ILAC Restart Plan

INTERNATIONAL LANGUAGE ACADEMY OF CANADA INC.

DLI #: O19283901032

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PREAMBLE

This COVID-19 Restart Plan for receiving international students and accompanying family member(s) has been prepared for the use of International Language Academy of Canada Inc., (ILAC) to ensure the health and safety of staff, teachers, international students and the community at large.


For ILAC, COVID-19 meant closing all campuses on March 13, 2020 and sending staff, teachers, and international students’ home to isolate. This decision has had a considerable impact on international students in Canada, many of whom returned to their countries of origin. Students who had study permit applications approved after March 18th, 2020 have been advised they will not be able to travel to Canada until travel restrictions are lifted.

The economic impact on ILAC’s business model has been challenging; however, ILAC has weathered the storm and is ready to reopen its classrooms to safely welcome international students (and accompanying family members, if any) from outside Canada.

ILAC meets the Federal Public Health Institutional Readiness Requirements for International Students, and follows the guidance and recommendation of the provincial and federal governments and health agencies, including the Public Health Agency of Canada’s Guidance for Post-Secondary Institutions during the COVID-19 Pandemic, and the Go-Forward Guidelines for BC’s Post-Secondary Sector, part of BC’s Restart Plan.

In accordance with WorkSafe BC guidelines, ILAC has developed a COVID-19 Safety Plan for each of its campuses. which outlines the policies, guidelines, and procedures in place to reduce the risk of COVID-19 transmission (including physical distancing measures, engineering controls, administrative controls and the mandatory use of non-medical masks and routine hand sanitization). The health, safety, and well-being of ILAC staff, teachers, international students, accommodation providers and the greater community remains a paramount priority to ILAC as it prepares to receive international students. ILAC’s COVID-19 Safety Plans are available on our website at https://www.ilac.com/safety/.

ILAC is excited to have international students return to its classrooms, however, the international students’ learning experience will not be delivered through the traditional “…in school, in person every weekday” platform. The new learning regime will be delivered by the same teachers, partly in person and partly on-line. In-person learning is essential for international students to meet the learning outcomes of ILAC programs.
ILAC continues to obtain guidance from Federal, Provincial and Municipal health officials and from health and educational organizations around the world. ILAC is determined to recognize and develop the types of education delivery models that will be most appropriate for the reopening of its classrooms in compliance with all mandatory guidelines and to ensure the health and safety of the ILAC community.

Communication between ILAC and local public health and immigration officials will be ongoing and forms an integral part of its future planning as ILAC steers through the complex and evolving COVID-19 world: focused on planning, envisioning the reopening of its classrooms and addressing other health issues as they may emerge in the future.

ILAC has categorized procedures that staff and teachers will be required to impart on students in an effort to attempt to prevent the spread of COVID-19, including mandatory COVID-19 Health and Safety training prior to returning to campus.

The information that follows provides a framework for ILAC to follow as it considers which actions to take to mitigate community transmission of COVID-19. Selection and implementation of these actions are guided by public health organizations and local healthcare systems as each organization will help drive the decision-making process.

Staff, teachers and international students and accompanying family member(s) must follow healthy hygiene practices at home, travelling to and from school, and while in the classroom during in-person learning sessions.

Staff, teachers and international students must stay at home when sick, practice physical distancing when travelling and in classrooms to lower the risk of transmission of Covid-19. ILAC requires that staff, teachers and international students use a cloth or non-medical face covering (mask) in classroom settings, even when physical distancing is being maintained. These precautions are appropriate regardless of the extent of mitigation needed.

This COVID-19 Restart Plan describes the guiding principles, objectives, and policies that ILAC proposes to employ to attempt to prevent the transmission of the COVID-19 virus in its classrooms and in the community. This document will be reviewed regularly and updated as required in line with evolving information and public health guidance.
LIST OF EMERGENCY NUMBERS

City of Vancouver Public Health
- To report a public health issue call 311 (604-873-7000 outside Vancouver)
- For non-medical information regarding COVID-19 call 1-888-COVID19
- Vancouver Coastal Health: call 604-736-2033 or 1-866-884-0888
- For all medical emergencies call 911

Health Link BC (24/7)
- Call 811 toll-free in B.C.
- For the deaf and hard of hearing (TTY), call 711,
- For mental health support: here2talk.ca/home
- *Translation services are available in more than 130 languages.

