

The Languages Canada Study Safe Corridor



Saving Canada's International Language Education Sector Ensuring the Safety of Canadians and International Students

Canadians need to get back to work

Over 75% of Canada's accredited English and French programs risk permanent closure over the next 6 months. Even more will follow in 2021. To save them, we need to get back to work in a way that is safe for both Canadians and international students.

Canada needs international students

Language students are a critical component of Canada's \$22B/year international education sector. During their stay, these students explore our country and many of them go on to attend Canada's colleges and universities, and ultimately decide to call Canada "home", making language education an essential part of the equation for meeting Canada's labour force and immigration goals.

The Study Safe Corridor supports students and protects Canadians through every step of students' study-in-Canada journey

Step 1

DEPART SAFE

Prior to travel, students are qualified and comply with the requirements for safe travel and mandatory quarantine upon arrival to Canada.

Step 2

ARRIVE SAFE

Arrangements are made for students' safe travel and 14-day quarantine upon arrival. Students are monitored and supported throughout the duration of their mandatory quarantine.

Step 3

STUDY SAFE

Member schools provide an academic environment that adheres to the regulations and guidelines of the federal, provincial and local public health authorities.

The Languages Canada

Study Safe Corridor

Supporting Documents

- [Study Safe Corridor](#)
- [COVID-19 Protocol for the Safe Arrival and Quarantine of International Students](#)
- [COVID-19 International Student Safe Travel, Arrival and Quarantine Checklist](#)
- [COVID-19 International Student Quarantine Plan Template](#)
- [COVID-19 International Student Attestation of Essential Travel Template](#)
- [COVID-19 Guidelines for Operation of Private Language Schools](#)



Study Safe Corridor

Last updated September 24, 2020

About Languages Canada

Languages Canada is the national association representing over 200 accredited English and French language education programs in 185 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 150,000 international students to Canada every year. One-third of these students continue on to post-secondary education at Canadian universities and colleges, making language education an important contributor to Canada's \$22 billion/year international education sector. During their stay, these students explore our country and culture and add to the richness and diversity of our society. Many students decide to stay beyond their studies and call Canada "home". Language education is an essential step not only to further education, but an essential part of the equation for meeting Canada's labour force and immigration goals.

A June 25, 2020 survey of Languages Canada members indicates that, under the status quo, 75% of accredited English and French language programs will be forced to permanently close in the next six months. Even more will follow in 2021. Something must be done to save decades of investment, to save a sector that promotes our official languages and values. The *Study Safe Corridor* is a proposal to do exactly that: to save Canada's international language education sector through innovation, in a way that ensures Canadians and international students are safe. The *Study Safe Corridor* is an adaptation to survive and thrive in this new post-pandemic context.

The Languages Canada *Study Safe Corridor*

The *Study Safe Corridor* is a safe way of bringing international students to Canada. It is designed to recruit and prepare qualified international language students, offer a safe and controlled travel corridor to Canada, provide a comfortable quarantine process, and ensure that both students and host Canadians are safe as students enter into Canadian schools and communities.

In the phased and targeted reopening of Canada's borders following the COVID-19 pandemic lockdown, Languages Canada member schools are committed to working with 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 in Canada.

The *Study Safe Corridor* is a comprehensive package of complementary elements that the association has put in place to support its member programs in meeting the commitment of health and safety to Canadians. Through the *Study Safe Corridor*, LC members will:

- Ensure that, prior to travel, students are qualified and comply with the requirements for safe travel and mandatory quarantine upon arrival to Canada;
- Make all necessary arrangements for students' safe travel and 14-day quarantine upon arrival;
- Monitor and support students throughout the duration of their mandatory quarantine; and
- Provide an academic environment that adheres to the regulations and guidelines of the federal, provincial, and local public health authorities.

Through the *Study Safe Corridor*, Languages Canada members will ensure that all needed safety and security elements are in place to welcome a targeted 40,000 international language education students from July 1, 2020, to March 31, 2021.

