



## **TDSB Readiness to Welcome International Students**

**To:** Planning and Priorities Committee

**Date:** 24 November, 2020

**Report No.:** 11-20-3997

### **Strategic Directions**

- Transform Student Learning
- Create a Culture for Student and Staff Well-Being
- Provide Equity of Access to Learning Opportunities for All Students
- Build Strong Relationships and Partnerships Within School Communities to Support Student Learning and Well-Being

### **Recommendation**

It is recommended that the report outlining TDSB procedures in preparation to welcome international students be approved.

### **Context**

The Toronto District School Board is seeking to maintain its long-standing commitment to International Education Programs by continuing to welcome and support international students during the COVID-19 pandemic, in compliance with the guidelines outlined by the Ontario Ministry of Education and the Federal Government of Canada.

The Toronto District School Board (TDSB) has been engaged in an internationalization strategy since prior to amalgamation in 1998. Over the years, TDSB has been widely recognized as a leader of international educational initiatives across Canada and has welcomed thousands of international students from around the world to both elementary and secondary programs. In the 2019-2020 school year, TDSB enrolled over 2100 fee-paying international students and generated approximately \$32M in revenue. In addition, international students and their families continue to contribute to the cultural, linguistic and innovative diversities to our school communities.

This report will update the Board of the current federal and provincial requirements under COVID-19 that directly affecting international students, school districts and private schools that welcome international students to Ontario. The Memorandum also seeks Board support and endorsement of our long-standing participation in, involvement with, and strong commitment to international education and our international students,

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especially during challenging times as the one we are currently facing with the COVID-19 pandemic. The report will also demonstrate the Board's readiness to continue to welcome international students safely into our schools and local communities. Requirements of Federal Public Health and the Ontario Ministry of Education will be outlined and clarified. The plan and protocol created to support the safe arrival of our international students will be explained in detail.

The COVID-19 pandemic has significantly impacted all levels of international education around the world. The economic and psychological impact on families has reduced the level of student mobility, thus affecting engagement in international education globally.

In Canada, travel restrictions related to border closures and reduced flight availability have limited the ability for international students to enter this country with International borders closed to non-essential travel on March 18, 2020. International students with Study Permits approved prior to March 18, 2020 were provided an exemption; however, students with permits issued after that date are currently not eligible to enter the country, as per the Government of Canada. An update to the travel exemption was released on November 7, 2020 can be found by visiting the Government of Canada COVID-19 Travel Restrictions, Exemptions and Advice webpage at the following link:

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

The developments above have resulted in a significant decline in international student enrolment for the current school year, as most new students apply for their Study Permit in the months of March or April for the September school start. As the COVID-19 pandemic continued to evolve globally over the last eight months and travel uncertainty remains, a vast majority of new international students who were planning to join the TDSB chose to cancel their study plans. While most existing students chose to remain in Canada, a significant number of students withdrew from the program and returned to their home countries. Some of the TDSB existing students who did go back home have been able to continue their studies through TDSB Virtual School as they await the lifting of the federal restriction to return to TDSB for in-person learning.

The Ontario Ministry of Education (EDU) has outlined a set of requirements to determine the readiness of school boards to safely welcome international students as the pandemic continues (see Appendix A). These requirements must be met by all Ontario School Districts and Private Schools before districts approved to be on the Federal Government list of Designated Learning Institutions (DLI). The requirements govern publicly funded schools and private schools across Canada.

The requirements encompass the readiness of the school system to manage and respond to an outbreak in addition to the management of the international student population. At a system level, the approved Returning to School – A Guide to the Safe Reopening of the TDSB (as approved in August 2020) fully meets the provincial government guidelines. Staff at the International Students and Admissions office has developed the TDSB International Student Pre-Departure, Arrival and Support Plan (see Appendix B), which addresses the specific areas outlined by the Ministry.

## **Federal and Provincial Requirements**

- School Districts must have a plan in place with details on how they will meet provincial and federal criteria and demonstrate readiness to welcome international students
- 14-Day self-Isolation strategy for international students and any co-arriving family members
- Communication protocols to inform the public of outbreaks
- A board resolution/motion approving the international student program and its readiness plan that meets current federal and provincial requirements for the 2020-21 school year
- A negative COVID-19 test result obtained during or immediately following the quarantine for international students who have entered Canada within two weeks prior to the start of studies
- A signed “Attestation for School Boards – Public Health Institutional Readiness Requirements for International Students in Ontario”

In compliance with the federal and provincial requirements outlined above, the TDSB International Student Pre-Departure, Arrival and Support Plan and the TDSB International Student Travel and Arrival Protocol Form (contained in Appendix B) specifically outline the key areas, as indicated below:

### **1. Pre-Arrival Requirements**

All pre-arrival requirements are communicated and sent to international students, including:

- A copy of the international student support plan
- Checklists for Pre-Departure, Travel and Self-Isolation
- Documentation outlining a clear quarantine strategy, including the Self-Isolation Plan
- [ArriveCan App](#)

### **2. Requirements for 14-Day Self-Isolation**

- Direct transportation by student custodian/home-stay provider from the point of entry to the quarantine location
- Quarantine arrangements are in place for arriving international students and co-arriving family members
- Daily monitoring of symptoms and compliance
- Communication protocols in place in the event of symptomatic cases or compliance issue
- Ensure quarantine location provides suitable isolation, does not put vulnerable individuals at risk
- COVID-19 infection control information and training
- COVID-19 test during or immediately following self-isolation

### **3. Post Quarantine Requirements**

- Support students in their schools after quarantine to ensure successful transition and integration
- Support students and immediate family members with both mental and physical health, anti-racism and COVID-19 related stigma supports in schools

and the community

- Mitigation of social barriers to support student compliance with individual COVID-19 infection control practices

## **Action Plan and Associated Timeline**

The Board resolution, once approved, will serve as an Attestation of Readiness for the TDSB to continue providing educational programs for international students. The approved Board resolution and supporting documentation as contained in Appendix B will be submitted to the Ministry of Education for review, jointly with Federal and provincial health authorities, to determine our eligibility to be on the list of approved school districts (Designated Learning Institutions) of Immigrations, Refugees and Citizenship Canada (IRCC). This approval will pave the way for existing international students who returned to home but are enrolled in Virtual School programs to return to the TDSB, and for new international students applying to the TDSB International Students Programs for February 2021 and beyond.

## **Resource Implications**

To date, TDSB has incurred significant loss of revenue due to COVID-19. Approval of the International Student Pre-Departure, Arrival and Support Plan will allow the Board to move to the next step in the process of being added to the Federal Government list of Designated Learning Institutions (DLI) that are approved to welcome international students.

## **Communications Considerations**

Once approved, the International Student Pre-Departure, Arrival and Support Plan will be posted on the TDSB website. It will also be emailed to students, families and partners. Online information sessions will be offered for students, families and recruiters.

## **Board Policy and Procedure Reference(s)**

Not Applicable.

## **Appendices**

- Appendix A: Ministry of Education Memorandum to Directors of Education Re School Boards' Readiness to Welcome International Students
- Appendix B: TDSB International Student Pre-Departure, Arrival and Support Plan

**From**

Manon Gardner, Associate Director, School Operations and Service Excellence, by email at [manon.gardner@tdsb.on.ca](mailto:manon.gardner@tdsb.on.ca) or by phone at 416-394-2041.

Jim Spyropoulos, Executive Superintendent, Human Rights and Indigenous Education, by email at [jim.spyropoulos@tdsb.on.ca](mailto:jim.spyropoulos@tdsb.on.ca) or by phone at 416-397-3678.

