment process should contact their supervisor to report their absence from working on campus and to discuss temporary remote work arrangements, if practical.

• Formal requests for COVID-19 related accommodation will continue to be managed through the processes outlined in the applicable collective agreement, or College policy, as appropriate. Faculty or staff who require an accommodation should contact their supervisor or Human Resources.

• Some Indigenous people may require additional flexibility due to housing or community COVID-19 restrictions. For example, Indigenous communities may have COVID-19 travel restrictions that preclude students from participating in activities.

Accessibility
• Persons with disabilities may be especially impacted by COVID-19 transmission and response. They may face additional barriers, including interruption of support networks, social isolation due to physical distancing and increased risk of contracting the virus. Appropriate supports for people with disabilities are available to minimize these challenges.

• Students in rural and remote locations, including Indigenous communities, may have limited internet connectivity and/or bandwidth. Douglas College recognizes that some learning models, such as videoconferencing, the downloading of large documents, etc., may require high bandwidth and supports alternative models where possible.

Mental Health
Faculty, staff and students may be experiencing anxiety, depression or other mental health challenges arising from the COVID-19 pandemic.

• Resources are available to support the mental health and wellbeing of students including the College’s confidential student counselling services and Here2Talk offering mental-health counselling available 24/7.

• Culturally-aware crisis support is available 24/7 to Indigenous people in B.C. through the KUU-US crisis response service.

• Faculty and staff can access counselling and wellness services through the Employee and Family Assistance Program.

• Additional resources for employees are available on DC Connect.

• The Province offers a range of virtual mental health programs and services to support mental health and wellness.

Cleaning and Sanitizing Protocols
The College is cleaned and disinfected in accordance with the BCCDC’s Cleaning and Disinfectants for Public Settings. An enhanced cleaning schedule utilizes additional cleaning personnel to focus on high-traffic areas and high-contact surfaces, such as entrance door handles/push bars, elevator push buttons, lobby hand rails, sanitizer dispensers, water filling stations, common areas.

Where cross-contamination is possible shared items are removed (e.g., shared office supplies, magazines, utensils etc.).

Adequate hand-washing facilities are stocked and available on site and easily accessed.

**Cleaning Schedule:**

**Public Area Touch Points (doors, elevator, hard surfaces, etc.)**
- Frequency - Varies, several times per day
- What is cleaned/wiped - Entrance Door Handles/Push Bars, Elevator Push Buttons, Lobby Hand Rails, Sanitizer Dispensers, Water filling stations
- What products are used - Peroxide Glass/Surface (3M QC54), Neutral Disinfectant (3M QC)

**Washrooms**
- Frequency - Varies, 5 times per day (minimum)
- What is cleaned/wiped - Toilets, Urinals, Countertops, Sinks, Mirrors, Dispensers, Partitions, Door Handle/Push Plates, Floors
- What products are used - Peroxide Glass/Surface (3M QC54), HD Bathroom (3M Q393), Neutral Disinfectant (3M QC), HP Neutral Floor Cleaner (3M QC34)

**Classrooms & Computer Labs**
- Frequency – Twice daily
- What is cleaned/wiped – desks, table tops, chairs, Door Handle/Push Plates, Floors, computer keyboards, mouse
- What products are used - Peroxide Glass/Surface (3M QC54), Neutral Disinfectant (3M QC), HP Neutral Floor Cleaner (3M QC34), Isopropyl alcohol for computer keyboards and mouse

**General Office Areas**
- Frequency – Nightly
- What is cleaned/wiped – desks, table tops, chairs, Door Handle/Push Plates, Floors, computer keyboards, mouse, telephone, light switch
- What products are used - Peroxide Glass/Surface, Neutral Disinfectant (3M QC)

**Private Office Areas**
- Frequency – Weekly
- What is cleaned/wiped – desks, table tops, chairs, Door Handle/Push Plates, Floors, computer keyboards, mouse, telephone, light switch
- What products are used - Peroxide Glass/Surface (3M QC54) Neutral Disinfectant (3M QC)

**Education Delivery**
To facilitate safe campus operations, Douglas College has moved to a primarily remote teaching and learning model, with the vast majority of course offerings occurring via remote technology. However, some learning activities require in-person participation.

