

International Education Services

Pre-departure, Travel & Arrival

York Region District School Board



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Protocols for Pre-Departure, Travel & Arrival into Canada

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

These procedures outline expectations and requirements to:

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

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

In this document, reference to student or international student also includes accompanying family member when it is applicable and appropriate.

An additional cost may be associated with the support provided to a student and accompanying family members to ensure the [Canadian established protocol](#) is followed.

Pre-Departure Protocol:

Communication and Relationship Building

- Maintain communication with your school district, custodian, and homestay provider about your arrival, quarantine plan and any other expectations
- If staying with a homestay host family, consider Skype, FaceTime or Zoom meetings to get to know the family you will reside with during and after the quarantine period
- Make sure you are clear about who and where you will be meeting after arriving at the airport, as drivers (if designated) may not be entering the airport building
- Carry the cell phone number(s) of the designated person who will provide you with transportation - this is important for all arrivals
- If you have not made arrangements to travel with a cell phone with international access, you may arrange – in advance – cell phone service through [PhoneBox](#). Visit their website for additional information

Preparing for 14 Day Quarantine

- Download [COVID-19 App and Daily Symptom Tracker](#)
- Together with your parents, discuss and make a plan for your physical and emotional wellness during quarantine. Consider whether there is anything you want to bring to help keep you busy, entertained during the mandatory 14-day quarantine period

Medical Check / Testing (Where Possible)

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

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

Completing Arrival Plan(s)

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

The information provided in the ArriveCAN app is used by the Government of Canada to monitor quarantine. Failure to do so may result in a fine. Public Health Ontario provides [self-isolation guidelines](#). An official may contact you during your mandatory quarantine/isolation period to verify that you are following the self-isolation guidelines. Please note: although you can expect to receive telephone call(s) to monitor quarantine/isolation compliance, no legitimate authority that is calling you will ever ask for money, bank account information, etc. Do not share this information.

Additionally, a completed the YRDSB Self-Isolation Plan, found on page 8 of this document. It must be submitted to YRDSB by email (ies.service@yrdsb.ca) prior to departure.

Packing – What to Bring

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

- Passport
- Study permit approval letter – give this to officer at the airport. The Study Permit is issued at the airport upon arrival
- Letter of Acceptance issued by YRDSB
- Custodianship documents
- Confirmation of health insurance coverage (confirmed in the Letter of Acceptance)
- Homestay profile and contact information of the host family, if applicable, including the 24/7 emergency phone number provided
- Contact information (name, address, phone number) of your custodian and/or the person with whom you will be residing
- Copy of the Self-Isolation Plan completed from within this document, signed by primary traveler
- Prescription medication & hygiene products
- Change of clothes (in case of delayed luggage)
- Masks (2 or more)
- Travel-sized bottle of hand-sanitizer (100 ml or less)
- Disinfecting wipes

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

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

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

Travel Protocol:

While in transit to the airport, in airports and during the flight(s), students must follow the protocol set out by local authorities, and:

- Wear a mask
- Practice physical distancing (minimum 2 metres from others)

- Wash hands frequently and avoid touching face
- Use hand sanitizer regularly and as necessary, particularly before eating
- Sanitize personal space and high-touch areas (armrests, seat belts, tray tables, screens)
- Minimize trips to the washroom (flush the toilet with the seat cover down)
- Touch as few surfaces as possible
- Keep mobile phone charged (bring a phone charger with you in a personal bag) and if using throughout the flight to watch movies or play games, clean it with a disinfecting wipe frequently
- Bring some food as restaurants or stores may be closed
- Bring a refillable water bottle

If a student/traveler develops symptoms during travel:

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

Arrival in Canada Protocol:

Upon arrival in Canada the student and accompanying family members should must follow the [Canadian established protocol](#) and move through the airport while physical distancing (2m away from other people.) The student must have the documents outlined under 'Packing' ready to provide to Canada Border Services including:

- Print outs or screenshots of quarantine or self-isolation plans and documents
- Any confirmation numbers
- Name, address and contact information of the family who will host (supervise) you during the quarantine period
- Copies of any documents provided to you by York Region District School Board
- Contact information for person picking up at the airport

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

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

At the destination airport, the student and accompanying family members will need to:

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

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

The Custodian/Supervisor will:

- make arrangements for the student and their family members to be driven to their supervised accommodation
- ensure that accommodations are not with/among vulnerable people or in a group setting
- ensure accommodations can properly support disabilities and other health conditions
- ensure the student has access to a private bathroom
- provide with 3 meals per day, and other necessities of life (including Wi-Fi)
- provide access to medical care if required
- monitor the student's symptoms by reviewing the daily self-monitoring form
- contact the student and accompanying family member daily by phone, text message, FaceTime or other forms of safe communication
- ensure they are accessible by phone, text message, FaceTime and other forms of safe communication
- provide laundry facility access and regular linen changes
- Providing social, emotional support as necessary

Quarantine Protocol:

As required under the [Government of Canada's Quarantine Act](#), all travellers to Canada are required to quarantine for 14 days. Students will have to stay in their room for 14 days and avoid contact with (keep a 2-metre distance from) others.