Kien Luu, Centrally Assigned Principal, International Education, by email at [kien.luu@tdsb.on.ca](mailto:kien.luu@tdsb.on.ca) or by phone at 416-395-8108.

**From:** Ministry of Education (EDU) <[MinistryofEducation@ontario.ca](mailto:MinistryofEducation@ontario.ca)>  
**Sent:** Friday, August 28, 2020 5:35 PM  
**To:** Ministry of Education (EDU)  
**Subject:** School Boards' readiness to welcome international students | État de préparation des conseils scolaires en vue d'accueillir les étudiants étrangers

**Memorandum to:** Directors of Education  
School Authorities

**From:** Nancy Naylor  
Deputy Minister

I am writing today to inform you of the requirements specific to welcoming students coming to Ontario from outside of Canada for the 2020-21 school year.

Ontario has been participating in ongoing discussions with the federal government on how to confirm and support school boards' readiness to welcome back international students. In July, the federal government issued some guidance and direction and on August 7, 2020, the Honourable Christine Elliott, Minister of Health, received a letter from Health Canada setting out further requirements to be met by Designated Learning Institutions (DLIs) in order to welcome international students.

The direction from Health Canada now requires that some additional criteria be demonstrated as part of plans for schools, and that both provincial and local public health authorities have a role in determining whether schools are ready to accept students from outside Canada (please see Appendix 1 for criteria).

All school boards intending to accept students from outside Canada must have plans in place that include specific details about how they will meet the provincial and federal criteria to demonstrate readiness (as described further below). Plans should be submitted to the ministry to facilitate the ministry providing the federal government with an ongoing list of DLIs that have been deemed ready. That list will be updated regularly as plans are submitted to the ministry and the ministry shares them with the necessary local and provincial officials.

School boards in Ontario have the option to provide online learning for international students for the partial or full 2020-21 school year. The ministry will support an ongoing review process, without specific deadlines, as we anticipate that school

boards may transition international students from online learning to in-person learning in Ontario throughout the 2020-21 school year.

Please note that school boards that do not plan to enroll international students in the 2020-21 school year do not need to provide a response. Health Canada has also indicated that it will review a sample of school board plans in collaboration with Ontario officials to confirm the plans meet federal expectations. The Ministry of Education will work with Health Canada on this request and provide further updates to you as needed.

A checklist has been developed to assist school boards in submitting their plans to the ministry. Please do not submit your plans to your local public health unit. The ministry, working with other government partners, will facilitate the review of your plans, including working with local public health officials for the necessary review and approvals.

I would draw your attention to the following criteria in particular: as part of your plans, school boards will need to address how they will oversee the 14-day quarantine period for all international students coming to Ontario from outside of Canada. This should include transporting arriving international students from the airport to their quarantine or isolation location and supporting and regularly checking in on those students to ensure they complete the required 14-day quarantine.

In addition, while this is not a federal requirement, the Ontario government is requiring that school boards ensure that both international and domestic students who are in quarantine as a result of having entered Canada within two weeks prior to the start of their studies are tested for the COVID-19 virus at least once during their quarantine period. This requirement is over and above the normal protocols for individuals who show symptoms.

Please note that submission of a plan will not guarantee that school boards will be able to welcome international students in the 2020-21 school year and the timelines for confirmation of approval will vary, though efforts will be made to prioritize review and approval by the multiple provincial government partners as expeditiously as possible.

Again, following local and provincial review and approval, the plans will need to be submitted to the Government of Canada which has the sole discretion regarding the decision to allow international students to enter Canada.

Please note that the ministry will not be providing any additional funding to boards to support these requirements.

As part of your submission to the ministry, please complete and include the attached Attestation for School Boards – Public Health Institutional Readiness Requirements for International Students in Ontario. Please also include a board resolution approving an international student program that meets current federal and provincial requirements for the 2020-21 school year.

Submissions should be sent to [international.education@ontario.ca](mailto:international.education@ontario.ca). If you have any questions, please contact **Matt Bera, Manager (A), Private Schools and International Education Unit (PSIE)** at [matthew.bera@Ontario.ca](mailto:matthew.bera@Ontario.ca)

Thank you for your ongoing work in preparing for the Fall semester including the preparation of comprehensive plans.

Sincerely,

Nancy Naylor  
Deputy Minister



**Toronto District School Board**  
**International Student Pre-Departure, Arrival and Support Plan**  
**2020-2021 School Year**

## **1. INTRODUCTION**

Welcome to the Toronto District School Board (TDSB), one of the largest and most diverse public school districts in Canada! We are excited you will be joining one of our schools. We anticipate you will have a rewarding learning experience and opportunities to participate community activities.

Schools, students and families have been impacted by the COVID-19 pandemic. The TDSB arrival and travel protocols for international students is updated accordingly. Families are strongly encouraged to read this information package carefully and adjust your travel plans accordingly. Though the information contained in this document is current when it was compiled, families must consult with Immigration, Refugees and Citizenship Canada (IRCC) website for updates prior to finalizing student travel plans. Students failing to follow IRCC protocol may be denied entry into Canada. Government authorities may also fine students for non-compliance in certain situations. Furthermore, non-compliance may result in being denied access to TDSB schools.

### **1.1 Government Regulations**

The health and safety of all our students, staff, host families and community members are the utmost priority at the TDSB. We are obligated to follow the regulations and recommendations of the Canadian and Ontario Governments, as well as the Toronto Public Health Authority. All new arriving international students are required to have a **14-day quarantine** before starting at school.

#### **Ontario COVID-19 regulations websites:**

- <https://www.ontario.ca/laws/regulation/r20642>
- <https://www.ontario.ca/laws/regulation/r20641>

#### **Immigration, Refugees and Citizenship Canada website:**

- <https://www.canada.ca/en/immigration-refugees-citizenship.html>

### **1.2 Cooperation with Toronto Public Health Authority**

TDSB is committed to cooperate fully with the Toronto Public Health in reporting and investigating COVID-19 cases related to international students through the TDSB's COVID-19 protocol.

### **1.3 Communication with Incoming International Students, Families and Custodians**

In order to demonstrate that students are prepared to travel to Canada, all incoming international students, their families and custodians are required to read and understand this document and complete all required steps before planning to travel to Toronto. The Toronto District School Board will be fully ready to welcome all international students and provide critical support to students while registered at the TDSB.

Attached to the end of this document you will find the **TDSB International Student Travel and Arrival Protocol Form (Appendix A)**. This document must be completed in full, signed by the student and the parent/ legal guardian and sent to [StudyToronto@tdsb.on.ca](mailto:StudyToronto@tdsb.on.ca) before you travelling to Canada.

## **2. DEFINITIONS**

Below you will find COVID-19 vocabulary. Please become familiar with these terms:

### **2.1 Physical Distancing**

Keep at least 2 metres between you and others. Avoid crowded spaces and places and wear a mask if you must be in those places.

### **2.2 Self-Isolation and Quarantine**

You must stay in a place where you are separated from all other people to prevent exposing others or yourself to COVID-19.

### **2.3 Self-Monitoring**

Check your health for possible symptoms of COVID-19. Let your parents and host family know of any health-related issues you are experiencing.

