



# Quarantine Protocol for Students in Self-Placement Accommodations

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 priority is the health and safety of all students, host families, school and communities. Canadian educational institutions must follow the regulations and recommendations of the government of Canada, provincial and local public health authorities.

*Please review the checklist below as it provides direction and will support you in your travel and quarantine upon arrival in Canada.*

## PRE-DEPARTURE PROTOCOL

### 1. Communication and Relationship Building with your Host Family

- Have several Skype, FaceTime or Zoom meetings to share how you have been living during the COVID experience and the precautions being taken.
- Ensure you have emails and phone numbers and program into mobile phone.
- Confirm who and where you will be meeting after arriving at the airport, as drivers or host families will not be entering the airport building.

### 2. Preparing for 14 Day Quarantine

- Read the article: [How to self isolate after travel when you live with other family members](#)
- 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.

### 3. 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.

### 4. 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.

Download and complete the ArriveCAN App at: [iPhone/App Store](#) [Android Devices](#)

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.



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

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

## 5. Packing

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

- Passport
- Study permit or approval letter (if studying for 6 months or longer)
- Letter of Acceptance from school district/board/division
- Custodianship documents ensuring all contact information is included
- Confirmation of health insurance coverage
- Print out of Self-Isolation Plan
- Prescription medication and 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
- Thermometer

All students need to 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 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 flights. 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.<sup>1</sup>
- Should a student be denied boarding on a connecting domestic flight for the above reason, the parents and custodians will be responsible for arranging accommodations and appropriate care for the student.
- Natural parents may be asked to come to Canada to care for their child at their expense, if 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, address of and all contact details of host family
- Copies of any documents provided to you by the Calgary Board of Education (e.g., letter of acceptance)
- Contact information for person picking up at airport

The student will 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 driver/host to advise the flight has arrived.
- Wear a fresh mask .
- Pick up baggage while physical distancing.
- Exit the baggage area and go directly to agreed upon location to meet the driver/host family.
- Load his/her own luggage into the car and sit as far away from the driver as possible.

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<sup>1</sup> <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>



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Your host family will need to ensure you have food, clean linens every couple of days, a comfortable room, use of a separate bathroom during the 14 day quarantine period where possible.

## **QUARANTINE PROTOCOL**

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

As required under the Government of Canada's Quarantine Act, all travellers to Canada are required to quarantine 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.

These instructions and protocols may seem overwhelming for students. Students are encouraged to ask their custodian for assistance and ensure they have a solid plan for carrying this out.

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 AND EXPECTATIONS DURING 14 DAY QUARANTINE**

1. Stay in room as much as possible and away from others.
2. Keep your room well-ventilated and clean – open your window to let the air circulate.
3. Practice good hygiene:
  - a. Wash your hands frequently with plain soap and water for at least 20 seconds.
  - b. Use a separate towel which is kept away from others.
  - c. 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 a separate bathroom if possible:
  - a. Clean the bathroom regularly with household cleaning products.
  - b. Flush the toilet with the lid down.
5. Keep bathroom and frequently touched surfaces such as doorknobs, countertops, dressers, and other surfaces clean and disinfected at least once a day.
6. Keep personal items (toothbrush, cups, cell phone, tablets, laptops, etc.) separate from those belonging to others..
7. Package up your garbage – empty garbage frequently and wash your hands immediately.
8. 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.
9. Stay connected with wifi connection using text, email, FaceTime and be creative to find ways to interact with your host family (e.g., play games online, watch movies virtually).
10. Monitor your physical and mental well-being:
  - a. If you are not feeling well, ask your host to help you complete an online self-assessment to determine if you need further assessment or testing



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- b. use <https://ca.thrive.health/> for daily self-monitoring
11. Establish a 'local routine' as quickly as possible (don't stay awake all night and sleep all day).
12. Take care with laundry:
  - a. All clothes worn during the flight should be washed as soon as possible.
  - b. Clothes should be washed separately from other host family laundry.
  - c. Student will need to wash and fold his/her own laundry.
13. Eat in bedroom. The host family should bring meals to your room. Do not share dishes, drinking glasses, cup or eating utensils.
14. Ask for help and reach out to host family or program staff any time!

## HOST RESPONSIBILITIES AND EXPECTATIONS DURING 14 DAY QUARANTINE

Host families must follow all public health guidelines for their area for 14 days prior to the student's arrival and everyone in the home must be free of all COVID-19 symptoms.

1. Only one healthy person should provide care to the student during the 14 day period.
2. Do not share personal items with the student (such as toothbrushes, towels, bed linen, utensils and electronic devices).
3. Use a separate bathroom from the student if possible and make sure everyone puts the toilet lid down before flushing.
4. 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.
5. Avoid re-using medical masks or gloves.
6. Clean your hands often for at least 20 seconds, especially after contact with the student and after removing any gloves, face masks and eye protection.
7. Dry your hands with disposable paper towels. If not available, use a reusable towel and replace it when it becomes wet.
8. You can also remove dirt with a wet wipe and then use an alcohol-based hand sanitizer.
9. Avoid touching your eyes, nose and mouth with unwashed hands.
10. 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 the student during this quarantine period. This could 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](#).



## Recommended Host Family Supplies:

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

## POST-QUARANTINE EXPECTATIONS OF STUDENT AND 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 and 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!

## IF A STUDENT OR HOST FAMILY MEMBER DEVELOPS SYMPTOMS OR IS DIAGNOSED WITH COVID-19

If anyone in the household is experiencing even mild symptoms including fever, chills, cough, shortness of breath, loss of sense of smell, headache, muscle ache, fatigue or loss of appetite they should talk to other family members and then:

- Use self-assessment tool at: <https://ca.thrive.health/>
- Follow directions on the self-assessment tool and seek medical attention or contact public health authorities if, when, and how recommended

To avoid spreading COVID-19, the following may occur:

- Student will remain in the home, in accordance with Public Health direction or
- Natural parents will be asked to travel to Canada to care for the student (if possible)
- In the unlikely event that a host is also ill and unable to care for the student, a respite or alternate arrangement must be made by the custodian and parents



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## DEFINITIONS

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

## 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>
- COVID-19 App and Daily Symptom Tracker: <https://ca.thrive.health/>

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