Elements of the Study Safe Corridor

The Languages Canada *Study Safe Corridor* can be divided into three steps that support students and protect Canadians at every juncture of students' study-in-Canada journey.

STEP 1: Promotion and pre-departure to Canada

LC and its members will ensure that students are qualified, informed, prepared for, and in agreement with requirements for safe travel and quarantine upon arrival in Canada. LC and its members will provide international students with all necessary arrangements and documentation to assure IRCC and CBSA that students are arriving safely in Canada.

1. Promoting the *Study Safe Corridor* to prospective students – The branding of the study-in-Canada experience will shift in the coming months, with emphasis on the support offered to students via the *Study Safe Corridor* and students' requirements to comply with strict safety measures to reduce risk of transmission of COVID-19, including mandatory quarantine. To support this branding and promotion effort, Languages Canada has proposed the creation of a government of Canada "Student Safe Travel and Arrival" subsidy, which would offset part of the cost of students' flights and quarantine, sending the message that international students matter to Canada, that we are here to support them to come to Canada safely, and ultimately incentivizing international students to choose Canada as their study destination of choice, rather than a competitor country.
2. Languages Canada *Protocol for the Safe Arrival and Quarantine of International Students* – Developed by Languages Canada, this document provides clear guidelines to LC members to ensure that students comply with safe travel and quarantine requirements.
3. *COVID-19 International Student Travel and Quarantine Checklist* – Developed by Languages Canada, this document provides step-by-step instructions to incoming international students on how to safely prepare, travel, arrive, and quarantine, including a signed form whereby students confirm their

understanding and acceptance of requirement to quarantine upon arrival in Canada. It will be made available to students in multiple languages.

4. *COVID-19 International Student Quarantine Plan Template* – Developed by Languages Canada, this fillable document outlines students’ quarantine plan, which students will be expected to complete and print for presentation to their CBSA agent upon arrival in Canada.
5. *COVID-19 International Student Attestation of Essential Travel Template* – Developed by Languages Canada, this fillable document allows institutions to attest to the essential nature of a student’s presence in Canada. Students will be expected to print this document for presentation to their CBSA agent upon arrival in Canada.
6. ArriveCan app – Students will be advised to download the [ArriveCAN](#) mobile app prior to their arrival and fill their personal information including a Canadian phone number (e.g. contact at their place of quarantine.) Students will also be encouraged to acquire a Canadian phone number for ease of contact. ([PhoneBox](#), a Canadian wireless company offering affordable mobility plans, can deliver Canadian SIM Cards anywhere in the world and provides easy activation as soon as students land in Canada.)
 - 6.1 COVID-19 BC App – Students attending institutions in British Columbia will also be advised to download the [COVID-19 BC App](#).
7. Proof of insurance for quarantine period – International students will need proof of 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.)

STEP 2: Transit to and arrival in Canada

LC and its members will ensure that students travel to Canada in a safe, controlled, and monitored way. LC and its members will make all arrangements for students’ mandatory 14-day quarantine upon arrival in Canada.

8. Air Canada international student safe air corridors – Languages Canada has teamed up with Air Canada to establish designated international student air corridors – chartered flights reserved exclusively for international students bound for Canada. These flights would be reserved for students with a letter of acceptance into an LC member program and appropriate visa, but could also be utilized by other Canadian Designated Learning Institutions. Establishing these direct air corridors for international students will allow a greater degree of monitoring and control over student flows into Canada than allowing students to arrive on commercial flights. (Note: The need for charter flights may not be required for all source countries and will be continuously evaluated to align with Canada’s phased and targeted reopening of borders.)
9. Designated quarantine hotels – Several hotels have been identified as designated Languages Canada quarantine sites for international students within the following cities: Toronto, Montreal, Vancouver, Calgary, Victoria, Winnipeg, Halifax, and Ottawa. 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](#) and are equipped to provide a full-service quarantine package to students, including safe transport from the airport to the hotel and monitoring services to ensure students do not leave their room.

