



CANADIAN Tourism College

Canadian Tourism College Restart Plan

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RESTART PLAN

CANADIAN TOURISM COLLEGE - CTC

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PREAMBLE

This COVID-19 Restart Plan for receiving international students and accompanying family member(s) has been prepared for the use of Canadian Tourism College (CTC), to ensure the health and safety of staff, instructors, international students, domestic students and the community at large.

The illness caused by coronavirus SARS-CoV-2 COVID-19 began in Wuhan, China in late 2019 and quickly spread worldwide. COVID-19 is an acronym that stands for coronavirus disease of 2019.

On February 11, 2020 the World Health Organization (WHO) named coronavirus SARS-CoV-2 COVID-19. COVID-19 quickly established unprecedented health conditions in economies and classrooms around the world.

CTC meets the [Federal Public Health Institutional Readiness Requirements for International Students](#), and follows the guidance and recommendation of the provincial and federal governments and health agencies, including the [Public Health Agency of Canada's Guidance for Post-Secondary Institutions during the COVID-19 Pandemic](#), and the [Go-Forward Guidelines for BC's Post-Secondary Sector](#), part of [BC's Restart Plan](#).

In accordance with WorkSafe BC guidelines, CTC has developed a COVID-19 Safety Plan for each of its campuses which outlines the policies, guidelines, and procedures in place to reduce the risk of COVID-19 transmission (including physical distancing measures, engineering controls, administrative controls and the mandatory use of non-medical masks and routine hand sanitization). The health, safety, and well-being of CTC staff, instructors, students, accommodation providers and the greater community remains a paramount priority to CTC as it prepares to receive international students. CTC's COVID-19 Safety Plans are available on our website at <https://tourismcollege.com/safety/>.

CTC continues to obtain guidance from Federal, Provincial and Municipal health officials and from health and educational organizations around the world. CTC is determined to recognize and develop the types of education delivery models that will be most appropriate for the reopening of its classrooms in compliance with all mandatory guidelines and to ensure the health and safety of the CTC community.

Communication between CTC and local public health and immigration officials will be ongoing and forms an integral part of its future planning as CTC steers through the complex and evolving COVID-19 world: focused on planning, envisioning the reopening of its classrooms and addressing other health issues as they may emerge in the future.

CTC has categorized procedures that staff and instructors will be required to impart on students in an effort to attempt to prevent the spread of COVID-19, including mandatory COVID-19 Health and Safety training prior to returning to campus.

The information that follows provides a framework for CTC to follow as it considers which actions to take to mitigate community transmission of COVID-19. Selection and implementation of these actions are guided by public health organizations and local healthcare systems as each organization will help drive the decision-making process.

Staff, instructors, domestic students and international students and accompanying family member(s) must follow healthy hygiene practices at home, travelling to and from school, and while in the classroom during in-person learning sessions.

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Staff, instructors and students must stay at home when sick, practice physical distancing when travelling and in classrooms to lower the risk of transmission of Covid-19. CTC requires that staff, instructors and students use a cloth or non-medical face covering (mask) in classroom settings, even when physical distancing is being maintained. These precautions are appropriate regardless of the extent of mitigation needed.

This COVID-19 Restart Plan describes the guiding principles, objectives, and policies that CTC proposes to employ to attempt to prevent the transmission of the COVID-19 virus in its classrooms and in the community. This document will be reviewed regularly and updated as required in line with evolving information and public health guidance.

LIST OF EMERGENCY NUMBERS

City of Vancouver Public Health

- To report a public health issue call **311** (604-873-7000 outside Vancouver)
- For non-medical information regarding COVID-19 call 1-888-COVID19
- Vancouver Coastal Health: call 604-736-2033 or 1-866-884-0888
- For all medical emergencies call **911**

Fraser Health (Surrey)

- For medical questions call **811**
- For non-medical information about COVID-19 call 1-888-COVID19 or via text message at 1-888-268-4319. Information available in more than 110 languages 7:30am – 8:00pm

Health Link BC (24/7)

- Call **811** toll-free in B.C.
- For the deaf and hard of hearing (TTY), call **711**,
- For mental health support: here2talk.ca/home
- *Translation services are available in more than 130 languages.

BC Ministry of Health (Service BC)

Call centers are open 7:30am-5:00pm Monday to Friday

- Vancouver: [604-660-2421](tel:604-660-2421)
- Toll Free: 1-800-663-7867
- Text: [1 604 660-2421](tel:16046602421)

Health Canada

- Email: Info@hc-sc.gc.ca
- Telephone: 613-957-2991
- Toll free: 1-866-225-0709

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PRE-ARRIVAL REQUIREMENTS

PRIOR TO DEPARTURE FROM COUNTRY OF ORIGIN

International Student must provide the DLI with the following:

1. Valid visa and/or study permit
2. DLI acceptance letter/contract
3. Appropriate medical insurance, effective as of the date of the students' arrival, which includes coverage for COVID-19 during the quarantine period
4. Letter/contract proof of 14-day quarantine accommodation
5. Letter/contract proof of living accommodation post 14-day quarantine
6. Residence/accommodation host name and contact information including address & phone number

This statement has been included in this brief to ensure that international students and accompanying family member(s), if any, are informed, prepared for, and in agreement with Canadian requirements for safe travel and mandatory quarantine obligations upon arrival to Canada.

All international students and accompanying family member(s) will be asked to complete the following documents before departure from their country of origin:

- **Appendix 1** [CTC Document Checklist \(including 'Quarantine Packing Essentials'\)](#),
- **Appendix 2** [International Student Quarantine Plan](#)
- **Appendix 3** [Homestay Consent Form](#)

Students leaving for Canada from their country of origin are strongly advised to download the ArriveCAN mobile app prior to leaving their country of origin or promptly upon arrival to Canada and provide and fill out their personal information including a Canadian phone number (e.g. contact at their place of quarantine) or call 1-833-641-0343 to confirm their arrival. Students are also encouraged to complete a BC Self-Isolation Plan at <https://travelscreening.gov.bc.ca/>.

Prior to departure students must complete a health self-assessment to confirm they do not have any COVID-19 symptoms using the BC COVID-19 App (<https://bc.thrive.health/covid19app>).

