



# TAMWOOD QUARANTINE PLAN (BC)



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## 0. Statement

Tamwood 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.

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

Tamwood has established COVID-19 Safety Plans and Policies in accordance with federal, provincial and local health guidelines to reduce the risk of COVID-19 transmission. (Attached to this plan).

Tamwood will ensure to fulfill all responsibilities mentioned in this plan for as long as it is listed on the federal list of designated institution.

This proposal includes:

- Ensuring that students are aware of and committed to their requirements for safe travel and mandatory quarantine for 14 days upon arrival in Canada;
- Providing all necessary arrangements for students' safe travel and 14-day quarantine immediately upon arrival;
- Monitoring and supporting students throughout the duration of their mandatory quarantine; and
- Providing an academic environment that adheres to the regulations and guidelines of the government of Canada, provincial and local public health authorities.
- Monitoring students and supporting them throughout the duration of their program of study in Canada

NOTE: The protocols and procedures in this document apply to all arriving international students and their co-arriving immediate family members, and any reference to "student/students" also includes co-arriving family members.

# 1. Pre-Student Arrival in Canada

COVID-19 safe arrival and quarantine protocols will be included as part of the overall student experience from the moment they sent in an application. On receipt of program application from prospective Tamwood students, Tamwood registration team will confirm the booking and include the following COVID documents in their welcome package:

1. Student Safe Travel, Arrival and Quarantine Protocol and Checklist (**Appendix A**)
2. Pre-departure Health Questionnaire (**Appendix B**)
3. Self-Isolation / Quarantine Plan (**Appendix C**)
4. List of Designed Quarantine Hotels (**Appendix D**)
5. Detailed List of Self-Isolation Supplies (**Appendix E**)
6. COVID-19 information including measures to take before, during and after arrival e.g. symptoms, screening, risk reduction measures such as masks/face coverings, hand hygiene, etc.) (**Appendix A** and covered in pre-departure online orientation).

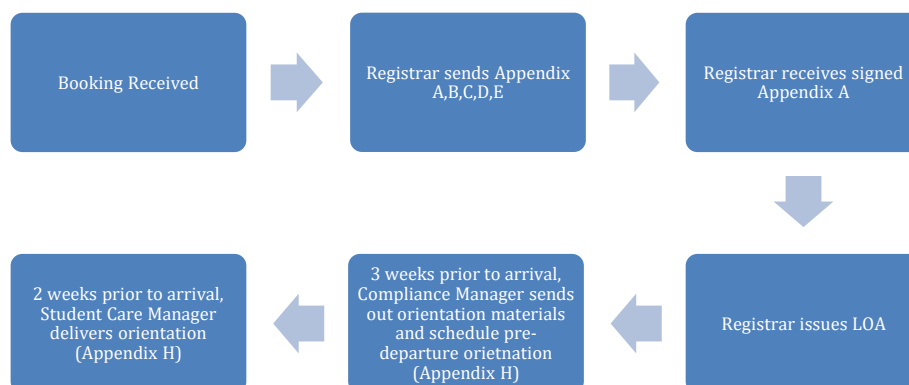
Tamwood will provide clear instructions and documentation to students and any co-arriving immediate family members on the required protocol for safe travel and quarantine upon arrival in Canada. If necessary, this information will be communicated in the students' primary language.

Tamwood will ensure that, prior to travel to Canada, all incoming international students:

- Are aware of their requirement to comply with the Government of Canada's [Quarantine Act](#), including the penalties of violation of the Quarantine Act, which include up to 6 months in prison and/or \$750,000 in fines;
- Have agreed to and signed a copy of Tamwood's International Student Safe Travel, Arrival and Quarantine Protocol and Checklist (**Appendix A**) before being issued a letter of acceptance for the applied program;
  - Tamwood Registrar (admission Team) will be responsible for collecting the signed Checklist and upload it to our Student Database (School Management System)
  - Tamwood Registrar (admission team) will send official letter of acceptance once we receive the signed Student Arrival and Quarantine Checklist (**Appendix A**)
- Are fully aware of the accurate cost of the quarantine plan and the cost of any required COVID-19 tests and have agreed in writing to all costs related to the plan.
- Are informed in writing that in case they choose not to proceed with their education as a result of the additional cost of the quarantine plan, they are entitled to appropriate tuition

refund in accordance with the refund policies prescribed in their student enrollment contract.

- Have completed the online **Pre-departure Health Assessment Questionnaire (Appendix B)**.
- 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) and download the [COVID Alert APP](#) (free download) as well as any self-isolation platforms required by provincial and local authorities. Have downloaded WhatsApp (free download) to communicate with the Student Care Manager at Tamwood.
- Have appropriate medical insurance, effective as of the date of the students' departure, which includes coverage for COVID-19 during the quarantine period. [Study Insured International Insurance](#) confirms that their student insurance policy provides full medical coverage against COVID-19, including during the period of quarantine.
- Have an adequate (3 weeks) supply of any prescription medications that the student is taking as well as additional fever reducing medications should the student fall ill.
- Attend a mandatory pre-departure orientation delivered by Student Care Manager.
- Information and agenda will be sent out via email 3 weeks before departure by the Tamwood Compliance Manager. **(Appendix H1 & H2)**
- 3 weeks prior to student's schedule arrival in Canada, Tamwood's Compliance Manager will send student orientation material and schedule the mandatory pre-arrival orientation.
- A designated Student Care Manager holds a pre-arrival orientation with the student two weeks or more before their arrival date covering all topics set out in the Pre-arrival Orientation Agenda **(Appendix H1)** and addressing any questions from the student.



## 2. Arrangements for Arrival and Quarantine

Tamwood will make arrangements for student's quarantine at a designated quarantine site, within the city of the student's 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 Vancouver. **(Appendix D)** All quarantine sites have implemented rigorous COVID-19 operating procedures as per the Quarantine Act, guidelines of the Government of Canada, as well as the requirements of the local and provincial public health authorities.

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

- Private, safe transport from the airport to the hotel.
- Delivery of three meals per day to the students' room;
- A private room with access to a private bathroom, prepared with adequate toiletries, linens and other supplies for 14 days;
- Adherence of all staff to rigorous hygiene, cleanliness and physical distancing practices;
- Monitoring services to ensure the students do not leave their room.