Hotels providing shuttles to students arriving for quarantine via the SSC must abide by the following minimum criteria:

- sufficient shuttles provided for students to sit no more than one student per two seats, unless they are travelling as a student-family unit;
- plexiglas must separate the driver's cab from the passenger area, and no student is permitted to sit in the front passenger seat;
- students are responsible for loading and unloading their suitcases into the shuttle;
- the name and contact information of both the driver and the hotel front desk will be provided to each student, to include as part of their quarantine package, as well as the estimated time and location of pick-up;
- students will be taken directly to the quarantine location;
- each shuttle will be fully cleaned between trips;
- when possible, windows will be slightly open to assist in ventilation of the passenger area.

Hotels which have not signed off on this requirement will not be available to students through the SSC.

10. COVID-19 testing – 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).

STEP 3: Integration into LC member programs

Following successful completion of the quarantine period, students will proceed to their final place of residence and commence in-person studies. Languages Canada member schools are committed to operating in a way that prioritizes the health and safety of students, staff, host families, and communities, by adhering to the reopening regulations and guidelines of the federal, provincial, and local public health authorities.

11. Languages Canada *COVID-19 Guidelines for Operation of Private Language Schools* –The *COVID-19 Guidelines for Operation of Private Language Schools* guides LC members' institutional preparedness for day-to-day operation under COVID-19 conditions, providing direction on appropriate physical distancing, hygiene, sanitation, and monitoring measures. (Note that LCpublic college and university members will operate as per provincial COVID-19 public post-secondary directives.)



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

Last updated September 24, 2020

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](#).



COVID-19 International Student Safe Travel, Arrival and Quarantine Checklist

Last updated September 24, 2020

Dear student,

We look forward to welcoming you to Canada! Canada remains a safe and welcoming destination for international students. However, as a result of the COVID-19 pandemic, there are some important protocols that international students must follow to reduce the risk of infection and transmission of the virus, including undertaking a mandatory 14-day quarantine period immediately upon arrival in Canada.

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

Please understand that our number one priority is the health and safety of our students, homestay families, schools and communities. Your host school is obligated to follow the regulations and recommendations of various authorities, including the government of Canada, provincial and local public health authorities.

Please confirm that that you understand and agree with the following:

- I am aware of the 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.
- I agree to comply with the requirements laid out in this International Student Safe Travel, Arrival and Quarantine Checklist.
- I have completed and printed the Languages Canada Quarantine Plan for presentation at my port of entry, and have registered via the ArriveCAN App.
 - For students attending institutions in British Columbia ONLY: I have downloaded and installed the BC COVID-19 App.
- I confirm that I have appropriate medical insurance, effective as of the date of my arrival in Canada, which includes coverage for COVID-19 during the quarantine period.

Name: _____

Signature: _____

Date: _____

Student Checklist

The below checklist provides guidelines to support you in your travel and quarantine upon arrival in Canada.

Pre-Departure:

#1 – Communicate with your school about your arrival and quarantine plan:

- Your host school will provide you with accommodation options for your 14-day quarantine and require that you make a selection of your preferred quarantine site. Each quarantining student (or student-family unit) must stay in their own hotel room. Your quarantine site will provide:
 - Private, safe transport from the airport to the hotel.
 - Delivery of three meals per day to your room;
 - A room which includes a private bathroom and is equipped 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 that you do not leave your room.
- In addition to payment of a deposit for your language program, you will be required to pay a deposit for your quarantine package, prior to being issued a Letter of Acceptance.
- Make sure to inform both your school and your quarantine site in advance if you have any special needs or disabilities of which they should be aware.
- Be clear about how and where you will be meeting your transportation upon arrival. Obtain a cell phone number for the driver.