These instructions and protocols may seem overwhelming for students. Students are encouraged to ask their custodian/supervisor, host or school board staff for assistance.

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

Student/Traveler Responsibilities & Expectations during 14 Day Quarantine:

Students/travelers are reminded that quarantine (self-isolation) is **not optional**. Failure to comply may warrant penalties as defined in the [Government of Canada's Quarantine Act](#).

Follow the self-isolation guidelines provided by [York Region Public Health](#).

Stay home except when seeking urgent medical care

- Do not go to work or school
- Do not go out for errands: have groceries delivered or have a friend or neighbor help with essentials
- Reschedule all non-urgent medical appointments
- Do not leave to go for a walk
- If you require medical attention, drive yourself and use a private vehicle for transport, if possible
 - Do not use public transportation
 - If you get a ride from a friend, family member or ride share, follow [carpooling advice](#) to reduce the risk of transmission
- If you call 911 for an ambulance, tell the operator you are self-isolating for COVID-19

Monitor your symptoms

- Monitor yourself for new symptoms or signs of COVID-19
 - Take and record your temperature daily to monitor for fever (temperature of 37.8°C/100°F or higher)
 - If you have used acetaminophen (e.g., Tylenol) or ibuprofen (e.g., Advil, Motrin), take your temperature four hours after using these medications as they mask a fever

Separate yourself from other people in your home

- Stay in a separate room, away from other people in your home as much as possible
- Use a separate washroom, if possible
- Wear a surgical/procedural mask if in the same room as other household or family members
- Do not have visitors to your home, if possible
- Avoid sharing with others any personal items that can come into contact with saliva, such as toothbrushes, eating utensils, cups/bottles, towels, bedding

Wear a surgical mask

- Wear a surgical/procedural mask when you are within 2-metres of other people or if leaving your home to seek medical attention
- If you cannot wear a mask, others should wear a surgical mask when they are around you
- If your mask becomes wet or dirty with secretions, change the mask immediately
- Wash your hands after removing a dirty mask and before putting on a clean mask

Clean your hands

- Wash your hands thoroughly and often for at least 15 seconds, including between your fingers, under your fingernails and your wrists. Dry your hands with a disposable paper towel. If a cloth towel is used, dedicate that towel to one person and replace when wet
- If hands are not visibly dirty, an alcohol-based hand sanitizer can be used to clean your hands
- Avoid touching your eyes, nose or mouth with unwashed hands

Cover your cough and sneezes

- Cover your cough or sneeze using a tissue, being sure to cover your mouth and nose. Throw the tissue into a garbage lined with a plastic bag and wash your hands immediately with soap and water or use an alcohol-based hand sanitizer
- If you don't have tissues, cough or sneeze into your elbow or sleeve

Cleaning and disinfecting within your home

- Clean and disinfect all frequently touched surfaces in your home, including bathroom and toilet surfaces, at least once a day and when contaminated with respiratory secretions
- Clean with detergent (soap) and water and then disinfect with an over-the-counter disinfectant
- Clean and disinfect thermometers after each use

Other Considerations

- Find some time to go outside each day, as arranged and approved by your supervisor. Do not go into other public areas in the hotel/motel.
- Stay connected – text, email, FaceTime with your friends, host family and natural family.
- Establish a 'routine' as quickly as possible (don't stay awake all night and sleep all day)
- Monitor your physical and mental well-being
 - if you are not feeling well, contact your supervisor to help you complete an online self-assessment to determine if you need further assessment or testing.
- Visit: <https://covid-19.ontario.ca/self-assessment/> – if you cannot use the online tool, call Tele-health at 1-866-797-0000

- Ask for help!
- On the last day of quarantine, the supervisor must make arrangements for the student to receive a COVID 19 test at an [assessment centre](#).

