



# The Canada Homestay Network

## “Safe Arrival” Protocol

The current travel restrictions and quarantine requirements related to the COVID-19 pandemic have required CHN to consider options for students to quarantine (self-isolate) on arrival. This procedure outlines CHN's expectations and requirements for both students and hosts to manage this period safely and smoothly.

Our first priority is the health and safety of our students and host families. We are also obligated to follow the regulations and recommendations of various authorities, including the government of Canada, provincial and local public health authorities.

Canada's legal restrictions for travelers returning to Canada are available here:

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

**CHN proposes to reimburse hosts an additional \$25 per night for the 14-day quarantine period (\$350), in addition to the standard nightly rates for that period.** If a student arrives early (prior to the normal start date for the program), the student will be invoiced the regular homestay fees for that period, plus \$350. If a student arrives on time, the student will be invoiced an additional \$350 only. The costs for the quarantine period will be invoiced to the agent/student or may be deducted from the security deposit, where available.

If a student develops symptoms while in quarantine, CHN will follow public health guidelines. In some cases, we may need to place a student with a respite host for the quarantine period only. If they develop symptoms while living with a respite quarantine host, the student must stay with their respite quarantine host until they are considered “fit” to move with their regular host family. The cost for the extra time in the quarantine homestay will remain the same, at an additional \$25 per night.

### Definitions:

The Public Health Agency of Canada draws a distinction between the need to [quarantine](#) (self-isolate) and [isolate](#).<sup>1</sup>

- **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).

This procedure assumes that students will meet the requirements to quarantine (self-isolate).

### Student Pre-Departure Plan:

1. Communication and Relationship Building
  - Speak to your homestay family about expectations, and ask if there is anything they specifically want you to bring to help you to self-isolate

---

<sup>1</sup> <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/prevention-risks.html#self>



# The Canada Homestay Network

## “Safe Arrival” Protocol

- You will be informed before arrival as to who will be picking you up at the airport; it may be your host or a driver from a transportation provider. Make sure you are clear about where you will be meeting your host or driver after arriving at the airport.
  - Carry your host’s cell phone number or the transportation provider’s phone number – this is important for all arrivals
2. Self-isolating may be physically and mentally challenging for you and you should have a well thought out plan for how you will manage and pass the time during the 14 days after arrival. Please contact your school for resources. In addition, please visit <http://canadahomestaynetwork.ca/student-covid-19/> for more ideas about being prepared for quarantine.
3. Household Isolation and Physical Distancing
- Read the article: [How to self isolate after travel when you live with other family members](#)
  - Download and read the BC CDC form: [Daily self monitoring form for COVID-19](#)

#### 4. Medical Check / Testing

Students who are able to obtain a medical clearance letter/certificate, COVID-19 or antibody test are required to bring it with them when they travel to Canada. Negative COVID-19 tests will not change the requirement to self-isolate on arrival; this is mandatory for all travellers arriving into Canada.

#### 5. Arrival Plans

All travellers must download and complete the Canadian government’s [ArriveCAN](#) application for approval prior to their arrival on a paper form, web-based form or using an electronic App (available for iPhone and Android).

In addition, the student must complete, send and print the MANDATORY Self-Isolation Plan for your province in advance:

BC: <https://travelscreening.gov.bc.ca>

Alberta: <https://cfr.forms.gov.ab.ca/Form/OCMO12443.xdp>

#### 6. Packing

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
- Box of Nitrile gloves
- Thermometer
- Change of clothes for upon arrival to your homestay

You should also bring, in your carry-on luggage, at least 2 masks, several pairs of gloves, a travel-sized bottle of hand-sanitizer and disinfecting wipes.

Please also make sure you have the following documents available when you arrive in your carry-on luggage:

- Passport
- Study permit or permit confirmation document (if you have one)
- Custodianship documents
- Letter of Acceptance from your school
- Homestay profile and contact information
- Contact information sheet for our staff, including our 24/7 emergency phone number
- Copy of this document, signed by yourself and your parents
- Print out of Self-Isolation Plan (Alberta and BC)



# The Canada Homestay Network

## “Safe Arrival” Protocol

### **Student Travel Plan:**

While en route to their destination, students are expected to:

- Wear a mask and gloves
- Practice Social Distancing. Wash hands frequently
- Use hand sanitizer when necessary
- Sanitize their personal space and high-touch areas such as seat belts and tray tables
- Minimize trips to the washroom (flush the toilet with the seat cover down)
- Touch as few surfaces as possible
- Keep their cell phone charged
- Bring some food as restaurants or stores may be closed
- Bring a refillable water bottle

### **Student Arrival Plan:**

Upon arrival in Canada the student should proceed through the airport while maintaining physical distancing.

