



## Travel and Arrival Protocol – March/April 2021

The current COVID-19 pandemic as well as travel restrictions and quarantine requirements have resulted in new pre-departure, travel and arrival protocols for international students (new and returning) destined for Canada.

These procedures outline expectations and requirements to:

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

Our first priority remains the health and safety of our students, host families and school communities. It is important to note that Canadian educational institutions must follow the regulations and recommendations of various authorities, including the government of Canada, provincial and local public health authorities.

**Students who are 18 and younger and arrive at Vancouver airport without an accompanying adult will quarantine in their homestay. The age of majority in other provinces is different. Please make sure that students who are 18 are arriving directly to Vancouver Airport. All students are encouraged to have Vancouver Airport as their first point of entry to Canada.**

Please take some time to review the information in this package. Please note that in not following this protocol, students may be denied entry into the country, or may be dismissed from the program with no refund. Government authorities may also fine students for non-compliance in certain situations.

**For Action – Please make sure you fill out the form at the back of the package and return it to [croesler@GoDelta.ca](mailto:croesler@GoDelta.ca).**

**Students should download What's App to their phones and other devices either before arriving or immediately upon arrival and check emails frequently for orientation and other activities. Secondary students will receive instructions on how to log into a Delta Learns account and a Google Classroom each day for information and activities.**

## Pre-Departure:

### Communication and Relationship Building Between Homestay and Natural Families

- Have several Zoom or Skype meetings to get to know one another or re-connect
- Share how you have been living during the COVID-19 experience and the precautions being taken
- Exchange emails and cell phone numbers and program into phones
- Confirm arrival plans
- Build relationships and trust between the families
- Please download What's App before you arrive

### Consider Pre-Purchasing a Canadian cell phone plan and SIM card

- In a typical year, homestays take students to get a Canadian cell phone plan when they arrive (mandatory for safety and communication reasons)
- This will not be possible this year. One option is to get a Canadian cell number and plan before you come to Canada. A SIM card can be delivered to your home!
- <https://try.gophonebox.com/newarrivals/>

### Household Isolation

- Students should self-isolate in their own homes in their own home country for two weeks in the lead-up to departure and only have contact with household members
- If a student MUST leave the home or come in contact with people outside of their immediate household, all parties must be wearing masks and must maintain 2m physical distancing

### Medical Check / Testing

- As of January 7<sup>th</sup>, 2021 all people entering Canada by air must have a PCR test within 72 hours of departure. Those who test positive for COVID-19 should contact [ksymonds@GoDelta.ca](mailto:ksymonds@GoDelta.ca) immediately to discuss other departure options.
- Please bring a copy of your test to the airport and be prepared to present it to border services in Canada as well.
- For more information on this [click here!](#)

### Completing Arrival Plans

- Download and complete the ArriveCAN App (available for iPhone and Android).
  - You must also complete this APP before departing
  - You will need to do a **daily check-in** on the app after you arrive
  - Failure to do this may result in a fine
- Please have hard copies of these documents as well as you may be asked questions about them when you arrive.
- Please also make sure you have handy your Homestay address and contact information
- Instructions for filling in the ArriveCAN App can be found at <https://www.godelta.ca/content/covid-19>

## **Pre-Register to Pick-Up your Study Permit and Save Time at the Airport**

- If the Vancouver airport is your 'port of entry' to Canada, go to <https://www.yvr.ca/en/students> and fill in the form. Please note that the UCI number can be found on your Study Permit Approval Letter
- When you arrive at the Vancouver Airport, proceed through customs as you would normally. Pick-up your luggage and then enter the room where you 'trade' your approval letter for the Study Permit. Please tell the attendant at the door that you have completed the VC Portal. You will get to skip the line-up!

### **Please note that you must ...**

- Fill out the form AT LEAST 72 hours before arriving
- Must have your Study Permit Approval Letter/Letter of Introduction with you
- Be arriving directly at Vancouver Airport as your first point of entry into Canada

## **Packing**

**All students need to have a cell phone and a laptop when coming or returning to Canada for the 2020-2021 school year.**

In addition to regular packing requirements as in the Student Handbook please also bring –

- 60 disposable face masks OR 30 disposable and 1 cloth face mask
- One large bottle of quality hand sanitizer
- Box of Nitrile gloves
- Thermometer

Please give at least 15 disposable masks and the box of gloves to your homestay upon arrival in your host family house.

Students should also, in their carry-on luggage have at least 2 masks, a travel sized bottle of hand-sanitizer (100 milliliters or less) and some disinfecting wipes.

Please also make sure you have the following documents packed in your carry-on luggage in clear folders.

