

Protocols for Pre-Departure, Travel & Arrival into Canada

Canada remains a welcoming destination for international students. However, as a result of the current COVID-19 pandemic, there are some important [protocols](#) that international students and other travellers must follow to reduce the risk of infection and transmission of the virus, including undertaking a mandatory 14-day quarantine period immediately upon arrival in Canada.

These procedures outline expectations and requirements to:

- Alleviate any fear and concerns of students, host families, schools and communities
- Support the safe travel/transit, health/well-being of international students
- Ensure students and host families manage this period safely and smoothly

Please understand that our number one priority is the health and safety of all students, host families, schools and communities. Canadian educational institutions must follow the regulations and recommendations of various authorities, including the government of Canada, provincial and local public health authorities.

Pre-Departure Protocol:

Communication and Relationship Building

- Maintain communication with your school district, custodian, and homestay provider about your arrival, quarantine plan and any other expectations
- Consider Skype, FaceTime or Zoom meetings to get to know the family you will reside with during and after the quarantine period
- Make sure you are clear about who and where you will be meeting after arriving at the airport, as drivers may not be entering the airport building
- Carry the driver's cell phone number(s) – this is important for all arrivals

Preparing for 14 Day Quarantine

- Download COVID-19 App and Daily Symptom Tracker: <https://ca.thrive.health/>
- Make a plan for your physical and emotional wellness during quarantine. Consider whether there is anything you want to bring to help keep you busy, entertained during the mandatory 14-day quarantine period

Medical Check / Testing (Where Possible)

- Students who are able to obtain a medical clearance letter/certificate, COVID-19 or antibody test are asked to bring this documentation / test results with them when they travel to Canada.

Negative COVID-19 tests will not change the requirement to quarantine (self-isolate) for 14 days upon arrival. This is mandatory for all travellers arriving into Canada.

Completing Arrival Plan(s)

Prior to arrival, all international students and travellers must provide their information for approval on the Canadian government's ArriveCAN application. If traveling with a mobile phone it can be downloaded ([iPhone/App Store](#) OR [Android Devices](#)) and is also available in a [web format](#).

Upon arrival the student will be given a Token Number which must be entered into the App as this is the way that the Government of Canada monitors quarantine. Failure to do so may result in a fine. Public Health Ontario provides [self-isolation guidelines](#).

Packing – What to Bring

Students must ensure they have the following packed in their **carry-on luggage**:

- Passport
- Study permit approval letter – give this to officer at the airport. The Study Permit is issued at the airport upon arrival
- Letter of Acceptance issued by YRDSB
- Custodianship documents
- Confirmation of health insurance coverage (confirmed in the Letter of Acceptance)
- Homestay profile and contact information
- Contact information sheet for International Student Program / Homestay staff, including 24/7 emergency phone number
- Copy of this document, signed by student and parent(s)
- Prescription medication & hygiene products
- Change of clothes (in case of delayed luggage)
- Masks (2 or more)
- Travel-sized bottle of hand-sanitizer (100 ml or less)
- Disinfecting wipes

In addition to regular packing requirements, students should also bring:

- 60 disposable face masks OR 30 disposable and 1 cloth face mask
- One large bottle of quality hand sanitizer
- Personal and feminine hygiene products
- Sufficient clothing for 14 days in case laundry is not available during quarantine.

It is strongly recommended that all students have a cell phone and a laptop when coming or returning to Canada to study for the 2020-2021 school year.

Travel Protocol:

While in transit to the airport, in airports and during the flight(s), students must:

- Wear a mask
- Practice physical distancing (minimum 2 metres from others)
- Wash hands frequently and avoid touching face
- Use hand sanitizer regularly and as necessary, particularly before eating
- Sanitize personal space and high-touch areas (armrests, seat belts, tray tables, screens)
- Minimize trips to the washroom (flush the toilet with the seat cover down)
- Touch as few surfaces as possible

- Keep mobile phone charged (bring a phone charger with you in a personal bag) and if using throughout the flight to watch movies or play games, clean it with a disinfecting wipe frequently
- Bring some food as restaurants or stores may be closed
- Bring a refillable water bottle

If a student develops symptoms during travel:

- Most airlines around the globe, including those in Canada are preventing anyone with symptoms to board a flight. In the event that the air operator observes that the air traveller has COVID-19 symptoms or that their response to any of the questions on the health check indicates a need to deny boarding (including refusal to answer the questions), the air operator will be required to refuse to board the person for travel for a period of 14 days or until a medical certificate is presented, confirming that the symptoms exhibited are not related to the COVID-19 virus.¹
- Should a student be denied boarding on a connecting domestic flight for the above reason, the International Student Program will attempt to secure respite host family or supervised hotel accommodation for the 14-day period at the student and parents' additional expense, and will work with the student to obtain medical testing as soon as possible.