Tamwood may also use contracted residences or homestay providers as quarantine sites, provided the contracted providers have established clear COVID-19 quarantine protocols that are in line with quarantine guidelines established by the federal, provincial and local health authorities. Designated quarantine site will ensure the international students have no contact with vulnerable populations or living in a communal or group setting. All hosts must sign the Host Accommodation COVID-19 Standards, Guidelines and Safety Agreement.

**Appendix G.**

### 2.1 Airport Transfers

Tamwood works with licensed and screened partners to safely greet and transfer students to their accommodation on arrival in Canada. The airport transfer partner will follow the transfer protocol recommended by Government of Canada including but not limited to always wearing a mask during transfer, travelling directly to the quarantine location from the airport, providing a private transfer with no other students sharing the ride, maintaining

physical distancing, keeping the car windows open if possible, and conducting routine cleaning & disinfecting and following cleaning protocols of vehicles.

## 2.2 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.

### 1. Travel Tips

- Wear a mask and gloves;
- Wash hands frequently (at least 20 seconds);
- Use hand sanitizer when necessary;
- Practice physical distancing (minimum 2 metres from others);
- Sanitize your personal space and high touch areas;
- Minimize trips to the washroom (Flush the toilet with the seat cover down);
- Touch as few surfaces as possible;
- Keep your cell phone charged

### 2. Student should continue to monitor health during travel for symptoms of COVID-19. Some of the more commonly reported symptoms include:

- new or worsening cough
- shortness of breath or difficulty breathing
- temperature equal to or over 38°C
- feeling feverish
- chills
- fatigue or weakness
- muscle or body aches
- new loss of smell or taste
- headache
- gastrointestinal symptoms (abdominal pain, diarrhea, vomiting)
- feeling very unwell

### 3. If symptoms present themselves during travel (cough, shortness of breath, fever greater than 38°C, or signs of fever e.g. shivering, flushed skin, excessive sweating), students should immediately contact the airline/flight crew. Immediately on landing contact:

- a. In BC: call 811 for local health authority; and
- b. In Toronto: call Telehealth at 1-866-797-0000

### 4. Students who develop symptoms of COVID-19 while in transit are asked to also contact Tamwood as soon as possible. Tamwood will work with student to alert their family, accommodation provider, and others if there are any delays in student's travel plans to Canada.



## 3. Upon Arrival

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

- Students must wash/sanitize their hands, wear a fresh mask and gloves and respect physical distancing requirements while in their arrival airport.
- Students must bring a 3-week supply of surgical masks.
- When passing through Canadian customs, students will be required to acknowledge that they must quarantine (self-isolate) for 14 days and will be required to present their printed Self-Isolation Plan to the CBSA agent.
- Students will meet their pre-arranged safe transportation in a pre-arranged pick-up area. The safe transportation will be provided by the designated quarantine hotel or contracted transportation provider and will respect necessary quarantine requirements (i.e. only one passenger at a time; driver and passenger wearing masks and gloves; vehicle is sanitized between users.)
- Students will be transported immediately and without stops to their designated quarantine location.
- During check-in at the hotel or any approved quarantine site, students and hosts 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 while **maintaining physical distancing and wearing masks.**
- The quarantine provider will contact Tamwood to confirm that the student(s) have arrived and checked-in to their quarantine location.
- Students must contact their Student Care Manager at Tamwood to confirm their arrival and pick-up by their designated transport. During the call the Student Care Manager will follow the scrip on the 1st day wellness check-In (**Appendix J**).

### 3.1 First Day Wellness Check-In (first 24 hours)

During the First Day Isolation Check-in video call, the Student Care Manager will review the student's prior travel, airport transfer and quarantine location check-in process and note down any concern. The Student Care Manager will also go through necessary information **including a reminder that the student should be self-monitoring and symptom**

screening daily and ensure the student has the right knowledge for the period of self-isolation.

- Complete 1<sup>st</sup> day wellness check-in log (**Appendix J**) which covers all aspects of the student's well-being including physical, mental and emotional wellbeing as well as assessment of other needs (example access to health services, mental health resources, virtual social activities, food and medical supplies...)
  - It is important to review the student's travel experience and record any concern and necessary action items
  - Action items can be as simple as support student to order supplies, grocery, or meals
  - Make sure to sign and date the document at the end of the call, and upload the file to designated location
- It is important to go through the prepared topics thoroughly with the student and ensure they fully understand all the information
- Information to double check including but not limited to
  - Whether there are sufficient supplies provided by the designated isolation site
  - Whether the student packed sufficient PPE supplies
  - Whether the student lacks any essential supplies for self-isolation

## 4. During Quarantine

Tamwood remains committed to exceptional student experience, including ensuring that all international students' 14-day quarantine period is as productive and enjoyable as possible, while adhering to strict isolation requirements.

Responsibility for oversight of students in quarantine will be shared by Tamwood and the quarantine hotel/accommodation provider.

Designated quarantine sites will:

- Attend to students' immediate needs, such as provision of three meals per day, any needed toiletries, linens, etc. as required.
- Provide monitoring services to ensure that students do not leave their room during the 14-day quarantine period.

Tamwood will:

- Provide each student with a detailed list of supplies the student will require to bring for their self-isolation – including the temperature and wellness log provided by Tamwood, thermometer (**Appendix E**)
- Additional material related to stigma and anti-racism support (**Appendix K**)
- Provide daily reminder to all students in quarantine that they are required to monitor and maintain a log to record their temperature and COVID-19 symptoms. To be sent to Tamwood via email or text / WhatsApp each day by 4:00PM.

- Explain to the student steps to take if they experience any symptoms of COVID-19 during the 14-day quarantine period:

- The student must immediately notify both the management of their quarantine site as well as their Tamwood Care Manager or a student services officer at their school.
- Once a symptomatic case is brought to Tamwood's attention there are 3 main basic steps that Tamwood will follow:

**Step 1: Instruct the student to stay in isolation unless serious**

- Instruct the student to continue to self-Isolate (unless they display serious symptoms then ask student to seek immediate medical help by calling 911)
- Students will take the [Covid-19.Ontario.ca/self-assessment](https://www.ontario.ca/covid-19/self-assessment) (Ontario) or <https://bc.thrive.health/covid19/en> (BC) or call TeleHealth Ontario at 1-866-797-0000 or 811 in British Columbia, and follow the directions of local health authorities on next steps including whether to get tested.

**Step 2: The Tamwood Care Manager/Student Services Officer will contact the Tamwood COVID Response Team and:**

- Follow Tamwood's COVID-19 Safety Plan and Tamwood's COVID-19 Communication Plan
- Communicate with the management of the quarantine site to discuss follow-up actions to take
- Together with the assigned school management team member, the student will contact the local health authority and take the recommended steps.