#2 – Prepare for 14 days of isolation:

- Refer to the [guidelines from the Public Health Agency of Canada on How to Self Isolate](#).
- Your host school will likely have options for you to commence your academic program through virtual means during your quarantine period. Discuss the academic plan for your quarantine with your host school.
- Make a plan for your physical and emotional wellness during quarantine, including any books, games, fitness equipment/apps, etc. you wish to have with you.

#3 – Complete arrival plans:

- Complete the [mandatory Languages Canada Quarantine Plan](#). Send a signed electronic copy of this document to your host school. Print a copy of this Plan to present to border officials upon arrival in Canada.

- Download the [ArriveCAN App](#) on your mobile device (available for iPhone and Android). Complete the pre-arrival forms on the app.
 - If you are attending an institution in British Columbia, you must also download the [BC COVID-19 App](#) (available for iPhone and Android).

#4 – Packing

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.

Make sure you have the following documents available when you arrive in your carry-on luggage. You will be required to present these to a Canada Border Services Agent when going through Canadian customs and immigration:

- Passport;
- Study permit or permit confirmation document (if you have one);
- Letter of Acceptance;
- Quarantine site contact information, including cell phone number for the driver.
- Contact information for your host school;
- Signed copy of this document;
- Print out of Quarantine Plan.

#5 – Pre-Departure Self-Assessment

You (and your co-arriving family members) should not travel to Canada if you are experiencing COVID-19-related symptoms, have tested positive for COVID-19, have been exposed to the virus or are awaiting test results. Access the Thrive Health COVID-19 Self-Assessment Tool [here](#) to determine if you have COVID-19-related symptoms.

In transit:

While in transit to the airport, in airports and during flights:

- Wear a mask and gloves;
- Wash hands frequently;
- Use hand sanitizer when necessary;
- Practice physical distancing (minimum 2 metres from others);
- Sanitize your personal space and high touch areas;

- Minimize trips to the washroom (Flush the toilet with the seat cover down);
- Touch as few surfaces as possible;
- Keep your cell phone charged.

Arrival in Canada:

- Text your host school to confirm your arrival;
- Text your driver to confirm your arrival;
- Wear a fresh mask and gloves;
- Proceed through immigration and baggage pick up while maintaining physical distancing;
- Present appropriate documentation to the Canada customs officer;
- Move as quickly as possible through the baggage area and do not enter any stores in the airport;
- Meet your driver at the agreed pick-up location;
- Load your own luggage into the car and sit as far away from the driver as possible;
- Follow all instructions for COVID-19 safe check-in at your quarantine site.

During quarantine

As per the Government of Canada's [Quarantine Act](#), you are required to quarantine for 14 days immediately upon arrival in Canada. This means that you must stay on your own in your room for 14 days and avoid contact with others. Your quarantine site will provide you with food, clean linens every couple of days, a comfortable room, access to television and Wi-Fi.

This means:

- Stay in your own room as much as possible and away from others. Do not leave your quarantine room unless there is a medical emergency.
- Keep your room well-ventilated and clean – open your window to let the air circulate.
- Practice good hygiene
 - Wash your hands frequently with plain soap and water for at least 20 seconds.
 - 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.
 - Flush the toilet with the lid down.
 - Package up your garbage – empty garbage frequently and wash your hands immediately.
 - Refer to the COVID-19 laundry policy at your quarantine site for having your clothes washed.
- Stay connected to your Canadian host school. You will likely have the option to commence your language program via live virtual classes. Your host school will also likely have optional virtual social activities in which you can participate to meet other students and learn about the city in which you'll be studying.
- Stay connected to friends and family via text, email, facetime, etc.

- Monitor your physical and mental well-being. If you are not feeling well, use the Government of Canada's COVID-19 self-assessment tool to help determine if you need further assessment or testing. Contact your host school and quarantine provider immediately if you feel sick.
 - Access the Thrive Health [COVID-19 Self-Assessment Tool](#)
 - If you cannot use the online tool, call 8-1-1

Please remember that quarantine is a mandatory requirement of the *Quarantine Act* and not optional.