- Passport
- Letter of Acceptance
- Custodianship documents
- Study permit or permit confirmation document (approval letter)
- Homestay profile and contact information
- Pick-Up and Contact emergency information sheet for our staff
- Travel confirmation document (letter of support)
- PCR test results
- Copy of this document, signed by yourself and your parents

Please also bring a change of clothes and travel appropriate snacks.

## **Airport and Flight**

### **Wear a Mask**

- Wear a mask in the airport at all times.

### **Wash hands frequently and avoid touching your face**

### **Practice Physical Distancing**

- Be aware of your surroundings
- Avoid busy areas of the airport
- Avoid unnecessary movement within the airport – go to your gate and stay in one place
- If they are open, avoid restaurants and food kiosks

### **Use hand sanitizer when necessary**

- If you are unable to wash your hands regularly at the airport or during your flight, please use hand-sanitizer, especially if you touch anything on the plane and before you eat.

### **Sanitize your personal space and high touch areas**

- Before sitting down on the airplane, wipe down your seat area, including armrests, seatbelt buckle, eating tray, touch screens and remote controls, etc. with a good quality disinfecting wipe.

### **Minimize trips to the washroom**

- Of course, use the washroom as needed, but avoid moving around the plane if not necessary. When using the washroom make sure to flush the toilet with the seat down and wash your hands thoroughly afterwards. Avoid opening the door with your bare hand after washing your hands.

### **Touch as few surfaces as possible**

- Keep your hands to yourself
- Avoid touching surfaces unnecessarily in the airport. When that is unavoidable (checking in, going through security, etc.) wash your hands thoroughly immediately after.

### **Keep your cell phone charged**

- You will need your cell phone to contact your homestay family or the person who is picking you up when you arrive. Please make sure that it is charged throughout the flight.
- If you are using your phone throughout the flight to watch movies or play games, please wipe it down with a disinfecting wipe frequently.

### **Bring some food with you as the restaurants or stores may not be open and flights may not be serving food.**

- Make sure it is food that you will be allowed to take on the flight. Check with your airline.

### **Bring a refillable water bottle with you**

**If you need help at the airport go to the Information desk or look for volunteers who can help you.**

## **Arrival at Vancouver Airport**

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

The student must have the documents outlined under 'Packing' ready to provide to Canada Border Services. The student will also be required to undergo a screening by a border services or quarantine officer to assess travellers for symptoms.

### **Wear a fresh mask**

- You should be wearing a mask throughout your flight
- When you arrive, please dispose of that mask, thoroughly wash your hands and put on a new mask
- Avoid touching surfaces in the airport, and when you do, immediately wash your hands
- You will keep your mask on until you arrive in your homestay or place where you will be living

### **Text your host family/person who is picking you up**

- Once you have left the plane, immediately text your homestay to let them know you have arrived and that you are off the plane
- Text/What's App them again when you have picked up your luggage

### **Take your COVID test**

- You will be asked to do a COVID test at the airport. You will be contacted approximately 3 days after the test with the results.
- You will be given a second test and instructions that needs to be done on Day 10 of your quarantine. **Please give this test and all of the instructions you are given to your homestay family so that they can help you facilitate this test on Day 10.**

### **Be prepared to speak about your self-isolation plan as you will be assessed**

- Have print outs or screenshots of your plans and documents
- Have any confirmation numbers
- Know the name and address of your host family (bring your homestay profile)
- Bring any documents provided to you by the school district (including this document)
- Know the name of the person who is picking you up
- Be able to show the ArriveCAN App on your phone

### **Proceed through immigration and baggage pick up while maintaining physical distancing**

- Don't rush. Take your time and keep plenty of space between you and others.
- If you are a new student who has a study permit approval letter, **PLEASE MAKE SURE YOU GET YOUR LUGGAGE AND THEN PICK UP YOUR PERMIT BEFORE EXITING TO THE ARRIVALS HALL.** If you are unsure what to do, ask at the information desk.

**Exit the baggage area and cross the street towards the parking area**

- Text/What's App your homestay family or the person who is picking you up while you are waiting for your luggage at the carousel.
- Your homestay will be standing outside the entrance to the parkade (see pictures below)
- If you are arriving on an international flight, exit through the main doors in the arrival hall and walk across the cross walk. Your homestay family will be waiting in that area.
- If you are arriving on a domestic flight, proceed DOWN the escalator and then out the sliding doors. Cross the street and your host family will wait there.
- If you cannot find them, phone or text them or one of the numbers on your arrival information sheet

**If you are arriving from INSIDE Canada (Domestic flight) your homestay will meet you here. Please note you have to go down one floor inside the airport before exiting.**



**If you are arriving on an International Flight, exit through the arrivals lounge and cross the street. Your homestay will meet you here.**





### **Load your 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 we are asking that only one household member is there to pick you up.
- They will not be able to hug you or shake your hand. Do not take offense!

