



**LAST
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QUARANTINE GUIDE

WELCOMING STUDENTS TO CANADA

WELCOMING STUDENTS TO CANADA – QUARANTINE GUIDE



This quarantine guide was designed by a group of leading private providers in the language, college and university sectors, with schools in Montréal, Toronto and Vancouver. The plan has been reviewed and signed off by an Emergency Physician, Epidemiologist and Biostatistician.

The guide is to be used for all ILSC and Greystone students arriving on study permits and their co-arriving family members, into Canada. For ILSC and Greystone to accept these students, these procedures **must** be followed. There will be no exceptions, all arriving students must stay in the designated accommodation and use the designated transportation outlined in this Quarantine Guide. These quarantine packages are available for purchase.

The following institutions agree to comply to provincial and federal guidelines, including but not limited to the content of the signed Attestation for public / private Designated Learning Institutions, and any future amendments thereto, which are included in this guide as long as they remain designated learning institutions. As a member of the school's senior management, the undersigned agree to act as the provincial liaison for any of the listed DLIs' in the province of their operation.

The ILSC Education Group Inc. operating as

ILSC-Toronto DLI # O19375697742;
ILSC – Vancouver DLI# O19275396842; and
Collège Greystone DLI# O256818010442.

Greystone College of Business and Technology (Toronto) Inc.
DLI # O19376982302

Greystone College of Business and Technology
DLI # O19352522932

Ali Noori
Toronto Director
ali.noori@ilsc.com

Mardy Arenas
Vancouver Director
mardy.arenas@ilsc.com

Daniel Lefort
Montreal Director
Daniel.lefort@ilsc.com

Christopher Mediratta
President & Chief Operating Officer
christopher.mediratta@ilsc.com

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PRE-STUDENT ARRIVAL IN CANADA

COVID-19 safe arrival and quarantine protocols will begin two weeks prior to an international student's departure for Canada.

Please also note that as of January 7th, 2021, **all air passengers five years of age or older will be required to test negative for COVID-19 before travelling from another country into Canada.**

Documentation of a negative laboratory test result must be presented to the 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 traveler's scheduled departure to Canada.**

Anyone who receives a negative test result and is authorized to enter Canada **must still complete the full, mandatory 14-day quarantine.**

In addition to the above, ILSC and Greystone College ("ILSC") ensure that, prior to travel to Canada, all incoming international students and their co-arriving family members:

- 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 ILSC's International Student Safe Travel, Arrival and Quarantine Protocol and Checklist (Appendix A) before being issued a letter of acceptance for the applied program. Translations of the Checklist in the Appendix A in students' preferred language will be available upon request. Have completed the online Pre-departure Health Assessment Questionnaire (Appendix B). Translations of the Appendix B in students' preferred language will be available upon request.
- Have completed and printed the Self-Isolation Plan (Appendix C) for presentation at their port of entry, and have registered via the ArriveCAN App (free download) as well as any self-isolation plan forms required by provincial authorities (e.g. the following is required in British Columbia: <https://travelscreening.gov.bc.ca/>). Translations of the Appendix C in students' preferred language will be available upon request. As of November 21, 2020, students and their co-arriving family members will be required to submit their information electronically through the ArriveCAN app before they board their flight. This includes travel and contact information, quarantine plan, and COVID-19 symptom self-assessment. Students or their co-arriving family members who do not submit the required information digitally before boarding their flight could be subject to enforcement action by the Government of Canada, which can range from verbal warnings up to a \$1,000 fine.
- 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. Students may be asked to provide proof of medical insurance to ILSC or the authorities.
- Have an adequate (3 weeks) supply of any prescription medications that the student is taking.
- Where there are additional costs or fees charged by ILSC to students as a result of this plan, ILSC confirms that:
 - Students and their co-arriving family members will be made fully aware and have agreed to all costs in advance of departure for Canada; and
 - Any student who chooses not to proceed with their education as a result of these additional costs will be provided with appropriate refunds of any fees or tuition paid in advance in accordance with any refund policies and refund requirements that apply to ILSC

ARRANGEMENTS FOR ARRIVAL AND QUARANTINE

ILSC will make arrangements for students' quarantine at a designated quarantine site, within the city of the students' arrival, that is equipped to follow necessary procedures to provide a safe, comfortable, full-service two-week COVID-19 quarantine period.

Several hotels have been identified as designated quarantine sites in Montréal, Toronto and Vancouver. (Appendix D). 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 operating procedures include a requirement to "Discuss with the guest expectations related to self-isolation and limiting interactions with other individuals."

ILSC has ensured that each of these hotels are equipped and will be contracted to provide a full-service quarantine package to students, including:

- Provide a private room and bathroom for each student (including co-arriving family members)
- Attend to students' immediate needs, such as provision of three meals per day, any needed toiletries, linens, etc.
- Arrange for garbage removal
- Provide access to internet services
- Contact first responders and the schools in case of any emergencies, including but not limited to medical care/emergencies.
- Provide accommodation to those students who self-reported accessibility or mobility issues.
- Provide further notice and instructions to students to ensure that they do not leave their room during the 14-day quarantine period.
- Adherence of all staff to rigorous hygiene, cleanliness and physical distancing practices.
- ILSC also has a number of private accommodation providers that are set up for quarantine, with established clear COVID-19 quarantine protocols. Students in these accommodations will not be permitted to stay with vulnerable populations or live in a communal or group setting while in quarantine.

Please note that the entire quarantine must be completed in the same accommodation.