After quarantine

Following completion of your 14-day quarantine period, if you have not presented any symptoms of COVID-19:

- Confirm transportation arrangements to your permanent accommodation with your host school.
- If you are transferring to accommodation within your city of arrival/quarantine, you will be transported by car provided by the quarantine site, following safe transport protocol.
- If you need to travel to another city within Canada for your studies, you will be transported to the airport by car provided by the quarantine site, following safe transport protocol. While in airports and during flights, you will be expected to follow the same recommended personal hygiene and physical distancing guidelines as during international travel, including wearing a mask and gloves; washing/sanitizing hands frequently; and observing appropriate physical distancing.
- For the duration of your stay in Canada, please be mindful of and respect public health directives.
 - Continue to practice proper hygiene, including hand washing and use of hand sanitizer;
 - Use proper coughing and sneezing etiquette;
 - Practice physical distancing.



International Student Quarantine Plan

Last updated September 24, 2020

Personal Information

Name [First, Last]: _____

Country of origin: _____

Passport number: _____

Home address: _____

Date of birth (yyyy/mm/dd): _____

Arrival information

Arrival date: _____

Port of entry into Canada: _____

Arrival from: _____

Arrival by (airline name and flight #): _____

Quarantine plan

Quarantine location (name and address of homestay provider, hotel or accommodation provider):

I confirm that the following are provided by the quarantine site:

- Transportation to quarantine location
- 3 meals/day, delivered to my room
- Access to needed toiletries, linen, cleaning supplies, etc.

- I confirm that I will not be living with vulnerable persons or in shared accommodation during the period of mandatory quarantine upon entry.

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

- I confirm that I have access to sufficient funds to cover any and all additional COVID-19-related costs, including testing.

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.

Signature: _____

Date: _____



[INSERT MEMBER LOGO HERE]

International Student Attestation of Essential Travel

Last updated August 27, 2020

Personal Information

Name [First, Last]: _____ Country of origin: _____

Passport number: _____ Home address: _____

Date of birth (yyyy/mm/dd): _____

Arrival information

Arrival date: _____ Port of entry into Canada: _____

Arrival from: _____ Arrival by (airline name and flight #): _____

I, [NAME] _____, [POSITION/JOB TITLE] _____ at
[INSTITUTION] _____ confirm that the above student's
presence in Canada is non-optional and non-discretionary in order for them to complete their studies for the
following reason(s):

- The student is required to complete in-person labs, workshops, in-person discussion groups, or other practical learning as part of their course.
- The student is unable to access the institution's online (synchronous or asynchronous) education courses due to connectivity difficulties (irregular electricity service or firewalls).
- The student is unable to access the institution's synchronous courses because of their home time zone; the student does not have an asynchronous option to complete their course of study.
- The student is required to complete an in-person practicum/experiential learning component as part of their course of study.
- The student is required to complete exams or performance evaluations which are conducted in person with no remote proctor option.
- Other:

For any questions about this student's presence in Canada, please contact me at:

[PHONE NUMBER] _____ or [EMAIL ADDRESS] _____.



COVID-19 Guidelines for Operation of Private Language Schools

Last updated October 15, 2020

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

A list of LC members can be found online [HERE](#).

Languages Canada (LC) 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 LC's standards and Code of Conduct. LC's membership Standards and Code of Conduct require all members to comply with relevant Canadian federal and provincial/territorial laws with regards to employee and student protections.

In the reopening of private language schools following the COVID-19 pandemic lockdown, 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.