**Step 3: COVID Possible Exposure Assessment is performed:**

- Tamwood will inform any other members who are living in the same household
- Tamwood will ensure there are no other exposures

- Ensure that all students' wellness logs are collected at the end of quarantine and saved in the students' files;
- 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 of Tamwood's COVID Safety Plan (**Appendix F**) which includes policies and procedures the student is required to follow when they attend classes at the school in person.
- Provide a list of resources where students can access reliable, accurate messages about COVID-19, including COVID-19 related stigma and anti-racism supports. (**Appendix K**).
- Conduct daily check-in with all students during the 14 day self-isolation period to monitor their mental and physical health, COVID-19 symptoms, and ensure they are in compliance with the quarantine requirements (**Appendix I.3**);
- Policies, procedures and protocols for the Student Care Managers to follow in the monitoring and support of students in Quarantine are set out in the Tamwood Student Care Manager COVID-19 Guide.

Students will be required to self-monitor for symptoms of COVID-19, including taking their temperature daily and recording their temperature and any health-related symptom on the wellness log.

As per the students' Checklist (**Appendix A**) if a student experiences any symptoms of COVID-19 during the quarantine period, he/she must follow the [directives of the Public Health Agency of Canada](#), and immediately notify both the management of the quarantine site as well as the Student Care Manager at Tamwood.

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.

#### **Permitted during quarantine:**

- Students may use shared spaces, or private outdoor spaces in their place of quarantine provided they:
  - Avoid contact with others who did not travel with them;
  - Disinfect spaces after use;

- Wear a suitable non-medical mask or face covering if a distance of 2 metres from others residing in their place of quarantine cannot be maintained.

**Recommended during quarantine:**

- **Wash your hands often** with soap and warm water or use an alcohol-based hand sanitizer containing at least 70%-90% alcohol.
- **Avoid touching your face.**
- **Cover your mouth and nose** with your arm when you cough or sneeze.

**Students will be called from 1-888-336-7735 to verify their compliance during their 14-day quarantine.**

## 5. Symptoms During the 14-day Quarantine

### 5.1 Serious COVID Symptom

Please help student seek emergency medical attention immediately if they are showing any of these signs. Make sure you call 911 ahead of student arrival at local emergency facility. Notify the 911 operator that you are seeking care for someone who has or may have COVID-19

- Trouble Breathing
- Persistent Pain or pressure in the chest
- New Confusion
- Inability to wake or stay awake
- Bluish lips or face

### 5.2 Regular COVID Symptoms

Regular COVID-19 test is recommended for anyone with cold, influenza or COVID-19-like symptoms, even mild ones. Symptoms include:

- Fever
- Chills
- Cough or worsening of chronic cough
- Shortness of breath
- Sore throat

- Runny nose
- Loss of sense of smell or taste
- Headache
- Fatigue
- Diarrhea
- Loss of appetite
- Nausea and vomiting
- Muscle aches

While less common, symptoms can also include:

- Stuffy nose
- Conjunctivitis (pink eye)
- Dizziness, confusion
- Abdominal pain
- Skin rashes or discoloration of fingers or toes.

### 5.3 Suspected case of COVID 19 Protocol

A Suspected case of COVID-19 is defined as an individual that has suspected or actual symptoms of COVID-19 as identified by the local, provincial, federal and world health authorities.

- Our number one priority is the health and safety of our students, homestay or residence contacts, schools and our communities.
- To ensure the integrity of the strong health and safety measures we put in place, all students, homestay or residence contacts and staff are aware of and agree to the public health-approved policies and procedures that we provided to protect themselves and others from COVID-19.
- If a student experiences any symptoms of COVID-19 during the 14-day quarantine period, they must immediately notify both the management of their quarantine site as well as their Tamwood Care Manager or a student services officer at their school.
- Once a symptomatic case is brought to your attention there are 3 main basic steps:
  - Step 1: Keep student in isolation unless serious
    - Instruct the student to continue to self-Isolate (unless they display serious symptoms then ask student to seek immediate medical help by calling 911)

- Students will take the [Covid-19.Ontario.ca/self-assessment](https://www.covid-19.ontario.ca/self-assessment) (Ontario) or <https://bc.thrive.health/covid19/en> (BC) or call TeleHealth Ontario at 1-866-797-0000 or 811 in British Columbia, and follow the directions of local health authorities on next steps including whether to get tested.

Step 2: The Tamwood Care Manager/Student Services Officer will contact the Tamwood COVID Response Team and:

- Follow Tamwood's COVID-19 Safety Plan and Tamwood's COVID-19 Communication Plan
- Communicate with the management of the quarantine site to discuss follow-up actions to take
- Together with the assigned school management team member, the student will contact the local health authority and take the recommended steps

Step 3: COVID Possible Exposure Assessment is performed

- Tamwood will inform any other members who are living in the same household
- Tamwood will ensure there are no other exposures

## 5.4 Communication Protocols During Quarantine

- Staff from the designated quarantine site are required to notify Tamwood immediately after they notice any student violating prescribed quarantine requirement.
- Tamwood will conduct a daily check-in with students in quarantine and record immediately and report to local provincial health authorities any identified compliance issue.
- If any student is confirmed with COVID-19 within the 14-day mandatory quarantine period, Tamwood will follow Tamwood COVID communication plan (**Appendix L**)

## 5.5 Student Privacy and more

- Do Not release the name of the student unless it is to public health to assist with the investigation and follow up.
- Do not provide any information that can help other identify the person. For example class they are in, city they live in ....etc.

## 6. Contact Tracing

Tamwood staff will inform international students and any co-arriving immediate family members prior to arrival in Canada of the availability of **ArriveCan** application and the [COVID Alert APP](#) (free download). Students must agree to download the application to their smart phones during the first day of quarantine and maintain on their phones throughout their stay in Canada for their daily symptom reporting. Tamwood will reinforce the need to maintain this app on their cellular device during the mandatory COVID-19 safety orientation.

Tamwood also promotes the use of the **COVID Alert** application to all students and will reinforce the need to maintain this app on their cellular device for the duration of their stay in Canada.

## 7. Post Quarantine

Tamwood is committed to ensure the safety of their international students and the Canadians they come into contact with throughout their entire program of study in Canada. This means that Tamwood is carefully selecting and monitoring where students will live and 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. Tamwood will advise their student 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.

