

# Protocols for Pre-Departure, Travel, Arrival into Canada & Homestay Accommodation

July 2020

[ocsb.ca/international](https://ocsb.ca/international)



**OTTAWA  
CATHOLIC  
SCHOOL BOARD**

## **Stay safe & healthy on your journey**

The Ottawa Catholic School Board is committed to the health and safety of our students, host families, schools and communities.

As we have altered our travel and arrival protocols, please take some time to review the information in this package.

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# Introduction

Canada remains a welcoming destination for International Students. However, as a result of the current COVID-19 pandemic, there are some necessary protocols that International Students and other travellers must follow to reduce the risk of infection and transmission of the virus.

**When you arrive in Canada, you must self-quarantine for 14 days. During this time you cannot leave your Homestay location.**

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.

These procedures outline expectations and requirements to:

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





# Pre-Departure Protocol

Use this process to prepare for your trip to Canada and plan for your quarantine when you arrive.

1

## Communication and Relationship Building with your Host Family

- Have several Skype, FaceTime or Zoom meetings to get to know one another
- Share how you have been living and precautions taken during the COVID experience
- Exchange emails, phone numbers and program into mobile phone
- Confirm who and where you will be met after arriving at the airport, as drivers or host families will not be entering the airport building



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## Preparing for 14-Day Quarantine

- Read the article: How to self-isolate after travel when you live with other family members: [www.bit.ly/canadaselfisolate](http://www.bit.ly/canadaselfisolate)
- 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 entertained during the mandatory 14-day quarantine period



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## Medical Check/Testing (Where Possible)

Students who can 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.

**If your COVID-19 test result is negative, you still need to quarantine (self-isolate) for 14 days when you arrive to Canada. This requirement is mandatory for all travellers arriving in Canada.**



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## Completing Arrival Plan(s)

Prior to arrival, all international students & travellers must provide their information for approval on the Canadian Government's ArriveCAN application. Download and complete the **ArriveCAN App** at:

iPhone/App Store: <https://apps.apple.com/ca/app/canarrive/id1505394667>

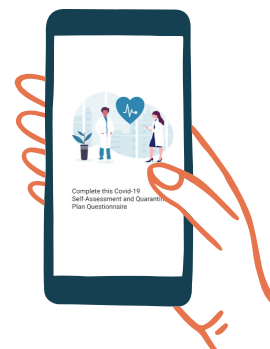
Android Devices: [https://play.google.com/store/apps/details?id=ca.gc.cbsa.coronavirus&hl=en\\_US](https://play.google.com/store/apps/details?id=ca.gc.cbsa.coronavirus&hl=en_US)

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 is to read and follow instructions within the following travel protocols:

Canada/Ontario: [www.canada.ca/en/public-health/services/publications/diseases-conditions/2019-novel-coronavirus-information-sheet.html](http://www.canada.ca/en/public-health/services/publications/diseases-conditions/2019-novel-coronavirus-information-sheet.html)

Ottawa: [www.ottawapublichealth.ca/en/public-health-topics/self-isolation-instructions-for-novel-coronavirus-covid-19.aspx](http://www.ottawapublichealth.ca/en/public-health-topics/self-isolation-instructions-for-novel-coronavirus-covid-19.aspx)



## Packing

Students must ensure they have the following packed in their **carry-on luggage**. Use this checklist to check-off the items as they are packed:

- ☐ Passport
- ☐ Study permit or approval letter (if studying for 6 months or longer)
- ☐ Letter of Acceptance from school district/board/division
- ☐ Custodianship documents
- ☐ Confirmation of health insurance coverage
- ☐ Homestay profile and contact information
- ☐ Contact information sheet for International Student Program/Homestay staff, including 24/7 emergency phone number
- ☐ Copy of this document, signed by student and parent(s)/guardian(s)
- ☐ Print-out of Self-Isolation Plan (this will be provided by your school)
- ☐ Prescription medication & hygiene products
- ☐ Change of clothes (in case of delayed luggage)
- ☐ Masks (2 or more reusable masks)
- ☐ Travel-sized bottle of hand-sanitizer (100 ml or less)
- ☐ Disinfecting wipes

Students should also bring in their **checked luggage**:

- ☐ 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 or 6 feet from others)



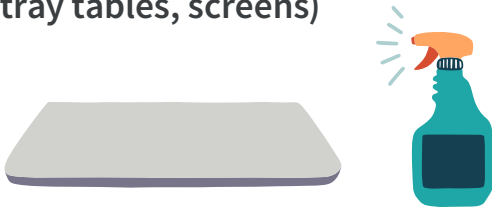
Wash hands frequently and avoid touching face



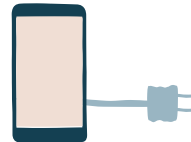
Use hand sanitizer regularly and as necessary, particularly before eating



Sanitize personal space and high-touch areas (armrests, seat belts, tray tables, screens)



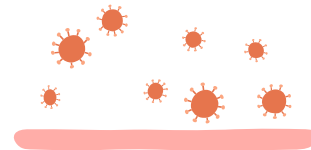
Keep mobile phone charged and if using throughout the flight to watch movies or play games, clean it with a disinfecting wipe frequently



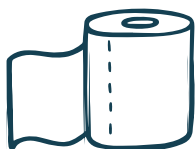
Bring a refillable water bottle



Touch as few surfaces as possible



Minimize trips to the washroom (flush the toilet with the seat cover down)



Bring some food as restaurants or stores may be closed



## If you develop COVID-19 symptoms during travel

- Most airlines around the globe, including those in Canada, prevent anyone with symptoms to board a flight. If the air traveller has COVID-19 symptoms, he or she will be denied entry on the plane. If the air traveller refuses to respond to health check questions, they will not be allowed to board the flight until they answer the questions or provide a medical certificate confirming the symptoms exhibited are not related to the COVID-19 virus. Anyone who has been in contact with someone with COVID-19 must self-quarantine for 14 consecutive days.
- Should a student be denied boarding on a connecting domestic flight for the above reason, the International Student Program will attempt to secure respite host family accommodation for the 14-day period at the student and parents' additional expense, and will work with the student to obtain medical testing as soon as possible.
- Natural parents may be asked to come to Canada to care for their child at their expense, if possible.