In the event that an international student chooses not to proceed with his/her education in British Columbia/Canada or is not approved for entry to Canada, CTC will provide an appropriate refund as set out in its refund policy. There are no additional costs to students as a result of this COVID-19 Restart Plan.

CTC has determined that any international student and accompanying family member that require accessibility compliant housing will be accommodated in an approved hotel. All international students will be properly informed prior to his/her departure.

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14-DAY QUARANTINE REQUIREMENTS

After an international student and accompanying family member, if any, are cleared to enter Canada by Canada Customs and Immigration the international student and accompanying family member, if any, take the provided hotel transportation (shuttle or taxi) to their government approved hotel accommodation (GAA).

Once cleared to leave the mandatory GAA, the international student and accompanying family member, if any, will be met by the ILAC Transportation Coordinator (TC), to transport them from the hotel to their quarantine accommodation location (if requested). ILAC Transportation is compliant with Government of Canada regulations outlined in the Quarantine Act (see **Appendix 4** [ILAC Vancouver's 14-day Self-Isolation Accommodation Packages](#)).

Transportation is consistent with Government of Canada Recommendations (including wearing a mask and travelling directly to the place of quarantine). The TC will confirm that the student has the required 'Quarantine Packing Essentials' and provide any missing items.

The international student and accompanying family member, if any, will also be informed he/she will be contacted regularly, during the day, by a CTC staff member to ensure that (i) the international student and accompanying family member, if any, is/are safe and has/have no Covid-19 symptoms, and (ii) is being treated properly by accommodation provider/host. CTC has prepared a daily quarantine register that will track the international student and accompanying family member, if any, from the start of the quarantine until the end of the quarantine period. Satisfactory completion of the quarantine will be entered into the student's record on the school's student information system.

The transportation coordinator will then escort the student to the parking/pickup location where the transportation vehicle and designated driver, if any, will be waiting to transport the international student and accompanying family member if any, to the 14-day quarantine location.

In the event that the international student and accompanying family member, if any, exhibit Covid-19 symptoms or test positive the following procedure must be followed:

1. The international student and accompanying family member, if any, must inform CTC.
2. CTC must promptly inform the local health authority.
3. If the student (or accompanying family member) develops symptoms during quarantine period, public health should be contacted and if instructed to get tested, the student should be tested. The onset of symptoms starts a 10-day self-isolation requirement (or any other direction from public health). Public health will advise if it is appropriate for the student to leave their quarantine location at the end of the 10-day self-isolation period.
4. The international student and accompanying family member, if any, must seek prompt medical attention with CTC's assistance.
5. The international student and accompanying family member, if any, must complete a regular self-assessment.
6. The international student and accompanying family member, if any, must immediately report their condition on the ArriveCAN App.
7. In the event that Covid-19 symptoms become severe, the international student and accompanying family member, if any, will inform CTC and contact a medical provider for medical advice and call 911 for transportation to the hospital for examination and treatment if necessary.

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CTC will report any instances of non-compliance during quarantine to the local health authorities. In the event CTC becomes aware or is informed that an CTC sponsored international student has violated his/her quarantine requirements CTC will take the following steps.

1. Immediately contact local health authority to report the violation (Vancouver Coastal Health 604-736-2033 or 1-866-884-0888 or Fraser Health 1-888-COVID19)
2. Use its best efforts to locate the international student and inform the local health authority of his/her location
3. Immediately communicate with the international student to determine the reasoning surrounding the violation
4. Promptly prepare a report of the violation and provide it to the local health authority as CTC may be instructed

POST QUARANTINE REQUIREMENTS

The international student and accompanying family member, if any, must complete a Covid-19 self-assessment at the end of the 14-day quarantine period. CTC students are encouraged to download the BC COVID-19 App and download and enable the COVID Alert App for the duration of their stay in Canada.

If the student was housed in an approved quarantine location, but not in their permanent housing accommodation, the transportation coordinator will escort the international student and accompanying family member, if any, to the permanent housing location. All approved homestay accommodation providers will be required to follow CTC's guidelines for hosting international students during COVID-19 (see **Appendix 5** Host Accommodation COVID-19 Guidelines for Hosting International Students).

In the event that the international student and accompanying family member, if any, exhibit Covid-19 symptoms or test positive, or a host family member/person in the same household exhibit Covid-19 symptoms or test positive, the following procedure must be followed:

1. The international student and accompanying family member, if any, must inform CTC.
2. CTC must promptly inform the local health authority.
3. The international student and accompanying family member, if any, must immediately self-isolate/restart a 14-day quarantine period.
4. Tracing protocol process must be immediately started and shared with local health officials.
5. The international student and accompanying family member, if any, must seek prompt medical attention and/or guidance from public health officials with CTC's assistance.
6. The international student and accompanying family member, if any, must complete a regular self-assessment.
7. The international student and accompanying family member, if any, must immediately report their condition on the ArriveCAN or COVID Alert App.
8. In the event that the Covid-19 symptoms become severe, the international student and accompanying family member, if any, must contact a medical provider for medical advice and call 911 for transportation to the hospital for examination and treatment if necessary.
9. Students will not be allowed to return to in-person classes until they have received approval from public health authorities or a medical doctor.

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After students have completed their quarantine period, they must follow the protocols in the [CTC COVID-19 Student Safety Guide](#) in **Appendix 6**, including keeping a personal log of their daily travels and contacts to help with contact tracing if needed.

SAMPLE CONTACT TRACING WORKSHEET:

DATE/TIME START AND END	ACTIVITY	LOCATION OF ACTIVITY	NAME/CONTACT INFORMATION OF POTENTIAL CLOSE CONTACTS	COMMENTS

INSTITUTIONAL CASE MANAGEMENT AND COMMUNICATION PLAN

CTC maintains a daily record of students, instructors, staff, and visitors who enter each campus. Anyone entering an CTC campus is subject to a temperature screening and answering verbal health questions. Non-medical masks and hand sanitization are required to enter. In the event that a student, instructor, staff member or visitor exhibits symptoms of COVID-19, or has been in contact with someone who has tested positive for COVID-19, CTC will refer to the steps and initiate the communication plan outlined in **Appendix 8** [Case Management and Communication Plan](#).