BC Ministry of Health (Service BC)
Call centers are open 7:30am-5:00pm Monday to Friday
- Vancouver: 604-660-2421
- Toll Free: 1-800-663-7867
- Text: 1 604 660-2421

Health Canada
- Email: Info@hc-sc.gc.ca
- Telephone: 613-957-2991
- Toll free: 1-866-225-0709
PRE-ARRIVAL REQUIREMENTS
PRIOR TO DEPARTURE FROM COUNTRY OF ORIGIN

International Student must provide the DLI with the following:

1. Valid visa and/or study permit
2. DLI acceptance letter/contract
3. Appropriate medical insurance, effective as of the date of the students’ arrival, which includes coverage for COVID-19 during the quarantine period
4. Letter/contract proof of 14-day quarantine accommodation
5. Letter/contract proof of living accommodation post 14-day quarantine
6. Residence/accommodation host name and contact information including address & phone number

This statement has been included in this brief to ensure that international students and accompanying family member(s), if any, are informed, prepared for, and in agreement with Canadian requirements for safe travel and mandatory quarantine obligations upon arrival to Canada.

All international students and accompanying family member(s) will be asked to complete the following documents before departure from their country of origin:

- **Appendix 1** ILAC Document Checklist (including ‘Quarantine Packing Essentials’).
- **Appendix 2** International Student Quarantine Plan
- **Appendix 3** Homestay Consent Form

Students leaving for Canada from their country of origin are strongly advised to download the ArriveCAN mobile app prior to leaving their country of origin or promptly upon arrival to Canada and provide and fill out their personal information including a Canadian phone number (e.g. contact at their place of quarantine) or call 1-833-641-0343 to confirm their arrival. Students are also encouraged to complete a BC Self-Isolation Plan at [https://travelscreening.gov.bc.ca/](https://travelscreening.gov.bc.ca/).

Prior to departure students must complete a health self-assessment to confirm they do not have any COVID-19 symptoms using the BC COVID-19 App ([https://bc.thrive.health/covid19app](https://bc.thrive.health/covid19app)).

In the event that an international student chooses not to proceed with his/her education in British Columbia/Canada or is not approved for entry to Canada, ILAC will provide an appropriate refund as set out in its refund policy. There are no additional costs to students as a result of this COVID-19 Restart Plan.

ILAC has determined that any international student and accompanying family member that require accessibility compliant housing will be accommodated in an approved hotel. All international students will be properly informed prior to his/her departure.
14-DAY QUARANTINE REQUIREMENTS

After an international student and accompanying family member, if any, are cleared to enter Canada by Canada Customs and Immigration the international student and accompanying family member, if any, will be met by the ILAC Transportation Coordinator (TC) for transportation to an approved quarantine accommodation compliant with Government of Canada regulations outlined in the Quarantine Act (see Appendix 4 ILAC Vancouver’s 14-day Self-Isolation Accommodation Packages).

Transportation is consistent with Government of Canada Recommendations (including wearing a mask and travelling directly to the place of quarantine). The TC will confirm that the student has the required ‘Quarantine Packing Essentials’ and provide any missing items. Students arriving at the airport should follow the steps outlined in Appendix 5 Transportation Service Arrival and Transfer to your Accommodation form (including emergency contact number).

The international student and accompanying family member, if any, will also be informed he/she will be contacted regularly, during the day, by an ILAC staff member to ensure that (i) the international student and accompanying family member, if any, is/are safe and has/have no Covid-19 symptoms, and (ii) is being treated properly by accommodation provider/host. ILAC has prepared a daily quarantine register that will track the international student and accompanying family member, if any, from the start of the quarantine until the end of the quarantine period. Satisfactory completion of the quarantine will be entered into the student’s record on the school’s student information system.

The transportation coordinator will then escort the student to the parking/pickup location where the transportation vehicle and designated driver, if any, will be waiting to transport the international student and accompanying family member if any, to the 14-day quarantine location.

In the event that the international student and accompanying family member, if any, exhibit Covid-19 symptoms or test positive the following procedure must be followed:

1. The international student and accompanying family member, if any, must inform ILAC.
2. ILAC must promptly inform the local health authority.
3. If the student (or accompanying family member) develops symptoms during the quarantine period, public health should be contacted and if instructed to get tested, the student should be tested. The onset of symptoms starts a 10-day self-isolation requirement (or any other direction from public health). Public health will advise if it is appropriate for the student to leave their quarantine location at the end of the 10-day self-isolation period.
4. The international student and accompanying family member, if any, must seek prompt medical attention with ILAC’s assistance.
5. The international student and accompanying family member, if any, must complete a regular self-assessment.
6. The international student and accompanying family member, if any, must immediately report their condition on the ArriveCAN App.
7. In the event that Covid-19 symptoms become severe, the international student and accompanying family member, if any, will inform ILAC and contact a medical provider for medical advice and call 911 for transportation to the hospital for examination and treatment if necessary. ILAC will report any instances of non-compliance during quarantine to the local health authorities. In the event ILAC becomes aware or is informed that an ILAC sponsored international student has violated his/her quarantine requirements ILAC will take the following steps:

1. Immediately contact local health authority to report the violation (Vancouver Coastal Health 604-736-2033 or 1-866-884-0888).
2. Use its best efforts to locate the international student and inform the local health authority of his/her location
3. Immediately communicate with the international student to determine the reasoning surrounding the violation
4. Promptly prepare a report of the violation and provide it to the local health authority as ILAC may be instructed
POST QUARANTINE REQUIREMENTS

The international student and accompanying family member, if any, must complete a Covid-19 self-assessment at the end of the 14-day quarantine period. ILAC students are encouraged to download the BC COVID-19 App and download and enable the COVID Alert App for the duration of their stay in Canada.