Arrival in Canada Protocol:

Upon arrival in Canada the student should proceed through the airport while physical distancing (2m away from other people.) The student must have the documents outlined under 'Packing' ready to provide to Canada Border Services including:

- Print outs or screenshots of quarantine or self-isolation plans and documents
- Any confirmation numbers
- Name and address of host family (bring your homestay profile)
- Copies of any documents provided to you by York Region District School Board
- Contact information for person picking up at the airport

The student will also be required to undergo a screening by a border services or quarantine officer to assess for symptoms.

If you are a new student who has a study permit approval letter, make sure to pick up your Study Permit before getting your luggage. If you are unsure what to do, ask!

At the final destination airport, the student will need to:

- Text the person who is expecting you to advise the flight has arrived
- Wear a fresh mask
- Pick up baggage while physical distancing
- Exit the baggage area and go directly to the location previously agreed upon to meet the driver
- Load their luggage and sit as far from the driver as possible

¹ <https://www.tc.gc.ca/en/initiatives/covid-19-measures-updates-guidance-tc/covid-19-guidance-material-air-carriers-managing-travellers-check-in-procedure-international-airports.html#toc2>

The student will be driven to their supervised offsite accommodation and provided with 3 meals per day as well as free Wi-Fi. Supervisor(s) will also be staying in the same accommodation and will be available to students by phone, text message, FaceTime and other forms of communication. Availability of laundry and frequency of linen changes will vary.

Quarantine Protocol:

As required under the Government of Canada's Quarantine Act, all travellers to Canada are required to quarantine for 14 days. Students will have to stay in their room for 14 days and avoid contact with (keep a 2-metre distance from) others. These instructions and protocols may seem overwhelming for students. Students are encouraged to ask their host or school board staff for assistance.

After arriving in Canada, Government of Canada officials will call the student to monitor compliance with the mandatory quarantine. The student must be prepared to answer calls from 1-855-906-5585 or 613-221-3100.

Student Responsibilities & Expectations during 14 Day Quarantine:

Students are reminded that quarantine (self-isolation) is not optional.

1. Stay in your assigned room and away from others
2. Keep your room well-ventilated and clean – open your window to let the air circulate if possible.
3. Practice good hygiene:
 - a. wash your hands frequently with plain soap and water for at least 20 seconds
 - b. cover your mouth and nose with your elbow (or use a tissue) when coughing or sneezing - avoid coughing into either your hands or into the air. Dispose of used tissues right away into a trash bin and immediately wash your hands
4. Use of the bathroom:
 - a. Clean the bathroom regularly with cleaning products provided.
 - b. Flush the toilet with the lid down
5. Keep bathroom & frequently touched surfaces such as doorknobs, countertops, dressers, and other surfaces clean and disinfected at least once a day (Disinfectant wipes will be provided in the room upon arrival)
6. Package up your garbage in the bag provided and leave it outside the door of your room at specified times. Wash your hands immediately after disposing of your garbage.
7. Find some time to go outside each day, as arranged and approved by your supervisor. Do not go into other public areas in the hotel/motel.
8. Stay connected – text, email, FaceTime with your friends, host family and natural family.
9. Establish a 'routine' as quickly as possible (don't stay awake all night and sleep all day)
10. Monitor your physical and mental well-being
 - a. if you are not feeling well, contact your supervisor to help you complete an online self-assessment to determine if you need further assessment or testing.
11. Visit: <https://covid-19.ontario.ca/self-assessment/> – if you cannot use the online tool, call Tele-health at 1-866-797-0000
12. Laundry: This service varies depending on type of accommodation. If no laundry services are available, the following protocol is expected upon arrival to the homestay:

- a. All clothes worn during the flight and the 14 day quarantine should be put in a garbage bag and then washed upon arrival to the homestay
- b. all student clothes should be washed separately from other host family laundry
- c. Student will need to wash and fold his/her own laundry

13. Ask for help!

If a Student Develops Symptoms or is Diagnosed with COVID-19:

- If experiencing even mild symptoms including fever, chills, cough, shortness of breath, loss of sense of smell, headache, muscle ache, fatigue or loss of appetite, contact your supervisor.
- Use Ontario [self-assessment tool](#) and seek medical attention as necessary.
- To avoid spreading COVID-19, the following may occur:
 - Student will remain in the accommodation, in accordance with Public Health direction
 - Natural parents/agents will be informed

Post-Quarantine Expectations of Student & Families:

- Continue to practice proper, recommended hygiene (wash hands frequently, keep room clean, let host family know if you don't feel well and if you are ill do not attend school or be in social contact with others)
- Use proper coughing and sneezing etiquette (into your elbow, not your hand & if using a tissue, dispose of the tissue in a plastic lined garbage container immediately)
- Practice physical distancing (at least 2m away) from all people who are not members of your immediate household
- Avoid malls, crowded spaces and sports where physical distancing is difficult
- Follow and respect government health directives
- Become better connected and make new routines with your host family where you are integrated and part of their daily lives. Quarantine is not 'normal' and it is not the expectation after the initial 14 days are over!