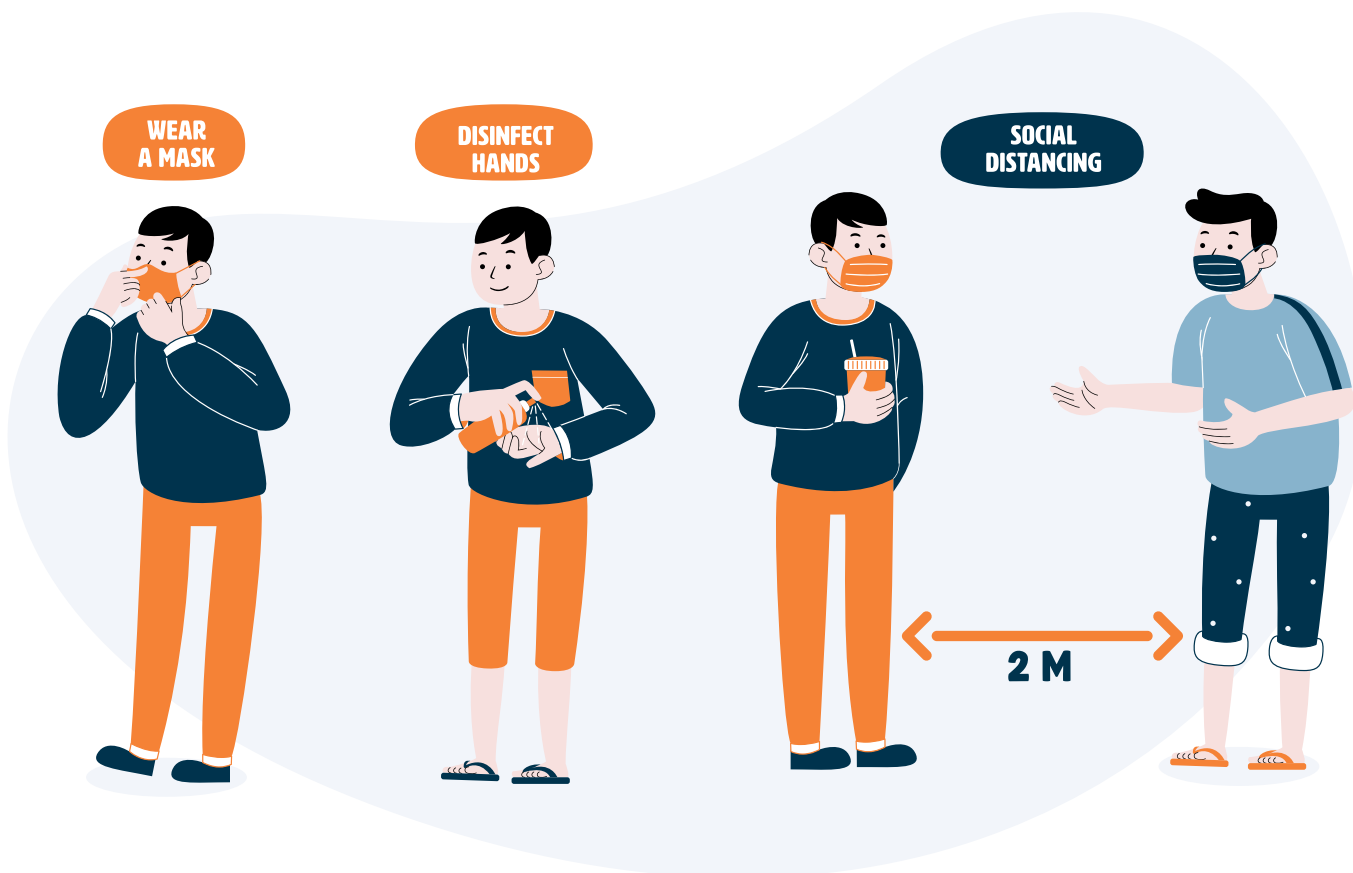


ILSC facilitates equal access for eligible students with disabilities by coordinating reasonable academic accommodations and support services. Quarantine plans and services may be tailored to correspond with the disability related to the needs of each student, while maintaining the integrity and security of the Quarantine Plan and based on the documentation provided and program specific requirements. We continually strive to cultivate a culture that is sensitive and responsive to the needs of students. Emphasis is placed on students' ability and independence to empower them to realize their academic potential and personal responsibilities. Students are encouraged to contact ILSC for more information prior to departure.

IN TRANSIT

While in transit to the port of departure, 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 medical mask and gloves.
- Windows to be down to allow for air circulation to reduce the risk in the car.
- Washing/sanitizing hands frequently.
- Observing appropriate physical distancing.



UPON ARRIVAL

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

- Monitor for and report symptoms if students and our co-arriving family members exhibit any symptoms immediately prior to departure or while on transit.
 - In cases where symptoms are exhibited prior to departure, ILSC will work with the student to postpone the arrival plans until such time students are symptom free.
 - In cases where students or co-arriving family members are denied entry into the country, ILSC will work with the student to postpone the arrival plans until such time students or family members are symptom free.
 - In cases where symptoms are exhibited on arrival, ILSC will notify Health Authorities and arrange for medical attention (if necessary) prior to checking them into the quarantine site.
 - In Toronto, ILSC will connect you or your co-arriving family member directly with medical care for assessment including testing as required.
- 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 and their co-arriving family members will be required to acknowledge that they must quarantine (self-isolate) for 14 days and will be required to present their printed Self-Isolation Plan (Appendix C) to the CBSA agent and will be required to submit information through ArriveCAN or by calling the 1-833-641-0343 toll-free number during their quarantine or isolation period.
- Within 48 hours of entering Canada, travelers must confirm they have arrived at their place of quarantine or isolation and those in quarantine must complete a daily COVID-19 symptom self-assessment during their quarantine period.
- As part of the quarantine package, ILSC will pre-arrange for secure pick-up of the student and their co-arriving family members on arrival at the airport in a pre-arranged pick up area to take them to the quarantine site. The details of the pick-up and arrangements will be provided to the student prior to departure from their home country.
- ILSC will ensure that the pre-arranged safe transportation provider/school's representative will respect all quarantine and health best practices, including
 - only one passenger at a time (unless travelling with co-arriving family members);
 - driver and passenger wearing masks and gloves;
 - windows down to allow for air circulation in the car to reduce the risk in the car;
 - students handle their luggage (unless the student has provided information in advance to confirm specific accessibility or mobility requirements);
 - vehicle is sanitized between users.

- Checking students and their co-arriving family members have a 3-week supply of surgical masks (1/day) and gloves. If the students and co-arriving family members do not have these, ILSC's driver will provide the 3-week supply.
- Students must contact the student services officer by email or the emergency homestay phone at ILSC to confirm their arrival and pick-up by their designated transport.
- Students will be transported immediately to their designated quarantine location using the pre-arranged transportation.
- These trips will be uninterrupted and will not include any planned or unplanned stops.
- During check-in at the quarantine accommodation, 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.
- ILSC will confirm that the students have arrived and checked-in to their quarantine location.



DURING QUARANTINE

ILSC remains committed to providing an 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 ILSC and the quarantine hotel/accommodation provider.

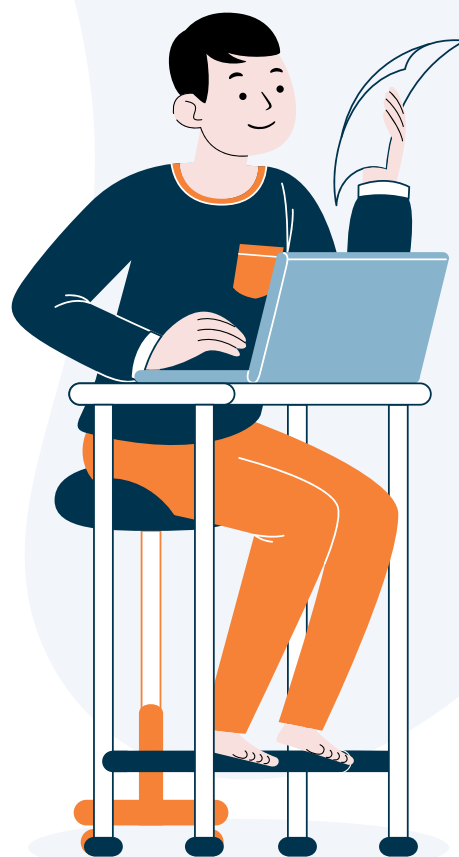
Designated quarantine sites will:

- Provide a private room and bathroom for each student (family included)
- Attend to students' immediate needs, such as provision of three meals per day, any needed toiletries, linens, etc.
- Arrange for garbage removal
- Provide access to internet services
- Contact first responders and the school in case of any emergencies, including but not limited to medical care/emergencies.
- Provide accommodation to those students who self-reported accessibility or mobility issues.
- Adherence of all staff to rigorous hygiene, cleanliness and physical distancing practices.
- Provide further notice and instructions to students to ensure that they do not leave their room during the 14-day quarantine period.