If the student was housed in an approved quarantine location, but not in their permanent housing accommodation, the transportation coordinator will escort the international student and accompanying family member, if any, to the permanent housing location. All approved homestay accommodation providers will be required to follow ILAC’s guidelines for hosting international students during COVID-19 (see Appendix 6 Host Accommodation COVID-19 Guidelines for Hosting International Students).

In the event that the international student and accompanying family member, if any, exhibit Covid-19 symptoms or test positive, or a host family member/person in the same household exhibit Covid-19 symptoms or test positive, the following procedure must be followed:

1. The international student and accompanying family member, if any, must inform ILAC.
2. ILAC must promptly inform the local health authority.
3. The international student and accompanying family member, if any, must immediately self-isolate/restart a 14-day quarantine period.
4. Tracing protocol process must be immediately started and shared with local health officials.
5. The international student and accompanying family member, if any, must seek prompt medical attention and/or guidance from public health officials with ILAC’s assistance.
6. The international student and accompanying family member, if any, must complete a regular self-assessment.
7. The international student and accompanying family member, if any, must immediately report their condition on the ArriveCAN or COVID Alert App.
8. In the event that the Covid-19 symptoms become severe, the international student and accompanying family member, if any, must contact a medical provider for medical advice and call 911 for transportation to the hospital for examination and treatment if necessary.
9. Students will not be allowed to return to in-person classes until they have received approval from public health authorities or a medical doctor.

After students have completed their quarantine period, they must follow the protocols in the ILAC COVID-19 Student Safety Guide in Appendix 7, including keeping a personal log of their daily travels and contacts to help with contact tracing if needed.

SAMPLE CONTACT TRACING WORKSHEET:

<table>
<thead>
<tr>
<th>DATE/TIME START AND END</th>
<th>ACTIVITY</th>
<th>LOCATION OF ACTIVITY</th>
<th>NAME/CONTACT INFORMATION OF POTENTIAL CLOSE CONTACTS</th>
<th>COMMENTS</th>
</tr>
</thead>
</table>
INSTITUTIONAL CASE MANAGEMENT AND COMMUNICATION PLAN

ILAC maintains a daily record of students, teachers, staff, and visitors who enter each campus. Anyone entering an ILAC campus is subject to a temperature screening and answering verbal health questions. Non-medical masks and hand sanitization are required to enter. In the event that a student, teacher, staff member or visitor exhibits symptoms of COVID-19, or has been in contact with someone who has tested positive for COVID-19, ILAC will refer to the steps and initiate the communication plan outlined in Appendix 9 Case Management and Communication Plan.

ILAC COVID-19 COMMITTEE
ILAC is committed to keeping its community up to date on relevant information regarding municipal, provincial and federal COVID-19 requirements through regular email communication and announcements via its website and social media channels (see https://www.ilac.com/coronavirus-updates/).

ILAC has also established a COVID-19 Committee to continually assess the global situation and consider the evolving advice of public health authorities. In addition to the committee, each campus will have dedicated staff members readily available to support students and staff. ILAC has also hired a registered nurse to provide education and guidance to front line staff on how to deal with questions or concerns related to COVID-19.
Appendix 1

ILAC DOCUMENT CHECK LIST

You have many things to remember when you are packing for your trip. When entering Canada, you will go through Canada Customs and it is imperative that you are prepared with all documents supporting your studying, accommodation, and self-isolation plans as Canada Border Services Agency (CBSA) may ask for those.

Applicable for all students:

☐ Passport and Canadian VISA/Permits (if applicable)
☐ Copy of your travel insurance including description of coverage, including coverage for Covid-19
☐ ILAC Letter of Acceptance
☐ ILAC Supporting letter
☐ Airport Transfer Confirmation (from Airport directly to Quarantine location)
☐ International Student Quarantine Plan Vancouver: https://form.jotform.com/202174766961260

☐ Download ArriveCan mobile app
    Create an account and answers all questions related to your trip details

☐ Bring a Valid International Credit Card for all expenses
☐ International Calls SIM Card (if possible)
☐ Quarantine Packing Essentials (Absolute Must-Have Items: thermometer, masks, gloves, cleaning supplies and hand-sanitizer, toothbrush and toothpaste, a large plastic bag for dirty clothes & laundry).