CTC COVID-19 COMMITTEE

CTC is committed to keeping its community up to date on relevant information regarding municipal, provincial, and federal COVID-19 requirements through regular email communication and announcements via its website and social media channels. For more information please visit, <https://www.tourismcollege.com/coronavirus-faq/>

CTC has also established a COVID-19 Committee to continually assess the global situation and consider the evolving advice of public health authorities. In addition to the committee, each campus will have dedicated staff members readily available to support students and staff. CTC has also hired a registered nurse to provide education and guidance to front line staff on how to deal with questions or concerns related to COVID-19.

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Appendix 1 - CTC DOCUMENT CHECK LIST

You have many things to remember when you are packing for your trip. When entering Canada, you will go through Canada Customs and it is imperative that you are prepared with all documents supporting your studying, accommodation, and self-isolation plans as Canada Border Services Agency (CBSA) may ask for those.

Applicable for all students:

- Passport and Canadian VISA/Permits (if applicable)
- Copy of your travel insurance including description of coverage, including coverage for Covid-19
- CTC Letter of Acceptance
- CTC Supporting letter
- Airport Transfer Confirmation (from Airport directly to Quarantine location)
- International Student Quarantine Plan <https://form.jotform.com/202767369853267>
- Download ArriveCan mobile app
 - Create an account and answers all questions related to your trip details
- Bring a Valid International Credit Card for all expenses
- International Calls SIM Card (if possible)
- Quarantine Packing Essentials (Absolute Must-Have Items: thermometer, masks, gloves, cleaning supplies and hand-sanitizer, toothbrush and toothpaste, a large plastic bag for dirty clothes & laundry).

If you are booking your post-quarantine accommodation with CTC (facilitated by the ILAC Accommodation Department), please also check below:

- Homestay Student Consent Form (if quarantining with an ILAC Homestay Family) <https://www.ilac.com/homestay-student-consent/>
- Homestay Family Safety Protocol (what to expect)
- CTC Accommodation Letter (for your post-quarantine accommodation)

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Appendix 2 - INTERNATIONAL STUDENT QUARANTINE PLAN

Prior to departure students must complete a quarantine plan via the CTC Student Health and Safety Portal at <https://tourismcollege.com/safety/> (<https://form.jotform.com/202767369853267>). Below is the information collected, along with their signature:

Personal information	Quarantine plan
Name: * First Name Last Name Date of birth: * Date Email: * Country of Origin Phone Number: * Passport number: * Home Address: * <ul style="list-style-type: none">ProvinceCountryPostal Code Arrival information: Arrival date: * Arrival from: * Arrival by (airline name and flight #): Port of entry into Canada: *	Quarantine location: * Hotel - Homestay - Residence - Other Please provide the address of your quarantine location: * <ul style="list-style-type: none">Street AddressStreet AddressCity ProvincePostal Code I confirm that the following are provided by the quarantine site: * <ul style="list-style-type: none">Transportation to quarantine location3 meals / day, delivered to my roomAccess to needed toiletries, linen, cleaning supplies etc. Address in Canada after self-isolation: * <ul style="list-style-type: none">Street AddressStreet Address Line 2City / ProvincePostal / Code

(* indicates required information)

I confirm that: *

I am entering Canada with medical insurance that provides coverage for COVID-19 during the mandatory quarantine upon entry period

Commitment to this plan

I (Student name), confirm that I understand the importance of the quarantine procedure upon arrival in Canada, and will follow all criteria provided in this document, as well as all requirements provided by the Government of Canada, for a full 14 days. I am aware of their requirement to comply with the Government of Canada's [Quarantine Act](#), including the penalties of violation of the Quarantine Act, which include up to 6 months in prison and/or \$750,000 in fines.

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Appendix 3 - HOMESTAY STUDENT CONSENT FORM

CTC Students may choose ILAC Homestay for quarantine and post-quarantine accommodation. Quarantine packing essentials are communicated in all pre-departure information packages. All homestays used for quarantine will provide a private room with an exclusive use bathroom, only for the use of the quarantining student.

Please read carefully each step and acknowledge your understanding for each risk factor and measure presented regarding accommodation during the Canadian Government's mandatory self-isolation period upon arrival in Canada. Your consent and signature at the end are mandatory since filling this out will determine your eligibility to ILAC Homestay Accommodations. You are responsible to keep a copy of this document and refer to it as guidelines. We are implementing these to ensure your health and the health of all others. If you have any questions about these protocols, please reach out to your agent.

Quarantine Packing Essentials. What to Bring for 2 Weeks in Isolation: Absolute Must-Have Items: thermometer, masks, gloves, cleaning supplies and hand-sanitizer, toothbrush and toothpaste, a large plastic bag for dirty clothes & laundry. In addition to regular packing requirements, please also bring:

- 60 disposable face masks OR 30 disposable and 1 reusable cloth face mask
- One large bottle of quality hand sanitizer
- One box of Nitrile gloves
- A thermometer

Please also have the following with you in your carry-on luggage: at least 2 masks, several pairs of gloves, a travel sized bottle of hand-sanitizer and some disinfecting wipes

Transportation from Airport to Homestay: It will be mandatory that the students take CTC/ILAC transfer services to follow the protocols to pick-up the student from the airport to the Homestay and be ready to have their temperatures checked or asked. If a student arrives with fever or symptoms they will not be allowed to proceed to a homestay. CTC will arrange private quarantine in an approved quarantine location and provide increased communication and monitoring. Mobile COVID-19 testing will be provided. There may be extra costs for the student in this case.

Luggage & Shoes: The students need to take their shoes off and to sanitize them as soon as they arrive to the HS with disinfectant Sprays like Lysol along with all pieces of luggage.

Monitor your health: Monitor your physical and mental well-being. If you not feeling well, use the British Columbia COVID-19 self-assessment tool to help determine if you need further assessment or testing:

<https://bc.thrive.health/covid19app>. Contact your Campus Director (directorvan@tourismcollege.com) (Vancouver Campus) or directorsry@tourismcollege.com (Surrey Campus), if you feel sick.

Regular Temperature Check: Students must bring from country of origin a thermometer and check temperature daily (twice a day AM and PM). CTC can ask for this information anytime.

Fever (temperature above 37.8C) and other symptoms: Students must notify CTC and HS Family immediately in case of fever & other symptoms and follow guidelines of Public Health.