Tamwood will ensure to support international students and any immediate family members consistently after they complete their 14-day quarantine period. The support includes but not limited to following:

- Provide list of available resources about mental and physical health, anti-racism, and COVID-19 stigma supports to students.
- Educate students to stay home when sick or when they have been in close contact with someone with COVID-19
- Teach and reinforce practicing hand hygiene and respiratory etiquette
- Teach and reinforce the use of non-medical face masks to protect others
- Ensure adequate supplies are easily available to support healthy hygiene behavior
- Post and promote messaging about behaviors that prevent the spread of COVID
- Intensify cleaning and disinfection of frequently touched surfaces
- Modify layouts to promote social distance of at least 6 feet between people
- Install physical barriers and guides to support social distances
- Promote staggered use of common areas & Designate a COVID-19 point of contact
- Promote behaviors of limiting sharing of objects or clear and disinfect between use
- Encourage and pursue online activities

More details can be found in Tamwood's COVID Safety Plan.

## 8. Accommodation Post-Quarantine



Immediately following their 14-day quarantine, **if the students have remained symptom free,** students must move into an approved accommodation facility. This means a student can move to either a school-managed or school-approved student residence or a school-selected and contracted 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)**.

Alternatively, the student is permitted to move into accommodation with their own family or friends as long as the members of the household have all signed the Host Accommodation Standards and COVID Safety Agreement and this has been verified by the Tamwood's Accommodation Manager.

## 11. Record Keeping

Upon notification of a requirement for isolation or quarantine, Tamwood shall ensure the following:

Information gathering and reporting: Any student that is required by government rule to be self-isolated or quarantined due to infectious disease, is to be reported and a file created by the Tamwood COVID Response Team. All information regarding the affected person/s must be collected and stored in a central and secure Tamwood location. This information may be required to be shared with external parties, such as local health departments, governments or health representatives.

Information storage: The information should be stored at a predefined single and reportable location. The information will be stored on the Tamwood server and updated regularly by the Student Care team.

- All the checklist, files, logs will be scanned and saved to school manager under each student's profile.
- The minimum information required to be collected in order to start a file of the affected person/s:
  - Person's full name & date of birth
  - Isolated/quarantined area physical location
  - Date placed in isolation/quarantine
  - Date isolation/quarantine is expected to be completed
  - Name of Tamwood Student Care Manager assigned to this case
  - Any notes pertaining to the isolation/quarantine that may assist in supporting that persons
- Please refer to Isolation and Quarantine Check List in this guide for a full list of information to collect
- **Tamwood will store this information for 1 year following the student's graduation from Tamwood.**

## 10. Staff Responsibilities

### 10.1 COVID-19 Safety & Response Team

Tamwood has a ‘COVID-19 Safety and Response Team’ to:

- Create and build a relationship with local and provincial health authorities to plan, collaborate and develop a solid communication and protocol plan for any potential outbreaks.
- Continue to establish and develop policies and procedures to reduce the transmission of COVID-19 within the school and those in self-isolation/quarantine.
- Continue to establish, update and deliver COVID-19 training related to policies, protocols, health and wellness support / issues and concerns as well as information to educate the school community including positive messaging and culture development around ‘social stigma’.
- Handle and support the management of supplies (cleaning supplies/ PPE), resources (access and location of local assessment centres, contingency accommodation, appropriate and quantity of supplies).
- Provide and distribute mental health and wellness resources, self-isolation material to those in self-isolation and quarantine.
- Appoint a liaison to work with the school, COVID-19 Safety and Response team, health and safety committee and local/provincial health authorities to keep current on any changes to provincial health requirements and outbreaks.
- Monitor and check-on the well-being of staff and students to ensure they have the appropriate and immediate care during isolation in regards to meals, medication and services like cleaning, entertainment, communication tools or other supplies.
- Work with local health authorities to monitor and report any violations on campus or flagged during self-isolation / quarantine.

Member of the COVID 19 Response Team		
Ms. Tamsin Plaxton	Co-President & Founder	<a href="mailto:tamsin@tamwood.com">tamsin@tamwood.com</a>
Mr. Matt Collingwood	CEO & Founder	<a href="mailto:matt@tamwood.com">matt@tamwood.com</a>
Ms. Zoya Lovell	COVID Response Project Manager	<a href="mailto:homestay@tamwood.com">homestay@tamwood.com</a>
Ms. Janet Qi	Compliance Manger	<a href="mailto:jqi@tamwood.com">jqi@tamwood.com</a>

### 10.2 All Tamwood Managers and Supervisors

- Inform and periodically remind direct reports of their obligation to notify management of persons requiring isolation or quarantine
- Have the skills to identify staff or students required to be placed in isolation or quarantine

- Ensure support is provided to persons requiring isolation or quarantine in a timely manner

Campus Managers		
Ms. Kim Feuchter	Vancouver Language School Vancouver Career College (Day)	<a href="mailto:kfeuchter@tamwood.com">kfeuchter@tamwood.com</a>
Mr. Raphael Rocha	Vancouver Career College (Night)	<a href="mailto:rrocha@tamwoodcareers.com">rrocha@tamwoodcareers.com</a>
Mr. Derby Carruthers	Toronto Language School Toronto Career College	<a href="mailto:dcarruthers@tamwood.com">dcarruthers@tamwood.com</a>
Ms. Marie-Christine Boulet	Whistler Language School Whistler Career College	<a href="mailto:mboulet@tamwood.com">mboulet@tamwood.com</a>

### 10.3 Tamwood Student Care Team

- Ensure procedures listed in this guide for COVID -19 and other safety policies are followed in the most diligent way to ensure student, staff and community wellbeing
- Ensure all students while in Self-Isolation or Quarantine are able to access care and support when needed in a timely manner

### 10.4 Student Care Manager Assignment

Prior to identifying a Tamwood Student Care Manager for each arriving student, the responsible manager should ensure that the nominated person is capable and willing to provide this support and care, as it may cause some staff personal distress. The Tamwood Student Care person must be made aware of the reason the person is in isolation to ensure they do not put themselves at risk. They should be provided with current advice from World Health Organization or local authorities on the appropriate precautions. The Tamwood Student Care Manager is not expected to conduct any in person visits, as this may contravene the isolation requirements. Provision of any items should be arranged through delivery services. Should there be a need for in-person visits, approval is needed from the Tamwood Management team, and the Care Manager must be willing.

