



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

Last updated: January 7, 2021

Background

Languages Canada is the national association representing approximately 200 accredited English and French language education programs in over 180 study locations in nearly all regions of the country. Member programs include private language schools and public universities and colleges.

A list of LC members can be found [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 welcome approximately 150,000 international students to Canada every year.

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), the Public Health Agency of Canada, the Canadian Border Services Agency (CBSA) and provincial Ministries of Education and Health 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 complying with requirements for safe travel and mandatory quarantine for 14 days upon arrival to Canada;
- Ensuring that students are aware of and committed to complying with provincial health and safety requirements, including temporary directives such as lockdowns and/or limitations on social gatherings;
- Providing all necessary arrangements for students' safe travel and 14-day quarantine immediately upon arrival to Canada;
- Monitoring and supporting students throughout the duration of their mandatory quarantine, including providing access to mental health support services;
- Supporting students to undergo mandatory asymptomatic testing during quarantine, where required (e.g. in province of Ontario); and
- Providing an academic environment that adheres to the regulations and guidelines of the government of Canada, as well as provincial and local public health authorities.

Student commitment prior to travelling to Canada

COVID-19 safe arrival and quarantine protocols will begin at the time an international student begins their travel preparations to study at a Canadian education institution.

LC members will provide clear instructions and documentation to students on the required protocol for safe travel and quarantine upon arrival in Canada. LC members will ensure that, prior to travelling to Canada, all incoming international students:

- Are aware of their requirement to comply with 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](#), have registered via the [ArriveCAN](#) app (free download), and have loaded their quarantine plan on the app prior to boarding their flight. Students must also complete any self-isolation forms or apps required by provincial authorities (e.g. in British Columbia: [COVID-19 BC App](#); in Nova Scotia: [Nova Scotia Safe Check In form](#).)
- That, as of January 7, 2021, all students have undergone a recognized PCR COVID-19 test, and received a negative test result, within 72 hours of their departure to Canada.
- Have appropriate medical insurance, effective as of the date of the students' arrival in Canada, 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

As of October 20, 2020, students holding a valid study permit to attend a Designated Learning Institution (DLI) with a provincially-approved COVID-19 Institutional Readiness Plan are exempt from Canada's travel ban. Eligible students may book commercial flights on their own or book flights via the Languages Canada *Study Safe Corridor – TRAVEL SAFE* site (see below for more information).

Arrangements for quarantine

Members must prepare a safe quarantine plan according to their provincial guidelines, and according to the minimum requirements set out below.

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.

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

The Study Safe Corridor – TRAVEL SAFE package

Students may purchase a [TRAVEL SAFE](#) package online from Languages Canada which includes:

- 14-night quarantine hotel stay (all quarantine sites available via the *TRAVEL SAFE* package 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](#));
- 3 meals per day;
- COVID-safe private airport transfer;
- 4-week comprehensive health insurance including COVID-19 coverage and mental wellness support services;
- Canadian SIM card/phone number with a one month plan;
- All needed instructions and documentation for smooth entry into Canada.

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

- 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.

Students purchasing a *TRAVEL SAFE* package for travel to Ontario may add an optional package which includes COVID-19 test scheduling and safe

transportation services to help them meet quarantine testing requirements in that province.

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 at all times;
- Washing/sanitizing hands frequently;
- Observing appropriate physical distancing.

Upon arrival

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

- Students must wash/sanitize their hands, wear a fresh mask and respect physical distancing requirements while in their arrival airport;
- Students must have pre-loaded their quarantine plan to the ArriveCAN app prior to departure from their home country;
- When passing through Canadian customs, students will be required to acknowledge that they must quarantine (self-isolate) for 14 days and may be required to re-confirm elements of their quarantine plan;
- 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; washing/sanitizing hands frequently; and observing appropriate physical distancing;
- Students will meet their pre-arranged safe transportation in a pre-arranged pick-up area. Transportation must respect necessary quarantine requirements (i.e. only one passenger at a time; driver and passenger wearing masks at all times; 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 their quarantine site, students will wear a mask 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 (including *TRAVEL SAFE* package hotels) will:

- Attend to students' immediate needs, such as provision of three meals per day, drinking water, 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 except for medical reasons.

LC member schools will:

- Conduct regular telephone check-ins with students to inquire about their mental and physical health and remind them to complete their daily self-assessment via the ArriveCAN app;
- 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, and submitting their assessment via the ArriveCAN app.

As per the students' [Checklist](#), if a student experiences any symptoms of COVID-19 during the quarantine period, they 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.

For students quarantining in Ontario only:

Testing must take place upon completion of students' 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](#) and the details provided within their COVID readiness plans, as approved by their province.