## **3. PRE-DEPARTURE**

Here are important steps for students before coming to Canada:

### **3.1 Communication**

- Contact your custodian, host family or homestay provider to get to know each other. Using Zoom or Skype are convenient and your parents can participate. Exchange emails, mobile (cell) phone numbers and chat apps (Whatsapp, WeChat) with your custodian, host family and homestay provider.
- Ensure the homestay provider agreed, in writing, arrangements and cost related to the 14 day quarantine and COVID-19 testing after arrival in Canada.
- The custodian and/or homestay needs to arrange for a private and direct transportation from the airport to the site of self-isolation/ quarantine location.

- Contact the **TDSB International Students and Admissions Office** upon arrival to your homestay. Our telephone number is 1-416-395-8120; email is: [StudyToronto@tdsb.on.ca](mailto:StudyToronto@tdsb.on.ca)

### **3.2 Household Isolation**

Before travelling to Canada, it is recommended that you self-isolate in your home for 2 weeks, and only meet your family during that time.

For information on how best to self-isolate, please follow this link:

<https://www.tdsb.on.ca/In-Person-Learning/Health-and-Safety/COVID-19-Guidance>, as well as [Government of Canada website](#)

### **3.3 Pre-Departure Medical Check / Testing**

Students should get a doctor's letter to confirm you are healthy and is safe to travel. This letter should be issued within 72 hours before departure. Bring this letter and COVID-19 test results, if applicable, when you go through immigration. Please submit an digital copy to the TDSB International Students and Admissions Office at time of reporting and registration. A COVID-19 test will be required during or at the end of your self-isolation period in Canada.

### **3.4 Packing**

Include the following items in your carry-on bag, which you will bring with you on the areoplane:

- Passport
- Study Permit or Immigration Approval Letter (if you already have one)
- TDSB Letter of support
- Custodianship declaration forms
- TDSB Official Letter of Acceptance (OLA)
- Your school transcripts (translated to English)
- Your Record of Immunization (vaccination)
- Host Family/Homestay Provider Profile with contact information
- Support for Travellers Self-Isolation Plan Form
- Change of clothes and some snacks (no liquids)
- Several face masks and small bottle of hand sanitizer (maximum 100 ml)
- Small package of sanitizer wipes

#### 4. **ARIVAL PLANS**

Before travelling to Canada, students must complete the mandatory **Support for Travellers Self-Isolation Plan ( Appendix B)** (please use the form provided at the end of this document). Email the completed form to [StudyToronto@tdsb.on.ca](mailto:StudyToronto@tdsb.on.ca) least 2 weeks before travelling to Canada. Remember to bring a copy with you together with the documents mentioned in the previous section. You must also download the new **ArriveCAN** app (Apple Store or Google Play) from the [Government of Canada website](#). Canadian immigration officers will ask students to show your information at the point of entry.

##### 4.1 **Support for Travellers Self-Isolation Plan**

- Before travelling to Canada, students **MUST** complete the form found at the end of this document, called **Support for Travellers Self-Isolation Plan**.
- At Canada Border Services, immigration officers may ask students to show proof of the **Support for Travellers Self-Isolation Plan**. You should then present this form, and the information must be correct.
- TDSB International Students and Admissions Office will review your **Support for Travellers Self-Isolation Plan** to ensure accuracy in advance of your trip.
- Please make sure to fill out the Travel Information and the Certify Declaration sections very carefully before emailing it to TDSB International Students and Admissions Office.
- Email a copy of the **Support for Travellers Self-Isolation Plan** to the International Education Office at [StudyToronto@tdsb.on.ca](mailto:StudyToronto@tdsb.on.ca) 2 weeks in advance of travelling.
- Print a copy to bring with you in your carry-on bag.
- Keep a copy on your mobile phone.

##### 4.2 **The ArriveCAN App**

The ArriveCAN App is available for iPhone and Android and can be downloaded from the App Store or Google Play (([iOS](#), [Android](#) or [web format](#)). This app must be setup before you travelling to Canada. Canadian immigration officer, at the airport, will provide you with a TOKEN NUMBER; which you will need to enter in your profile.

You can view and download the app by visiting the following website:

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

##### 4.3 **Airport/Flight:**

Upon travelling and arrival please consider these suggestions:

- **Wear a face mask:** Remember to wear a mask at all times.

- **Hand Washing:** Wash your hands before you board the airplane and bring a bottle of hand sanitizer; to use as often as you can during the journey.
- **Physical Distancing:** where possible, keep 6 feet (2 metres) distance between you and other people.
- **Keeping Safe:** Keep your mobile (cell) phone charged.
- Snacks: bring snacks with you; as carry-on luggage. Restaurants in the airport may not be open, or there will be long lines/queues. When you get to your airplane seat, remember to wipe down your area, especially the TV screen (if there is one), the folding table and armrests. When finished, remember to use hand sanitizer to clean your hands.

#### 4.4 Arriving in Canada

When you get ready to go through Canadian Border Services at Toronto Pearson International Airport, remember to do the following:

- After landing at the airport, notify your custodian and host family (by text, WhatsApp, WeChat). Keep them informed until you arrived at the homestay/ isolation location.
- Print **Support for Travellers Self-Isolation Plan**, store in convenient location (knapsack, purse, handbag) ready to show to the immigration officer.
- Have a copy of your host family profile.
- Have a copy of the Official Letter of Acceptance and a letter of support from the Toronto District School Board.
- Make sure you get your Study Permit from the immigration officer if you are coming for more than six months of study (paper copy of the permit).
- Meet the person picking you up on the other side of the Arrival Gate (custodian, host family or homestay) at the spot they will have predetermined.

### 5 SELF-ISOLATION/ QUARANTINE

#### 5.1 Government Rules and Communication:

In Ontario, everyone is working hard to keep COVID-19 under control. We do this by following important rules from government authorities at the provincial and municipal levels.

- When you get to your new home you must self-isolate for 14 days. This means you are to stay in your room and avoid direct contact with your host family members. You must use a dedicated washroom for yourself only and discuss safe laundry procedures with your host family.
- The governments of Canada and Ontario want to make sure all new arrivals to Canada are safe and healthy. To do this, they may call you, your custodian or your host family to make sure you are self-isolating and following the law.

- During the student's quarantine time, TDSB will follow the reestablished protocol for notifying the local and provincial authorities on COVID-19 related compliances and reporting cases of infection.
- A staff member of guidance counsellor team from the **TDSB International Students and Admissions Office** will also **check-in with you daily** to see how you are doing. You must be prepared to answer those calls, since that person will verify that you are following the expectations of self-isolation.
- The International Students and Admissions Office will give approval for you to start in school after the 14 days. This will be done through communication directly with your school principal before you can participate in school.

## 5.2. Staying safe:

- While you are self-isolating, it is important that you remain in your room. You are able to leave your room to go to the bathroom; assigned for your use. Remember to keep your room clean and practice good hygiene. Some examples are washing your hands often, showering every day, cleaning the bathroom after using it; use cleaning supplies the host family will leave in the bathroom for you (please ask your parents to teach you how to clean your room and bathroom before travelling).
- Cover your mouth and nose with your elbow when you cough or sneeze.
- Wear a face mask when you are interacting with anyone, such as your host family.

## 5.3 Your Physical Health

- Stay active during self-isolation! This is a great opportunity for you to try a new exercise routine in your room. Some suggestions are jumping jacks, yoga, skipping rope. There are free online exercise videos!
- It is important to make sure you establish a healthy routine as quickly as possible. Go to bed at a reasonable hour and do not stay up all night playing video games or chatting with your friends back in your home country.
- Notify your custodian, your host family and your TDSB guidance counsellor for international students **immediately by phone, email, or text,** if you develop symptoms and require medical care. The International Students and Admissions Office can also be reached at: 416-395-8120 or [StudyToronto@tdsb.on.ca](mailto:StudyToronto@tdsb.on.ca).