Definitions:

The Public Health Agency of Canada draws a distinction between the need to [quarantine](#) (self-isolate) and [isolate](#).²

- **Quarantine (self-isolate):** Quarantining is necessary for 14 days if you have **no symptoms** and **any** of the following apply: you are returning from travel **outside of Canada** (mandatory quarantine); you had close contact with someone who has or is suspected to have COVID-19; **or** you have been told by the public health authority that you may have been exposed and need to quarantine.
- **Isolate:** You must isolate if any of the following apply: you have been **diagnosed with COVID-19**, or are **waiting to hear the results** of a lab test for COVID-19; you have symptoms of COVID-19, even if mild; you have been in contact with a suspected, probable or confirmed case of COVID-19; you have been told by public health that you may have been exposed to COVID-19; or you have returned from travel outside Canada with symptoms of COVID-19 (mandatory).

² <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/prevention-risks.html#self>

Before Entering a Public Building

- Practice these steps after self-isolation to keep other safe, and yourself protected.

COVID-19 SELF-ASSESSMENT

Before entering, please assess yourself (and, if applicable, your child or other dependents) for symptoms of COVID-19.

COMMON SYMPTOMS OF COVID-19 INCLUDE:



FEVER
(Temperature of 37.8°C or greater)



NEW OR WORSENING COUGH



SHORTNESS OF BREATH
(Dyspnea)

OTHER SYMPTOMS OF COVID-19 CAN INCLUDE:



SORE THROAT OR DIFFICULTY SWALLOWING



NEW SMELL OR TASTE DISORDER(S)



NAUSEA/VOMITING, DIARRHEA, ABDOMINAL PAIN



RUNNY NOSE, OR NASAL CONGESTION
Unrelated to seasonal allergies, post nasal drip etc.

For an up-to-date list of all symptoms, visit york.ca/covid19

IF YOU HAVE SYMPTOMS OF COVID-19:

- Do not enter and return home immediately
- Seek assessment and testing as early as possible at a COVID-19 Assessment Centre
- Self-isolate for 14 days (including any members of your household or people you had close contact with from 48 hours before symptoms)

STAY INFORMED.

Visit york.ca/covid19
1-800-361-5653

*** Last Updated July 3, 2020

Please review, check all boxes to indicate you agree, sign and return this form to ies.service@yrdsb.ca. We also suggest you keep a copy if asked for it when arriving in Canada.

- We have read in full, understand and agree to comply with the requirements in this **Protocols for Pre-Departure, Travel & Arrival into Canada** document.
- We confirm the student has a suitable place to isolate where they will have access to basic necessities such as food and medication.
- We are aware that any violation of the [Quarantine protocol](#) will result in immediate removal from the YRDSB Homestay Program. Custodianship services will be cancelled, and the student will have to return to the care of their natural parent(s) or an alternate custodian as legally authorized through a document notarized in Canada or in the home country of the student.
- We are aware of the student's requirement to comply with the Government of Canada's **Quarantine Act** and local public health authorities, and the serious consequences/ penalties for not complying with the Act.
- We confirm the student has registered using the ArriveCAN App.
- We confirm that I have appropriate medical insurance, effective as of the date of my arrival in Canada, which includes coverage for COVID-19 during the quarantine period.
- We confirm, the student will go directly to the place of quarantine, without stopping anywhere and remain there for 14 days.
- We confirm the student will not go to school, work, or other public areas and community settings.
- We confirm the student will not have visitors, and will stay in a private place such as yard or balcony for fresh air.
- We confirm the student will remain a distance of at least 2 meters from others.
- We confirm the student will be monitored for symptoms of COVID 19 and if symptoms develop, medical attention will be sought and prescribed treatment(s) will be followed and the quarantine period will be extended an additional 14 days following the appearance of symptoms.

Student Name (as it appears on the passport)	First Name	Last Name	
Student Contact Information	Phone Number	Email Address	
Arrival Information	Arrival Date	Arrival Time	Airline Flight Number
Student Signature			Date
Name of person (supervisor) with whom isolation will take place	First Name	Last Name	
Location of Self-isolation	Address		City
Contact Information	Phone Number	Email Address	
Signature			Date
Relationship	<input type="checkbox"/> Mother <input type="checkbox"/> Father <input type="checkbox"/> Legal Guardian <input type="checkbox"/> Other (please specify):		
Parent Name	First Name	Last Name	
Signature			Date
Relationship	<input type="checkbox"/> Mother <input type="checkbox"/> Father		