ILSC will:

- Provide each student (in advance of student's arrival) with a **Quarantine Support Pack** (description attached as Appendix E);
- Students will complete a daily quarantine survey (Appendix H) and ILSC management will review the responses daily and follow up as part of the daily telephone check-in. If the response demonstrates COVID-19 symptoms, ILSC will activate the "Procedures if a Student Gets Sick with COVID-19 During the 14-day Quarantine";

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- Conduct daily telephone check-ins on students to:
 - Inquire about their mental and physical health;
 - Check on students' self-monitoring of COVID-19 symptoms;
 - Check on compliance with quarantine requirements, with emphasis on individual COVID-19 infection control practices.
 - Review daily temperature check log and find out if the student is experiencing any symptoms;
 - Arrange and schedule the COVID test in accordance with the process outlined in the quarantine guide;
 - Ensure that classes are progressing as planned; and
 - Discuss any other concerns or questions that you may have.
- Ensure that students commence their program of study via live virtual course delivery;
- Provide students with optional virtual social, wellness and entertainment activities;
- Provide students with an online orientation, including ILSC's COVID plan for the school, which includes policies and procedures the students are required to follow when they attend classes at the school in person; and
- Provide students with mental health support through provincial and *Keep.meSAFE* programs while in isolation. *Keep.meSAFE* (<https://www.guard.me/keepmesafe.php>) is provided free of charge to all students. The program provides multi-modular and 24/7 access to trained and experienced counsellors who understand students' culture and can communicate in their preferred language. Students are notified of the service through Appendix E.
- Provide an active SIM card to each student, with unlimited domestic calls and international texts. The plan will also include 2GBs of data.

Students will be required to self-monitor for symptoms of COVID-19, including taking their temperature daily and recording their temperature on a daily temperature log sheet.

As per the students' Checklist (Appendix A), if students experience 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 management of the quarantine site as well as the student services officer at ILSC.

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.

Any compliance issue within the 14-day mandatory quarantine period will be reported to ILSC senior management, who will notify local and provincial authorities. In Toronto, ILSC will report any compliance issue directly to Health Canada and local law enforcement.

PROCEDURES IF A STUDENT GETS SICK WITH COVID-19 DURING THE 14-DAY QUARANTINE

In the event that a student (or a co-arriving family member) demonstrates symptoms of COVID-19 in quarantine, the following steps will be followed:

- The student must inform ILSC immediately (Contact List – Appendix E). School management will contact the hotel/residence, rather than requiring the student to do so directly, to ensure clear communication of the situation.
- Together with the assigned school management member, the student (or a co-arriving family member) will connect directly with medical care for assessment and testing, and take the recommended steps (go to the hospital, continue self-isolation, etc.).
- The appointed school representative will activate the protocol to inform local and provincial authorities of positive case.
- In such cases and in consultation, ILSC will arrange for a COVID-19 test and ILSC will connect the student or co-arriving family member directly with medical care for assessments and testing.
- Should a student (or a co-arriving family member) tests positive, ILSC will inform the self-isolation provider immediately and arrangements will be made to extend the quarantine period by another 14 days. The extension will be inclusive of all the other associated services, as outlined on Page 9 of this Guide. In such cases, students or co-arriving family members do not need to produce a negative COVID clearance test to end their quarantine.

THE STUDENT MUST INFORM ILSC IMMEDIATELY IN THE EVENT THAT A STUDENT DEMONSTRATES SYMPTOMS OF COVID-19 IN QUARANTINE



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COVID-19 TESTING DURING QUARANTINE

In Vancouver and Montréal, testing is not provided or required for asymptomatic students or their co-arriving family members. Students and their co-arriving family member must complete the full 14-day quarantine. If they do not develop any symptoms of COVID-19 by the end of the quarantine period, they do not require a test.

Should a student or their co-arriving family member experience any symptoms of COVID-19 during the quarantine period, ILSC Vancouver and Montréal will follow the Procedures if a Student Gets Sick with COVID-19 During the 14-day Quarantine contained in the previous section of this Guide, which after consultation with local health authorities may require a COVID-19 test.

In Toronto:

Students cannot leave their quarantine unit until they have completed 14 full days in quarantine and produced a negative COVID-19 test result. In Toronto, ILSC will arrange COVID-19 testing for their students and co-arriving family members on day 14 of their quarantine through a mobile testing service, unless students or co-arriving family members present with symptoms and would like to get tested and in such cases ILSC will connect the student or co-arriving family member directly with medical care for assessments and testing. Students must produce a negative COVID test result before they can end their quarantine. The timing of the COVID-19 tests will follow provincial guidelines.

The test for each student and their co-arriving family members will be arranged by ILSC. ILSC will partner with a company to allow nurse practitioners to:

- complete the provincial COVID-19 test requisition (to administer the test on day 14 of their quarantine);
- if collection of a specimen is required at the student's quarantine site, ILSC will communicate this to students in advance and secure their consent in writing, with plans to safely store and/or dispose of their personal health information (PHI);
- Such collection will be conducted with all appropriate medical precautions, including the use of personal protective equipment;
- transport specimens (as per Transportation of Dangerous Goods Regulations); and
- follow up on test results with all students.

If the nurse practitioner option becomes unavailable, ILSC will coordinate with students and their co-arriving family members to facilitate transportation of students to and from a local Assessment Centre for testing. ILSC will comply with the requirement to book a test in advance at any Assessment Centre.

ILSC will ensure that the pre-arranged safe transportation provider will respect all quarantine and health best practices, including

- only one passenger at a time (unless travelling with co-arriving family members);
- driver and passenger wearing masks and gloves;
- windows down to allow for air circulation in the car to reduce the risk in the car;
- students handle their luggage (unless the student has provided information in advance to confirm specific accessibility or mobility requirements);
- vehicle is sanitized between users.

Testing will be scheduled in advance to ensure the Assessment Centre is able to manage the testing volumes. In order to schedule testing in advance, ILSC will contact a local Assessment Centre. The transportation to and from the Assessment Center will be uninterrupted and will not include any planned or unplanned stops.

Should a student (or a co-arriving family member) tests positive, ILSC will notify Local Public Health authorities and inform the self-isolation provider immediately and arrangements will be made to extend the quarantine period by another 14 days. The extension will be inclusive of all the other associated services, as outlined on Page 8 of this Guide.

CONTACT TRACING

Students must agree to download the COVID Alert app (the Canadian Federal Government's contact tracing app) to their smart phones on arrival at the port of entry, and maintain the app on their phones throughout their stay in Canada.

While on campus, students will be placed within one class (one cohort), and movement out of one physical cohort to another will not be allowed. Additionally, ILSC will closely monitor students' (on-campus) attendance on a daily basis should the information is required for contact tracing purposes. The same provision is applied to all on-campus staff, faculty, and any other persons who may visit the campus, on a daily basis.



POST QUARANTINE

ILSC is committed to ensuring the safety of our international students and the Canadians they come in contact with throughout their entire program of study in Canada. This means ILSC will monitor where students will live (updated on myILSC app); will regularly remind students of the proper COVID-19 safety and hygiene procedures they should follow both at school and when they are not in school; and will offer mental and physical health supports, antiracism and COVID-19 stigma support. ILSC will advise students (pre-arrival and regularly during their program of study) that their right to enter and remain in Canada to study is a privilege and with it comes a responsibility to protect both themselves and Canadians. Students who knowingly and willfully fail to follow public health authority guidelines and rules risk being expelled from their program and reported to IRCC.

While at the campus, ILSC will conduct a daily Health Check, through an online survey. Faculty and staff are also monitoring for symptoms and students who feel unwell will be asked to leave the premises until such time they are symptom free or produce a doctor's note or a negative COVID test result, as applicable.



ACCOMMODATION POST-QUARANTINE

Immediately following their 14-day quarantine, students can move into another accommodation option. This means a student can move to either a school-approved student residence or a school-selected homestay host. All school-arranged accommodation providers will receive and must agree to operate their accommodations in accordance with the **Host Accommodation Standards and COVID Safety Agreement (Appendix G)**. In Toronto, Students cannot leave their quarantine until they have completed 14 full days in quarantine and produced a negative COVID-19 test result. Should a student (or a co-arriving family member) tests positive, ILSC will inform the self-isolation provider immediately and arrangements will be made to extend the quarantine period by another 14 days.

Alternatively, students are permitted to move into accommodation with their own family or friends. In this case, ILSC recommends that all members of the household adhere to the Host Accommodation Standards and COVID Safety Agreement.