Training: The Tamwood COVID Response Project Manager will be responsible for ensuring that information or training is provided to Tamwood Student Care Team and managers. The Project Manager will also provide information on the requirements of the local, provincial, and federal health authority and how to implement this process to ensure the wellness, health and safety of all staff, students, and our community.

All Student Care Managers will be provided with a copy of the Tamwood Student Care Manager Guide and the Tamwood COVID-19 Communication Plan and will

receive training on the procedures, policies and protocols set out in these documents.

## 11. Dealing with stress in COVID 19 Environment

Everyone may respond to stress in different ways. Common responses include having difficulties sleeping, concentrating, having pain in the stomach or head, and being anxious, withdrawn, angry, clingy or afraid to be left alone. Tamwood's Student Care Managers will respond to an individual's reactions to the stress of quarantine in a supportive way and explain to them that they are normal reactions to an abnormal situation. Tamwood staff will always assist students in obtaining further support or help if needed.

# Appendix A: Student Safe Travel, Arrival and Quarantine Protocol and Checklist



Student Must sign and return this agreement before School issues LOA

Dear Student,

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

Please take some time to review the information in this document. Please note that in not following this protocol, students may be denied entry into the country, or may be denied entry/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. Tamwood is obligated to follow the regulations and recommendations of various authorities, including the government of Canada, provincial and local public health authorities.

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

- I am aware of the requirement to comply with the Government of Canada's [Quarantine Act](#), including the penalties of violation of the Quarantine Act, which include up to 6 months in prison and/or \$750,000 in fines.
- I 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 have downloaded the COVID Alert APP, Canada's free exposure notification app (available on Google Play and the Apple App Store for free).
- I confirm that I have appropriate medical insurance, effective as of the date of my departure in my home country, which includes coverage for COVID-19 during the quarantine period.

- I am fully aware of and agree to pay in advance all the costs associated with my quarantine and testing in Canada which include the cost of my accommodation and meals for 14 days, safe airport transfer on arrival, medical insurance, medical supplies, and COVID testing on day 14 of my quarantine (COVID testing is only required for Ontario students on day 14 of the quarantine).

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

### **International Student Safe Travel, Arrival and Quarantine Protocol and Checklist**

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

#### **Pre-arrival Departure**

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

- Advise Tamwood of your expected arrival date and if any immediate family will be travelling with you (they will also be required to quarantine for 14 days immediately upon arrival)
- Tamwood will provide you with accommodation options for your 14-day quarantine and require that you make a selection of your preferred quarantine site. Your quarantine site will provide:
  - Private, safe transport from the airport to the hotel.
  - Delivery of three meals per day to the your room;
  - Adequate toiletries, linens and other supplies for 14 days;
  - Adherence of all staff/residents to rigorous hygiene, cleanliness and physical distancing practices;
  - Monitoring services to ensure that you do not leave your room.
- In addition to payment of a deposit for your study program, you will be required to pay a deposit for your quarantine package, prior to being issued a letter of acceptance and the balance is due prior to your arrival in Canada.
- A mandatory COVID-19 test will be required while you are in your initial 14-day quarantine. Expect to pay approx an additional \$150 - \$200 at the time of the test. (for Ontario student only)
- Be clear about how and where you will be meeting your transportation upon arrival. Obtain a cell phone number for the driver.

##### **#2 – Medical**

- Ensure you have arrangements for appropriate travel and medical insurance starting from the moment your leave front door in your home country. Medical insurance can be purchased directly from Tamwood at the time of enrollment.
- (Vancouver and Whistler Students) International students with a study permit valid for a period of six or more months **are required** to apply for the MSP (B.C.'s health-care coverage) as soon as they arrive in British Columbia. For details, please refer to <https://www2.gov.bc.ca/gov/content/health/accessing-health-care/health-fee-international-students>
  - Through this application process, you will be enrolled and then invoiced for the new health fee.
  - Enrolment in the MSP is **mandatory** for all B.C. residents.
  - You must start paying premiums as soon as they are eligible. You will be invoiced \$75/month (about \$2.5/day)

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

- Refer to the [guidelines from the Public Health Agency of Canada on How to Self Isolate](#).
- You will commence your academic program through virtual means during your quarantine period. Discuss the academic plan for your quarantine with Tamwood.
- Tamwood will contact you daily to check-in and help address any questions you have or issues that arrive. Tamwood will 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 Tamwood. Print a copy of this Plan to present to border officials upon arrival in Canada.
- Download the ArriveCAN App and the COVID Alert APP on your mobile device (both available for free for Iphone and Android). Complete the pre-arrival forms on the app. [COVID ALERT](#)  
[ArriveCAN](#)
- Sign up for a phone plan before coming to Canada. Visit [PhoneBox's](#) website to select a plan and get a Canadian phone number to include in your self-isolation plan at the border. It will be important to have a phone number and address where you can be reached in case of emergency.

## #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 (must be 70-90% alcohol);
- One box of Nitrile gloves;
- A thermometer
- Any medications you take – enough to last you 21 days minimum
- Personal hygiene supplies (feminine hygiene products, tooth paste, 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 when you arrive in your carry-on luggage. You will be required to present these to a Canada Border Services Agent when going through Canadian customs and immigration:

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

Ensure you can show that you have enough money and that your quarantine location is stocked / meals provided for the duration of your self-isolation.

## #6 Practice Good Health Hygiene to protect yourself from infection before you travel

- This includes screening yourself for symptoms and taking risk reduction measures such:  
Limit non-essential trips out of your home and follow public health authority's travel advice
- Keep [two metres \(six feet\) distance](#) from others
- [Wear a mask or face covering](#) in indoor public spaces and when you can't keep physical distance
- Clean your hands often. Use soap and water or an alcohol-based (70-90 per cent) hand sanitizer
- Avoid touching your face with unwashed hands
- Cover your cough or sneeze with your elbow or a tissue. Immediately throw the tissue in the garbage and wash your hands.
- Clean and disinfect frequently touched objects and surfaces
- Avoid close contact with people who are sick
- Stay home if you are feeling unwell

### In Transit:

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

- Wear a mask and gloves;



- Wash hands frequently;
- Use hand sanitizer when necessary;
- Practice physical distancing (minimum 2 metres from others/6 feet 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.

