

COVID-19 STUDENT SAFE ARRIVAL AND STUDY GUIDE

We are committed to providing the best possible care for our students and their co-arriving family members, so our school communities feel safe and confident about learning in our schools.

We recognize that guidance to fight COVID-19 is constantly evolving, therefore we will review and adapt our pledge to the local conditions as needed.



HEALTH AND SAFETY

- Enhanced cleaning and disinfecting and increased cleaning schedule (4 times a day)
- COVID-19 screening (wearing a mask is **mandatory** to enter the school, assigned staff will ask COVID-19 related questions and take your temperature upon arrival at the school)
- Placed hand sanitizers throughout the school
- Accessible signage and floor markings
- Reduced staff in the school
- Created a staggered schedule to manage the flow of students through the school
- Reduced class sizes to ensure 2m distance in classroom (Max. number of people in each class is stated on the poster on the door)
- COVID-19 training for all new students

PRE-ARRIVAL

All students arriving in Canada must have a **quarantine plan**, including an accommodation with full quarantine services and a safe transfer service directly from the airport to the accommodation.

Stafford House offers a variety of safe and comfortable options for the 14-day mandatory quarantine, including Homestay, Residence and hotel accommodation. These options include meals and safe transportation from the airport.

PLEASE ENSURE YOU HAVE THE FOLLOWING BEFORE YOU TRAVEL: ✓

Valid visa to travel to Canada (ensure that you know the current travel restrictions)

2-week quarantine accommodation (3 meals/day delivered to my room, private bathroom, assistance with daily need, access to necessities, etc.)

Safe transportation from the airport to the quarantine accommodation

Medical Insurance including COVID-19 related coverage

Download [ArriveCAN](#) app, fill out the form and check-in 48 hrs before your arrival in Canada

Send a signed electronic copy of this document to the school. Print a copy to present to border officials upon arrival in Canada.

Have access to the student portal ([My.staffordhouse.com](https://my.staffordhouse.com)) for more information

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ARRIVAL

- Stafford House will ensure that students and co-arriving family members:
 - are screened for symptoms at the port of entry
 - answer [COVID-19 related questions](#) honestly and accurately
 - receive new masks
- The reporting data will be safely stored by the Student Services team on our internal database
- If a student or co-arriving family member has developed symptoms prior to departure, Stafford House will work with the student to postpone the arrival plans until it is safe to travel and they are symptom free
- If a student or co-arriving family member exhibits symptoms on arrival, Stafford House will immediately notify health authorities and arrange medical attention before they arrive to the quarantine location
- Stafford House transfer will take each student and co-arriving family member directly to their quarantine accommodation (with no stops) where they will stay for 14 days from their arrival day in Canada
- Students and their co-arriving family must maintain physical distancing (as much as possible) and wear a mask or face covering at the airport and during the transfer service
- Students and their co-arriving family must avoid physical contact with others
- Students and their co-arriving family must NOT use the public transportation from the port of entry to their accommodation
- **Note:** above transfer expectations must be met even if Stafford House is not providing the transfer directly

QUARANTINE PERIOD

- Send a check-in email to your school as soon as you arrive at the quarantine accommodation:
Calgary: calgary@staffordhouse.com **Toronto:** toronto@staffordhouse.com
- Start your 14-day quarantine and self-monitoring
- Daily check-in with designated staff by email or call to ensure that you're safe. Report your status daily through the [ArriveCAN](#) app until the end of your 14-day isolation
- All responses are reviewed by *Student Services Manager*, and stored on our secured internal database
- Get tested following the instruction email from the school at least once within the 14 days. Testing should take place around the sixth day after arrival to address the virus incubation period. The test result must be submitted to your school as soon as received.
- If symptoms are declared, *Student Services* will immediately contact the student, ensure their health and safety via phone counselling, and arrange for a COVID test at the nearest assessment centre
- Do not leave your accommodation unless it is for an emergency
- Contact school immediately if you experience any of the COVID-19 symptoms
- You must use private transportation arranged with Stafford House, with proper PPE, to go to the testing centre from your accommodation, going directly to the test centre with no stops
- No guests are allowed in your accommodation during your quarantine period
- **Violating any instructions provided to you when you entered Canada or failing to provide accurate information is an offence under the Quarantine Act and could lead to up to 6 months in prison and/or \$750,000 in fines**
- **If you choose to break your mandatory quarantine or isolation, resulting in the death or serious bodily harm to another person, you could face: a fine of up to \$1,000,000 or imprisonment of up to 3 years or both**
- Online lessons are available for students during the quarantine period

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QUARANTINE PERIOD (cont.)

- Once your mandatory 14-day quarantine is completed, you will transfer to your permanent accommodation, but must continue to follow strict COVID-19 safety protocols.
- Students will receive the virtual Stafford House COVID-19 training and orientation
- The 14-day period starts again if you develop new or any symptoms of COVID-19
- Sign the Stafford House Pledge and send to the school
- Stafford House confirms that all support will be extended to the student should the quarantine period be extended

COMING TO SCHOOL

- Wear a mask before entering the building and keep it on until you leave the building
- You'll be greeted at the entrance for COVID-19 screening (we will ask you to sanitize your hands, answer COVID-19 screening questions, take your temperature etc.)
- Follow the floor stickers to your classroom
- Maintain physical distancing requirements (minimum 2m apart)
- Take the designated seat in your classroom
- Students are required to use hand sanitizer everytime they enter or leave their classroom
- Sneeze and cough into your upper sleeve
- Avoid touching your eyes, nose, or mouth
- There is currently no access to the student lounge, including microwaves and coffee machines
- **Do not come to school if you're sick or have any of the COVID-19 symptoms**
- All COVID-19 related information (attendance, daily monitoring, symptoms, test result etc.) will be securely recorded by Student Services in our internal database
- Contact school staff for assistance or counselling if you have any questions or concerns (available for all students and immediate