The student must have the documents outlined under ‘Packing’ ready to provide to Canada Border Services. The student will also be required to undergo a screening by a border services or quarantine officer to assess travellers for symptoms.

Upon arrival at the final destination airport:

- Text your driver and/or host family
- Wear a fresh mask and gloves
- Pick up baggage while maintaining physical distancing
- Exit the baggage area and go to the location you have previously arranged to meet your driver or host family
- Load your own luggage into the car and sit as far away from the driver as possible

### **Quarantine (Self-Isolation) Plan:**

As part of the Quarantine Act, travelers to Canada are required to self-isolate for 14 days. This means that students will have to stay in their own room for 14 days and avoid contact with (keep a 2 metre distance from) others. The homestay family will provide students with food, clean linens every couple of days, a comfortable room and access to them via text message, FaceTime and other remote communication.

### **Student Expectations**

- Stay in your room as much as possible and away from others.
- Keep your room well-ventilated and clean – open your window to let the air circulate.
- Practice good hygiene: wash your hands frequently with plain soap and water for at least 20 seconds; use a separate towel, kept away from others; cover your mouth and nose with your elbow when coughing or sneezing, or use a tissue. 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.
- Use a separate bathroom if possible. Clean the bathroom regularly with household cleaning products. Flush the toilet with the lid down.
- Find some time to go outside each day; you can stay in a private place like the yard. Do not go to school or into other public areas.
- Stay connected – text, email, FaceTime with your friends and family.
- Monitor your physical and mental well-being – if you are not feeling well with symptoms that resemble COVID-19, ask your host to help you complete an online self-assessment to determine if you need further assessment or testing.



# The Canada Homestay Network

## “Safe Arrival” Protocol

- Visit: [covid19.thrive.health](https://covid19.thrive.health) – if you cannot use the online tool, call 8-1-1.
- Package up your garbage – empty garbage frequently and wash your hands immediately.
- Take care with laundry – the clothes you wore during your flight should be washed immediately and all of your clothes should be washed separately from other people’s laundry. You will need to wash and fold your own laundry.
- Keep your bathroom space clean and disinfected. Clean and disinfect frequently touched surfaces such as doorknobs, countertops, dressers, and other surfaces at least once a day.
- Keep your personal items (toothbrush, cups, cell phone, tablets, laptops, etc.) separate from those belonging to others.
- Eat in your room.<sup>2</sup> Your host will bring your meals to your room and leave the dirty dishes outside your door when you are finished. Do not share dishes, drinking glasses, cups, eating utensils.
- Ask for help!

Students are reminded that while these instructions and protocols may seem overwhelming, they are here to remind them to be careful of their contact with others during the 14-day quarantine. CHN is here to help. Students will be encouraged to reach out to their host family or to their Relationship Manager for assistance.

**Students are reminded that quarantine (self-isolation) is a requirement of the Quarantine Act and is not optional.**

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**.

### Host Expectations

- Hosts must have been following all public health guidelines for their area in the 14 days prior to accepting a student, and everyone in the home must be free of any COVID-19 symptoms.
- Only one healthy person should provide care.
- Do not share personal items with the student, such as toothbrushes, towels, bed linen, utensils and electronic devices.
- Use a separate bathroom from the student, if possible, and make sure everyone puts the toilet lid down before flushing.
- Some people may transmit COVID-19 even though they do not show any [symptoms](#). **Wearing a [mask](#), including a [non-medical mask or face covering](#) (i.e. [constructed](#) to completely cover the nose and mouth without gaping, and secured to the head by ties or ear loops) can help protect others around you.**
- Prevent contact with animals, as there have been several reports of people transmitting COVID-19 to their pets.
- If possible, people who are at higher risk of serious illness from COVID-19 should not care for someone with COVID-19. These people include elderly persons, those with chronic medical conditions (e.g. heart disease, diabetes) or compromised immune systems. If you need to be within 2 metres of the student, wear personal protective equipment: a medical [mask](#); disposable gloves; and [eye protection](#).
- Avoid re-using medical masks or gloves.
- Clean your hands often for at least 20 seconds, especially after contact with the student and after removing gloves, face masks and eye protection.
- Dry your hands with disposable paper towels. If not available, use a reusable towel and replace it when it becomes wet.

---

<sup>2</sup> Most host families do not want students eating in their rooms! This is a short-term requirement that will change when the quarantine period is over.