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Clothes from the airport: Clothes worn from the airport will be put away in a plastic bag aside and not be worn until washed after self-isolation.

Laundry: Students' clothes must be washed after quarantine only. If you'd like to wash your clothes before, talk to your host family as it is advised to wear gloves and mask when handling the clothes and disposable bag and wash hands with soap and water immediately after.

Face Masks: In quarantine, always wear a face masks when leaving the room in the HS, e.g., wear a mask from your room to go to the bathroom.

Washroom: Maintain physical distancing and sanitize all surfaces touched before and after using the washroom. e.g., countertops, faucets, light switch, toilet handle, etc.

Hand Contact Surfaces with a concentration of germs: Doorknobs, light switches, house keys, TV remotes, electronic devices (like your phone), and faucet handles must be sanitized whenever touched.

Hand Washing etiquette: 20 second-hand washing must be a common practice when coming in and out specially.

Limit the use of Common areas in the household: Keeping at a minimum, when you go to other areas in the house (backyard, kitchen, living room, etc.) avoid touching any high contact surface (doorknob, light switch, etc.).

Smokers: Notify CTC in advance if you are a smoker. Take all necessary precautions (wear a mask, wash your hands when coming back inside the house). You cannot smoke inside the room under any circumstance.

Avoid leaving your room & contact with other people: We know your room will be where you will be spending most of the time, bring something you like to pass the time. e.g., a book, download before you come movies and music in your laptop, cellphone, hard drive, headphones or earplugs & do not forget chargers, etc.

Keep your room tidy and well-ventilated: Remember your host family will not be entering your room at least for the self-isolation period. Keep your room as clean as possible - no dirty dishes inside, no leftover food, etc. Keep your room well-ventilated and clean – open your window to let the air circulate.

Fever and Symptoms at any point of your stay in the Host Family: Notify CTC and your host family and immediately call a health care professional or public health authority to discuss your symptoms and travel history, and follow their instructions carefully. You can also use the online self-assessment tool to determine if you need further assessment or testing for COVID-19 (<https://bc.thrive.health/covid19app>).

Chronic medical conditions disclosure: I shall disclose with CTC any chronic medical conditions (e.g., diabetes, lung problems, asthma, and immune deficiency). If requested by CTC, I shall provide a medical note stating permission to travel to Canada.

After self-isolation 14 days: For the duration of your stay in Canada, please be mindful of and comply with public health directives. Stay home if you are sick, always maintain physical distancing, wear a mask when interacting with people outside your household/'bubble', limit contact with others and practice good hygiene, including regular hand washing. For more information see [guidelines for social interaction](#) in BC's restart plan.

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Appendix 4 - CTC 14-DAY SELF-ISOLATION ACCOMMODATION PACKAGES

CTC will make arrangements for students' quarantine at a designated quarantine site, within the city of the students' arrival, that is equipped to follow necessary procedures to provide a safe, comfortable, full-service two-week COVID-19 quarantine period following the 3-night mandatory hotel stay in a government approved hotel. These services are provided in partnership with the ILAC's Accommodation department, mediated by the student's CTC advisor.

CTC recommends students to book airport or other hotels as their 14-day quarantine accommodation (subject to the availability of beds). For more information, students are to contact their CTC advisor.

Appendix 5 - HOST ACCOMMODATION COVID-19 GUIDELINES FOR HOSTING INTERNATIONAL STUDENTS

Please use this document as a reference. Your consent and signature were collected and updated in our records to provide quarantine for CTC Students. If you have questions about any steps, please contact your CTC Advisor.

Luggage, bags, and shoes: Luggage, bags and shoes should be wiped down in garage or outside main door before entering the home. The Homestay family needs to provide disinfectant sprays such as Lysol to clean/disinfect luggage, bags, and shoes as soon as the student arrives at the Homestay.

Hand sanitizing supplies: Use and provide alcohol-based hand sanitizer if soap and water are not available in living area. (e.g. student's bedroom and by the house entrance.)

Temperature check: Monitor daily if student is taking their temperature twice a day.
Fever - (temperature above 37.8 C or higher with chills): Report to CTC and local public health authority if student has fever or any other COVID-19 symptoms.

Meals: Food must be brought to the students' bedroom. Once the students finish eating, they must leave the dishes outside their door (similar to a hotel room service). **Hand washing etiquette:** 20 seconds of hand washing must be a common practice, especially when coming in and out of the premises. Ensure everyone in a household is practicing regular hand washing.

Limit visitors in your household: Limit guests to only essential visitors; keep the visits short and outside as much as possible and ask visitors to maintain proper social distance from all members of the household and to wear a mask if social distancing is not possible. Families with vulnerable members are not suitable for quarantine student accommodation (e.g. diabetes, lung problems, immune deficiencies).

Washroom: Practice of regularly cleaning frequently touched surfaces. All students and family members must sanitize these surfaces (countertops, faucets, light switches, toilet handles, etc.) before and after use.

Laundry: Students' clothes must be washed after quarantine only. Otherwise, wear gloves and a mask when handling laundry and clean your hands with soap and water immediately after.

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Towels and bed linens: Towels and bed linens must be washed every week by the Host family. There is no need to separate laundry. Wear gloves and a mask when handling the linens and laundry basket and clean your hands with soap and water immediately after.

Sanitizing supplies: Provide students with sanitizing supplies such as hand soap, disinfecting bathroom cleaner, antibacterial wipes, etc.

Household contact surfaces - Details: All household high-contact surfaces with a concentration of germs - e.g. doorknobs & light switches: Provide sanitizing products to be used by all members of the household to sanitize high-contact surfaces in the house.

Kitchen: Ensure the practice of cleaning high-contact hard surfaces often such as countertops, faucets, light switches, fridge handles, and microwave buttons with disinfecting cleaner.

Bedroom: This is where your student will spend all their time during quarantine - e.g. except to go to the washroom. Make sure essentials are provided such as good illumination (lights/lamp), internet service, and A/C or Fan.

Exclusive washroom - Keep one washroom in the house exclusive for students for quarantine. It is recommended that the student and host do not share the same washroom during quarantine.

Avoid sharing household items: Do not share dishes, drinking glasses, cups, eating utensils, towels, bedding, or other items with other members of the household. After use, these items should be washed with soap or detergent in warm water. No special soap is needed. Dishwashers and washing machines can be used. If you prefer, use disposable utensils and containers.