## 5.4. Monitor your Mental Health

The 14 day self-isolation period may be challenging and stressful. There may be times when you may feel sad, nervous, anxious, or homesick. There are a number of strategies to help you manage these feelings.

- Make video chat (WhatsApp, FaceTime, WeChat) with your host family daily. Text or call your custodian and let them know how you are feeling.
- Participate in daily check-in with the TDSB guidance counsellor for international students. Call the TDSB International Students and Admissions Office if you have any questions or need assistance at 1-416-395-8120.
- StudyInsured, your health insurance provider, provides medical and counselling services. TDSB international students can speak to a counsellor 24 hours a day, 7 days a week. You can call to talk about how you feel, what you experience and ask for advice in your first language. Calls are confidential and free program for International Students. Telephone: 1 866 883 9787

**StudyInsured**

<https://www.studyinsured.com//tdsb>

### **5.5 Stay Connected**

- Ask your host family for WiFi access.
- Contact your friends and family when you are self-isolating, daily.
- Check your email daily and respond to all email from the International Education Office or your guidance counsellor.

### **5.6 COVID-19 Test**

- The Government of Ontario requires all local and international students who have been out of the country to undergo a COVID-19 test before being admitted into school.
- You will be required have the COVID-10 test during the 14-day self-isolation period.
- Your custodian/host family must assist you getting the test. Before your arrival in Toronto, make sure you communicate with your custodian and homestay. They need to know how to book a COVID-19 test near where you live. For more information on the testing centers, please follow this link: <https://covid-19.ontario.ca/assessment-centre-locations>
- Please submit your COVID-10 test results to the International Students and Admissions Office once received, [StudyToronto@tdsb.on.ca](mailto:StudyToronto@tdsb.on.ca).

## **6 POST-QUARANTINE**

Once you are cleared to start school, you will be able to start classes and to meet new classmates and make new friends. However, if on any given day or any given time you feel ill, or think you have any symptoms of COVID-19, you **MUST** stay home **AND**

immediately call your school and the Guidance Counsellor for International Students. The school administrator will give you direction on what to do next.

You are required to inform your custodian, parents and the homestay. During this time you need to closely monitor your health and to follow protocols and procedures that TDSB has put in place at all schools. Here are a few important links:

**TDSB Mask and Face Covering Requirements:**

<https://www.tdsb.on.ca/In-Person-Learning/Health-and-Safety/Mask-and-Face-Covering-Requirements-For-TDSB-Students-and-Staff>

**Student Self-Assessment:**

<https://www.toronto.ca/wp-content/uploads/2020/08/94e5-Survey-poster-Schools.pdf>

**TDSB Daily Health Screening:**

<https://www.tdsb.on.ca/In-Person-Learning/Health-and-Safety/Daily-Health-Screening>

**Covid-19 Decision Guide for Schools (Appendix C)**

**Supporting International Students**

Our dedicated team of principals, guidance counsellors for international students and staff at the TDSB are committed to supporting and promoting student well-being, safety, academic success and social integration in our schools and communities.

International students have full access to all available services at school to help you adapt and flourish during your study at TDSB. In the current context of COVID-19, it is important that you are familiar with the following levels of support to help you manage the 14-day self-isolation period and to be ready for school.

All international students at TDSB are under the Comprehensive Emergency Medical Insurance covered through **StudyInsured**, including Covid-19. **Your insurance coverage starts two weeks before your official start date. For details on your coverage, please follow this link: [International Student Insurance Plan](#)**

**6.1 The Custodian:**

- Custodians are the persons who parents appointed to be legally responsible for international students while studying in Canada.
- TDSB requires the custodian to reside in the Greater Toronto Area (GTA) so that they may be reached and be available, at any time, to assist students. For elementary students, the parent, custodian or legal guardian must live with the student.
- Once at the Toronto airport, students must be met by their custodian, or an approved designate. This individual will be at the airport to greet the student and



provide appropriate transportation to directly take the student to the designated 14-day self-isolation location (homestay). The custodian will provide his/her the address and contact information to the student. The custodian will provide the address and contact information of the self-isolation location to the International Students and Admissions Office.

- The custodian shall continue to provide the student with the necessary supports for the quarantine period and for the duration of their contract with the student's parents.
- The custodian shall call the student daily to check with you, support and help you during the 14-day self-isolation period and beyond.

#### **6.2 Homestay or Host Family:**

- The homestay or host family is one of the most important aspect of the student's experience. The student lives with the homestay and develops rapport with the host and his/her family. The host is expected to take care of your wellbeing by providing the student with a nurturing home environment, nutritious meals, safety, care and friendship.
- TDSB requires all international students under the age of 18 to reside with a family member or a host family who can ensure proper care and well-being of our students.
- During the 14-day self-isolation period, the homestay, if different from custodian, must communicate with the custodian daily. The homestay must contact the International Students and Admissions Office if there are concern regarding the student's health and well-being.
- The homestay shall continue to provide the student with necessary supports and assistance if the quarantine is extended.

#### **6.3 Guidance Counsellor for International Students (GCIS):**

- A GCIS will conduct daily check-in with students in self-isolation; using online tools such as Google Meet, Zoom or FaceTime during the 14-day quarantine.
- The GCIS will continue to support, guide and assist international students at the designated school.

#### **6.4 Your Homestay Coordinator:**

- Some homestay providers have homestay coordinators to work with the host families and custodians to support students.
- Homestay Staff shall ensure the accommodation is suitable for self-isolation, including the room and private washroom.
- The International Students and Admissions Office will collaborate with parents who have hired/contracted homestay provides to support the student.

#### **6.5 International Students and Admissions Office:**

Our office staff works closely with TDSB schools and other departments to support international students. Please contact our office for support with the application, acceptance, arrival and the COVID-19 14-day self-isolation period. Our staff is available to provide support to families. Please call or email us at:

Phone: 1-416-395-8120

Email: [StudyToronto@tdsb.on.ca](mailto:StudyToronto@tdsb.on.ca)

### **6.6 School Principal and Vice-Principal:**

School principals with with her/his staff (teachers, office staff, support staff) to support every student at their school. The school principal oversees student academic success, wellbeing, mental health, safety and social integration within the school.

Please introduce yourself to your principal when you start school....they will love to meet you in person.

### **6.7 School Based Guidance Counsellors:**

- Student Services is a department where students can meet your Guidance Counsellor to discuss about academic, social-emotional support, volunteer opportunities, post-secondary options and much more. There may be several guidances counsellors at each school. Generally, there may be a designated guidance counsellor to support international students. Please indicate that you are international student and ask if there is a designated guidance counsellor.
- Guidance Counsellors work closely with international students to select courses, change timetables, learn about clubs and sports, apply to college or university and mentoring.
- It is very important that you communicate regularly with the guidance counsellor especially during COVID-19.

### **6.8 School Nurse:**

Elementary and secondary schools in TDSB have a public health nurses assigned to them who may be contacted as needed. When students are at school, when students have concerns about their health, please meet with the guidance gounsellor (above) who will assess if you need to see a nurse or doctor, in consultation with your custodian.

### **6.9 Mental Health Team:**

COVID-19 restrictions and social distance requirements may have a negative effects on students' mental health resulting in feelings of anxiety, fear, social isolation, sadness and more. To help our students, school-based social workers are available to help with the mental health needs of students through a referral process.

