



OTTAWA-CARLETON
DISTRICT SCHOOL BOARD

INTERNATIONAL STUDENT ARRIVAL GUIDE

Keeping Yourself and Others Safe During COVID-19



ocenet.ca

Ottawa-Carleton Education Network

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INTRODUCTION

Welcome to Canada! Welcome to Ottawa! Welcome to your Ottawa-Carleton District School Board (OCDSB) school!

We are very happy that you will be joining us this year and wish you a great educational, cultural, and social experience during your time in Ottawa.

Because of the COVID-19 pandemic, we need to alter our travel and arrival protocols for all students this year. Please take some time to review the information in this package and make sure to ask for help with any part you don't understand. It is important you understand and follow the protocols detailed in this document to ensure your entry into Canada is smooth and problem-free. Consequences of not following these protocols could include:

- denied entry by Canadian immigration
- fines for non-compliance of COVID-19 safety protocols
- refused enrollment by your school principal

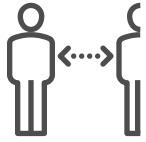
Please know that our top priority is the health and well-being of our students, staff, host families, and communities. We are obligated to follow the regulations and recommendations of the Canadian and Ontario governments, as well as those issued by Ottawa Public Health.

At the end of this document you will find the **COVID-19 Travel and Arrival Protocol Form**. This document must be completed in full, signed by the student and his/her parent/legal guardian and sent to ocenet@ocdsb.ca **BEFORE** you arrive in Canada.



DEFINITIONS

Below you will find **COVID-19 vocabulary**. Please become familiar with these terms:



Social/Physical Distancing

Keep at least 2 meters between you and others and avoid crowded spaces. At the time of printing this document, Ontario requires masks to always be worn in public indoor spaces unless you have a medical condition that prevents you from safely doing so.