## **Self-Quarantine**

As part of the Quarantine Act, you are required to self-quarantine for 14 days. This means that you have to stay in your own room for 14 days and avoid contact with others.

After arriving in Canada, Government of Canada officials will call you and/or your host family to monitor compliance with the mandatory quarantine. They may come from an unknown caller or a call with no caller ID. Please note that there are some COVID-19 scams out there. If someone phones claiming to be checking in with you regarding COVID-19 do not provide any financial information. If you are not sure if a call is legitimate, please let your homestay know of your concerns.

These instructions and protocols may seem overwhelming. Please ask your host family or Homestay Coordinator for assistance.

Your homestay will provide you with food, clean linens every couple of days, a comfortable room and access to them via text, Facetime, What's App and other remote communication. Our staff will check on you frequently as well. There will be a Google Classroom set-up for your Quarantine time. A daily check-in form needs to be completed before noon everyday and you are required to participate in any 'live' check-ins throughout quarantine – typically once or twice a day.

As you will not have had a chance to get a Canadian cell plan yet, please make sure you are connected to wifi in your house and able to communicate with us and your homestay through an app like Facetime, WeChat or What's App. We will also send you instructions on how to get into the Google Classroom. Please check your email as our staff will be sending you links to various chat groups and activities through email.

## **Student Responsibilities and Expectations During 14 Day Quarantine**

### **Stay in your own room as much as possible and away from others.**

- The purpose of quarantine is to ensure that, in the unlikely case you have been in contact with COVID-19 in your travels or pre-departure, your host family and the greater community is not put in contact with it as well.
- Therefore, it is VITAL that you stay in your room. You may, of course, exit your room to use the washroom facilities.

### **Keep your room well-ventilated and clean**

- open your window to let the air circulate.
- It is important to get fresh air and to make sure your room stays clean and fresh.
- Make sure that you have a window open so air can circulate adequately. If you find your room too hot, please let your homestay family know so they can provide you with a fan.

### **Practice good hygiene**

- Wash your hands frequently with plain soap and water for at least 20 seconds.
- Use paper towels to dry your hands and dispose of them in the garbage can in the bathroom. When you shower, take your towel back to your room with you.
- Cover your mouth and nose with your elbow when coughing or sneezing, or use a tissue. Avoid coughing into either your hands or into the air. Dispose of used tissues right away into a trash bin and immediately wash your hands.
- Shower once per day and brush your teeth twice a day.

### **Use a separate bathroom whenever possible**

- Your homestay will provide you with cleaning supplies and some instructions on cleaning your washroom. You are to clean your washroom thoroughly once per day.
- Please put all toilet paper in the toilet and flush the toilet with the lid down.
- If you are sharing a washroom, make sure you remove all of your belongings after each use (towels, toothbrush, brush, etc.) and clean the bathroom thoroughly after each use.

### **Complete the ArriveCAN App check in daily**

### **Complete the District Check-In Daily and participate in orientation activities (more information to follow)**

#### **Stay connected**

- Text, and use Facetime or other apps to stay in frequent contact with your homestay
- Ensure your cell phone is charged and you are connected to wifi (homestay will leave wifi password in your room)
- Regularly check your emails
- If someone emails or contacts you, please respond immediately
- Make sure you are participating in online communication with our staff as instructed

#### **Monitor your physical and mental well-being**

- Complete the health self-monitoring form that will be in your room. This needs to be done daily. There will also be an online document for you to complete daily. Please fill it out completely and honestly.
- Contact your homestay immediately if you are not feeling well, you notice a change to your 'baseline' health or if you are feeling sad and lonely
- Reach out to our staff any time you want to talk
- Try to establish a 'routine' as quickly as possible. For example, do not stay up all night and sleep all day!



### **Package up your garbage daily**

- Your homestay will provide plastic garbage bags for you. Each day, ensure all of your garbage is placed in the bag. Once a day, put on a pair of gloves, securely tie the bag and place it outside of your room for your homestay to dispose of it.

### **Take care with laundry**

- Immediately upon arrival in your house, remove your travel clothes and place them in a plastic bag. Put on gloves and securely tie the bag and place it outside of your room.
- Your family will provide you with a laundry hamper lined with a plastic bag. Every three days place your sheets and towels and other laundry in the plastic bag. Wearing gloves, tie up the plastic bag and leave it outside your room. Your family will bring you clean sheets and towels and your clean clothes to fold once washed. Please do not wear anything delicate as your clothes need to be washed thoroughly in hot water.

### **Be creative**

- Find unique ways to communicate with and interact with your host family ... watch movies together virtually, eat dinner together virtually, play games online
- Try to spend more time communicating with your Canadian family than with your family and friends back home – spending too much time communicating with family and friends back home can make you feel more isolated and lonely
- If you are new to us, we will provide you with a buddy to communicate with
- Watch for activities and chat groups hosted by our program!