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

- Complete the daily self-monitoring form (Appendix 1) to monitor their well-being.
- 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 custodian/supervisor.
- Use Ontario [self-assessment tool](#) and seek medical attention as necessary.
- To avoid spreading COVID-19, the following may occur:
 - Student will remain in the accommodation, in accordance with Public Health direction
 - Natural parents/agents will be informed

Post-Quarantine Expectations of Student/Travelers & Families:

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

Mental Health & Well-being

Many resources are available to international students. Please visit one of the useful links provided:

[YRDSB – COVID-19 Mental Health Resources](#)

[Region of York – Community Supports](#)

[Region of York - Resources](#)

Definitions:

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

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

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

Daily Self-Monitoring Form

Last Name: _____ First Name: _____ School: _____

Date Symptoms started (if applicable): _____

Monitoring Start Date (date arrived in Canada or date of last exposure to a COVID case): _____ Monitoring End Date: _____

Date each day, check your temperature and then review the list for any symptoms (indicate YES or NO)

Day	1	2	3	4	5	6	*7	8	9	10	11	12	13	*14
Date (month/day)														
Temperature (in degrees Celsius)														
<p>Monitor your health for the following symptoms and write YES or NO each day</p> <p style="text-align: center;">If you develop symptoms inform your supervisor/custodian.</p>														
Chills or Feverish														
Difficulty breathing or shortness of breath														
New or worsening cough														
Runny Nose														
Nausea or Vomiting														
Diarrhea														
Sore throat														
Tiredness / Fatigue														
Muscle aches														
Headache														
Conjunctivitis (pink eye)														
Loss of sense of smell														
Generally feeling unwell														
Other, specify:														
No Symptoms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Symptoms Monitored by (Name):														

*On day 7 and 14 of self-isolation forward a copy of this monitoring form to ies.service@yrdsb.ca.

*The Government of Canada requires a COVID-19 test on day 8 of the quarantine period. [Follow the advice provided online.](#)

Notify ies.service@yrdsb.ca of the result of the test.

If your symptoms continue past the 14-day period, contact your custodian to arrange for a medical checkup.

Self-Isolation Plan

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

- We have read in full, understand and agree to comply with the requirements in this **Protocols for Pre-Departure, Travel & Arrival into Canada** document.
- We understand and accept any additional costs associated with fulfilling the requirement of self-isolation/quarantine.
- We are aware of the student's requirement to comply with the Government of Canada's **Quarantine Act** and [local public health authorities](#), and the serious consequences/ penalties for not complying with the Act.
- We confirm that the student (and accompanying travelers if applicable);
 - has registered using the ArriveCAN App
 - has appropriate medical insurance, effective as of the date of my arrival in Canada, which includes coverage for COVID-19 during the quarantine period
 - will be provided with safe transportation which has been arranged
 - will go directly to the place of quarantine, without stopping anywhere and remain there for 14 days
 - has a suitable place to isolate where they will have access to basic necessities such as food and medication
 - will not go to school, work, or other public areas and community settings
 - will not have visitors, and will stay in a private place such as yard or balcony for fresh air
 - will remain a distance of at least 2 meters from others
 - 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
 - will undergo a COVID 19 test, on the last day of the quarantine period
- We have provided correct and accurate information and understand that we will be contacted to ensure compliance

Please include all travelers, if applicable, accompanying the student into Canada.

Traveler #1 Student Name (as it appears on the passport)	Student First Name		Student Last Name		Primary Contact <input type="checkbox"/> traveling alone
Traveler #2 Name (as it appears on the passport)	Traveler #2 First Name	Traveler #2 Last Name		Relationship to #1	Primary Contact <input type="checkbox"/>
Traveler #3 Name (as it appears on the passport)	Traveler #3 First Name	Traveler #3 Last Name		Relationship to #1	Primary Contact <input type="checkbox"/>
Primary Contact Information	Phone Number		Email Address		
Arrival Information	Arrival Date	Arrival Time	Airline	Flight Number	
Primary Contact Signature				Date	
Name of person (supervisor) with whom isolation will take place	First Name		Last Name		
Transportation (describe how, or by whom it is arranged)					
Hotel Quarantine Location (if applicable)	Hotel Name & Address				
Location of Self-isolation	Address		City		
Supervisor Contact Information	Phone Number		Email Address		
Supervisor Signature				Date	
Supervisor Relationship	<input type="checkbox"/> Mother <input type="checkbox"/> Father <input type="checkbox"/> Legal Guardian <input type="checkbox"/> Other (please specify):				
Parent Name <input type="checkbox"/> Mother <input type="checkbox"/> Father	First Name	Last Name	Date	Signature	
Custodian Name	First Name	Last Name	Date	Signature	