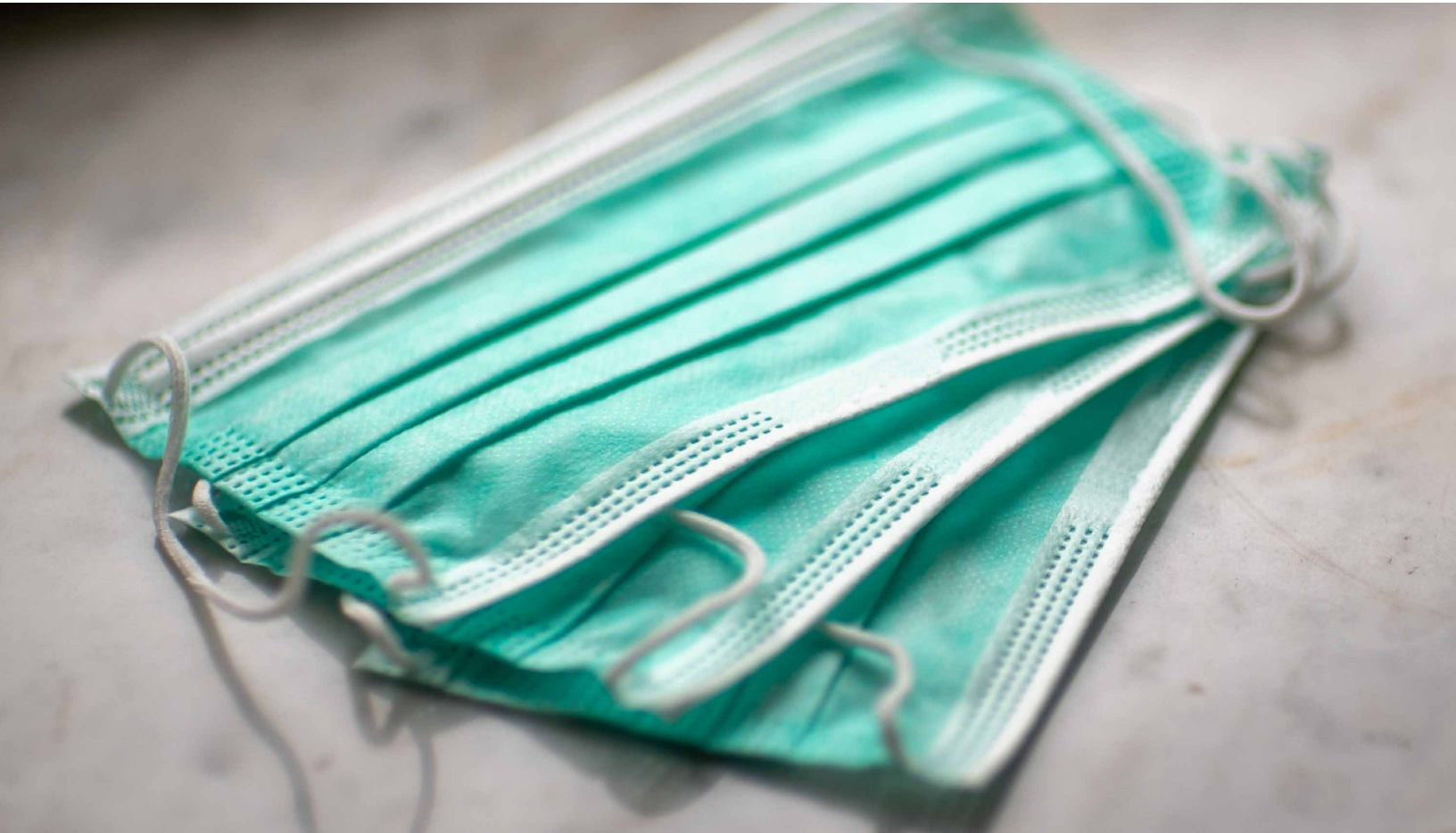
Self-Isolation and Quarantine

Stay in a place in isolation to prevent exposing others or yourself to COVID-19.



Self-Monitoring

Check your health for possible symptoms of COVID-19. Let your parents or host family know if you are feeling unwell.



PRE-DEPARTURE

Here are a few important tips and steps for you before you leave your home to come to Canada:

Communication and Relationship Building

Get to know your host family ahead of time. A video chat using Zoom or Skype is probably the best way since your parents can also join in. Remember to exchange emails and cell phone numbers with your host family and make sure to enter the International Education office number into your contact list (1-613-239-0314).

Household Isolation

Before you leave your home country to come to Canada, it is recommended that you self-isolate in your home for two weeks and only interact with your immediate family during that time.

Medical Check / Testing

Students should request/obtain a letter from their doctor **within 72 hours prior to departure** confirming that you are healthy and that it is safe for you to travel. If possible, you should also get a COVID-19 test. Bring the letter and test results, if applicable, when you go through immigration and remember to bring a copy to the International Education office for registration time.

Packing

Include the following items in your carry-on bag, which you will bring with you on the plane:

- Passport
- Study Permit or Immigration Letter
- Custodianship Documents
- Letter of Acceptance
- Your school transcripts (translated to English)
- Record of Immunization (vaccination)
- Host Family Profile with contact information
- Self-Isolation Plan Form
- Change of clothes
- Snacks (no liquids)

ARRIVAL PLANS

Before you leave your home country, you must complete the mandatory Self-Isolation Plan, using the form provided in this document. Please email your completed form (Self-Isolation Plan) to ocenet@ocdsb.ca before you travel to Canada and remember to bring a copy with you along with the documents mentioned in the *Packing* section. In addition to this step, you must also download the new **ArriveCAN** app from the Government of Canada, as you will be asked to show your information to an immigration officer at your point of entry. Here is more information on the Self-Isolation Plan and the ArriveCAN app:

Self-Isolation Plan

Before you leave your home country it is very important that you complete the form found at the end of this document, called “**Self-Isolation Plan**”. When you arrive at the airport in Canada, an immigration officer will ask you to show proof of your plan. You should present this form, and the information must be correct. Our office will have received your emailed copy of the form earlier, so our staff will be able to make sure the information is correct in advance of your trip. Please make sure to fill out the “Travel Information” and the “Certify Declaration” sections very carefully before emailing it to our office. Again, once you have completed the form:

1. Email a copy to the International Education office at ocenet@ocdsb.ca
2. Print a copy to bring with you in your carry-on bag
3. Keep a copy on your phone



ArriveCAN App

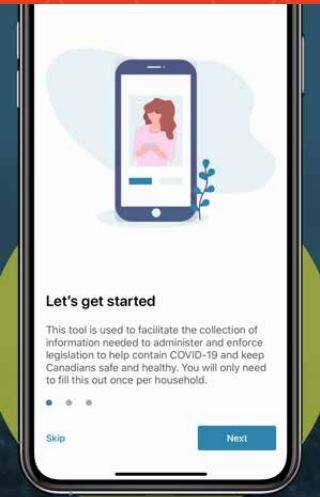


The **ArriveCAN App** is available for iPhone and Android and can be downloaded from the App Store or Google Play. This app must be set up before you arrive at immigration in Canada. The immigration officer will provide you with a TOKEN NUMBER, which you will need to enter in your profile. You can view and download the app by visiting the following website:

<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/latest-travel-health-advice.html#ua>

Here are the steps to setup the app, once you start the download:

Step 1



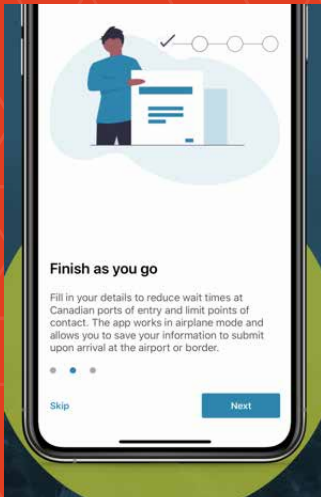
Let's get started

This tool is used to facilitate the collection of information needed to administer and enforce legislation to help contain COVID-19 and keep Canadians safe and healthy. You will only need to fill this out once per household.

Skip Next

Help us contain COVID-19

Step 2



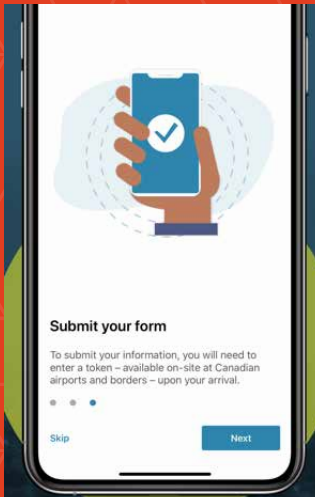
Finish as you go

Fill in your details to reduce wait times at Canadian ports of entry and limit points of contact. The app works in airplane mode and allows you to save your information to submit upon arrival at the airport or border.

Skip Next

Save time - enter your data up to 24 hours ahead of time for you and your family

Step 3



Submit your form

To submit your information, you will need to enter a token - available on-site at Canadian airports and borders - upon your arrival.

Skip Next

Submit information at the port of entry

Continued on the next page...

Step 4

Enter your information

Smartphone screen showing the 'Add Traveller' form. The form includes fields for Surname (Smith), First Name (John), and Last or Middle Name (optional). It also has a date field for 'Date of Birth' (01-31) and a checkbox for 'Add another traveller'.

Step 5

Supports multiple travellers

Smartphone screen showing the 'Travellers' list. It displays two entries: 'Smith, John' and 'Smith, Jackie', each with a red trash icon. Below the list is a button labeled 'ADD ANOTHER TRAVELLER'. At the bottom are 'Previous' and 'NEXT' buttons.

Step 6

Complete the questionnaire

Smartphone screen showing the 'Complete the questionnaire' screen. It features an illustration of two healthcare workers and a heart icon. Below the illustration is the text 'Complete this Covid-19 Self-Assessment and Quarantine Plan Questionnaire'. At the bottom are 'Previous' and 'NEXT' buttons.

Step 7

Remember! You can get the token at the port of entry

Smartphone screen showing the 'Thank you for filling out your travel information' screen. It includes an illustration of a person and the text 'Thank you for filling out your travel information'. Below this is a section titled 'Next Step' which states: 'You will need to enter a token - available on all Canadian airports and borders.' There is a field for 'Token Number' and a button labeled 'Enter a token number'.