Be careful when touching waste: All waste can go into regular garbage bins. When emptying waste baskets, take care to not touch used tissues with your hands (lining the waste basket with a plastic bag makes waste disposal easier and safer). Clean your hands with soap and water after emptying a waste basket.

Student exclusivity - Hosts cannot pursue an offer from another school or agency.

Presumed or confirmed case of COVID-19: Report to CTC immediately if a student or any member of the household has a presumed or confirmed case of COVID-19 and have the sick member of the household follow the provincial health authority directives regarding self-isolation and self-monitoring.

Student has breached quarantine: Report to CTC any student who has knowingly breached provincial health guidelines and directives regarding COVID-19 safety and transmission prevention.

Updates: As the global impact of COVID-19 evolves, CTC will reserve the right to update this document based on Public Health Guidelines.

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Appendix 6 - CTC COVID-19 STUDENT SAFETY GUIDE

Students should routinely consult the CTC COVID-19 Student Safety Guide and other information on CTC's Student Health and Safety portal at <https://tourismcollege.com/safety/>

Before Departure

Your commitment Prior to Travel to Canada

Our COVID-19 safe arrival and quarantine protocols will begin at the time you enroll in a CTC program. All pre-arrival documents are available at <https://www.tourismcollege.com/safety>.

For a summary of the steps you will take on your journey to Canada see the Public Health Agency of Canada's helpful [Infographic](#).

Prior to travel to Canada, all incoming international students must complete the following:

- ✓ Agree to and sign the **CTC Document Checklist**, including acknowledgement of requirements to comply with the Government of Canada's *Quarantine Act*, including the penalties of violation of the *Quarantine Act*, which includes up to 6 months in prison and/or \$750,000 in fines.
- ✓ Complete and sign an **International Student Quarantine Plan**
 - If your quarantine or post-quarantine accommodation is with Homestay, complete the **Homestay Consent Form**.
- ✓ Download the **ArriveCan Mobile App** and create an account with all details of your trip
 - If you are arriving in British Columbia complete a self-isolation plan at, <https://travelscreening.gov.bc.ca>
- ✓ Have appropriate **medical insurance**, effective as of your date of arrival, which includes coverage for COVID-19 during the quarantine period (Study Insured: Essentials Health Insurance Coverage included as part of CTC program fees).
- ✓ Prepare your **Quarantine Packing Essentials** (Absolute must-have items: thermometer, 3 week supply of masks (1 per day), gloves, cleaning supplies and hand-sanitizer, toothbrush and toothpaste, a large plastic bag for dirty clothes & laundry, 3-week supply of any prescription medication).
- ✓ Prepare the following **printed documents** to show the Canada Border Services Agency (CBSA) if requested at Canada Customs: International Student Quarantine Plan, Letter of Acceptance, Letter of Introduction (from your visa office with study permit reference number), valid eTA or Study Permit, proof of funds.
- ✓ Obtain a negative laboratory COVID-19 test result to present to your airline prior to boarding a flight to Canada. The test must be performed using a COVID-19 molecular polymerase chain reaction (or PCR) test and **must be taken within 72 hours prior to the traveller's scheduled departure to Canada**.
- ✓ Book your mandatory 3-night stay in a government authorized hotel: <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/latest-travel-health-advice/mandatory-hotel-stay-air-travellers/list-government-authorized-hotels-booking.html>

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- ✓ Add your 3-night booking information/confirmation using the ArriveCan Mobile App.

Transit (Departure)

While in transit to the port of departure in your home country, in airports and during flights, you will be expected to follow all recommended personal hygiene and health guidelines, including:

- Wearing a mask and gloves
- Washing/sanitizing hands frequently
- Observing appropriate physical distancing

Upon Arrival (Airport in Canada)

Students must wash/sanitize their hands, wear a fresh mask and gloves and respect physical distancing requirements while in their arrival airport. When passing through Canadian customs, you will be required to acknowledge that they must quarantine (self-isolate) for 14 days and will be required to present your printed Quarantine Plan to the CBSA agent. Upon arrival, students will take a COVID-19 test before leaving the airport.

Transit Part 1: (From Airport to Government Authorized Hotel):

Once you pass through Canadian Customs and retrieve your luggage, take transit as directed (shuttle or taxi) to your government authorized hotel accommodation. You will need to stay up to 3 nights while awaiting the results of your COVID-19 test taken in the airport.

Transit Part 2 (From Government Authorized Hotel to Quarantine Location)

Once you are cleared to leave the government authorized hotel, you will be greeted by the transportation coordinator, who will escort you to the parking/pick up location where the transportation vehicle and designated driver, if any, will be waiting to transport you and any accompanying family member(s), if any, to your 14-day quarantine location. There are no stops during travel/transfer from the airport to the quarantine site.

The transportation co-ordinator will ensure that you have all required **Quarantine Packing Essentials** and will provide any missing items.

Quarantine

14-day Mandatory Quarantine

CTC, in partnership with our parent company's (International Language Academy of Canada - ILAC) homestay department, will make arrangements for your 14-day quarantine at a designated quarantine site (if required), within the city of your arrival, that is equipped to follow necessary procedures to provide a safe, comfortable, full-service two-week COVID-19 quarantine period. Students cannot leave their quarantine unit until they have completed 14 full days in quarantine. *Exceptions are to travel directly to and from an assessment centre to get a COVID-19 test, if directed by the local public health unit should the student*

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display COVID-19 symptoms.

When you receive your results please send a copy and/or screenshot to the ILAC nurse at wendy.mohammed@ilac.com. This is kept on your quarantine file to ensure you have completed the government required **day 10** test.

You will be required to self-monitor for symptoms of COVID-19, including taking your temperature daily. You must **Check-in within 48 hours of arrival** through the [ArriveCAN app](#) or call **1-833-641-0343**. You must also **Report your symptoms** through the [ArriveCAN app](#) or call **1-833-641-0343** every day until the end of your 14-day quarantine.

You will be called from 1-888-336-7735 to verify your compliance during your 14-day quarantine. Please answer telephone calls from this number.