TRANSITING WITHIN CANADA AFTER QUARANTINE

Following completion of a 14-day quarantine period in which students have not presented any symptoms of COVID-19:

- ILSC will connect with students prior to check-out from their quarantine site to confirm transportation arrangements for students to their permanent accommodation.
- Students transferring to accommodation within their city of arrival/quarantine will be transported by car provided by ILSC, following safe transport protocol.
- Students needing to travel to another city within Canada for their studies at ILSC will be transported to the airport by car provided by the quarantine site or ILSC as appropriate, following safe transport protocol. While 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; and observing appropriate physical distancing.



IF A COVID-19 CASE IS CONFIRMED IN ILSC OR GREYSTONE COLLEGE

The following steps will be taken immediately by management upon confirmation that an employee or student has tested positive for COVID-19 in the school/workplace:

1. The School Director will be notified immediately, and will then notify the Senior Management team (details of their contact information can be found on page 1);
2. The School Director, in consultation with other members of the Senior Management team, will contact the applicable local public health agency to seek guidance on how best to proceed;
3. ILSC will ensure that all individuals (staff or students) who have tested positive and/or are suspected of having exposure to persons who may have tested positive will have access to self-isolation facilities, either at their existing residence or through a designated self-isolation provider. If a new designated self-isolation site is required or if such services are not already available at the existing residence, ILSC will conduct daily check-ins with students to inquire about their mental and physical health and check on students' self-monitoring of COVID-19 symptoms.
4. Senior Management will communicate any critical information to all staff, students and agents through email and social media.

Please refer to the following link, [COVID-19 Health and Safety Plan – ILSC Education Group and Greystone College](#) (Appendix F), which is available to all staff on the Human Resources SharePoint site.

COVID SYMPTOMS



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IF A STUDENT PRESENTS WITH SYMPTOMS OF COVID AT THEIR ACCOMMODATION SITE

In the event that a student demonstrates symptoms of COVID-19 when not on the school campus, the following steps will be followed:

1. The student must isolate immediately in their bedroom, informing the school and/or their homestay or residence contact immediately.
2. If the student is in a residence or school-contracted homestay, the school management will contact the residence/homestay contact to ensure clear communication of the situation.
3. The homestay or residence contact will gather all other students and family members in an outdoor common space to ensure they do not come into contact with the student, or any surfaces/areas the student has touched, until the examination and cleaning procedures are completed.
4. Any persons who have come into close contact with the student, specifically those in the student's class or "group", will also be required to follow the above, and below, steps, and follow the self-examination steps provided by the school to evaluate their own health.
5. Arrangements will be made to have an authorized health professional assess the student. The health professional, wearing personal protective equipment (mask, gloves, gown, face shield) will perform a complete physical exam, including oxygen saturations, and make a recommendation as to whether the student should be transported to a hospital emergency department, based on the exam and vital signs. If the student does not require transport to hospital, they will quarantine in their room until the test result is available (usually < 48 hours).
6. Together with the assigned school management member, the student will contact the local health authority (by using a telephone and dialing 811 in Vancouver or Montréal), and take the recommended steps (go to the hospital, continue self-isolation, etc.).
7. In Toronto, ILSC will connect the student or their co-arriving family member directly to medical care for assessment including testing as required.
8. A thorough, professional cleaning of all areas the student has occupied will take place, and any other rooms and areas he/she/they has/have frequented during his/her time since arrival.
9. Assigned school staff will then continue to closely monitor the student, homestay contact, and all other students and staff considered at risk, implementing risk assessment measures outlined in training, such as taking temperatures of all students daily and further ensuring they are aware of COVID-19 related symptoms.
10. If the student tests positive for COVID-19, ILSC will contact public health for guidance on how to proceed and who should self-isolate and monitor for symptoms.
11. In cases where the student is tested positive, ILSC will ensure they will have access to self-isolation facilities, either at their existing residence or through a designated self-isolation provider. If a new designated self-isolation site is required or if such services are not already available at the existing residence, all provisions outlined on page 9 of this guide will be included (provision of three meals, etc.).

INSTITUTIONAL PREPAREDNESS

ILSC is 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.

ILSC will operate as per provincial COVID-19 public post-secondary directives.

ILSC has drafted COVID-19 Safety Plans and Policies in accordance with provincial guidelines and directives outlining the policies, guidelines, and procedures that must be put in place to reduce the risk of COVID-19 transmission. (Appendix F).

Campus Signage



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APPENDIX A

**COVID-19 INTERNATIONAL STUDENT TRAVEL
AND QUARANTINE CHECKLIST**

APPENDIX B

PREDEPARTURE HEALTH QUESTIONNAIRE

APPENDIX C

SELF-ISOLATION PLAN

APPENDIX D

LIST OF DESIGNATED QUARANTINE HOTELS

APPENDIX E

**QUARANTINE SUPPORT PACK AND
WELCOME LETTER**

APPENDIX F

ILSC'S COVID SAFETY PLANS

APPENDIX G

**HOST ACCOMMODATION STANDARDS AND
COVID SAFETY AGREEMENT**

APPENDIX H

DAILY QUARANTINE CHECK-IN

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APPENDIX A

COVID-19 INTERNATIONAL STUDENT SAFE TRAVEL, ARRIVAL AND QUARANTINE PROTOCOL AND CHECKLIST

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.**

As of January 7th 2021, the Government of Canada requires that **all air passengers five years or older test negative for COVID-19 before travelling from another country into Canada.** Documentation of a negative laboratory test result must be presented to the 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 traveler's scheduled departure** to Canada.

Anyone who receives a negative test result and is authorized to enter Canada **must still complete the full, mandatory 14-day quarantine.**

Please take some time to review the information in this document. Please note that if you do not follow this protocol, you may be denied entry into the country, or may be denied entry into/dismissed 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. ILSC will monitor your health and compliance of quarantine requirements and ILSC 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 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 agreed to comply with the requirements laid out in this International Student Safe Travel, Arrival and Quarantine Protocol and Checklist.
- I have completed and printed the Self-Isolation Plan for presentation at my port of entry and have registered via the ArriveCAN 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: _____

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INTERNATIONAL STUDENT SAFE TRAVEL, ARRIVAL AND QUARANTINE PROTOCOL AND CHECKLIST

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

Pre-Departure:

#1 – Communicate with ILSC so that we can arrange arrival and quarantine plan:

- ILSC will provide you with accommodation options for your 14-day quarantine and requires that you select your preferred quarantine site. Your quarantine site will provide:
- Provide A private room and bathroom for each student (family included)
- Attend to your immediate needs, such as provision of three meals per day, any needed toiletries, linens, etc.
- Arrange for garbage removal
- Provide access to internet services
- Contact first responders and the schools in case of any emergencies, including but not limited to medical care/emergencies.
- Provide accommodation to those students who self-reported accessibility or mobility issues.
- Adherence of all staff to rigorous hygiene, cleanliness and physical distancing practices.
- Provide further notice and instructions to you to ensure that you do not leave your room during the 14-day quarantine period.
- In addition to payment of a deposit for your study program, you will be required to pay a deposit for your quarantine package prior to being issued a letter of acceptance.
- As part of the quarantine package, ILSC will pre-arrange transportation from the airport to the quarantine site and share those details with you. Be clear about how and where you will be meeting the pre-arranged transportation upon arrival. ILSC will provide a contact phone number for the driver or company that has been contracted to meet you on arrival.
- If you have any disabilities or pre-existing medical conditions are encouraged at the time of registration to inform ILSC about any specific needs or accommodation that may be required as part of your quarantine plan to ensure a safe arrival and quarantine.