Step 8

Show your receipt to an officer

Smartphone screen showing the 'Your Summary' screen. It displays the following information: AIRPORT: Vancouver International Airport, FLIGHT #: AC000, DATE: Apr 28, 2020, 10:44 PM, and TOKEN NUMBER: [redacted]. Below this is a section titled 'TRAVELLERS' which lists 'John Smith' and 'Jackie Smith'. At the bottom is a button labeled 'Done'.

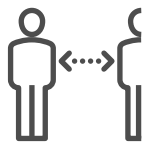
AIRPORT/FLIGHT: BEST PRACTICES

We are sure your parents will give you lots of instructions for you to remember during your trip to Canada. Here are a few more to add to your list to help you arrive safe and well:



Wearing a Mask/Hand Washing

Remember to wear a mask at all times if it is safe for you to do so. Wash your hands before you board the airplane and bring “hand sanitizer”, that meets the regulations for onboard liquids, to use as needed during the journey.



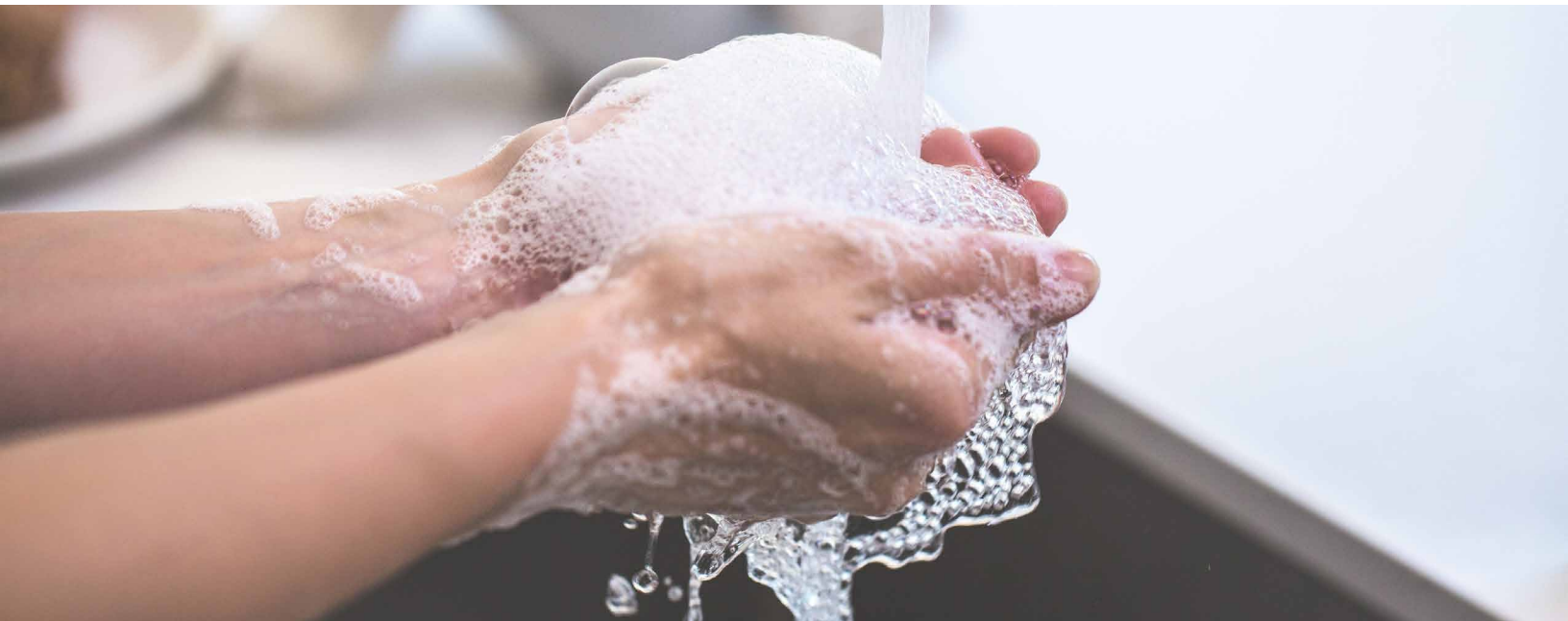
Practicing Social Distancing

It is important to try to keep your distance from other people. You should try and keep at least two meters from other people as much as possible. When not possible, wear a mask if it is safe for you to do so.