While in transit, you should continue to monitor your health during travel for symptoms of COVID-19. Some of the more commonly reported symptoms include:

- new or worsening cough
- shortness of breath or difficulty breathing
- temperature equal to or over 38°C
- feeling feverish
- chills
- fatigue or weakness
- muscle or body aches
- new loss of smell or taste
- headache
- gastrointestinal symptoms (abdominal pain, diarrhea, vomiting)
- feeling very unwell

If symptoms present themselves during travel (cough, shortness of breath, fever greater than 38°C, or signs of fever e.g. shivering, flushed skin, excessive sweating), students should immediately contact the airline/flight crew. Immediately on landing contact:

- a. In BC: call 811 for local health authority; and
- b. In Toronto: call Telehealth at 1-866-797-0000

If you develop symptoms of COVID-19 while in transit please contact Tamwood as soon as possible. Tamwood will work with you to alert your family, accommodation provider, and others if there are any delays in your travel plans to Canada.

#### **Arrival in Canada:**

- Text your Tamwood Student Care Manager to confirm your arrival;
- Text your driver to confirm your arrival;
- Wear a fresh mask and gloves;
- Proceed through immigration and baggage pick up while maintaining physical distancing;
- Present appropriate documentation to the Canada customs officer;
- Move as quickly as possible through the baggage area and do not enter any stores in the airport;
- Meet your driver at the agree pick-up location;
- Ensure your driver is wearing a mask before entering the vehicle;

- Load your own luggage into the car and sit as far away from the driver as possible and ask for windows to be opened and left open for airflow;
- 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 wifi and Tamwood 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.
- 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 Tamwood. You will commence your program via live virtual classes. Tamwood offers optional virtual social activities in which you can participate to meet other students and learn about the city in which you'll be studying. You must attend a daily live online check-in call with your Tamwood Care Manager.
- 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 which you must submit to your Tamwood Care Manager daily and follow instructions in section 5.3 of the Quarantine Plan for what to do if you experience any symptoms.
- If you not feeling well, take the [Covid-19.Ontario.ca/self-assessment](https://www.covid-19.ontario.ca/self-assessment) (Ontario) or <https://bc.thrive.health/covid19/en> (BC) or call TeleHealth Ontario at 1-866-797-0000 or 811 in British Columbia, and follow the directions of local health authorities on next steps including whether to get tested and contact Tamwood and quarantine accommodation provider immediately if you feel sick.
- In the event that you start to demonstrate symptoms of COVID-19 in quarantine, you must:

- Inform your Tamwood contact immediately. School management will contact hotel/residence contact, to ensure clear communication of the situation.
- Together with your Tamwood contact, you will contact the local health authority, and take the recommended steps (go to the hospital, continue self-isolation, etc).
- **If the Canadian government's contact tracing app - the COVID Alert APP** - was not available when you first arrived, but becomes available during your quarantine period, you will need to download and maintain active the app on your phone throughout your stay in Canada.
- Discuss with your Tamwood Care Manger any issues to do with your accommodation, physical and mental health and well-being during your daily check-in calls or reach out to them at any time if something is urgent. Tamwood staff are there to support you throughout your quarantine.

**Prohibited during quarantine:**

- You may not leave your place of quarantine unless it is to seek medical assistance.
- You may not have any guests even if you are outside and stay two metres apart from them.

**Permitted during quarantine:**

You may use shared spaces, or private outdoor spaces in your place of quarantine provided you:

- Avoid contact with others who did not travel with you;
- Disinfect spaces after use;
- Wear a suitable non-medical mask or face covering if you cannot maintain a distance of 2 metres from others residing in your place of quarantine.

**Recommended during quarantine:**

- Wash your hands often with soap and warm water or use an alcohol-based hand sanitizer containing at least **70%- 90%** alcohol.
- Avoid touching your face.
- Cover your mouth and nose with your arm when you cough or sneeze.

You will be called from 1-888-336-7735 to verify your compliance during your 14-day quarantine.

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

**COVID19 Testing During Quarantine: (For students in Ontario Only)**

You cannot complete your 14-day quarantine period until you have been tested for COVID19 and have a negative COVID19 test result.

**If you are in Quarantine in Ontario:**

Your COVID19 testing can take place at Day 14 of quarantine. Your assigned Tamwood Care Manager will book a test for you with [Switch Health](#), a private rapid mobile COVID-19 testing company that will come to your quarantine site to conduct the test. You will be responsible for the costs associated with the testing. Results are processed by a partner laboratory and are available within 24-48 hours. You will be able to view test results via the lab portal. Switch Health will also provide hard copies of results

directly to you in encrypted, Personal Health Information Privacy Act compliant format upon request.

While waiting for the results, you must remain in quarantine and Tamwood will continue its responsibility for quarantine oversight.

If you develop symptoms of COVID19 while waiting for the test results, you must:

- Inform your Tamwood contact immediately. School management will contact the hotel/residence contact, to ensure clear communication of the situation.
- Together with your Tamwood contact, you will contact the local health authority, and take the recommended steps (go to the hospital, continue self-isolation, etc).

If you test positive, that restarts the quarantine period and Tamwood will maintain its oversight of you during that period.

#### **After Quarantine:**

Following completion of your 14-day quarantine period, if you have not presented any symptoms of COVID-19 and/or obtained a negative COVID19 test result (negative COVID19 test result is only required for students in Ontario):

- If you are not moving into accommodation that has been selected and contracted by Tamwood you must provide Tamwood with a copy of a signed 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 Tamwood.
- If you are transferring to accommodation within your city of arrival/quarantine, you will be transported by car provided by the quarantine site or contracted transport company, following safe transport protocol.
- If you need to travel to another city within Canada for your studies, you will be transported to the airport by car provided by the quarantine site or contracted transport company, following safe transport protocol. While in airports and during flights, you will be expected to follow the same recommended personal hygiene and physical distancing guidelines as during international travel, including wearing a mask and gloves; washing/sanitizing hands frequently; and observing appropriate physical distancing.
- For the duration of your stay in Canada, please be up to date on and mindful of and follow all public health directives. These may change over the course of your time in Canada so stay informed by following the Provincial health authority's announcements and information provided by Tamwood. 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 gatherings of more than 50 people; and
- Download and maintain active on your cellular phone the Canadian government's contact tracing app: [COVID ALERT](#).

## Appendix B: Pre-departure Health Questionnaire

Monitor your physical and mental well-being. If you not feeling well, use the Government of Canada's COVID-19 self-assessment tool to help determine if you need further assessment or testing. Contact your host school and quarantine provider immediately if you feel sick.