#2 – Pre-departure COVID-19 testing

- The Government of Canada has announced that, effective January 7, 2021, **all air passengers five years of age or older will be required to test negative for COVID-19 before travelling from another country into Canada.** Documentation of a negative laboratory test result must be presented to the 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 traveler's scheduled departure** to Canada. Anyone who receives a negative test result and is authorized to enter Canada **must still complete the full, mandatory 14-day quarantine.**

#3 – Prepare for 14 days of self-isolation:

- Refer to the [guidelines from the Public Health Agency of Canada on How to Self-Isolate](#).
- You will commence your academic program virtually during your quarantine period. ILSC will communicate the academic plan for your quarantine with you via email.
- ILSC will contact you daily to check-in and help address any questions you have, or issues that arise. ILSC will also offer a schedule of virtual/online social activities for you to join while in quarantine. You should also make a plan for your physical and emotional wellness during quarantine by bringing any books, games, fitness equipment, apps, etc. you wish to have with you.

#4 – Complete Arrival Plans:

- Complete the [mandatory Quarantine Plan \(ATTACHED\)](#). Send a signed electronic copy of this document to ILSC. Print a copy of this Quarantine Plan to present to border officials upon arrival in Canada.
- Download the ArriveCAN and COVID Alert App on your mobile device (available for iPhone and Android). Complete the pre-arrival forms on the app.

#5 – 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;
- Any medications you take – enough to last you 21 days, minimum;
- Personal hygiene supplies (feminine hygiene products, toothpaste, deodorant) to last 14 days.

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 in your carry-on luggage when you arrive. You will be required to present the following 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 ILSC;
- Signed copy of this document;
- Print out of Self-Isolation Plan.

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 meters 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:

- 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;
- If possible, 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. Your Host School will provide you with access to your program of study online as well as online social activities.

This means:

- Stay in your own room and away from others. Do not leave your quarantine room unless there is a medical emergency.
- You will be required to attend your scheduled online classes while in quarantine. You will be contacted immediately by ILSC should you fail to attend any class.
- In addition to the daily class participation and attendance, ILSC will contact you by phone and/or email each day to:
 - Review your daily temperature check log and find out if you are experiencing any symptoms;
 - Arrange and schedule your COVID test in accordance with the process outlined in the quarantine guide;
 - Ensure that classes are progressing as planned; and
 - Discuss any other concerns or questions that you may have.
 - Inquire about your mental and physical health;
 - Check on your self-monitoring of COVID-19 symptoms;
 - Check on compliance with quarantine requirements, with emphasis on individual COVID-19 infection control practices.

- 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 ILSC. You will commence your study program via live virtual classes. ILSC will also 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 well-being; this includes taking your temperature daily and recording it on the daily temperature log sheet.
- 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 ILSC and your quarantine provider immediately if you feel sick.
 - Access the Thrive Health [COVID-19 Self-Assessment Tool](#)
 - If you cannot use the online tool, you can speak to a registered nurse by calling:
 - 8-1-1 in Vancouver and Montréal
- In the event that you start to demonstrate symptoms of COVID-19 in quarantine, you must:
 - Inform your ILSC (Contact List – Appendix E) immediately. School management will contact your hotel/residence, to ensure clear communication of the situation.
 - Together with ILSC, local health authorities will be contacted (in Vancouver and Montreal only), and recommended steps, in consultation with the authorities, will be taken (go to the hospital, continue self-isolation, etc.).
 - In Toronto, ILSC will connect the student and their co-arriving family member directly with medical care for assessment including testing as required.
- You will need to download the Canadian Government's COVID Alert app and maintain it active on your phone throughout your stay in Canada.

PLEASE REMEMBER THAT QUARANTINE IS A MANDATORY REQUIREMENT OF THE QUARANTINE ACT AND NOT OPTIONAL.

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After quarantine

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

- If you are not moving into accommodation that has been selected and contracted by ILSC, you must provide the school with a copy of a Host Accommodation Standards and COVID Safety Agreement signed by all members of the household you will live with.
- Confirm transportation arrangements to your permanent accommodation with ILSC.
- If you are transferring to accommodation within your city of arrival/quarantine, you will be transported by car provided by the quarantine site or ILSC, following safe transport protocols.
- If you need to travel to another ILSC school in a different city within Canada for your studies, you will be transported to the airport by car provided by the quarantine site, following safe transport protocols. 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 up to date on, mindful of, and follow all public health directives in your city.
- To make sure you stay up to date, ILSC will regularly provide updates of public health guidance over the course of your time in Canada so stay informed by following local health authority announcements and information provided by ILSC. You must agree to:
 - Continue to practice proper hygiene, including hand washing and use of hand sanitizer;
 - Use proper coughing and sneezing etiquette;
 - Practice physical distancing at all times and wear a mask when in public and when you are not able to maintain a 2-meter distance from others;
 - Not attend public/private gatherings of more than the provincially approved size;
 - In Toronto, Effective November 23, the city has recommended that all individuals restrict close contact only to members of their household, and essential supports. Full guidance is available [here](#);
 - Download the Canadian government's contact tracing app, COVID Alert to your cellular phone and maintain it active throughout your stay.

APPENDIX B

PREDEPARTURE HEALTH QUESTIONNAIRE

As your departure day approaches, you must 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 or whether you need to postpone your travel. Contact ILSC immediately if you feel sick. ILSC will work with you to postpone your arrival until you are symptom free.

Please also note that The Government of Canada has announced that, as of January 7, 2021, **all air passengers five years of age or older will be required to test negative for COVID-19 before travelling from another country into Canada.**

Documentation of a negative laboratory test result must be presented to the 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 traveler's scheduled departure** to Canada.

Anyone who receives a negative test result and is authorized to enter Canada **must still complete the full, mandatory 14-day quarantine.**

- Access the Thrive Health COVID-19 Self-Assessment Tool (<https://www.thrive.health/health-canada-self-assessment-tool>)

APPENDIX C

SELF-ISOLATION PLAN

International Student Quarantine Plan

Personal Information

Name [First, Last]: _____

Passport number: _____

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

Country of origin: _____

Home address: _____

Arrival information

Arrival date: _____

Arrival from: _____

Port of entry into Canada: _____

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

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: _____

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APPENDIX D

LIST OF DESIGNATED QUARANTINE HOTELS

Hotels near Vancouver International Airport (YVR)

Richmond Conference Centre

(3 Hotels on one property: Hilton Vancouver Airport Hotel, Marriott Vancouver Airport and Sheraton Vancouver Airport Hotel)

7551 Westminster Highway, Richmond BC, V6X 1A3

Standard Room at all 3 properties: CAD **\$100** per room per night, plus 17.16% tax.

Add breakfast for \$12.50 per day, lunch for \$14.50 per day and Dinner for \$25 per day, plus 5% tax and 15% service charge.

Executive Hotel Vancouver Airport

7311 Westminster Highway, Richmond BC, V6X 1A3

<https://www.executivehotels.net>

Courtyard Junior Suite: CAD **\$89** per room per night, plus 17.16% tax.

*Upgrade to One-Bedroom Suite for **\$30** more per night, plus tax.

Add breakfast, lunch and dinner for **\$39** per day, plus 5% tax and 15% service charge.

Sandman Vancouver Airport Hotel

3233 St Edwards Drive, Richmond BC, V6X 3K4

<https://www.sandmanhotels.com>

Standard Room: CAD **\$55** per room per night plus 16% tax.