Keeping Safe

Keep your cell phone charged in case you need to contact your host family. Bring some snacks in your carry-on bag as airport restaurants may not be open or may have long lines. When you get to your airplane seat, remember to wipe down your area, including the TV screen, the folding table, and the arm-rests. Don't be embarrassed.....everyone is doing it!





ARRIVING IN CANADA

CONGRATULATIONS!! You have finally made it to Canada! We are sure you are excited to begin your Canadian experience in Ottawa at your OCDSB school. As you get ready to go through Canadian Immigration, remember to do the following:

- Text your host family or homestay coordinator when you land so they know you arrived
- Have your *Self-Isolation Plan* printed and ready to show to the immigration officer
- Have a copy of your host family profile
- Have a copy of your LOA – Letter of Acceptance from OCDSB
- Get your Study Permit from the immigration officer if you are coming for more than six months of study (paper copy of the permit)
- Meet the person picking you up (host family or homestay coordinator) at the Baggage Claim area of the Ottawa-International Airport

SELF-ISOLATION/QUARANTINE

Government Rules and Communication

You made it through the airport and now are heading to your new home! In Ontario everyone has worked hard to keep COVID-19 manageable. We did this by following some important rules from the government. When you get to your new home, **you must self-isolate for 14 days**. This means you should stay in your room and avoid direct contact with your host family and others. The governments of Canada and Ontario want to make sure all new arrivals to Canada are safe and healthy. To do this, they may call you, your custodian, or your host family to make sure you are self-isolating and following the law. A staff member from the international education office of the OCDSB may also call to see how you are doing. You must be prepared to answer those calls as that person will determine whether or not you are following the expectations of self-isolation. The International Education office will need to give approval for you to begin your studies after the 14 days. Please note that the day that you arrive in Canada counts as day 0!

Student Responsibilities

To keep you and your host family safe while you are self-isolating, it is important that you stay in your room. You are able to leave your room to go to the bathroom. Remember to keep your room clean and practice good hygiene. This includes:

- washing your hands often
- showering every day
- cleaning the bathroom after using it
- covering your mouth and nose with your elbow when you cough or sneeze
- wearing a mask when you are in contact with the host family if you can safely do so

Physical Health

Staying active during self isolation! This is a great opportunity for you to try a new exercise routine. It is important to make sure you establish a healthy routine as quickly as possible. Also, try to go to bed at a reasonable hour and don't stay up all night playing video games or chatting with your friends back in your home country.

If a Student Develops Symptoms or is Diagnosed with COVID-19:

If experiencing even mild symptoms including fever, chills, cough, shortness of breath, loss of sense of smell, headache, muscle ache, fatigue or loss of appetite, contact your host.

Use self-assessment tool at: <https://covid-19.ontario.ca/self-assessment/> and seek medical attention as necessary.

To avoid spreading COVID-19, the following may occur:

- Student will remain in the accommodation, in accordance with Public Health direction
- Natural parents/agents will be informed



WHAT TO DO DURING SELF-ISOLATION

Monitor your Mental Health

Being in a new country is exciting but being in self-isolation may be challenging. Communicate with your host family and custodian regularly and let them know how you are feeling. We also have a Student Wellness program through our Insurance provider which students have access to by calling 1-877-234-5327. We are all here to support you!

Stay Connected

Contact your friends and family when you are self-isolating. Check with your host family to make sure you have access to wi-fi. It is important to check your email regularly because the international office or your school might try to contact you.