The following guidelines have been developed to support LC private member schools in the development of their restart plans and provides a baseline from which each member will determine the best operating procedure for their respective schools to ensure a safe workplace and study environment. Individual plans for each school will be required, and will vary depending on the size, configuration and use of each facility, and must be in compliance with local and provincial health and safety directives and COVID-19 directives of the Public Health Agency of Canada, such as the [Public Health Institutional Readiness Requirements for International Students](#).

Note that the measures listed here are understood to be the minimum requirements for compliance with COVID-19 public health directives and will be updated as needed to reflect current public health and safety guidelines. LC members may choose to go above and beyond these guidelines in order to ensure that staff, students and communities are safe and protected.

Roles and responsibilities

Top management shall demonstrate leadership and commitment to ensure compliance with public health requirements. Top management shall:

- Develop a comprehensive COVID-19 restart/operations plan for their school facilities, based on the guidelines outlined in this document and in compliance with provincial public health and workplacesafety guidelines.
- Submit their COVID-19 restart plan for approval to designated provincial authorities.
- Communicate and enforce their COVID-19 plan to all staff and students, including a comprehensive induction of this protocol in new staff and student orientation sessions.
- Provide resources as needed to ensure their COVID-19 plans are implemented successfully, including training, signage and equipment/supplies.
- Assign a representative or representatives at the school who have been given the authority to enforce all required policies and ensure the requirements of the protocol have been established, implemented and maintained.

Monitoring of staff and students

- Staff will be trained on observable symptoms of COVID-19, as per Public Health Agency of Canada (<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/symptoms.html?topic=tilelink>).
- Schools' staff will conduct daily monitoring of students for visible cold, flu, fever or COVID-19 related symptoms. Schools may choose to conduct temperature checks at the point of entry. Students will be informed of expectations for daily-self monitoring for symptoms of COVID-19.
- If any symptoms are present, the student, faculty or staff member will be asked to head directly to an isolation room in the school or return home immediately. *See "Case Management and Outbreak Response" section below.*
- A daily attendance will be taken of staff, students and visitors which can be provided, if necessary, to public health authorities for the purpose of contact tracing. *See "Case Management and Outbreak Response" section below.*

Physical distancing

Schools will introduce measures that will ensure adherence to physical distancing guidelines, as promoted by the Public Health Agency of Canada and provincial/territorial health authorities, both in the classroom and during circulation in the premises.

- Occupancy in classrooms and communal spaces will be managed to allow the recommended minimum distance between students and staff (2 metres). Classrooms will be arranged in such a way that students do not directly face one another.
- Occupancy limit signage will be displayed at the entrance of each classroom and common spaces.
- Timetables will be staggered to reduce student contact between classes and during breaks, when necessary.
- Pedagogical models will be adopted, if/when necessary, that manage higher risk activities such as group and pair work, providing guidance and alternative modes for communication and interaction to facilitate these activities.
- Schools will not offer adjunct social activities on site but may choose to provide students with opportunities to participate in virtual activities.
- Management will establish staffing schedules that reduce the in-person presence of staff on school premises, when necessary. (E.g. allowing some staff to work from home where possible; staggering attendance to reduce the number of employees on site in a given day.)
- Where there are possibilities of queues (e.g. at the reception desk) schools will install markings on the floor to guide students to observe appropriate physical distancing.
- In high-traffic and thoroughfare areas, schools will install arrows on the floor to guide students to observe appropriate physical distancing.
- Where physical distancing is not possible and/or in high-traffic areas, schools will institute additional protective measures (e.g. plexiglass partitioning at the reception desk) and/or use of masks.

Sanitization

Strict protocols on cleaning and disinfecting premises and other aspects of environmental health will be observed, using hard-surface disinfectants as approved by the Public Health Agency of Canada (<https://www.canada.ca/en/health-canada/services/drugs-health-products/disinfectants/covid-19/list.html>) and following guidelines from the Centers for Disease Control and Prevention (<https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html>):

- Public spaces and communal areas shall be cleaned and disinfected multiple times per day, with emphasis on high touch surfaces such as front desk, door handles, desks, light switches, tables, shared computer equipment.
- Washrooms will be cleaned and disinfected daily, with more frequent cleaning of high-touch washroom surfaces (e.g. flush handles, faucets.)
- Communally used objects (e.g. coffee-makers, shared utensils/plates, microwaves) will be removed where practicable.