If you or an accompanying family member, experience any symptoms of COVID-19 during the quarantine period, you/they must follow the directives of the Public Health Agency of Canada and local health authorities, and immediately notify both the quarantine provider as well as CTC (directorvan@tourismcollege.com – Vancouver, or directorsry@tourismcollege.com - Surrey). Anyone who has a suspected or confirmed case of COVID-19 will be required to remain at their quarantine site until a medical practitioner has confirmed they are clear of these symptoms and/or the student/accompanying family member has tested negative for COVID-19.

During quarantine, you will be regularly contacted by a CTC/ILAC staff member to ensure you are safe, healthy and that your needs are met. You will have access to a dedicated registered nurse to assist with any questions or concerns during and after the quarantine period.

Switch Health At Home Self Collection Kit Contents

Here are the contents of each COVID-19 Self Collection Kit

Included are :

1. Swab and Tube
2. Absorbent Sheet
3. Patient Info Tube Label
4. Biohazard Bag
5. Alcohol Prep Pad
6. Return Box
7. Return Envelope
8. Return Label



On day 10 of your quarantine, you will be required to complete a self-administered COVID-19 test:

On the morning of **day 10** of quarantine (NOT BEFORE), open the test kit and follow the instructions. You must follow all instructions as listed on the sheet, do not skip steps or do this on your own without the assistance of an online nurse.

Once you have completed the steps and the test has been picked up by a courier you can expect to have the results within 24-48 hours. Please check your Switch Health account for this result (under the tab- Home Test)

When you receive your results please send a copy and/or screenshot to the ILAC nurse at wendy.mohammed@ilac.com. This is kept on your quarantine file to ensure you have completed the

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government required day 10 test.

Transit (From Quarantine Location to Post Quarantine Accommodation)

Once you have completed your 14-day mandatory quarantine, you will be transported from your quarantine location to your post quarantine accommodation if booked with CTC/ILAC, and if different from your quarantine accommodation.

Students and their families need to be informed, prepared for, and in agreement with requirements for safe travel and quarantine upon arrival in Canada. Please complete the checklist in your pre-departure package in addition to reading this student safety guide.

Students departing for Canada who are permitted to travel are advised to download the ArriveCAN mobile app prior to their arrival and fill out their personal information, including a Canadian phone number (e.g. contact number at their place of quarantine.) Students are also encouraged to purchase insurance from the school insurance provider to ensure Covid19 related coverage.

Students must check-in within 48 hours of arrival through the ArriveCAN app or call 1-833-641-0343. Students travelling to BC should download the BC COVID-19 app: <https://bc.thrive.health/covid19app>

During your Studies

For the duration of your stay in Canada, please be mindful of and comply with public health directives. **Stay home if you are sick**, always **maintain physical distancing**, **wear a mask** when interacting with people outside your household/bubble, **limit contact with others** and **practice good hygiene**, including **regular hand washing**. For more information see [guidelines for social interaction](#) shared during student orientation.



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CTC uses cleaning products and protocols which meet Canadian Public Health guidelines and are effective disinfectants against viruses, bacteria, and other airborne viruses. We are working with our vendors, distribution partners and suppliers to ensure an uninterrupted supply of these cleaning products and necessary personal protective equipment (PPE).

Cleaning & Sanitizing Protocol

- Increased cleaning of hands-on learning environments and touch points throughout the building
- Sanitization of all stations at the beginning and end of each class
- Sanitation signage will be posted for reference
- Hand sanitizer bottles and wipes supplied throughout each building

Protecting yourself and your classmates

Coronaviruses are spread through close contact with others. Here are some helpful tips to help prevent the spread of germs at home or in the workplace:

- Maintain physical distancing requirements (6 ft. minimum apart)
- Wear a non-medical mask at all times on campus and while taking public transportation (see instructions for [how to wear a mask](#)).
- Wash your hands often with soap and water or use an alcohol-based hand sanitizer
- Sanitize often, every time you touch new surfaces
- Sneeze and cough into your upper sleeve
- If you use a tissue, discard immediately and wash your hands afterward
- Avoid touching your eyes, nose, or mouth
- Avoid contact with people who are sick
- Do not come on campus if you are sick
- Avoid high-touch areas, where possible, or ensure you clean your hands afterwards.

Arriving at the Campus

A CTC Staff member will greet everyone entering the campus. You will be required to complete an online COVID-19 screening questionnaire at one of the guest check-in stations. The CTC Staff Member will verify that your questionnaire has been received and completed with no risk indicator

- You will be asked to use hand sanitizer or wash your hands and to wear a mask (one non-medical mask will be provided if student does not have one).
- Your temperature will be taken upon arrival. Designated areas will be made clear to everyone and this will be done in the least intrusive way (privacy safeguards will be in place for the collection, use, retention, and destruction of the information).
- Appropriate signage will be prominently displayed outlining proper mask usage and current physical distancing practices in use throughout our facilities
- Arrival time to class or work will be defined and limited. Students arriving late will not be admitted. We recommend arriving 15-20 minutes ahead of class start times to ensure enough time is given for

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all safety protocols to take place before entering our premises



- Students will enter the campus through doors that are either propped open, are automated or manually operated by an employee.
- Where possible all students will use a **one-way stairway system**.
- Students are asked use designated entry and exit stairwells, and only use elevators if necessary to accommodate a disability.
- No access to microwaves or water fountains will be available.
- Food and beverages are not permitted on campus with the exception of water



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Travel and Contact Log

- To protect our students, CTC will limit visitors to campus by appointment only, and virtual or phone appointments will be arranged when possible.
- We insist that students follow all public health and government guidelines when off-campus (e.g. maintaining physical distancing and limiting social interactions)
- Students arriving from outside of Canada will have to self-isolate for 14 days. For more details, please refer to our website.
- CTC recommends that students keep a personal log of their daily travels and contacts to help with contact tracing

Classroom Seating

To ensure maximum social distancing in a classroom setting, certain seats in class tables will be unavailable and desks have configured. Please refer to each individual classroom's signage and markers to see where you are allowed to sit. When in doubt, please sit at least **2 metres away** from other students. **Chairs will be removed to allow for maximum distancing within each classroom.**



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If a case is reported on campus

- In the event there is a positive case of COVID-19 at one of our campuses, we will need to follow the protocols established by the Provincial and Federal Health and Government authorities.
- Employees and students who have been in contact with an affected person or who was working/studying in the same campus will be notified immediately and may need to isolate for 14 days

Important Signage

Please pay attention to signage on campus in order to stay up to date on health and safety regulations. If you have any questions please contact our staff, or contact your Campus Director at directorvan@tourismcollege.com (Vancouver) or directorsry@tourismcollege.com (Surrey)

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TEMPERATURE CHECK STATION

Please line up **6 feet** behind the next person in line and wait for your temperature to be assessed.