For more information on support for Mental Health and Well-Being at the TDSB, please visit: <https://www.tdsb.on.ca/Elementary-School/Supporting-You/Mental-Health-Well-being>

You may also call the insurance provider for TDSB international Students for support: <https://www.studyinsured.com//tdsb>

## **7. INCLUSION AND EQUITY**

The TDSB has clear policies to manage bullying, discrimination and racism, which has been expanded to include any implications and profiling that has risen from the COVID-19 pandemic. Our school administrators and teachers will be vigilant around check-ins with our international students, reminding them the team is there to support them if concerns of discrimination or harassment arise.

You may follow this link for more information:

<https://www.tdsb.on.ca/About-Us/Equity/Addressing-Discrimination-and-Other-Inequities>

## **8. KEY LIAISON PERSONNEL**

The following staff members of the TDSB will be the key point of contact(s) at the International Students and Admissions Office (ISAO) to liaise with the Ministry of Education and the local health authorities:

Mr. Kien Luu, Central Assigned Principal, ISAQ: 416-395 1808 [kien.luu@tdsb.on.ca](mailto:kien.luu@tdsb.on.ca)

Mr. Fred Liu, Manager, ISAQ: 416-395 2880 [fred.liu@tdsb.on.ca](mailto:fred.liu@tdsb.on.ca)

## **9. RESOURCES**

### **Toronto Public Health:**

<https://www.toronto.ca/city-government/accountability-operations-customer-service/city-administration/staff-directory-divisions-and-customer-service/toronto-public-health/>

### **Toronto Pearson International Airport Public Health Measures:**

<https://www.torontopearson.com/en/healthy-airport/measures-in-place-in-response-to-covid-19>

### **Public Health Ontario:**

<https://www.publichealthontario.ca>

### **How to Self-isolate:**

<https://www.publichealthontario.ca/-/media/documents/ncov/factsheet-covid-19-how-to-self-isolate.pdf>

### **Government of Canada – Travel Restrictions:**

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

**TDSB Mask and Face Covering Requirements:**

<https://www.tdsb.on.ca/In-Person-Learning/Health-and-Safety/Mask-and-Face-Covering-Requirements-For-TDSB-Students-and-Staff>

**Student Self-Assessment:**

<https://www.toronto.ca/wp-content/uploads/2020/08/94e5-Survey-poster-Schools.pdf>

**TDSB Daily Health Screening:**

<https://www.tdsb.on.ca/In-Person-Learning/Health-and-Safety/Daily-Health-Screening>

## **APPENDIXES**

- A.** TDSB International Student Travel and Arrival Protocol Form
- B.** TDSB Support for Travellers Self-Isolation Plan
- C.** Covid-19 Decision Guide for Schools
- D.** Canada Homestay Network (CHN) Safe Arrival Protocol

# Toronto District School Board

## International Student Travel and Arrival Protocol Form

### 2020-2021 School Year – COVID-19

We look forward to welcoming you to Toronto District School Board's ("TDSB") International Student Program (the "Program"). However, due to the current COVID-19 pandemic, TDSB's number one priority is the health and safety of all students, staff, schools, host families/homestay providers and communities. We must ensure that international students and travellers follow [important protocols](#) to reduce the risk of transmitting COVID-19, including undertaking a mandatory 14-day quarantine period immediately upon their arrival in Canada. The following document outlines the expectations of the government of Canada, provincial and local public health authorities as well as TDSB. The Program operates within the context of all TDSB policies, procedures, guidelines, and protocols as may be amended from time to time. All students must abide by these expectations to participate in the Program.

Please go over each line of this document and checkmark each point to indicate you understand, agree and will follow that guideline. Once completed, this document must be signed and emailed to [StudyToronto@tdsb.on.ca](mailto:StudyToronto@tdsb.on.ca) at least two (2) weeks before arrival.

- TDSB International Student Program Phone (8:30 AM to 4:30 PM): 1-416-395-8120
- Emergency Health Insurance (24 hours): 1-866-883-9787

#### 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. 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](#).
- Attend online daily check-in sessions with your guidance counsellor for international students (GCIS).

#### Pre-Departure (Before You Leave Your Country):

- Contact the host family/homestay provider and discuss expectations. Provide your host family/homestay provider with a current photo of yourself.
- Provide arrival information and exchange contact information (cell phone number, email).

*Continued on next page...*

Please complete pages 6-7 of this document and submit to [StudyToronto@tdsb.on.ca](mailto:StudyToronto@tdsb.on.ca) two (2) weeks BEFORE arriving in Canada.

#### International Students and Admissions Office

5050 Yonge Street 1st floor Toronto, Ontario, Canada, M2N 5N8

[www.StudyToronto.ca](http://www.StudyToronto.ca)

Tel: +1 (416) 395 8120

email: [StudyToronto@tdsb.on.ca](mailto:StudyToronto@tdsb.on.ca)



# Toronto District School Board

## International Student Travel and Arrival Protocol Form

### 2020-2021 School Year – COVID-19

- Read *How to quarantine (self-isolate) at home when you may have been exposed to COVID-19 and have no symptoms* from the [Government of Canada website](#).
- Complete, print and email the mandatory *Self-Isolation Plan* to [StudyToronto@tdsb.on.ca](mailto:StudyToronto@tdsb.on.ca). Please a copy if asked for it when arriving in Canada.
- Download the ArriveCAN Application ([iOS](#), [Android](#) or [web format](#)). Prior to arrival, all international students and travellers must provide their information for approval on the Canadian government's ArriveCAN Application.

#### Packing – What to Bring:

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

- Passport.
- Study Permit/Study Permit Approval Letter/Confirmation.
- Custodianship documents.
- Letter of Acceptance issued by TDSB.
- Host family/homestay provider profile and contact information.
- Contact information for the TDSB International Student Program/International Students and Admissions Office.
- Confirmation of health insurance coverage, if applicable.
- Copy of this document signed by yourself and your parents/guardians.
- Printed *Support for Travellers Self-Isolation Plan* form.
- 2 Masks (two or more).
- Travel-size hand sanitizer (maximum 100 ml).
- Disinfecting wipes.
- Prescription medication and hygiene products.
- Change of clothes (in case of delayed luggage).
- Thermometer, if possible.

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

- A minimum of 30 disposable and 2 or more cloth face masks.
- One large bottle of hand sanitizer.
- Personal hygiene products.

*Continued on next page...*

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# Toronto District School Board

## International Student Travel and Arrival Protocol Form

### 2020-2021 School Year – COVID-19

- 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 laptop when coming or returning to Canada to study for the 2020-2021 school year.

#### Airport and Travel Protocol:

- Wear a mask.
- Wash hands frequently, use hand sanitizer and avoid touching face.
- Use hand sanitizer regularly and as necessary, particularly before eating.
- Practice physical distancing and touch as few surfaces as possible (2 meters or 6 feet from others).
- Disinfect/Sanitize your personal space (e.g. armrests, seat belts, tray tables, screens) and minimize washroom trips, if possible.
- Keep cell phone charged (bring a phone charger with you in a personal bag and if using throughout the flight, clean it with a disinfecting wipe frequently).
- Bring your own food as restaurants or stores may be closed.
- Bring a refillable water bottle.

#### Arrival in Canada Protocol:

Upon arrival in Canada, the student should proceed through the airport while physical distancing (2 meters 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/homestay provider (bring your homestay profile)
- Copies of any documents provided to you by TDSB
- Contact information for the 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!