**Experiential Learning and In-Person Instruction**

The following protocols apply to a range of learning settings including but not limited to classroom-based instruction, labs, field classes, and art and music studios.

- Develop Departmental Safety Plans for specific in-person instruction (e.g. Nursing labs, Science labs, Engineering lab, Stagecraft, Music) to reduce the risk of COVID-19 transmission, including protocols for access to rooms and labs.
- Implement instructor and student orientation procedures prior to room usage where applicable.
- Where possible, class scheduling will be conducted to reduce the number of close contacts and to facilitate contact tracing should it become necessary.
- Practice physical distancing, in conjunction with enhanced hand hygiene and cleaning protocols.
  - Implement measures to restrict the number of people within the physical space at any given time.
  - Consider using shifts to minimize close contact.
  - Contact Facilities Services if supplemental portable handwashing stations are identified as a requirement.
  - Wearing non-medical masks in all indoor public spaces on campuses at Douglas College is required.
- Apply Cleaning and Sanitizing, Physical Distancing, and PPE/Non-Medical Mask protocols.
  - PPE, such as non-medical masks, may be required based on levels of transmission in the community, and where physical distancing cannot be maintained.
  - For activities requiring the use of PPE (including medical grade surgical masks), students will be provided with education and training pertaining to the required PPE, and to ensure that the required PPE is used appropriately.
- Apply guidance pertaining to signage on campus.

**Community-Based Programs**

Douglas College partners with other organizations to deliver post-secondary programs in community settings, including Indigenous communities and institutes. The College will work with community-based partners to:

- Jointly develop plans for safely resuming or continuing program delivery; and,
- Determine whether additional supports are required for learners who face barriers to remote learning, such as lack of technology or online literacy.
- Faculty and staff are expected to respect and follow any precautions being taken to avoid carrying the virus into Indigenous communities.

**Research**

The following protocols provide guidance for conducting post-secondary research at Douglas College.

- Practice physical distancing, in conjunction with enhanced hand hygiene and cleaning protocols.
- Implement measures to reduce the number of people within research facilities and within shared common areas at any given time.
- Lab facilities may be used in shifts to minimize close contact provided that appropriate cleaning and maintenance can be scheduled between shifts.
- Be prepared to rapidly scale back research activities or move to full curtailment of research activities if necessary.

Human or Animal Research

- For research with human participants, Research Ethics Boards are encouraged to review protocols and, in consultation with health and safety personnel, provide direction during COVID-19. Research Ethics Board direction may include ceasing in-person interviews and focus groups and providing enhanced privacy protocols in technology-supported participant interviews.
- Researchers will be informed on COVID-19 specific protocols for studies involving animals, field work, in-person human subject research, and Indigenous communities. As Indigenous populations disproportionately face health disparities linked to the social determinants of health (e.g. income, culture, access to health services, etc.), faculty, staff and students must respect any precautions being taken to avoid carrying the virus into Indigenous communities.
- For research that engages human subjects in close proximity where physical distancing cannot be maintained, other control measures such as establishing cohorts or the use of PPE (e.g. medical grade or non-medical masks) may be required.

Maintenance and Monitoring of the Safety Plan

This Safety Plan is based on current recommendations and may change. Douglas College 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.

The Safety, Security and Risk Management Department, working collaboratively with Joint Occupational Health and Safety Committees and Health and Safety Representatives, will review the Safety Plan on a monthly basis to ensure its effectiveness.

If you have a question or concern:
Concerns for safety on campus should be reported to campus security. Questions about COVID-19 safety planning may be directed to safety@douglascollege.ca

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.