Students arriving late for class will not be admitted, so please arrive early enough to allow for your temperature to be checked.

This is how I stay #safe

To protect yourself and others from getting sick, **Wash your hands**

When:

- After coughing or sneezing
- When caring for the sick
- Before, during and after you prepare food
- Before eating
- After toilet use
- When hands are visibly dirty

How:

Wash your hands with **soap and running water** when your hands are visibly dirty. If your hands are not visibly dirty, wash them with **soap and water** or use an alcohol-based hand sanitizer.

This is how I stay #safe

Help prevent the spread of COVID-19

Wash your hands often with soap and water for 20 seconds. If soap and water isn't available, use an alcohol-based hand sanitizer.

Wash your hands:

- Always use gloves on campus
- After handling cash or other materials that have come into contact with the public
- After using the restroom
- Before and after using tools or other personal protective equipment
- Before handling cash or other materials that have come into contact with the public
- Before and after using tools or other personal protective equipment

This is how I stay #safe

Reduce your risk of getting sick by:

- Clean hands with soap and water or alcohol-based hand rub
- Cover your nose and mouth when coughing and sneezing with a flexed elbow
- Avoid close contact with anyone with cold or flu-like symptoms
- Dispose used tissues responsibly and perform hand hygiene
- Avoid contact with the eyes, nose or mouth of sick people, or your own if hands are crumpled

This is how I stay #safe

Help prevent the spread of COVID-19

Only **two people** are permitted inside an elevator at a time.

Also, please stand **6 feet apart** inside the elevator!

This is how I stay #safe

Please stand on the designated areas when waiting in line to maintain the **minimum 6 feet distance** for health and safety.

This is how I stay #safe

Please use some hand sanitizer when you have an opportunity.

Do not remove hand sanitizer from this station.

This is how I stay #safe

This seating area is temporarily closed.

Please do not gather here in groups.

This is how I stay #safe

Please stand on the designated areas when waiting in line to maintain the **minimum 6 feet distance** for health and safety.

This is how I stay #safe



For more information see <https://tourismcollege.com/safety/>.

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Appendix 7 - STUDENT MENTAL AND PHYSICAL HEALTH INITIATIVES

During COVID-19, mental health issues such as loneliness, depression, anxiety, self-image, relationships, stress, or addiction can become magnified. To help start the conversation, ILAC has been hosting weekly wellness sessions and now offers students 24/7 mental health support by phone, email, or chat. For information about upcoming sessions or to simply to talk, students can contact Nurse Wendy (a registered nurse and mental health professional with over 20 years' experience) at 905-409-8728 or email wendy@qcareinc.ca. All calls and services are free, private, and confidential.

ILAC welcomes international students from more than 90 countries. Student support is available in over 40 languages. Student orientation includes information related to adapting to Canadian culture, norms, and customs.

Regular wellness sessions and individual counseling opportunities are available to support students' mental and physical health and provide COVID-19 stigma support, including <https://www.who.int/docs/default-source/coronaviruse/covid19-stigma-guide.pdf>.

ILAC also provides free virtual activities, fitness, and dance classes, as well as academic workshops. For more information see <https://www.ilac.com/activities/>.



SIGNATURE EVENTS

Toronto & Vancouver | March 15th to March 26th

 **MASTERING ESSAY WRITING WITH ILAC IC** **23rd TUE**



1:00PM Toronto
10:00AM Vancouver
2:00PM Brazil
11:00AM Mexico
8:00PM Turkey
1:00AM China*

Is writing a challenge for you?
Writing an essay can be difficult and complicated, but if you join this webinar, you will master your technique!

Special Session for ILAC Pathway and IELTS students
Zoom link will be sent by invitation only

 **WELLNESS WITH WENDY SESSION** **24th WED**



5:00PM Toronto
2:00PM Vancouver
6:00PM Brazil
3:00PM Mexico
12:00AM Turkey*
5:00AM China*

What is Communication? Learn to recognize signs of conflict and how to minimize disagreements with ILAC registered nurse Wendy Mohamed.
#TogetherWithLAC

<https://us02web.zoom.us/j/9887818265> or
Join using Meeting ID: 988 781 8265

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Appendix 8 - CASE MANAGEMENT AND COMMUNICATION PLAN

When managing any cases of COVID-19 affecting the CTC community, CTC will promptly inform the Vancouver Health authority and, as directed by public health take required steps that will include, but not be limited to: contacting and supporting any affected students, instructors, staff and visitors; updating the affected CTC community through social media and the CTC website; posting public notices in building entrances and public spaces; and closing any campuses.

In addition, CTC has retained an in-house registered nurse who has 20+ years of experience as a registered nurse combined with years of experience in complex case management, mental health, and student services to assist in case management and support.

Communicating with the School Community

Students, staff, and instructors have an interest in knowing when a COVID-19 positive case has been identified in their school. The College will defer to public health for advice on what communication steps are to be taken.

Notice of any closures of classes, or campuses will be posted on the COVID-19 updates section of the CTC website, along with other relevant information regarding COVID-19 at <https://www.tourismcollege.com/coronavirus-faq/>. In the event of a class, or campus closure, students, staff, and instructors will be notified immediately. Information provided to school communities will not identify any student, staff member, or instructor that has received a positive COVID-19 test.

Support for ill Students and Accompanying Family Members, if any, during Quarantine

CTC has a support process in place should a student and or family member become ill during the quarantine period. In addition to the protocols listed in the above plan, the following steps are in place to support an ill student and accompanying family members, if any.

- Quarantined students are checked on daily by the Campus Director and twice weekly by an in-house nurse. Should a student or family member indicate signs or symptoms of feeling unwell, our in-house nurse is immediately contacted.
- The in-house nurse will contact the student or accompanying family member and initiates a phone screening of symptoms, such as:
 - Fever (temperature of 37.8°C or greater)
 - New or worsening cough
 - Shortness of breath
 - Sore throat
 - Difficulty swallowing
 - Changes to sense of taste or smell
 - Nausea/vomiting, diarrhea, abdominal pain
 - Runny nose, or nasal congestion (not caused by seasonal allergies)
- Students or family members should contact 8-1-1 and be assessed for testing if they present any symptoms during quarantine.