### **Food**

- Your host family will prepare food for you and leave it at your door. They will contact you when your food is there. Please do not keep any food garbage in your room.
- They will drop off breakfast in the morning and dinner in the evening. If your host family works, they may drop off a bagged lunch for you to eat as well. There will be snacks and water in your room for you to consume when needed.
- Please communicate with your host family about amount of food and any food issues.
- When finished eating, place your dishes, etc. and any uneaten food outside your door and let your host family know it is there.
- Do not share dishes, drinking glasses, cups or utensils with anyone else in the family

### **Day 10 COVID test**

- You will be required to do a COVID test on Day 10. Your host family will help with this process.

### **Ask for help!**

- These instructions and protocols might seem overwhelming but they are in place to remind you to be careful with your contact with others during the 14-day quarantine
- This is for your personal health and safety and that of our schools, families and community
- If you need to talk or need any help please reach out to any of our staff

Please remember that Self-Quarantine is a requirement of the Quarantine Act and not optional. Students who are in private homestays or with their parents must also self-quarantine for 14 days.

## **Post Quarantine Expectations for Student & Families**

### **Continue to practice proper hygiene**

- Wash hands frequently
- Keep your washroom clean
- When soap and water is not available, use hand-sanitizer
- Let your family know if you don't feel well. If you are ill do not attend school or be in social contact with others.

### **Use proper coughing and sneezing etiquette**

- Cough and sneeze into your elbow, not your hand
- If using a tissue, dispose of the tissue in a plastic lined garbage container immediately

### **Practice physical distancing when outside of the home**

- Stay 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 or impossible**

### **Keep a limited social bubble**

#### **Get connected**

- After being in your room for 14 days, it may feel normal for you to be there. You and your host family will have to start to make new routines where you are integrated with the family and part of their daily lives. Quarantine is not 'normal' ... and is not the expectation after the 14 days are over!

#### **Stay connected**

- Keep communicating and reaching out to our staff as needed

### **Be aware of and follow the current Public Health Orders and Recommendations**

## If a Student or Family Member Develops Symptoms or is Diagnosed with COVID-19

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

- Complete the self-assessment tool - <https://bc.thrive.health/covid19/en> or contact 8-1-1
- Follow the directions outlined on the self-assessment tool or by the nurses on 8-1-1 and contact public health authorities if, when and how recommended
- Contact Delta International Student Programs if a COVID test is required
- Follow the directions of the Public Health Authority

## Resources

For further reading on preparation for contact with and care for individuals exposed to COVID-19, please refer to the following:

- Vancouver Airport Website on Travel Directives and Screening - <https://www.yvr.ca/en/updates/covid-19-update-2>
- Tips for cleaning and disinfecting, including garbage collection and laundry procedures - <http://www.bccdc.ca/health-info/diseases-conditions/covid-19/prevention-risks/cleaning-and-disinfecting>
- Self-Quarantine Explained - <https://www.canada.ca/content/dam/phac-aspc/documents/services/publications/diseases-conditions/coronavirus/covid-19-how-to-self-isolate-home-exposed-no-symptoms/covid-19-how-to-self-isolate-home-exposed-no-symptoms-eng.pdf>
- Do's and Don'ts for Quarantining - [https://www2.gov.bc.ca/assets/gov/public-safety-and-emergency-services/emergency-preparedness-response-recovery/gdx/factsheet\\_returningtravelers\\_final.pdf](https://www2.gov.bc.ca/assets/gov/public-safety-and-emergency-services/emergency-preparedness-response-recovery/gdx/factsheet_returningtravelers_final.pdf)
- British Columbia Public Health Orders and Recommendations - <https://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/covid-19-provincial-support/restrictions>
- Tips for proper hand washing - <http://www.bccdc.ca/health-info/diseases-conditions/covid-19/prevention-risks/hand-washing>

## Student and Natural Parent Pre-Departure Declaration

Please complete this portion of the form and email to [croesler@GoDelta.ca](mailto:croesler@GoDelta.ca) as soon as possible.

Each of the undersigned fully understands these Protocols and agrees to all of its requirements. Students understand that any violation of the terms of Quarantine Protocol will result in immediate removal from the Homestay Program. Custodianship services will be cancelled and the student will have to return to the care of their natural parent(s) or an alternative custodian as legally authorized through a document notarized in Canada and in the home country of the student. If this is not feasible, students will be dismissed from the program and will return to their home country. There will be no refund of tuition fees. The student may also be subject to severe penalties from the Government of Canada. Students and their parents are responsible for any fines incurred due to breach of Quarantine Protocol.

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

**Student Email Address:** \_\_\_\_\_