*Continued on next page...*

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# Toronto District School Board

## International Student Travel and Arrival Protocol Form

### 2020-2021 School Year – COVID-19

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

- Contact host family/custodian/homestay provider and confirm pick up point.
- Wear a fresh mask and frequently wash and sanitize your hands.
- Have all documents ready to proceed through immigration.  
Maintain physical distancing when picking up luggage.
- Load your own luggage into the car and sit in the back seat, if possible.

#### **In your Home or Homestay – Self-Isolation:**

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 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:**

- You are required to self-isolate for 14 days. Stay in your room and avoid contact with others.
- When you arrive at your host family/homestay provider's home, immediately remove your travel clothes and place them in a plastic bag for your host family/homestay provider to wash for you.
- Your homestay family will provide you with food, clean linens, a comfortable room and internet access.
- Keep your room well-ventilated and clean – open your window to allow air circulation.
- Practice good hygiene and use a separate bathroom, which the host family/homestay provider will designate.
- Clean and disinfect the bathroom after every use.
- Stay connected with friends and family by phone or internet.
- Monitor your physical/mental well-being. If you don't feel well, let your host family/homestay provider know.
- Attend online daily check-in sessions with your guidance counsellor for international students (GCIS).

*Continued on next page...*

Please complete pages 6-7 of this document and submit to [StudyToronto@tdsb.on.ca](mailto:StudyToronto@tdsb.on.ca) two (2) weeks BEFORE arriving in Canada.

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# Toronto District School Board

## International Student Travel and Arrival Protocol Form

### 2020-2021 School Year – COVID-19

- Empty garbage daily into a plastic bag and leave outside room for host family/homestay provider to dispose.
- The host family/homestay provider will give instructions regarding laundry (clear laundry bag outside of the room).
- Keep personal items separate from those belonging to others.
- Ask for help from your host family/homestay provider if you need it!
- At the end of the 14-day self-isolation period, you must obtain a negative COVID-19 test result and submit it to the TDSB International Programs and Admissions Office before you can go to school.

#### **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 legal custodian.
- Use the Ontario [self-assessment tool](#) and seek medical attention as necessary.
- To avoid spreading COVID-19, the following may occur:
  - The student will remain in the accommodation, in accordance with Public Health direction.
  - Natural parents will be informed.

*Continued on next page...*

Please complete pages 6-7 of this document and submit to [StudyToronto@tdsb.on.ca](mailto:StudyToronto@tdsb.on.ca) two (2) weeks BEFORE arriving in Canada.

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# Toronto District School Board International Student Travel and Arrival Protocol Form 2020-2021 School Year – COVID-19

**Student and Parent/Guardian, read very carefully before signing:**

Self-Isolation is a requirement of the Government of Canada’s *Quarantine Act* and is not optional. Students who are in private homestay arrangements or with parents/guardians must also self-isolate for 14 days. The Government of Ontario also requires a negative COVID-19 test result obtained during or right after your 14-day isolation period. By signing below, I affirm that I have read in full, understand and agree to comply with the expectations and requirements listed in this document.

***I (student) clearly understand that if I do not follow these expectations, I will not be allowed to start in the school, and I risk being dismissed from the Program. We (student and parent/guardian) are aware that any violation of the Quarantine protocol will result in immediate removal from the Program. Custodianship services will be cancelled, and the student will have to return to the care of their natural parent(s)/guardians 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 Quarantine Act and local public health authorities, and the serious consequences/penalties for not complying with the Quarantine Act. We understand that students and parents/guardians are responsible for any government-imposed fines incurred due to breach of the Quarantine Act and regulations from the Governments of Canada and Ontario. 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 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’s Legal Name (Printed):		
Student’s Signature:		Date

*Continued on next page...*



# Toronto District School Board

## International Student Travel and Arrival Protocol Form

### 2020-2021 School Year – COVID-19

First Parent:

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

Second Parent, if applicable:

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

Please complete pages 6-7 of this document and submit to [StudyToronto@tdsb.on.ca](mailto:StudyToronto@tdsb.on.ca) two (2) weeks BEFORE arriving in Canada.

**International Students and Admissions Office**

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**PRIMARY STUDENT CONTACT INFORMATION**

First Name (Primary Contact)	Last Name (Primary Contact)	Date of Birth (yyyy/mm/dd)	
Phone Number	Email Address		
Canadian Home Address	City	Province/Territory	Postal Code

**TRAVEL INFORMATION**

Are there additional travellers in your group? <input type="checkbox"/> Yes <input type="checkbox"/> No  If yes, how many? _____	<b>ADDITIONAL TRAVELLERS (Please list additional travellers)</b>		
	<b>First Name</b>	<b>Last Name</b>	<b>Date of Birth (yyyy/mm/dd)</b>
Arrival Date (yyyy/mm/dd)			
Arrival By: <input type="checkbox"/> Air <input type="checkbox"/> Sea <input type="checkbox"/> Ground			
Airline/Flight number (if applicable)	Direct Flight? <input type="checkbox"/> Yes <input type="checkbox"/> No	If no, please specify (city, country)	
Departure from (City, Country)	Arrival in (city, country)		

**SELF-ISOLATION PLAN**

Do you have accommodation arranged for your self-isolation period? <input type="checkbox"/> Yes <input type="checkbox"/> No	If yes, which city will you be isolating in?
If yes, what is the address and phone number of where you will be staying?	
If yes, isolation type? <input type="checkbox"/> With Host Family <input type="checkbox"/> With Parent(s) <input type="checkbox"/> Commercial (hotel)	
Do you need accommodation assistance to self-isolate from anyone who is over 60 years old or who has heart disease, high blood pressure, asthma or other lung disease, diabetes, cancer, immune suppression or is taking prednisone medication? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Are you able to make the necessary arrangements for your self-isolation period? (e.g. food, medication, child care, cleaning supplies, pet care). <input type="checkbox"/> Yes <input type="checkbox"/> No	
What form of transportation will you take to your self-isolation location? <input type="checkbox"/> Host Family Vehicle <input type="checkbox"/> Homestay Coordinator Vehicle <input type="checkbox"/> Parent(s) Vehicle <input type="checkbox"/> Taxi or Airport Bus	

**CERTIFY DECLARATION**

<input type="checkbox"/> I certify this to be accurate.	Student Signature:	Date:
<input type="checkbox"/> I certify this to be accurate.	Parent Signature:	Date:

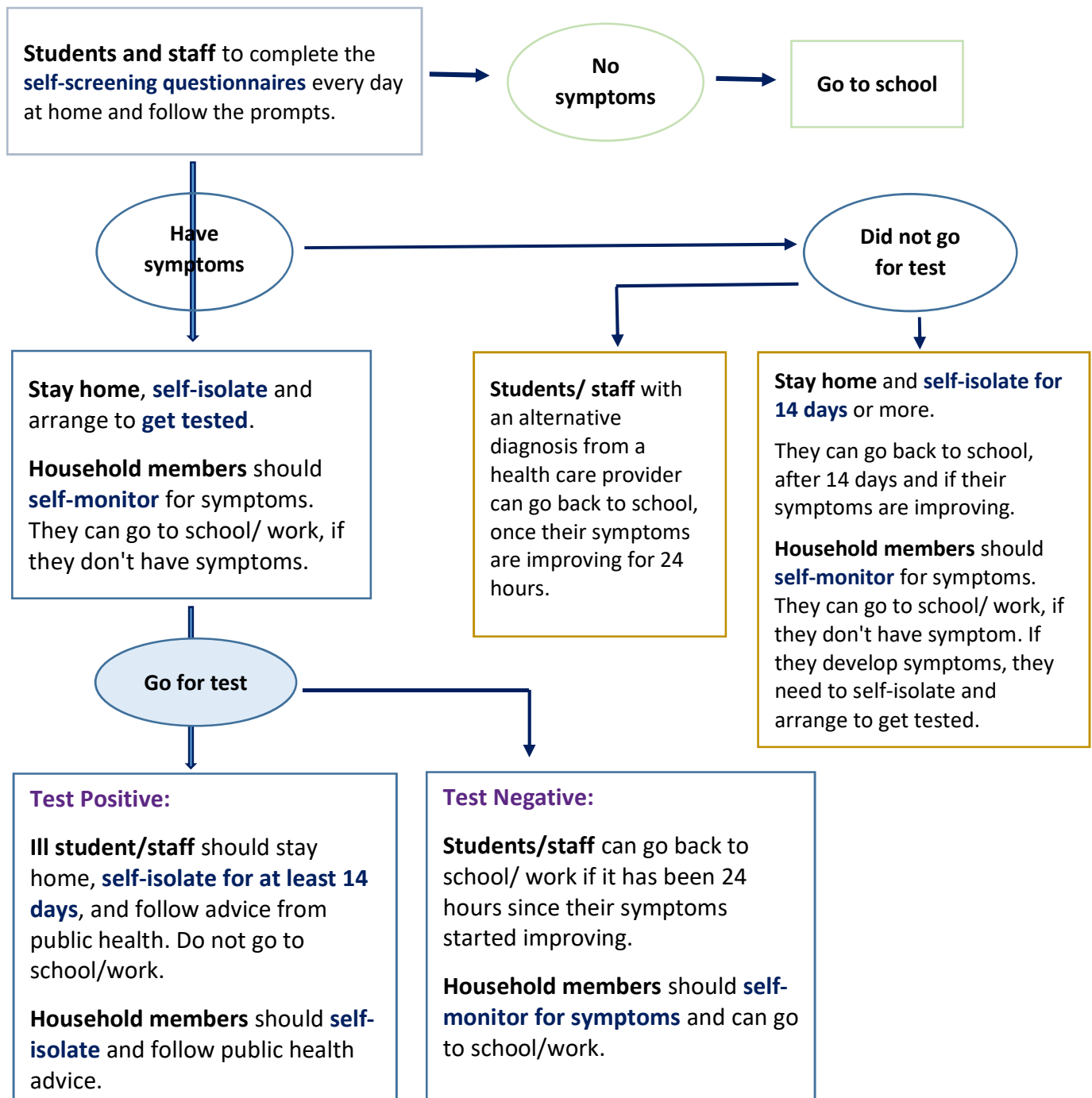
Please email this form with necessary documentations to the TDSB International Education and Admissions Office BEFORE arriving in Canada at [StudyToronto@tdsb.on.ca](mailto:StudyToronto@tdsb.on.ca). For assistance, please call (416) 395-8120.

# COVID-19 School Decision Guide

Updated September 24, 2020

**For all situations listed in the flow chart below:**

- If the student or staff has symptoms and has been in close contact with a person who has COVID-19, the ill student/staff will need to self-isolate for 14 days. Their household members will need to stay home and self-isolate until COVID-19 is ruled out.
- Anyone who has travelled outside of Canada is required to self-isolate for 14 days. Their household members do not need to self-isolate if they have not travelled, if they don't have symptoms and they are not a close contact of a positive case.





## 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.

CHN’s 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.

Currently, all international students must complete, before their arrival in Canada:

- a Self-Isolation Plan to satisfy current Canadian government travel restrictions<sup>1</sup> concerning COVID-19, which require travelers arriving in Canada to quarantine for 14 days;
- the Canadian government’s [ArriveCAN](#) application<sup>2</sup> (available on line); and
- a separate Self-Isolation Plan for Alberta (also available on line).

Failure to satisfy these requirements is a breach of the student’s CHN Participation Agreement (“PA”) and the regulations and recommendations of various Canadian governmental authorities and subjects the student to additional penalties proscribed by the Canada federal government and other Canadian provincial and local Health Authorities (including but not limited to the penalties proscribed by the Quarantine Act, which include up to 6 months in prison and/or \$750,000 in fines).

CHN is ready to help our students satisfy these requirements through two accommodation options, which we developed in collaboration with The Canadian Association of Public Schools – International (CAPS-I) and Languages Canada:

### **Option 1: Quarantine with selected CHN Homestay hosts**

Students will be placed with their regular host family, if available for quarantine, or a respite host family for the quarantine period only, at CHN’s discretion. Minors will be given priority placement in homestay.

**CHN will 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.

### **Option 2: Quarantine with Hotels offering “Safe Stay” programs with special rates**

Students will be provided with a special CHN discount code in order to book directly with the hotel. The rate will include three meals per day, airport transfer, and standard room amenities. For information about CHN’s hotel quarantine option, visit <https://canadahomestaynetwork.ca/safe-arrival-hotel-fees/>

In both options, CHN offers:

- Emergency support 24x7, as usual
- keep.me SAFE™ by guard.me counselling service for emotional support
- Virtual Programming during Quarantine period, with other CHN students

If a student develops symptoms while in quarantine, CHN will follow public health guidelines. If the student develops symptoms while living with a respite quarantine host, the student must stay with their

<sup>1</sup> <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/latest-travel-health-advice.html#f>

<sup>2</sup> <https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19/arrivecan.html>



## The Canada Homestay Network “Safe Arrival” Protocol

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.

### Student Pre-Departure Plan:

1. Confirm your plans with CHN
  - Complete the and sign this document to confirm your understanding of CHN's “Safe Arrival” protocols
  - Pay CHN Fees
  - Receive Matching details – in the Hotels option, register with Hotel using CHN Discount Code
  - Because Students may be required to complete their Quarantine (Self-Isolation) in one of our Gateway cities only – Montreal; Toronto; Calgary or Vancouver - please separate reservations for international flights to Canada from onward domestic flights in Canada, which must be booked as open tickets with no specific date.
  
2. 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. If you are staying in a hotel, contact your CHN Relationship Manager concerning any questions about your hotel stay.
  - You will be informed before arrival as to who will be picking you up at the airport; it may be your host, a driver from a transportation provider, or the hotel shuttle bus. Make sure you are clear about where you will be meeting your host or driver after arriving at the airport.
  - Carry your host's or hotel's cell phone number or the transportation provider's phone number – this is important for all arrivals.
  
3. 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-day quarantine after arrival. Please contact your school for resources. In addition, please visit <https://canadahomestaynetwork.ca/student-covid-19/> for more ideas about being prepared for quarantine.
  
4. Household and Hotel 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](#)
  
5. Medical Check / Testing
 

Students who are able to obtain a medical clearance letter/certificate and a 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.
  
6. Arrival Plans
 

All travellers must download and complete the Canadian government's [ArriveCAN](#) application for approval prior to their arrival. [ArriveCAN](#) is available as a mobile app or you can [sign in online](#).