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- Once the student is tested, deemed stable (no underlying medical conditions) and assessed by a health professional as safe to resume quarantine, the student will be returned to their quarantine location.
- Quarantine guidelines are explained again to ensure everyone is clear on instructions. Assistance with accessing Covid-19 results will also be provided.
- The onset of symptoms starts a 10-day self-isolation requirement (or any other direction from public health). Public health will advise if it is appropriate for the student to leave their quarantine location at the end of the 10-day self-isolation period.
- Communication with other departments involved will ensure the student has additional resources available to them to ensure they are comfortable during this period.
- The nurse will maintain daily contact with the student and/or family member(s) to monitor symptoms - any worsening of condition or new symptoms that may require medical attention.
- The nurse will maintain daily contact with the student to monitor and provide mental health and wellness support until the quarantine period is fulfilled and student is able to attend campus.
- All of the above steps and information will be documented in the quarantine case log and student file

Management of ill Individuals on Campus

Students, staff, and instructors are made aware of how to identify symptoms of COVID-19 and are instructed to speak to a staff member/their manager immediately if they feel ill.

If an individual, including students, staff, instructors, contractors, and visitors, becomes ill while on campus, it is recommended that:

- the ill person be taken to an empty classroom or office (“isolation room”)
- anyone supporting the ill individual should maintain as much physical distance as possible
- the staff person supporting the individual should wear a mask and eye protection (mask, gloves, and face shield at minimum)
- hand hygiene and respiratory etiquette should be practiced while the ill individual is waiting to arrange transportation
- cleaning of the isolation room area and other affected areas of the school visited by the ill person should be conducted as soon as reasonably possible after the ill individual leaves
- advise the ill individual to seek medical advice, including the recommendation of testing for COVID-19 as appropriate or as advised by their medical provider/public health authority. Ensure direction is aligned with screening and return to school instruction
- initiate communication protocols and plans to update and inform necessary stakeholders within the school community while maintaining confidentiality of the ill individual as guided by public health
- regular school functions can continue unless otherwise directed by the local public health authority

A list of students and staff in the school who were in contact with/in the same cohort as the ill individual should be prepared. Those who are identified as potential close contacts should remain as one cohort. The local health authority will provide any further direction on testing and isolation of these contacts, if

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necessary. In most instances testing and isolation would only be recommended for contacts of a confirmed COVID-19 diagnosis.

If COVID-19 is Confirmed in the School

The following steps will be taken immediately by management upon confirmation that a student, staff member, or instructor has tested positive for COVID-19 in the school/workplace:

- School Director to be notified immediately, who will then notify the Senior Management team.
- Senior Management will contact the applicable public health authority to seek guidance on how best to proceed (call 811).
- Following the advice of the public health authority, school management will ensure that affected persons are immediately sent home to isolate and await guidance on further isolation/ testing requirements. Students, staff, and instructors who have been in contact with someone who has tested positive for COVID-19 will be instructed to self-monitor for symptoms, and to call 811 if required (with CTC's assistance if needed) for further guidance.
- Senior management will defer to the guidance of public health on the next steps required. If requested, this may include providing daily sign-in records to assist public health with contact tracing.
- If advised by public health, this may also include a temporary campus shutdown (minimum 3 days) with a shift of classes back to online delivery format for duration of shutdown.
- Senior Management will communicate any critical information to all students, staff, and instructors through email and updates on our website and social media as guided by public health.

Management of individuals exposed to COVID-19 outside of the school

Situations will arise where students, staff, or instructors may be exposed to COVID-19 outside of the school environment (for example, exposure to family or household members that don't attend the school, social contacts outside of school). Household members and others who live with the individual who has tested positive should isolate for 14 days and follow the guidance of the public health authority.

Students who are required to self-isolate or quarantine will have access to lessons online until it is deemed safe for them to return to school.

If a Student Presents with Symptoms of COVID-19 at their Post-Quarantine Accommodation Site

In the event that a student demonstrates symptoms of COVID-19 in their post-quarantine accommodation site, the following steps will be followed:

- The student must isolate immediately in their bedroom, informing the school and/or homestay or residence contact immediately.
- If the student is in a residence or school contracted homestay, the school management will contact the residence/homestay contact, to ensure clear communication of the situation.

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- Homestay or residence contact will separate all other members of the household (in an outdoor common space if possible), to ensure they do not come into contact with the student, or any surfaces/areas the student has touched.
- Persons that have come into close contact with the student, specifically those in the student's class or "cohort", would be advised to self-monitor for symptoms and may be required to self-isolate for 14 days if advised by the public health authority.
- Together with the assigned school management member, the student will contact the local health authority, and take the recommended steps (go to the hospital, continue self-isolation, proceed to an assessment center for testing etc.).
- A thorough, professional cleaning of all areas the student has occupied will take place, and any other rooms and areas they have frequented.
- Assigned school staff will then continue to closely monitor the student, homestay contact, and all other students, staff, and instructors considered at risk, implementing risk assessment measures outlined in **Appendix 7 Host Accommodation COVID-19 Guidelines**, such as taking temperatures of all students daily and further ensuring they are aware of symptoms to be aware of.
- If the student tests positive for COVID-19, all homestay contacts as well as school contacts identified as at potential risk will be advised to contact public health (8-1-1) to seek guidance on whether they should be tested or self-isolate and monitor for symptoms.

Return to School

While an individual suspected to have COVID-19 is **waiting for test results they must be in isolation and cannot attend school in person**. The individual can attend school virtually if they feel well enough to participate.

Any student or staff member who has tested positive for COVID-19, or who is required to self-isolate, will not be allowed to return to school until the return date advised by the public health authority.

Individuals who have had a COVID-19 test because of symptoms, but who test negative should not return to school until at least 24 hours after their symptoms have resolved.

If an ill individual does not have COVID-19

For an ill individual who has a known alternative diagnosis provided by a health care provider, return to school can occur when symptoms are resolved for at least 24 hours.