RESOURCES

Multilingual Resources from Ottawa Public Health

<https://www.ottawapublichealth.ca/en/public-health-topics/multilingual-resources.aspx>

Toronto Pearson International Airport Health Measures

<https://www.torontopearson.com/en/healthy-airport/measures-in-place-in-response-to-covid-19>

Public Health Ontario

<https://www.publichealthontario.ca/>

Government of Ontario

<https://covid-19.ontario.ca/index.html>

How to Self Isolate – Public Health Ontario

<https://www.publichealthontario.ca/-/media/documents/ncov/factsheet-covid-19-how-to-self-isolate.pdf>

Government of Canada – COVID-19 Travel Restrictions

<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/latest-travel-health-advice.html#ua>

Ontario Ministry of Education

<https://www.ontario.ca/page/ministry-education>

OTTAWA-CARLETON DSB INTERNATIONAL STUDENT TRAVEL AND ARRIVAL PROTOCOL FORM

SEPTEMBER 2020 – COVID-19

We look forward to welcoming you to the Ottawa-Carleton DSB International Program in September 2020. However, while we must ensure your well-being, we must also ensure the health and safety of all our students, staff, and host families during the COVID-19 pandemic. The following document will outline the expectations of government, health authorities and the school board. Students must abide by these expectations to participate in the program. Please go over each line of this document and check-mark each point to indicate you understand, agree and will follow that guideline.

Once completed, this document must be signed and immediately emailed to ocenet@ocdsb.ca

International Education Office (8 AM to 4 PM) – 1-613-462-4579
International Education Emergency Phone (24hr) – 1-613-796-8556

PRE-DEPARTURE:

- ☐ Contact host family and discuss expectations, make sure they have a current photo of you
- ☐ Provide arrival information and exchange contact information (cell, email)
- ☐ Read **How to quarantine (self-isolate) at home when you may have been exposed to COVID-19 and have no symptoms** from the Government of Canada website <https://www.canada.ca/en/public-health/services/publications/diseases-conditions/coronavirus-disease-covid-19-how-to-self-isolate-home-exposed-no-symptoms.html>
- ☐ Complete, print and send the Mandatory Self-Isolation Plan to ocenet@ocdsb.ca
- ☐ Download the ArriveCAN App (iOS and Android)
- ☐ Pack a minimum of 30 disposable and 2 or more cloth face masks, one large bottle of hand sanitizer, one box of nitrile gloves, and if possible, a thermometer
- ☐ In carry on, pack the following:
 - Passport and Study Permit/Confirmation document
 - Custodianship documents and Letter of Acceptance
 - Host family profile and contact information
 - Copy of this document signed by yourself and your parents
 - Printed Self-Isolation Plan form
 - 2 masks, 3 pair of gloves, travel-sized hand-sanitizer, disinfecting wipes

AIRPORT:

- ☐ Wear mask
- ☐ Wash hands frequently and use hand sanitizer
- ☐ Practice social distancing and touch as few surfaces as possible (2 meters apart)
- ☐ Sanitize your personal space and minimize washroom trips
- ☐ Keep cell phone charged
- ☐ Bring your own food and refillable water bottle

ARRIVAL IN CANADA:

- ☐ Contact host family/custodian/homestay coordinator and confirm pick up point
- ☐ Wear Mask
- ☐ Have all documents ready to proceed through immigration
- ☐ Maintain physical distancing when picking up luggage
- ☐ Load your own luggage into the car and sit in back seat, if possible

IN YOUR HOME OR HOMESTAY – SELF-ISOLATION:

- ☐ You are required to self-isolate for 14 days – this means staying in your room and avoiding contact with others
- ☐ When you arrive at your host family's home, immediately remove your travel clothes, and place them in a plastic bag for you to wash. You will be required to sanitize the area afterward.
- ☐ Your homestay family will provide you with foods, clean linens, a comfortable room, and internet access
- ☐ Keep your room well ventilated and clean – open your window to allow air circulation
- ☐ Practice good hygiene and use a separate bathroom, if possible
- ☐ Clean the bathroom after every use
- ☐ Stay connected with friends and family by phone or internet
- ☐ Monitor your physical/mental well-being. If you are not feeling well, let your family know
- ☐ Empty garbage frequently, and remember to wash hands after
- ☐ Follow your host family's advice to wash clothes / do laundry
- ☐ Keep personal items separate from those belonging to others
- ☐ Ask for help from your host family or homestay coordinator if you need it!