In addition, students studying in Alberta must complete, send and print the MANDATORY Self-Isolation Plan for their province in advance: <https://travel.isolationplan.alberta.ca/en>
  
7. 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



## The Canada Homestay Network “Safe Arrival” Protocol

- Art supplies and music, for activities during quarantine program

In your carry-on luggage, also bring 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 (if applicable)
- Letter of Acceptance from your school
- Homestay profile and contact information, or a printed copy of your reservation, showing your hotel name and address, and airport pickup service
- Contact information sheet for our staff, including our 24/7 emergency phone number
- Copy of the Declaration on Departure, signed by yourself (and parents, for minors)
- Print out of Self-Isolation Plan (Alberta)
- Change of clothes for upon arrival to your homestay

### **Student Travel Plan:**

On the day of travel, complete and sign the Declaration on Departure included in this document.

Before boarding the flight, students must submit their information in the ArriveCAN app including:

- travel and contact information
- quarantine plan
- COVID-19 symptom self-assessments

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, students must be ready to show their ArriveCAN receipt. A border services officer will verify that the student has submitted their information digitally. As students proceed through the airport, they must continue to maintain physical distancing.

The student must have the documents outlined under ‘Packing’ ready to provide to Canada Border officer who assess travellers for symptoms.

Upon arrival at the final destination airport:

- Text your driver and/or host family or contact the hotel bus as instructed
- Wear a fresh mask and gloves





## The Canada Homestay Network “Safe Arrival” Protocol

- 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

Within 48 hours after arriving at the quarantine destination (host home or hotel), all students must use the ArriveCAN app or call 1-833-641-0343 to:

- confirm that they have arrived at the address provided for quarantine; and
- complete daily COVID-19 symptom self-assessments during the quarantine period.

### **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 or hotel will provide students with food, clean linens, a comfortable room and access to them via text message, FaceTime and other remote communication.

### **Student Expectations**

- We are ready to help! Just ask us! Call your CHN Relationship Manager, or contact your host, who will contact CHN. For hotel stays, you can also dial 0 for the hotel operator.
- 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. Clean the bathroom regularly with household cleaning products. Flush the toilet with the lid down. In hotels, in accordance with each hotel’s “Safe Stay” protocols, clean the bathroom regularly with household cleaning products.
- 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. In hotels, always wear a mask outside your room. When using the hotel elevator, ask other guests to let you be alone; outside, you can stay in a private place in the hotel patio.
- 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.
- 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.
- 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>3</sup> Your host or hotel will bring your meals to your room. Leave the dirty dishes outside your door when you are finished. Do not share dishes, drinking glasses, cups, eating utensils.

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<sup>3</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

- Avoid prolonged periods of inactivity. CHN will offer light movement or exercise regimens upon request!

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**. **IMPORTANT:** When contacting you during quarantine to ensure compliance, the Canadian Government will never ask you for financial information.

### 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, 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.
- 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.
- With some guidance, students can be expected to do their own laundry. They should wash the clothes they wore on the flight immediately and keep their laundry separate from the family.

### 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!



# The Canada Homestay Network

## “Safe Arrival” Protocol

### Additional Considerations:

If a Student develops Symptoms or is Diagnosed

- Contact the CHN Relationship Manager or CHN Emergency Line, immediately at: 1-877-441-4443 extension 1;
- 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.

### 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
- As stated above, students are required to bring some PPE with them from home, but hosts should have their own supply on hand for their personal use when interacting with the student.

### Definitions:

The Public Health Agency of Canada draws a distinction between the need to [quarantine](#) (self-isolate) and [isolate](#).<sup>4</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).

### 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:

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<sup>4</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

<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>
- 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)



# The Canada Homestay Network

## “Safe Arrival” Protocol

**Student and Natural Parent Declaration (to apply for any of CHN’s Quarantine options):**

Please read the following and send this page, duly signed, to your Relationship Manager, or email to [studentinfo@canadahomestaynetwork.ca](mailto:studentinfo@canadahomestaynetwork.ca) with your homestay application.

In consideration of the provision of the CHN Safe Arrival Protocols for Homestay and Hotels (SAP), each of the Participant and his/her parents and/or guardian(s) hereby:

- A. Acknowledges and agrees that the Declaration on Departure and SAHP herein form part of the Participant’s HA and PA and all covenants, declarations, conditions and other terms and provisions therein.
- B. Confirms that they have each read and agree to comply or to cause compliance, as the case may be, with the Declaration on Departure and SAP herein.
- C. In addition to paragraph F of the PA, the consequences of any breach by the Participant of the Declaration on Departure and SAP and/or the Restrictions may include but not be limited to:
  - the sickness and/or death of the Participant and others, without recourse to CHN or its service providers or the Participant’s school or school board;
  - immediate expulsion of the Participant from the CHN Homestay program and the Participant’s academic programs of the school or school board without recourse, refund or credit of any fees;
  - if applicable, the revocation of CHN Custodianship services, again without recourse, refund or credit of any fees paid to CHN for Custodianship;
  - the Participant being responsible for completing their quarantine and or mandatory isolation period in alternative accommodation at the Participant’s expense, subject to the approval of the local Public Health Authorities and / or the Chief Public Health Officer of Canada; and
  - the Participant being subject to additional penalties under Canada’s Quarantine Act and/or other Canadian provincial and local Health Authorities.
- D. Declares the information provided is complete and correct to the best of their knowledge; and that any incorrect or incomplete information by the Participant, his/her parents and/or guardian(s) represents a breach of this Application and is subject to the terms of paragraph F in the PA.
- E. Understands that the options provided by CHN are in limited supply and in the event that one or any of these services are unavailable, agrees to hold harmless CHN and its officers, directors, employees and independent service providers from any and all liabilities, expenses and damages however caused. In the event none of the options are available or accepted, CHN will refund the prepaid Fees in accordance with its Refund Policy, which the undersigned have read, understood and agree with.
- F. Acknowledge and agrees that this document is drawn up in English with their consent and without recourse.

Student’s Legal Name:

Date of Birth:

Quarantine Program Option	Preferences	Comment or Special Request
Homestay	I prefer this option (Check 1 or 2 >)	
Hotel	I prefer this option (Check 1 or 2 >)	



# The Canada Homestay Network

## "Safe Arrival" Protocol

*Signed by the Participant (and for minors, the Participant's natural parent(s)/legal guardian(s))*

<b>Student Full Name</b>			
Signature		Date	

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

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



# The Canada Homestay Network

## “Safe Arrival” Protocol

### Student and Natural Parent Declaration on Departure (for your travel to Canada):

Please answer the following questions and send this page, duly signed, to your Relationship Manager, or email to [studentinfo@canadahomestaynetwork.ca](mailto:studentinfo@canadahomestaynetwork.ca) **on the morning of your departure to Canada. You must also use the ArriveCAN app to provide mandatory travel information required for entry into Canada prior to boarding your flight.**

Student’s Legal Name:

Date of Birth:

Arrival Date:

Arrival Time:

	Yes	No	If no, please provide further detail
I/My child have/has been well and shown no signs of illness for the last 14 days			
To the best of my knowledge, I/my child have/has not been exposed to anyone showing signs of illness for the last 14 days			
To the best of my knowledge, I/my child have/has not been in contact with anyone who for the last 14 days: 1. has 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 I/my child will be quarantining for 14 days upon arrival in Canada per government requirements, barring emergencies circumstances			
All necessary Canadian federal and provincial forms concerning COVID-19 (including the ArriveCAN application and a Self-Isolation Plan in British Columbia and Alberta) have been completed before my/my child’s arrival in Canada			

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. If applicable, 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. I (and for minors, my natural parent(s)/legal guardian(s)) agree that the Pre-Departure Declaration has been accurately completed.

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