



COVID-19 Protocol for the Safe Arrival and Quarantine of International Students

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Background

Languages Canada is the national association representing over 200 accredited English and French language education programs in 185 study locations across the country. Member programs include 145 private language schools and 55 public universities and colleges. A list of LC members can be found online [HERE](#).

Languages Canada membership is limited to programs that meet the rigorous requirements of our Quality Assurance Framework, which involves a commitment to student protection, an independent accreditation process, and adherence to Languages Canada's Standards and Code of Conduct.

Languages Canada members welcomes 150,000 international students per year to Canada, from all over the globe.

In the phased reopening of Canada's borders following the COVID-19 pandemic lockdown, Languages Canada member schools are committed to supporting Immigration, Refugees and Citizenship Canada (IRCC) and Canadian Border Services Agency (CBSA) to welcome international students in a safe manner that greatly reduces the risk of transmission of COVID-19 from foreign nationals.

This includes:

- Ensuring that students are aware of and committed to their requirements for safe travel and mandatory quarantine for 14 days upon arrival to Canada;
- Providing all necessary arrangements for students' safe travel and 14-day quarantine immediately upon arrival;
- Monitoring and supporting students throughout the duration of their mandatory quarantine; and
- Providing an academic environment that adheres to the regulations and guidelines of the government of Canada, provincial and local public health authorities.

Student commitment prior to travel to Canada

COVID-19 safe arrival and quarantine protocols will begin at the time an international student enrolls in an LC member program.

LC members will provide clear instructions and documentation to students on the required protocol for safe travel and quarantine upon arrival in Canada. When necessary, this information will be communicated in the students' first language, if not English or French.

LC members will ensure that, prior to travel to Canada, all incoming international students:

- Are 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.
- Have agreed to and signed a copy of the [Languages Canada COVID-19 International Student Safe Travel, Arrival and Quarantine Checklist](#).
- Have completed and printed the [Languages Canada Quarantine Plan](#) for presentation at their port of entry, and have registered via the [ArriveCAN App](#) (free download) as well as any self-isolation forms or apps required by provincial authorities (e.g. the following is required in British Columbia: <https://travelscreening.gov.bc.ca/>, [COVID-19 BC App](#).)
- Have appropriate medical insurance, effective as of the date of the students' arrival, which includes coverage for COVID-19 during the quarantine period. [Guard.me International Insurance](#) confirms that their student insurance policy provides full medical coverage against COVID-19, including during the period of quarantine. Additionally, [Keep.meSAFE](#) by Guard.me offers 24/7 access to mental health support.

Arrangements for safe travel via designated student corridors

With Canada's borders closed to non-essential travel, many standard commercial flights are cancelled or have greatly reduced service. Languages Canada is therefore exploring the possibility of establishing designated international student corridors – chartered flights reserved exclusively for international students bound for Canada. These flights would be reserved for students with a Letter of Acceptance into a Canadian language, post-secondary or K-12 program.

Establishing these direct corridors for international students will entail working closely with Canadian schools, airlines and education agents in sending countries to coordinate travel dates, pricing and process and ensure that corridors for each student source country are sufficient to meet demand from students.

Arrangements for quarantine

Languages Canada members will make arrangements for students' quarantine upon arrival, at a designated quarantine site that is equipped to follow necessary procedures to provide a safe, comfortable, full-service two-week COVID-19 quarantine period.

This quarantine may be offered at a homestay accommodation, student residence or hotel, provided the facilities have established comprehensive COVID-19 quarantine protocols that are in line with the [Public Health Agency of Canada's quarantine guidelines](#), as well as procedures in place for supervision of students in quarantine.

Several hotels have been identified as designated LC quarantine sites for international students within the following cities: Toronto, Montreal, Vancouver, Calgary, Victoria, Winnipeg and Halifax. All quarantine sites have implemented rigorous COVID-19 operating procedures as per the Hotel Association of Canada's [Best Practices, Operating Procedures and Considerations for Hotel Guests in Self-Isolation](#).