Add breakfast for **\$10** per day, lunch for **\$15** per day or dinner for **\$20** per day, plus 12% tax and 15% service charge

GEC Granville Suites

718 Drake Street, Vancouver, BC V6Z 2W6

www.gecliving.com

Standard room (Queen Suite/ Double Beds Suites): CAD 1,300 per room/ 14 nights, plus 16% tax

Hotels near Toronto Pearson International Airport (YYZ)

Hilton Toronto Airport & Suites

5875 Airport Road, Mississauga ON L4V 1N1

<https://www.hilton.com>

Standard Room: CAD **\$80** per room per night, plus 17.52% tax

Add breakfast for \$8 per day, lunch for **\$12** per day and dinner for \$20 per day, plus 13% tax (service charge waived).

Hampton Inn & Suites Toronto Airport

3279 Caroga Drive, Mississauga ON L4V 1A3

<https://www.hilton.com>

Jul 1 – Aug 30, 2020: Standard Room - CAD **\$65** per room per night, plus 17.52%

Sep 1 – Dec 31, 2020: Standard Room CAD **\$75** per room per night, plus 17.52% tax

*Upgrade to Studio Suite for \$10 additional per night, plus tax.

Add breakfast for \$3, lunch for \$7 per day and dinner for \$15 per day, plus 13% tax and 15% service charge.

Element Toronto Airport

6257 Airport Road, Mississauga, ON L4V 1E4

<https://www.marriott.com/yyzea>

King Room: CAD **\$99** per room per night, plus 17.52% tax

Add breakfast, lunch and dinner for **\$50** per day, plus 13% tax and 15% service charge.

Hotels Near Montreal-Trudeau International Airport (YUL)

Aloft Montreal Airport

500 McMillan Ave, Montreal, Quebec H9P 0A2

<https://www.marriott.com>

King Room: CAD **\$89** per room per night, plus 19% tax

Add breakfast, lunch and dinner for **\$45** per day, plus 15% tax (no service charge).

Residence Inn by Marriott Montreal Airport

6500 Place Robert-Joncas, Montreal, Quebec H4M 2Z4

<https://www.marriott.com>

Studio King: CAD **\$99** per room per night, plus 19% tax

*Upgrade to One Bedroom Suite with two beds for **\$30** more per night, plus tax.

Add lunch for **\$18** per day and dinner for \$25 per day, plus 15% tax and 15% service charge.

APPENDIX E

QUARANTINE SUPPORT PACK

ILSC is following the Public Health Authorities and Languages Canada protocols to safely welcome students and staff back to in-person classes.

1. Guidelines for new students:

- Students traveling from outside Canada must self-isolate for 14 days.
- Travelers must submit a self-isolation plan and download the Federal *ArriveCan* application prior to their trip or upon arrival:

<https://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-responsercovery/covid-19-provincial-support/self-isolation-on-return>

Additional screening (such as temperature check or questions regarding health status) will occur at points of entry.

- While completing self-isolation, students cannot come to school; however, students will attend any of our online options during that time.
- Refer to COVID-19 International Student Travel and Quarantine Checklist for more details.

a. Procedures if you get sick with COVID-19 during the 14-day quarantine

In the event that you demonstrate symptoms of COVID-19 in quarantine, the following steps will be followed:

- You must inform ILSC immediately. Please refer to the Emergency Contact List.
- Together with the assigned school management member, you will contact the local health authority and take the recommended steps (go to the hospital, continue self-isolation, etc.).
- In Toronto, ILSC will connect the student of their co-arriving member directly with medical care for assessment including testing as required.

b. How to access the myILSC app or Moodle

myILSC (ILSC Students)

- Download the [myILSCapp](#).
- Choose your login below based on the campus you study at:
 - Vancouver: **ve**Student Number
 - Toronto: **te0**Student Number
 - Montreal: **qe0**StudentNumber

Password (Your date of birth): YYYYMMDD

* Find your student number on your Letter of Acceptance

- After login, you will have access to:
 - Orientation Package
 - Online Language Practice
 - Activity Calendar
 - Support Staff List
 - Your timetable

Please update your personal information (including emergency contact) after your first login.

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Moodle (Greystone College Students)

- Go to learn.greystonecollege.com
- Username: Your student number (Find your student number on your Letter of Acceptance)
- Password (Your date of birth): YYYYMMDD OR 123Greystone!
- Please complete all the steps to access all information required for your start at Greystone College.
- To access your online course:
 - 1) Go to the Moodle Website: <https://learn.greystonecollege.com/>
 - 2) Enter your Username (this is your student number)
 - 3) Enter your Password
 - 4) Click on your course
 - 5) Select the Online Classes tab
 - 6) Read the information and click the Zoom Classroom Link (Zoom can be used on all devices)
 - 7) Install the software

c. Online Activities

To access online activities, please [click here](#).

You can register for all the activities you want with no extra cost. Please be mindful about the time zone.

2. Contact List

ILSC & Greystone College Vancouver

- +1 604.689.9095 (Monday to Friday – 9:00 am – 4:45 pm)
- Advisors.vancouver@ilsc.com (Monday to Friday – 9:00 am – 4:45 pm)
- +1 604.786.7095 (Emergencies – 24/7)

ILSC & Greystone College Toronto

- +1 416.323.1770 (Monday to Friday – 9:00 am – 4:45 pm)
- Advisors.toronto@ilsc.com (Monday to Friday – 9:00 am – 4:45 pm)
- +1 416.459.5756 (Emergencies – 24/7)

ILSC & Greystone College Montréal

- +1 514.876.4572 (Monday to Friday – 9:00 am – 4:45 pm)
- Advisors.montreal@ilsc.com (Monday to Friday – 9:00 am – 4:45 pm)
- +1 514-378-8488 (Emergencies – 24/7)

3. Resources

- Mental health, antiracism, COVID-19 stigma support, and mitigation of social barriers:
 - https://www.guard.me/keepmesafe_student/
 - <https://www.who.int/docs/default-source/coronaviruse/covid19-stigma-guide.pdf>
 - <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/mental-health.html>
 - <https://www.healthlinkbc.ca/mental-health-covid-19>
 - <http://www.bccdc.ca/health-info/diseases-conditions/covid-19/about-covid-19/mental-well-being-during-covid-19>

- Primary Care Providers near the airport
 - Toronto Pearson: [Click here](#)
 - Vancouver: [Click here](#)
 - Montreal Trudeau Int: [Click here](#)

- Public Health Authority:
 - Government of Canada Travel Advice and Advisories: [Click here.](#)
 - Government of Canada Facts about COVID-19: [Click here.](#)
 - Centers for Disease Control: [Click here.](#)
 - World Health Organization: [Click here.](#)
 - Coronavirus disease (COVID-19) digital tools: [Click here.](#)
 - COVID-19 Assessment Centers
 - Toronto: [Click here](#)
 - Vancouver: [Click here](#)
 - Montreal: [Click here](#)

- Local News:
 - <https://www.ctvnews.ca/>
 - <https://www.cbc.ca/news>
 - <https://globalnews.ca/bc/>

4. Suggested Daily Routines

- Daily Routine Toronto and Montréal:

7:00 am	Wake up
8:00 am – 8:30 am	Breakfast
9:00 am – 12:00 pm	ILSC Online Classes
12:00 pm – 1:00 pm	Lunch Time
1:00 pm – 2:00 pm	ILSC Online Classes
2:00 pm – 3:30 pm	Free time
3:30 pm – 4:30 pm	ILSC Online Activities
4:30 pm – 6:00 pm	Homework/ Free time
6:00 pm – 7:30 pm	Dinner
7:30 pm – 9:00 pm	Self-care time
9:00 pm – 10:00 pm	Free time
10:00 pm	Bed time

- Daily Routine Vancouver:

Option 1: Afternoon online classes

8:00 am	Wake up
9:00 am – 9:30 am	Breakfast
9:30 am – 11:00 am	Self-care time
11:00 am – 12:30 pm	Homework
12:30 pm – 1:30 pm	Lunch Time
1:30 pm – 2:30 pm	Free time
3:30 pm – 4:30 pm	ILSC Online Activities (Vancouver time)
4:30 pm – 6:00 pm	Free time / Dinner
6:00 pm – 10:00 pm	ILSC Online Classes (Brisbane time)
10:00 pm – 10:30 pm	Free Time
10:30 pm	Bed time

Option 2: Early morning online classes

5:00 am	Wake up
5:15 am – 5:45 am	Breakfast
6:00 am – 9:00 am	ILSC Online Classes (Toronto time)
9:00 am – 10:00 am	Break
10:00 am – 11:00 am	ILSC Online Classes (Toronto time)
11:00 am – 12:00 pm	Free time
12:00 pm – 1:00 pm	Lunch Time
1:00 pm – 3:30 pm	Homework
3:30 pm – 4:30 pm	ILSC Online Activities (Vancouver time)
4:30 pm – 5:30 pm	Free Time
5:30pm – 7:00 pm	Dinner time
7:00 pm – 8:30 pm	Self-care time
8:30 pm – 9:00 pm	Free time
9:00 pm	Bed time

5. Exercise Program during quarantine

- ILSC offers online activities and exercise: <https://activities.ilsc.com>

6. Thermometer & Daily Temperature Log Sheet

How to take personal temperature

Manual Thermometer: Shake the thermometer so that the mercury inside goes below 36°C (96.8°F). Carefully place the tip of the thermometer under your tongue. Close your lips around the thermometer, leave the thermometer in place for 3 to 4 minutes. Remove the thermometer and read the temperature.

Digital Thermometer: Clean the tip with cold water and soap, then rinse it. Turn the thermometer on. Put the tip under your tongue, towards the back of your mouth, close your lips around the thermometer and wait until it beeps or flashes. Check the temperature on the display.

*The average normal body temperature is generally about 98.6°F (37°C). Please contact ILSC if your temperature is higher than normal.

Daily Temperature Log Sheet

Please complete your Daily Temperature Log Sheet every day after taking your temperature.

Day	1	2	3	4	5	6	7	8	9	10	11	12	13	14
Time of Day														
Temperature														

7. Packing (Masks, Gloves and Hand Sanitizer)

Please bring with you:

- 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.

8. SIM Card

- When arriving at your accommodation, a SIM Card will be provided to you.
- The SIM card will already be registered, so you will just need to insert the SIM Card to start using your phone with a local phone number.
- Your SIM Card is valid for 30 days, which gives you unlimited national calls, unlimited international text messages and 2GB of data for 30 days starting on your arrival date.

COVID-19 Safety Guidelines for students in school:

- ILSC's 20-hour per week Full-Time (9:00 am to 12:00 pm / 1:00 pm – 2:00 pm) program will continue to be provided.
- Hand sanitizers will be available both in common areas and in classrooms. Please sanitize your hands before entering your classroom.
- Deep cleaning will be carried out every day and during the day. High touch points will be sanitized constantly (such as door handles and light switches).
- Wash your hands often for at least 20 seconds.
- Before you connect to the school's Wi-Fi, you will be asked to respond to a quick survey intended as your daily Health Check. Please respond to the questions carefully and provide your personal details if prompted.
- Classrooms are adapted to comply with social distancing. Students will be seated 2 meters apart. Please do not move tables or chairs from their position. Each classroom has a set capacity limit.
- Class start times will be staggered – some will start at 9:00am and others at 9:15am. Please arrive no more than 15 minutes prior your class. Check the myILSC app to know your campus and classroom.
- Social distancing is required around the school. We also require all students and staff to wear masks into and around the school. Please bring a mask with you. At ILSC Vancouver, you may take your mask off in class when seated (because you will be 2 meters apart). Masks are mandatory at ILSC Toronto and Montréal when sitting inside the classrooms.
- Washrooms and waiting areas will have line up marks to ensure social distancing.
- If you are sick, please do not come to school. If you have COVID-19 symptoms, please call 8-1-1 in Vancouver and Montreal for advice from a registered nurse, and contact the school.
- In Toronto, ILSC will connect you or your co-arriving family member directly with medical care for assessment including testing as required.
- If you feel unwell during class, we will take your temperature on-site and you may be asked to return home. If you have a fever, cough and difficulty breathing, ILSC staff will support you to contact health authorities to find out recommended next steps such as seeking testing or medical attention.
- Use of student common areas, break-out spaces and kitchens, including use of student photocopier, microwaves, fridges and vending machines are subject to physical distancing and must have capacity limits clearly posted. All common surfaces will be cleaned and disinfected regularly if common areas are in use.
- To move around campus, please follow the one-way arrows.
- At the end of class, please leave the school, unless you have an appointment with an advisor. You can also contact advisors by email if you prefer.
- Social activities continue to be available on-line. You can register for free in any activity by [clicking here](#).
- ILSC staff will adhere to all these guidelines too and personal protective equipment is provided by the school to both students and staff.

APPENDIX F

ILSC'S COVID SAFETY PLANS

As we all continue to navigate the ongoing COVID-19 pandemic globally, this plan will provide clarification on how we will manage the risks and safety hazards of COVID-19 in our workplaces. Reducing the risk of infectious disease in our workplace for staff and campus for students involves staying informed about how it spreads and taking appropriate precautions.

Please review our [ILSC Language Schools and Greystone College Health and Safety Plan](#)

APPENDIX G

HOST ACCOMMODATION COVID-19 STANDARDS, GUIDELINES AND SAFETY AGREEMENT

Hosts Agree to:

1. Provide each student with a clean, private furnished bedroom with a bed, linens, pillow, desk, lamp, and window with sufficient heating and lighting and access to laundry facilities, internet and a private bathroom.
2. When receiving visitors/guests at the residence, keep visits outside as much as possible and ask visitors to the residence to maintain proper social distance from all members of the household or to wear a mask if social distancing is not possible.
3. Clean and sterilize bathrooms and kitchen at least twice a week and clean high touch surfaces such as door handles, toilet handles, sink faucets, counters and light switches daily.
4. Report to ILSC immediately if a student or any member of the household has a presumed or confirmed case of COVID-19 and have the sick member of the household follow the provincial health authority directives regarding self-isolation and self-monitoring.
5. Report to ILSC any student who has knowingly breached provincial health guidelines and directives regarding COVID-19 safety and transmission prevention to Health Canada and local law enforcement.

STEPS TO PROTECT YOURSELF AND YOUR STUDENT FROM COVID-19

COVID-19 is a contagious disease. Proper hygiene practices will help lower your chance of getting it or spreading it to others. You and all members of your household should continue to do the following:

- Wash your hands often with soap and water for at least 20 seconds or use an alcohol-based hand sanitizer containing at least 60% alcohol
- Cough and sneeze into a tissue or the bend of your arm
- Avoid touching your face with unwashed hands
- Dispose of used tissues in a lined waste container and then wash your hands
- Clean and sanitize frequently touched surfaces, such as door handles, light switches, counters, faucets etc., daily.

Keep practicing physical distancing

Physical distancing continues to be a very important public health measure for reducing the spread of COVID-19. Physical distancing minimizes close contact with others in your community.

You and members of your household can do the following to keep practicing physical distancing:

- Avoid crowded places
- Avoid home gatherings
- Reduce non-essential travel and trips out of your home
- Keep 2 meters away from others when outside of your home or when receiving guests in your home
- Commute outside of the busiest hours if you use public transit
- Avoid greetings that include physical contact, such as handshakes
- Follow your local public health guidance on the number of people that can gather in one place at one time

Limit non-essential travel

Continue to limit travel outside your home to essential trips only.