Staff and student hygiene

- Hand sanitizer dispensers shall be available in communal spaces and classrooms. A minimum of 60% ethyl alcohol or a public health or governmental approved product is required. (Approved products are listed here: <https://www.canada.ca/en/health-canada/services/drugs-health-products/disinfectants/covid-19/list.html#tbl1>.) These dispensers will be checked regularly to ensure they are not empty.
- Adequate hand-washing facilities, including soap and hot-air or paper towel driers, will be provided.
- Signage on proper hand-washing technique will be displayed in all restrooms and sinks, such as that provided by the Public Health Agency of Canada (<https://www.whsc.on.ca/Files/Resources/COVID-19-Resources/covid-19-handwashing-eng.aspx>.)
- Adequate respiratory hygiene products, (e.g. paper tissues) and bins for hygienic disposal will be provided in all classrooms and common spaces.
- Signage on cough/sneeze etiquette shall be displayed in all classrooms and common spaces, such as this: https://www.whsc.on.ca/Files/Resources/COVID-19-Resources/9929-tph-coveryourcough_poster_eng_Dec-2012_aoda_Toronto.aspx.)
- Any employee cleaning any common areas/high-touch surfaces must wash their hands with soap and hot water, per recommended hand washing instructions after completing the cleaning task and prior to performing any other duties.
- Student/staff orientation shall include training on required hand washing, cough/sneeze technique. Staff and students will be advised to wash hand or use hand sanitizer: upon arrival; before eating or drinking; before preparing food; after touching shared items; after using the washroom; after handling garbage; and before leaving the school.

Personal protective equipment

Students, faculty and staff members will wear masks in all common areas of the school (hallways, lounges, entryways, washrooms, etc.). Students, faculty and staff members are not required to wear masks in the classroom as long as students are sitting at least 2 metres (6 feet) apart and facing in the same direction.

Schools may refer to recommendations from the Public Health Agency of Canada (<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/guidance-documents/risk-informed-decision-making-workplaces-businesses-covid-19-pandemic.html>) and provincial directives around appropriate personal protective equipment and the proper use and care of masks.

Protecting mental health

Recognizing that staff and students may also be affected by the anxiety and uncertainty created by the COVID-19 outbreak, schools will:

- Provide information to students and staff on available resources specific to supporting mental health in a time of pandemic, such as those provided by the Public Health Agency of Canada (<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/mental-health.html>), the Wellness Together Canada portal (<https://ca.portal.gs/>) and other resources available from provincial health authorities.
- Maintain regular communication/check-ins with students/staff on mandatory self-isolation.

Students in the Languages Canada *Study Safe Corridor* will hold comprehensive health insurance coverage, including for COVID-19, and access to 24-hour mental health [Student Support Services](#), provided by [Guard.me International Insurance](#).

Promotion of reliable, accurate messages about COVID-19-related stigma and anti-racism supports

All schools will ensure their students receive accurate and up to date messaging regarding COVID-19 as part of orientation, during quarantine, and at any other time during their studies as appropriate.

In preparing their messaging, schools may reference reliable sources including:

- WHO
- Federal, Provincial, or local departments of health

Schools will include information about COVID-19-related stigma and provide anti-racism support to all students, both as part of orientation for students and on an ongoing as-needed basis.