These hotels are equipped to provide a full-service quarantine package to students, including:

- Private, safe transport from the airport to the hotel.
- Delivery of three meals per day to the students' room;
- A room which includes a private bathroom and is prepared with adequate toiletries, linens and other supplies for 14 days;
- Adherence of all staff to rigorous hygiene, cleanliness and physical distancing practices;
- Monitoring services to ensure the students do not leave their room.

Each quarantining student (or student-family unit) must stay in their own hotel room which includes a private bathroom. Students should inform both their school and quarantine hotel in advance if they have any special needs or disabilities of which the hotel should be aware.

Students will have access to COVID-19 testing services during their mandatory 14-day quarantine upon arrival in Canada, in the provinces that require it (e.g. Ontario).

In transit

While in transit to the port of departure in their home country, in airports and during flights, students will be expected to follow all recommended personal hygiene and physical distancing guideline as per their Checklist, including:

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

Upon arrival

LC members will ensure that students understand the expectations around their arrival in Canada, including:

- 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, students will be required to acknowledge that they must quarantine (self-isolate) for 14 days and will be required to present their printed [Quarantine Plan](#) to the CBSA agent.
- Students needing to travel to another city within Canada for their studies will be required to

follow all recommended personal hygiene and physical distancing guidelines as per their [Checklist](#), including wearing a mask and gloves; washing/sanitizing hands frequently; and observing appropriate physical distancing.

- Students will meet their pre-arranged safe transportation in a pre-arranged pick-up area. The safe transportation will be provided by the designated quarantine site and will respect necessary quarantine requirements (i.e. only one passenger at a time; driver and passenger wearing masks and gloves; vehicle is sanitized between users.)
- Students must contact the student services officer at their host school to confirm their arrival and pick-up by their designated transport.
- Students will be transported immediately to their designated quarantine location.
- During check-in at the quarantine site, students will wear a mask and gloves and respect all necessary personal hygiene and physical distancing guidelines.
- Immediately following check-in, students will be escorted to their room.
- The quarantine provider will contact the LC member to confirm that the student(s) have arrived at their quarantine location.

During quarantine

LC members remain committed to exceptional student experience, including ensuring that all international students' 14-day quarantine period is as productive and enjoyable as possible, while adhering to strict isolation requirements.

Responsibility for oversight of students in quarantine will be shared by LC member schools and the quarantine accommodation provider.

Designated quarantine sites will:

- Attend to students' immediate needs, such as provision of three meals per day, any needed toiletries, linens, etc.
- Ensure appropriate sanitization measures are in place.
- Provide monitoring services to ensure that students do not leave their room during the 14-day quarantine period.

LC member schools will:

- Conduct regular telephone check-ins with students to inquire about their mental and physical health.
- Provide students with the option to commence their program of study via live virtual course delivery.
- Provide students with optional virtual social, wellness and entertainment activities.

Students will be required to self-monitor for symptoms of COVID-19, including taking their temperature daily.

As per the students' [Checklist](#), if a student experiences any symptoms of COVID-19 during the quarantine period, he/she must follow the [directives of the Public Health Agency of Canada](#), and immediately notify both the quarantine provider as well as their host school.

Any student 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 has tested negative for COVID-19.

In Ontario

Testing must take place on Day 14 of quarantine for students to fully complete the 14-day quarantine period. LC members will facilitate the safe transportation of students to and from a local Assessment Centre for testing. Testing must be scheduled by contacting a [local Assessment Centre](#). Members will inform their [Ontario Health Region](#) of their plans to support alignment with local testing plans.

While waiting for the results, students will remain in quarantine and the institution will continue its responsibility for quarantine oversight. If a student tests positive, that restarts the quarantine period and institutions will maintain their oversight of the student during that period.

Institutional preparedness

Languages Canada member schools are committed to operating in a way that prioritizes the health and safety of students, staff, host families, and communities, and adheres to the reopening regulations and guidelines of the government of Canada, provincial and local public health authorities.

LC public college and university members will operate as per provincial COVID-19 public post-secondary directives.

LC private school members will operate as per the [Languages Canada COVID-19 Guidelines for Operation of Private Language Schools](#).