STUDENT AND PARENT, READ VERY CAREFULLY BEFORE SIGNING:

Self-Isolation is a requirement of the Quarantine Act and is not optional. Students who are in private homestay arrangements or with parents must also self-isolate for 14 days.

By signing, I have read, I understand and agree to comply with the expectations listed in this document. I understand if I do not follow these expectations, I will not be allowed to start in the school and I risk being dismissed from the program.

We understand that students and parents are responsible for any government imposed fines incurred due to breach of the Quarantine Act and regulations from the Governments of Canada and Ontario.

| | | |
|-----------------------------------|--|------|
| Student's Legal Name (Printed) | | |
| Student's Signature | | Date |

| | | |
|---|--|------|
| Parent/Guardian Legal Name (Printed) | | |
| Parent Guardian Signature | | Date |
| Relationship | <input type="checkbox"/> Father <input type="checkbox"/> Mother <input type="checkbox"/> Legal Guardian <input type="checkbox"/> Other (please specify) _____ | |

| | | |
|---|--|------|
| Parent/Guardian Legal Name (Printed) | | |
| Parent Guardian Signature | | Date |
| Relationship | <input type="checkbox"/> Father <input type="checkbox"/> Mother <input type="checkbox"/> Legal Guardian <input type="checkbox"/> Other (please specify) _____ | |

HOST CONTACT INFORMATION

| | | | |
|------------------------------|-----------------------------|----------------------------|-------------|
| First Name (Primary Contact) | Last Name (Primary Contact) | Date of Birth (yyyy/mm/dd) | |
| Phone Number | Email Address (optional) | | |
| Home Address | City | Province/Territory | Postal Code |

TRAVEL INFORMATION

| | | |
|------------------------------|-------------------------------|-----------------------|
| Arrival Date (yyyy/mm/dd) | Arrival by (Air, Sea, Ground) | Airline/Flight Number |
| Arrival from (City, Country) | | |

ISOLATION PLAN

| | |
|---|--|
| Do you have accommodation arranged for your self-isolation period? <input type="checkbox"/> Yes <input type="checkbox"/> No | If yes, which city will you be isolating in? |
| If yes, what is the address where you will be staying? | |
| If yes, isolation type? <input type="checkbox"/> With Host Family <input type="checkbox"/> With Parent(s) <input type="checkbox"/> Commercial (hotel) | |
| Do you need accommodation assistance to self-isolate from anyone who is over 60 years old or who has heart disease, high blood pressure, asthma or other lung disease, diabetes, cancer, immune suppression or is taking prednisone medication? <input type="checkbox"/> Yes <input type="checkbox"/> No | |
| Are you able to make the necessary arrangements for your self-isolation period? (e.g. food, medication, child care, cleaning supplies, pet care). <input type="checkbox"/> Yes <input type="checkbox"/> No | |
| What form of transportation will you take to your self-isolation location? <input type="checkbox"/> Host Family Vehicle <input type="checkbox"/> Homestay Coordinator Vehicle <input type="checkbox"/> Parent(s) Vehicle <input type="checkbox"/> Taxi or Airport Bus | |

CERTIFY DECLARATION

| | | |
|---|-------------------|-------|
| <input type="checkbox"/> I certify this to be accurate. | Parent Signature: | Date: |
|---|-------------------|-------|

Please complete pages 14–17 of this document and submit to ocenet@ocdsb.ca **BEFORE** arriving in Canada

Contact Information:

Canada Homestay Network
24 Hour Emergency Line:
1-877-441-4443 x 1

Ottawa Public Health
100 Constellation Drive,
Ottawa, ON K2G 6J8
Telephone: 613-580-6744

OCENET Main Line:
315-440 Albert Street,
Ottawa, ON K1R 5B5
Telephone: 613-239-0314

Geoff Best
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