Keep thinking about behaviours and routines that you can change to lower the chance of spreading COVID-19, such as:

- Grocery shopping at off-peak hours;
- Commuting outside of the busiest peak hours if you use public transit;
- Sending 1 person out to do essential errands and pick up prescriptions.

If you're planning on travelling outside your province or territory, check to see if your destination has different public health measures.

To limit the spread of COVID-19, we advise avoiding all non-essential travel outside of Canada until further notice.

<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/prevention-risks/measures-reduce-community.html#s>

Quarantine in Homestay

- The students will have a private bedroom and private bathroom at their homestay during quarantine.
- When arriving at the homestay family's house, students must go directly to their private bedroom.
- The homestay family will provide the students with 3 meals per day (breakfast, lunch, and dinner).
- During quarantine, students must have their meals inside their bedrooms.
- Students are responsible for the general cleanliness of their bedroom and bathroom.
- Homestay families will monitor students to ensure they are following all the quarantine guidelines.
- Students are not allowed to leave their self-isolation place during the quarantine period.

COVID-19 SAFETY POLICIES AND PROCEDURES

1. Stay at Home When Sick Policy

- a. Any student that is displaying symptoms, (fever, cough, sore throat, sneezing), whether or not the illness has been confirmed to be COVID-19, must stay at home and seek medical direction (By contacting 811 in Vancouver or Montréal) as well as notify the school of absence.
- b. In Toronto, ILSC will connect you or your co-arriving family member directly with medical care for assessment including testing as required.
- c. Any student who has been potentially exposed to COVID-19 through their homestay must stay home and follow the direction of public health. Potential exposure is assumed when students:
 - i. Live in the same household as a clinically confirmed COVID-19 case.
 - ii. Live in the same household as someone who was exposed to a clinically confirmed COVID-19 case.
 - iii. Live in the same household as someone who has been advised by public health to self-isolate due to potential COVID-19 exposure.
- d. The host will notify the school of any such case.
- e. Should a clinically confirmed case of COVID-19 be reported in the home/residence, the home/residence will need to be deep cleaned and sanitized and any persons exposed should self-isolate and take direction from public health.
- f. Any student or member of the household who has returned to Canada from having travelled internationally must stay at home and self-isolate for the required 14 days.
- g. Any student who displays symptoms at school – even mild (fever, cough, sore throat, sneezing) will be directed to return home and seek medical advice. If they are not infected with COVID-19, they can return to school when their symptoms are gone.

2. Procedures if a Student Shows Symptoms of COVID-19

In the event that a student demonstrates symptoms of COVID-19 when not on the school campus, the following steps will be followed:

- a. The student must isolate immediately in their bedroom, informing the school and/or homestay or residence contact immediately.
- b. If the student is in a residence or school-contracted homestay, the school management will contact the residence/homestay contact, to ensure clear communication of the situation.
- c. The homestay or residence contact will gather all other members of the household in an outdoor common space, to ensure they do not come into contact with the student, or any surfaces/areas the student has touched, until examination and cleaning procedures are completed.

- d. Any persons who have come into close contact with the student will also follow the above and below steps, and follow self-examination steps provided by the school to evaluate their own health.
- e. Together with the assigned school management member, the student will contact the local health authority, and take the recommended steps (go to the hospital, continue self-isolation, etc.).
- f. The accommodation provider will conduct a thorough cleaning of all areas the student has occupied, and any other rooms and areas he/she/they has/have frequented during his/her time since arrival.
- g. Assigned school staff will then continue to closely monitor the student, homestay contact, and all other students and staff considered at risk, implementing risk assessment measures outlined in training, such as taking temperatures of all students weekly and further ensuring they are aware of, and self-monitoring for, COVID-19 symptoms.

Please initial each statement below to indicate your agreement:

____ I understand that ILSC will place students in my home only if I meet the standards and follow the guidelines and policies stated herein.

____ I understand that ILSC may remove students assigned to my home if I do not meet the standards and follow the guidelines and policies stated herein, and I will be responsible for any costs to transfer the student to a new accommodation provider.

Signed _____ / _____ / 202_

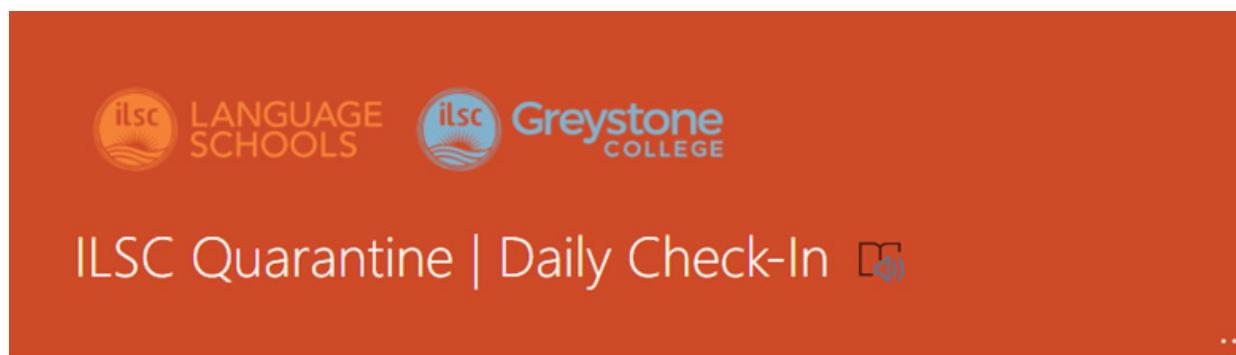
Print Name: _____

Address: _____

Signature: _____

APPENDIX H

QUARANTINE DAILY CHECK-IN



Important Links and Contact Information

During your 14 days of quarantine, we want to check in with you daily to make sure you are happy and healthy. You will receive this form every day. Please complete for all 14 days of your quarantine.

* If you have a medical emergency, contact 8-1-1 (Vancouver & Montréal) or 1-866-797-0000 (Toronto) then contact ILSC.

* Mental Health Support
https://www.guard.me/keepmesafe_student/

* Government of Canada Facts about COVID-19
<https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19.html>

* ILSC Online Activities
<https://student.ilsceducation.com/events/>

* Student Advisors
 - ILSC Vancouver: Advisors.Vancouver@ilsc.com | tel. +1 604.689.9095
 - ILSC Toronto: Advisors.Toronto@ilsc.com | tel. +1 416.323.1770
 - ILSC Montréal: Advisors.Montreal@ilsc.com | tel. +1 514.876.4572

* Accommodations (Hotels & Homestays)
 - ILSC Vancouver: StudentAccommodations.Vancouver@ilsc.com | Accommodation Emergency Phone. +1 604.786.7095
 - ILSC Toronto: StudentAccommodations.Toronto@ilsc.com | Accommodation Emergency Phone. +1 416.459.5756
 - ILSC Montréal: Accommodations.Montreal@ilsc.com | Accommodation Emergency Phone. +1 514.378.8488

* Required

1. Name *

Enter your answer

2. ILSC Student Number *

Enter your answer

3. ILSC Campus *

- ILSC Vancouver
- ILSC Toronto
- ILSC Montréal

4. How are you feeling today? *

- Great!
- Good
- Not so good

5. I have these symptoms: *

- a fever
- a cough
- tiredness
- difficulty breathing or shortness of breath
- others (muscle or body aches, new loss of smell or taste, headache, abdominal pain, diarrhea, vomiting)
- I do not have any of these symptoms.

6. What is your current temperature? *

Enter your answer

7. Please feel free to write any comments, questions or concerns. 

Enter your answer

Back

Submit