



CANADIAN
Tourism College



COVID-19 Student Safety Guide

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 ILAC 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](#) and detailed [Travel Tool Kit](#)

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

- ✓ Agree to and sign the **ILAC 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 (Guard.Me Canada Coverage included as part of ILAC 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>

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. When you enter Canada, you'll be instructed to either take an arrival test, or receive a home test kit. If you don't qualify as fully vaccinated, you will also get a kit to use on Day-8 of your mandatory quarantine.

Transit

Once you pass through Canadian Customs and retrieve your luggage 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

ILAC 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 display COVID-19 symptoms.*

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 ILAC CTC (directorvan@tourismcollege.com). 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 ILAC 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 8 of your quarantine, you will be required to complete a self-administered COVID-19 test:

On the morning of **day 8** 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 government required day 8 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 ILAC, and if different from your quarantine accommodation.

Fully Vaccinated Travellers

If you are fully vaccinated and meet specific requirements, you may be exempt from quarantine requirements, mandatory government-authorized hotel stay, and Day-8 at home COVID-19 testing starting July 6th, 2021. Fully vaccinated means having received the full series of a vaccine or a combination of vaccines accepted by the Government of Canada (Pfizer, Moderna, AstraZeneca, Janssen) at least 14 days prior to entering Canada. All travellers entering Canada must obtain a negative laboratory (PCR) COVID-19 test taken within 72 hours of departure, as well as take a COVID-19 test upon arrival (PCR or at-home test kit). All travellers, regardless of vaccination status, must present a suitable 14-day quarantine plan. This is required even if you are seeking the fully vaccinated exemption. The final determination is made by a government representative at the border based on the information presented at the time of entry into Canada. You must be prepared to quarantine for 14 days.

For more information visit <https://travel.gc.ca/travel-covid/travel-restrictions/covid-vaccinated-travellers-entering-canada> and see the government of Canada's [infographic](#).

Getting Vaccinated in Canada

Getting vaccinated is the best form of protection against COVID-19 for you and others around you. All residents of British Columbia (including international students) are eligible for free COVID-19 Vaccines. For more information on how to get vaccinated in Canada, see the following links for more information, or email wellness@ilac.com for assistance booking your vaccine appointment(s):

- [Getting Vaccinated in British Columbia](#)
- [Recommendations for those vaccinated with vaccines not authorized by Health Canada](#)

Students attending on campus classes at ILAC CTC must be vaccinated. For more information on the **ILAC CTC Vaccination Policy** and **ILAC CTC Vaccine Passport**, please see <https://www.tourismcollege.com/ilac-ctc-vaccination-policy-for-students/>.

In addition, **Canada Vaccine Passports** are required for many non-essential activities, such as eating at restaurants. For more information, see <https://www2.gov.bc.ca/gov/content/covid-19/vaccine/proof>.

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**.



ILAC CTC students must behave responsibly both on and off campus. Failure to follow local health guidelines puts the CTC community at risk and may lead to disciplinary action.

ILAC 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.

Self-Monitor for Symptoms

You must continually monitor your health for the following symptoms:

- Fever
- New or worsening cough
- Dry throat
- Difficulty breathing
- Loss of sense of smell or taste

If you start experiencing any symptoms of COVID-19 (cough, shortness of breath, a fever equal to or greater than 37.8°C, or signs of fever e.g., shivering, flushed skin, or excessive sweating), please contact an ILAC representative immediately.

For instructions on how to self-monitor for symptoms of COVID-19, please visit the [BC COVID-19 Self-Assessment Tool](#).

Arriving at the Campus

All ILAC CTC Students must have an ILAC CTC Vaccine Passport to enter the campus. Students will be required to present their passport which will be either sent as a digital document which you can access on your phone, or your student ID card.

- You will be asked to show a screenshot of your ILAC CTC Vaccine Passport at the entrance to the location.
- Students must sanitize their hands upon entry and wear a mask (one non-medical mask will be provided if student does not have one).
- Appropriate signage will be prominently displayed outlining proper mask usage and current physical distancing practices in use throughout our facilities
- We recommend arriving 15-20 minutes ahead of class start times to ensure enough time is given for all safety protocols to take place before entering our premises. Students arriving late will not be admitted.
- Access Students to building amenities, such as microwaves or water fountains may be limited.



Travel and Contact Log

- To protect our students, ILAC 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)
- ILAC CTC recommends that students keep a personal log of their daily travels and contacts to help with contact tracing

COVID-19 Case Management

- 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
- If you feel unwell while on campus, please notify an ILAC CTC staff member immediately.

If a COVID-19 case is confirmed

- You will be notified if you have been in contact with someone who has tested positive for COVID-19 on campus. ILAC will follow the advice of the local health authority in all cases.
- If you have been in contact with someone who has had exposure to a positive COVID-19 case, you will be advised to self-monitor for symptoms
- Students who are required to self-isolate will have access to lessons online until it is deemed safe for them to return to school
- If you develop symptoms of COVID-19 outside of the school, you should isolate in your bedroom and contact the school, or an ILAC representative immediately.

Return to School

- If you are waiting for COVID-19 test results you must remain in isolation until they receive negative results and are cleared to return to campus by the local health authority.

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 one of our staff, or contact your Campus Director at directorvan@tourismcollege.com (Vancouver)





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