# Arrival in Canada Protocol & Homestay Accommodation



The student must have the documents outlined under “Packing” ready to provide to Canada Border Services including:

- 1 Print-outs or screenshots of quarantine or self-isolation plans and documents
- 2 Any confirmation numbers
- 3 Name and address of host family (bring your Homestay profile)
- 4 Copies of any documents provided to you by the Ottawa Catholic School Board
- 5 Contact information for the person picking you up at the 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!

Upon arrival in Canada the student should proceed through the airport while physical distancing (2m away from other people)

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 & 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

Although your host family will be excited to greet you, for health reasons, they will not be able to hug you or shake your hand. Do not take offense!

The Homestay family will provide the student with food, clean linens every few days, a comfortable room, and use of a separate bathroom during the 14-day quarantine period, where possible.



## Quarantine

**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 host family or Homestay Coordinator 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

- 1 Stay in your 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 that 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 a wifi connection using texts, email and FaceTime. Be creative in finding ways to interact with your host family – play games online or 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
  - b. Use <https://ca.thrive.health/> for daily self-monitoring
- 11 Establish a ‘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. All student clothes should be washed separately from other host family laundry
  - c. Student will need to wash and fold his/her own laundry
- 13 Eat in bedroom. The host family will bring meals to your room. Do not share dishes, drinking glasses, or eating utensils
- 14 Ask for help and reach out to host family or program staff any time!

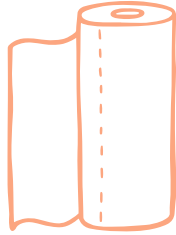
## Host Responsibilities & Expectations During 14-Day Quarantine

- 1 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
- 2 Only one healthy person should provide care to the student during the 14-day quarantine period
- 3 Do not share personal items with the student, such as toothbrushes, towels, bed linens, utensils and electronic devices
- 4 Use a separate bathroom from the student if possible and make sure everyone puts the toilet lid down before flushing
- 5 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**
- 6 Avoid re-using disposable medical masks or gloves
- 7 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
- 8 Dry your hands with disposable paper towels. If not available, use a reusable towel and replace it when it becomes wet
- 9 Washing hands with soap and water is best, but if necessary, you can also remove dirt from hands with a wet wipe and then use an alcohol-based hand sanitizer
- 10 Avoid touching your eyes, nose and mouth with unwashed hands
- 11 Prevent contact with animals, as there have been several reports of people transmitting COVID-19 to their pets

If possible, people 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.**

## Recommended Host Family Supplies

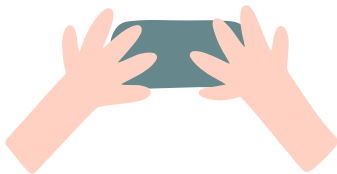
- ✓ Disposable paper towels & regular household cleaning products



- ✓ Appropriate cleaning products for high-touch electronics



- ✓ Hand soap



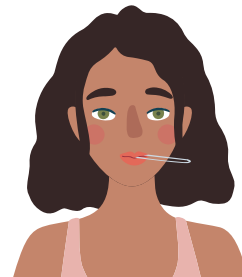
- ✓ Alcohol-based sanitizer containing at least 60% alcohol



- ✓ 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



- ✓ Additional masks



## Post-Quarantine Expectations of Student & Families

- ✓ Continue to practice proper, recommended hygiene: wash hands frequently, keep the room clean, let the 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 2 metres or 6 feet away) from all people who are not members of your immediate household
- ✓ Wear a mask in public indoor spaces (mandatory) and avoid malls, crowded spaces and contact 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!



**Here are the steps to take 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 aches, 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 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 will be made



# Confirmation Form

Please review and send this completed form to:

Jenny Perla Leon

**jenny.perlaleon@ocsb.ca**

- ☐ I have read in full, understand and agree to comply with the requirements in this **Protocols for Pre-Departure, Travel & Arrival into Canada** document.
- ☐ I am aware that any violation of the quarantine protocol will result in immediate removal from the Homestay Program. Custodianship services will be cancelled and I (the student) will have to return to the care of natural parent(s) or an alternate custodian as legally authorized through a document notarized in Canada or in the home country of the student.
- ☐ I am aware of my (the student) requirement to comply with the Government of Canada's **Quarantine Act** and the serious consequences/penalties for not complying with the Act.
- ☐ I have registered using the ArriveCAN App and completed any necessary provincial Quarantine/Self-Isolation Plan for presentation at the airport upon arrival in Canada.
- ☐ I confirm that I have appropriate medical insurance, effective as of the date of my arrival in Canada, which includes coverage for COVID-19 during the quarantine period.

Student Full Name

Signature

Date

Parent/Guardian Full Name

Signature

Date

Relationship

☐ Mother    ☐ Father    ☐ Legal Guardian    ☐ Other (please specify):

# Definitions

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

- **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/>