In preparing this messaging, schools should reference existing resources on COVID-19-related stigma and racism including:

- WHO document "[Social Stigma associated with COVID-19](#)"
- Public Health Agency of Canada "[COVID-19: Testing and reducing stigma](#)"
- Public Health Agency of Canada "[Addressing Stigma: Towards a More Inclusive Health System](#)"
- Public Health Agency of Canada "[Addressing stigma in Canada's health system](#)"
- Canadian Center for Occupational Health and Safety handout "[Preventing Stigma](#)"

School staff will make it clear to all students, during orientation, that they must abide by all public health and school requirements related to physical distancing, hygiene, and sanitation.

Schools may need to adapt the provision of information and PPE for their student body, including – but not limited to – providing free masks to all students, providing information in multiple languages, and/or providing culturally appropriate options for students to meet the requirements.

Case management and outbreak response

A robust plan for case management and outbreak response can limit the transmission of COVID-19 in the institution if individuals who are infected can be rapidly detected and isolated and contacts traced and quarantined. Please note that these measures will be updated as needed to reflect current public health and safety guidelines.

Schools will create an emergency plan for case management and outbreak response, including, but not limited to:

- Establishing a designated outbreak response team to address any outbreak or other significant COVID-19-related event on premises.
- Notification and reporting protocols to the local Public Health Authority (PHA) in the event of a symptomatic student, faculty or staff member. Members may consider appointing a liaison between their institution and the PHA to establish a working relationship and effective communication. (e.g. schools may share their case management and outbreak response plans with the local PHA in advance of the academic year to ensure measures are in place to help protect their faculty, staff, students and guests.)
- A plan to rapidly notify affected students, faculty, and staff members to take necessary actions, including rapid response measures for separating a symptomatic individual from others and returning them to their place of residence (arranging for safe transportation if required), and cleaning and disinfecting any space used and/or surface touched by the symptomatic individual.
 - A student, faculty or staff member who becomes unwell will perform a self-assessment using a provincial or federal online COVID-19 self-assessment tool (i.e. [Health Canada COVID-19 Self-Assessment Tool](#)) and follow the directions provided. If the student, faculty or staff member becomes unwell while at school, they will proceed directly to an isolation room in the school to perform the self-assessment.
 - If the self-assessment results indicate that COVID-19 testing is not required, the student, faculty or staff member may return to school as soon as they feel well enough to do so.
 - If the self-assessment results indicate that COVID-19 testing is required, the student, faculty or staff member will self-isolate until their test results are available.
 - If the test is negative, the student, faculty or staff member may return to school once they have felt free of symptoms for 24 hours.
 - If the test is positive, the student, faculty or staff member will continue to self-isolate and follow the directions of local public health authorities.
 - If the student, faculty or staff member chooses not to be tested, they will self-isolate for the minimum period directed by local public health authorities and until they are free of symptoms.

- Comprehensive quarantine and isolation policies and procedures to reduce the transmission of COVID-19, in accordance with the federal government's *Updated: Public health management of cases and contacts associated with coronavirus disease 2019 (COVID-19) – Appendix 1: [Instructions for isolating a case in the home or co-living setting](#)*.
- Policies and procedures for maintenance of up-to-date records of contact information of students/faculty/staff/visitors, in accordance with federal and provincial privacy laws and regulations, to support local PHA's contact tracing activities. Institutions may choose to explore options for students/faculty/staff to track their activities/contact/movement (e.g., contact tracing apps, journaling, calendar, buddy-system) in the event they become extremely sick and are unable to report this information themselves.

Schools will post their case management and outbreak response plan on premises and ensure students/faculty/staff are familiar with and follow rapid response measures in the event they or another individual develops symptoms.

Schools will demonstrate flexibility for personal circumstances, including flexible attendance and sick-leave policies and ensure that students, faculty and staff members are aware of financial and other support programs available to those with financial instability related to COVID-19 (e.g., for those who are not able to work due to illness/exposure, isolation/self-isolation, or loss of job/income), that may be offered through the institution, as well as those offered by federal, provincial/territorial/ and local governments. Information on Government of Canada assistance is available at [Canada's COVID-19 Economic Response Plan](#).