- Access the [Thrive Health COVID-19 Self-Assessment Tool](https://www.thrive.health/health-canada-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: \_\_\_\_\_

## 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

#### Georgian Court Hotel

773 Beatty St, Vancouver BC V6B 2M4

[www.georgiancourt.com](http://www.georgiancourt.com)

14 night stay at \$100 per night in Standard King or Queen Queen Room: \$1400 + \$245

One Bedroom Executive Suite: + **\$75** per night

Balcony Rooms: + **\$25** per night

**Meals:** \$50 per person plus 5% GST and 17% gratuity per day. Boxed breakfast, lunch and dinner delivered to the room.



## Appendix E: Detailed List of Self-Isolation Supplies

### Provided by Tamwood: (emailed prior to departure)

1. Welcome Letter from Tamwood includes:
  - a. Instructions on what to do if student feels unwell;
  - b. Schedule for and instructions on how to attend the online school orientation and classes; and
  - c. Schedule and instructions on how to participate in optional online social activities provided by Tamwood
2. Emergency Contact List
3. Tamwood's Safety Plan
4. List of resources for student to access online or by phone including mental health resources, links to public health authority websites, links to local and national news providers
5. List of resources for students to access reliable, accurate messages about COVID-19, including COVID-19, related stigma (<https://www.who.int/docs/default-source/coronaviruse/covid19-stigma-guide.pdf>) and anti-racism supports
6. Suggested Daily Exercise Program + Tamwood daily online activity schedule

### Provided by Student:

1. Thermometer + instructions of use
2. A 3-week supply of surgical masks (1/day) and gloves, wipes for in transit
3. Personal school supplies including laptops, phone
4. Any medication required by the student

# Appendix F: COVID 19 Safety Plan

(Refer to Tamwood COVID 19 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, window with sufficient heating and lighting with access to laundry facilities, internet and a bathroom with maximum shared with three other students.
2. Provide each student with delivery of three meals per day to the student's room.
3. Ensure the international students have no contact with vulnerable populations and that they will not be living in a group or communal setting.
4. Ensure that physical distancing is enabled in all shared spaces in your accommodation and that strict infection-prevention control protocols are in place at all times.
5. 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 and to wear a mask if social distancing is not possible.
6. 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 following [BCCDC guidelines](#).
7. Report to Tamwood 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.
8. Immediately report to Tamwood any student who has knowingly breached provincial health guidelines and directives regarding COVID-19 safety and transmission prevention and/or provisions of the Government of Canada's [Quarantine Act](#),

### **STEPS FOR CHECKING-IN AN ARRIVING STUDENT AT YOUR HOME**

- When the student arrives, please ask the student COVID-19 screening questions to identify if they are experiencing any active symptoms of COVID 19. If they answer yes to any questions direct and assist the student to call I TeleHealth Ontario at 1-866-797-0000 or "811" in BC for next steps.
- During check-in students have been instructed to wear a mask and gloves and respect all necessary personal hygiene and physical distancing guidelines. You are required to do the same.

- Immediately following check-in, escort the student to their room.
- Contact Tamwood to confirm that the student(s) have arrived and checked-in to their room.

## 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 70%-90% 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 daily frequently touched surfaces such as door handles, light switches, counters, faucets etc.

### Keep practicing physical distancing

Keep practicing physical distancing as your local government lifts public health measures. Physical distancing minimizes close contact with others in your community.

Things you and members of your household can do to keep practicing physical distancing are:

- avoiding crowded places
- avoid home gatherings
- reducing non-essential travel and trips out of your home
- keeping 2 metres away from others when outside of your home or when receiving guests in your home
- commuting outside of the busiest hours if you use public transit
- avoiding greetings that include physical contact, such as handshakes
- following 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 your 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/asures-reduce-community.html#s>

### **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 must stay at home and seek medical direction as well as notify the school of absence.
- b. Any student who has been exposed to, or lives in the same household with a clinically confirmed COVID-19 case or has been exposed to a confirmed COVID-19 case or has been exposed to a COVID-19 infected person and has been advised by public health to self-isolate must stay at home and follow the direction of public health. The host will notify the school of any such case.
- c. 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.
- d. 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.
- e. Any student who displays symptoms at school – even mild (fever, cough, sore throat, sneezing) will be given the direction 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:

1. The student must isolate immediately in their bedroom, informing the school and/or 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. 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.
4. Persons that have come into close contact with the student, would also follow the above, and below, steps, and follow self-examinations steps provided by the school, to evaluate their own health.
5. 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).
6. The accommodation provider will conduct 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.
7. 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 symptoms to be aware of.

Please initial each statement below to indicate your agreement:

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

\_\_\_\_ I understand that Tamwood 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:

### Appendix H.1 Student Pre-Departure Orientation Agenda

#### Tamwood

Welcome Message

Designated Tamwood Support Staff & Daily Check-ins

Safe Arrival Plan

ArriveCan App +WhatsApp

Self-Isolation Packing Information

Mandatory Documents Pre-Arrival (Tamwood's International Student Safe Travel, Arrival and Quarantine Protocol and Checklist)

Safety during Travel – Air and ground transportation

Safe Self-Isolation / Quarantine Rules

- Stay at home:
- Separate yourself from other people in the home
- No Visitors or Guest in your home
- Avoid sharing household items
- Disposing of contaminated items
- Temperature & Wellness Checks

Tips for Safe Self-Isolation / Quarantine

Mental Health and Wellness Advice and Resources

Important Must Do Requirements

Before Finishing your Self-Isolation – COVID-19 Test on Day 12 (for Ontario student ONLY)

Study Safe – Program online during self-isolation

School Policies and Protocols

Emergency Contact Information



## Appendix H.2 Student Pre-Arrival Form

<b>STUDENT PRE-ARRIVAL FORM</b> (Send to Tamwood before Pre-Departure Orientation)			
Student Name:		Arrival Date/Time:	
Student #:		Arrival Flight Airline:	
Student Nationality:		Arrival Flight #:	
Self Isolation Type:	<input type="checkbox"/> Hotel <input type="checkbox"/> Homestay <input type="checkbox"/> Residence	<b>Accommodation</b>	
Medical Insurance:		Contact person:	
Student Cell #:		Address	
Student Email:		Contact Number	
Other Contact Method:		<b>Transportation to Accommodation</b>	
Date of Birth:		<input type="checkbox"/> Taxi <input type="checkbox"/> Pick up service <input type="checkbox"/> Friends/Family <input type="checkbox"/> Other: _____	
Emergency Contact Name:	1. _____	2. _____	
Emergency Contact Phone:	1. _____	2. _____	
Student Care Manager:	<input type="checkbox"/> Zoya <input type="checkbox"/> Lukas <input type="checkbox"/> Kim <input type="checkbox"/> Derby <input type="checkbox"/> Marie-Christine <input type="checkbox"/> Evan <input type="checkbox"/> Other: _____		
Action Items: Additional accommodation needs or requests?  Anything you want Tamwood to know before your travel to Canada?			
I certify that the information in this form is true and correct. I further understand that any false statements may put others at risk.			
Student Signature:	Date/Time of Completion:		