# The Canada Homestay Network

## “Safe Arrival” Protocol

- You can also remove dirt with a wet wipe and then use an alcohol-based hand sanitizer.
- Avoid touching your eyes, nose and mouth with unwashed hands.

### Post-Quarantine Expectations of Students and Families:

- Continue to practice proper, recommended hygiene
- Use proper coughing and sneezing etiquette
- Practice physical distancing when outside of the home, avoid malls, crowded spaces and sports
- Get & stay connected!

### Additional Considerations:

If a Student develops Symptoms or is Diagnosed

- Use self-assessment tool at: <https://ca.thrive.health/> and seek medical attention as necessary.
- CHN aims to avoid spreading COVID-19 with any unnecessary relocations henceforth. Therefore, our preferences are to:
  - Keep the student in place, in accordance with Public Health direction; or
  - Ask parents to come to Canada to care for their child at their expense, if possible.
  - In the unlikely event that a host is unable to care for a sick student, CHN may be able to arrange respite care with another homestay family.

Personal Protective Equipment (PPE)

- CHN is currently investigating the feasibility of supplying hosts with a PPE package including masks, gloves, and hand sanitizer.
- As stated above, students are required to bring some PPE with them from home.

Recommended Host Family Supplies

- Disposable paper towels and regular household cleaning products
- Thermometer
- Hand soap
- Alcohol-based sanitizer containing at least 60% alcohol
- Regular laundry soap
- Hard-surface disinfectant that has a Drug Identification Number (DIN), or if not available, concentrated (5%) liquid bleach and a separate container for dilution
- Appropriate cleaning products for high-touch electronics

### Resources:

For further reading on preparation for contact with and care for individuals exposed to COVID-19, please refer to the following:

- Public Health Agency of Canada (PHAC) How to care for a person with COVID-19 at home - Advice for caregivers:  
<https://www.canada.ca/en/public-health/services/publications/diseases-conditions/how-to-care-for-person-with-covid-19-at-home-advice-for-caregivers.html>
- Public Health Agency of Canada (PHAC) Being Prepared - for individuals:  
<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/being-prepared.html#a2>
- Provincial and territorial resources for COVID-19:  
<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/symptoms/provincial-territorial-resources-covid-19.html>



# The Canada Homestay Network

## “Safe Arrival” Protocol

- British Columbia Centre for Disease Control Self-Isolation guide for caregivers and household members of those with COVID-19:  
[www.bccdc.ca/Health-Info-Site/Documents/Self-isolation\\_caregivers.pdf](http://www.bccdc.ca/Health-Info-Site/Documents/Self-isolation_caregivers.pdf)

### Student and Natural Parent Declaration:

Please answer the following questions on the morning of departure, and send the completed form to your Relationship Manager, or email to [studentinfo@canadahomestaynetwork.ca](mailto:studentinfo@canadahomestaynetwork.ca)

Student’s Legal Name:

Date of Birth:

Arrival Date:

Arrival Time:

	Yes	No	If no, please provide further detail
My child has been well and shown no signs of illness for the last 14 days			
To the best of my knowledge, my child has not been exposed to anyone showing signs of illness for the last 14 days			
To the best of my knowledge, my child has not been in contact with anyone who for the last 14 days has: 1. Had COVID-19, or 2. Has been a probable case of COVID-19, or 3. Someone who has had direct contact with someone who has had COVID-19			
I understand my child will in quarantine for 14 days upon arrival in Canada per government requirements, barring emergency circumstances			

Each of the undersigned fully understands these protocols and agrees to all of its requirements. Students understand that any violation of the terms of the self-isolation procedure will result in immediate removal from the Homestay Program, which will mean withdrawal from the school program as well. Custodianship services will be cancelled and the student will have to return to the care of the natural Mother and/or Father or an alternative custodian as legally authorized through a document notarized in Canada or in the home country of the student. The student may also be subject to severe penalties from the Government of Canada. Natural parent(s)/legal guardian(s) agree that the Pre-Departure Declaration has been accurately completed.

Student Full Name			
Signature			Date
Full Name			
Signature			Date
Relationship	<input type="checkbox"/> Mother <input type="checkbox"/> Father <input type="checkbox"/> Legal Guardian <input type="checkbox"/> Other (please specify):		
Full Name			
Signature			Date
Relationship	<input type="checkbox"/> Mother <input type="checkbox"/> Father <input type="checkbox"/> Legal Guardian <input type="checkbox"/> Other (please specify):		