MORE INFORMATION ABOUT COVID-19 IN CANADA

[Government of Canada website – Coronavirus](#)

[Symptoms and Treatment](#)

[How to wash your hands](#)

[How to safely use a non-medical mask or face covering](#)

[Social Stigma](#)

[Languages Canada - COVID-19 Protocol for the Safe Arrival and Quarantine of International Students](#)

[COVID-19 International Student Safe Travel, Arrival and Quarantine Checklist](#)

SCHOOL INFORMATION

CALGARY

Email: calgary@staffordhouse.com

Phone: +1 (403) 265 6936 (Monday to Friday 8:30am to 4pm)

Emergency phone: +1 (587) 894 3760

TORONTO

Email: toronto@staffordhouse.com

Phone: +1 (416) 223 7855 (Monday to Friday 8:30am to 4pm)

Emergency phone: +1 (647) 894 1768 or +1 (647) 338 5982

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INTERNATIONAL STUDENT QUARANTINE PLAN & AGREEMENT

PERSONAL INFORMATION

Family Name:	Country of origin:
First Name:	Home Address:
Passport number:	
Date of Birth (MM/DD/YYYY):	

ARRIVAL INFORMATION

Arrival Date:	Port of entry into Canada:
Arrival From:	Arrival by (Airline name and flight number:)

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 directly to quarantine location

Company/Representative's name: _____

Contact number: _____

- Private room and private bathroom
- 3 meals / day, delivered to my room
- Access to needed toiletries, linen, cleaning supplies etc.

Please take some time to review the information in this document, [Languages Canada Quarantine Checklist](#) and [COVID-19 Protocol for Arrival and Quarantine](#). Please note that in not following this protocol, students may be denied entry into the country, or may be denied entry to/dissmissed from your program of study with no refund. Government authorities may also fine students for non-compliance in certain situations.

I confirm that that I fully understand and agree with the following:

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

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 COVID-19 [Student Safe Arrival and Study Guide](#)

I agree to get tested around 6th day of my arrival in Canada

I have completed and printed the Quarantine 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

I will have the following in my carry-on luggage: at least 2 masks, several pairs of gloves, a travel sized bottle of hand-sanitizer and some disinfecting wipes

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 and [Languages Canada Quarantine Checklist](#), as well as all requirements provided by the Government of Canada, for a full 14 days.

Signature: _____

Date: _____

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STAFFORD HOUSE PLEDGES

- Our drivers will wear facemasks and they will have received COVID-19 health and safety training. All vehicles will be sanitized prior to use
- We will provide care kits to every student on arrival, which will include facemasks and hand sanitizer gel. Hand sanitizer gel will be freely available around the schools
- We promise to still greet you with a big HELLO! And make sure you feel welcome and safe on arrival
- We will ask all staff and students daily if they have any symptoms of COVID-19
- We will take daily temperature checks, using infrared technology, of students and staff
- We will provide a health and safety briefing to all students in relation to COVID-19
- We will provide health and safety training to all staff in relation to COVID-19. All staff will be provided with masks, sanitizer, and sanitizing wipes
- Our on-site student services team will monitor the wellbeing of our students. They will assist students with local doctors and healthcare advisers, based at medical practices within a short distance of our school
- To maintain social distancing, we will limit class sizes, manage the flow of students through the school, adjust classroom seating, and stagger timetables and breaktimes
- We will carry out increased cleaning in communal areas during the day
- We will take measures to ensure all accommodation is selected carefully to ensure student safety
- We will limit outside visitors at our schools until further notice
- We will restrict activities to online only, until it is safe to resume in-person activities again
- If quarantine measures are required at any time, we will facilitate students to isolate safely in their accommodation and shift to online classes immediately
- While in quarantine your orientation will start online before face-to-face classes and activities begin, giving you the opportunity to make new friends and learn about the school
- If students display symptoms of COVID-19, we will isolate them safely in their accommodation, so they can continue their studies online

STUDENT PLEDGE

I, [STUDENT NAME] _____, pledge to:

- Inform the school and stay home for two weeks if I have any symptoms of COVID-19 (a high temperature, a cough, shortness of breath, loss of sense of taste or smell)
- Stay home for two weeks if anyone I am living with has symptoms of COVID-19
- Go home immediately if I feel ill while I am in the school building and contact both the school and Toronto Health to let them know
- Wear a mask
- Wash my hands and/or sanitize my hands:
 - When I arrive at the school and before I leave the school
 - When I am arriving in class and when I am leaving class
 - Before and after I use the washroom
 - After touching my face or surface of the high traffic area
- Sit in the seat I have been assigned to in class and not move my seat at all
- Maintain social distance of at least two metres from all other students and staff while in the school building
- Allow school staff to check my temperature and ask me if I have any symptoms
- Follow directions from staff when moving around the building to maintain social distance
- Arrive for class on-time and not too early or late, to allow for students to enter in a socially distant manner
- Follow all the requirements under the Stafford House Safe Study Handbook and the Quarantine Act during my stay in Canada

Signature: _____

Date: _____