# Appendix I:

## Appendix I.1 Student Wellness Log (Temperature)

<b>Student Name:</b>	<b>Accommodation Type:</b>
<b>Student #:</b>	Accommodation Address:
<b>Campus:</b>	Name of Student Care Manager:

Temperature and Wellness Log				
Day#	7:00AM - 9:00AM	2:00PM - 4:00PM	7:00PM - 9:00PM	Remarks
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				
<b>On Completion Submit to you Student Care Manager (Daily)</b>				

## Appendix I.2 Student Wellness Log (Daily Log)

TAMWOOD STUDENT DAILY SELF-ISOLATION LOG			
Full Name:		Date (MM/DD/YY):	Day of 14
Student #:			
MEDICAL CHECK			
Do you have any of the following symptoms	<input type="checkbox"/> New or worsening cough	<input type="checkbox"/> Headache	
	<input type="checkbox"/> Shortness of Breath	<input type="checkbox"/> Difficulty Breathing	
	<input type="checkbox"/> Fatigue or weakness	<input type="checkbox"/> Feeling feverish (hot)	
	<input type="checkbox"/> Muscle or body aches	<input type="checkbox"/> Chills (randomly cold)	
	<input type="checkbox"/> New loss of smell	<input type="checkbox"/> New loss of taste	
	<input type="checkbox"/> Diarrhea, Abdominal Pain	<input type="checkbox"/> Vomiting	
How do you feel overall today?			
<input type="checkbox"/> Very Good <input type="checkbox"/> Normal <input type="checkbox"/> Just ok <input type="checkbox"/> Not as good as yesterday <input type="checkbox"/> Not Good			
Is anything bothering you today?			
GENERAL CHECK			
Do you have enough food?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Do you feel sad?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Do you have enough clean cloth?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Anything broken?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Do you feel comfortable at home?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Are you sleeping well?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Did you talk to friends or Family?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Do you need any prescription medications?	<input type="checkbox"/> Yes <input type="checkbox"/> No
I certify that the information in this form is true and correct. I further understand that any false statements may put others at risk.			
Signature: _____		Date: (MM/DD/YY): _____	

## Appendix I.3 Staff Daily Check-In Script

<b>STUDENT CARE: Daily Check-In Script</b>			
<b>Day</b>	Date (MM/DD/YY)	Time (HH:MM AM/PM)	Student Name:
Receive students' Daily Log: <input type="checkbox"/> Yes <input type="checkbox"/> NO		Reviewed students' Daily Log: <input type="checkbox"/> Yes <input type="checkbox"/> NO	
Are there Cause for Concerns from Students' Daily Log?			
<b>Daily Check-In Questions</b>			
How do you feel overall today? <input type="checkbox"/> Very Good <input type="checkbox"/> Normal <input type="checkbox"/> Just ok <input type="checkbox"/> Not as good as yesterday <input type="checkbox"/> Not Good			
Did you talk to anyone or come into contact anyone today? <input type="checkbox"/> No <input type="checkbox"/> Yes, who?			
If applicable, anyone in your home is sick? <input type="checkbox"/> No <input type="checkbox"/> Yes, explain: _____		How would you describe your room today? _____ or <input type="checkbox"/> Clean <input type="checkbox"/> Messy <input type="checkbox"/> Crazy <input type="checkbox"/> Smelly <input type="checkbox"/> Dirty	
Do you know what online activities we have for students this week? <input type="checkbox"/> No <input type="checkbox"/> Yes			
One word to describe your feeling today. If student need help here are some possible words: _____ or <input type="checkbox"/> Abandoned <input type="checkbox"/> Amused <input type="checkbox"/> Anxious <input type="checkbox"/> Sad <input type="checkbox"/> Awful <input type="checkbox"/> Bored <input type="checkbox"/> Disappointed <input type="checkbox"/> Embarrassed <input type="checkbox"/> Empty <input type="checkbox"/> Excited <input type="checkbox"/> Frightened <input type="checkbox"/> Hopeful <input type="checkbox"/> Lonely <input type="checkbox"/> Frustrated <input type="checkbox"/> Overwhelmed <input type="checkbox"/> Peaceful <input type="checkbox"/> Powerful <input type="checkbox"/> Powerless <input type="checkbox"/> Scared <input type="checkbox"/> Grumpy			
If you can have one thing to make self-Isolation or Quarantine better, what would it be?		Do you have any questions?	
Action Items (To Do List), any unfinished action item left from yesterday? <input type="checkbox"/> No <input type="checkbox"/> Yes			
1.	Category of Action (Health, Food, Room...etc.)	Deadline for Completion	
2.	Category of Action (Health, Food, Room...etc.)	Deadline for Completion	
Any Area of Concern about the student? Or student's environment?			
<b>Does the student need a COVID-19 test?</b> <input type="checkbox"/> No <input type="checkbox"/> Yes, please see session 4 of Guide for procedure			
Care Manager Signature:		Date/Time of Completion (MM/DD/YY HH:MM):	



## Appendix K: COVID-19 Related Stigma and Anti-Racism Support

- <https://www.who.int/docs/default-source/coronaviruse/covid19-stigma-guide.pdf>
- <https://www.canada.ca/en/public-health/services/publications/diseases-conditions/covid-19-testing-reducing-stigma.html>
- [https://www.ccohs.ca/images/products/pandemiccovid19/pdf/preventing\\_stigma.pdf](https://www.ccohs.ca/images/products/pandemiccovid19/pdf/preventing_stigma.pdf)
- [https://on.facl.ca/wp/wp-content/uploads/2020/07/FACL-Guide-Responding-to-Hate-Discrimination\\_FINAL-English.pdf](https://on.facl.ca/wp/wp-content/uploads/2020/07/FACL-Guide-Responding-to-Hate-Discrimination_FINAL-English.pdf)

## Appendix L: Tamwood COVID-19 Communication Plan

(Refer to Attached Document – Tamwood COVID-19 Safety Plan Appendix H)