If you are booking your post-quarantine accommodation with ILAC, please also check below:

☐ Homestay Student Consent Form (if quarantining with an ILAC Homestay Family)
    https://www.ilac.com/homestay-student-consent/
☐ Homestay Family Safety Protocol (what to expect)
☐ ILAC Accommodation Letter (for your post-quarantine accommodation)
Appendix 2

INTERNATIONAL STUDENT QUARANTINE PLAN

Prior to departure students must complete a quarantine plan via the ILAC Student Health and Safety Portal at ilac.com/safety (https://form.jotform.com/202174723087252). Below is the information collected, along with their signature:

<table>
<thead>
<tr>
<th>Personal information</th>
<th>Quarantine plan</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name: *&lt;br&gt;First Name Last Name</td>
<td>Quarantine location: *&lt;br&gt;Hotel - Homestay - Residence - Other</td>
</tr>
<tr>
<td>Date of birth: *</td>
<td>Please provide the address of your quarantine location: *&lt;br&gt;- Street Address&lt;br&gt;- Street Address&lt;br&gt;- City Province&lt;br&gt;- Postal Code</td>
</tr>
<tr>
<td>Date</td>
<td>I confirm that the following are provided by the quarantine site: *&lt;br&gt;- Transportation to quarantine location&lt;br&gt;- 3 meals / day, delivered to my room&lt;br&gt;- Access to needed toiletries, linen, cleaning supplies etc.</td>
</tr>
<tr>
<td>Email: *</td>
<td>Address in Canada after self-isolation: *&lt;br&gt;- Street Address&lt;br&gt;- Street Address Line 2&lt;br&gt;- City / Province&lt;br&gt;- Postal / Code</td>
</tr>
<tr>
<td>Country of Origin</td>
<td>( * indicates required information)</td>
</tr>
<tr>
<td>Phone Number: *</td>
<td></td>
</tr>
<tr>
<td>Passport number: *</td>
<td></td>
</tr>
<tr>
<td>Home Address: *&lt;br&gt;- Province&lt;br&gt;- Country&lt;br&gt;- Postal Code</td>
<td></td>
</tr>
<tr>
<td>Arrival information:</td>
<td></td>
</tr>
<tr>
<td>Arrival date: *</td>
<td></td>
</tr>
<tr>
<td>Arrival from: *</td>
<td></td>
</tr>
<tr>
<td>Arrival by (airline name and flight #):</td>
<td></td>
</tr>
<tr>
<td>Port of entry into Canada: *</td>
<td></td>
</tr>
</tbody>
</table>

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. I am 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.
Appendix 3

HOMESTAY STUDENT CONSENT FORM

Students may choose ILAC Homestay for quarantine and post-quarantine accommodation. Quarantine packing essentials are communicated in all pre-departure information packages. All homestays used for quarantine will provide a private room with an exclusive use bathroom, only for the use of the quarantining student.

Please read carefully each step and acknowledge your understanding for each risk factor and measure presented regarding accommodation during the Canadian Government’s mandatory self-isolation period upon arrival in Canada. Your consent and signature at the end are mandatory since filling this out will determine your eligibility to ILAC Homestay Accommodations. You are responsible to keep a copy of this document and refer to it as guidelines. We are implementing these to ensure your health and the health of all others. If you have any questions about these protocols, please reach out to your agent.

Quarantine Packing Essentials. What to Bring for 2 Weeks in Isolation: Absolute Must-Have Items: thermometer, masks, gloves, cleaning supplies and hand-sanitizer, toothbrush and toothpaste, a large plastic bag for dirty clothes & laundry. In addition to regular packing requirements, please also bring:
- 60 disposable face masks OR 30 disposable and 1 reusable cloth face mask
- One large bottle of quality hand sanitizer
- One box of Nitrile gloves
- A thermometer

Please also have the following with you in your carry-on luggage: at least 2 masks, several pairs of gloves, a travel sized bottle of hand-sanitizer and some disinfecting wipes

Transportation from Airport to Homestay: It will be mandatory that the students take ILAC transfer services to follow the protocols to pick-up the student from the airport to the Homestay and be ready to have their temperatures checked or asked. If a student arrives with fever or symptoms they will not be allowed to proceed to a homestay. ILAC will arrange private quarantine in an approved quarantine location and provide increased communication and monitoring. Mobile COVID-19 testing will be provided. There may be extra costs for the student in this case.

Luggage & Shoes: The students need to take their shoes off and to sanitize them as soon as they arrive to the HS with disinfectant Sprays like Lysol along with all pieces of luggage.

Monitor your health: Monitor your physical and mental well-being. If you not feeling well, use the British Columbia COVID-19 self-assessment tool to help determine if you need further assessment or testing: https://bc.thrive.health/covid19app. Contact ILAC Homestay Department if you feel sick.

Regular Temperature Check: Students must bring from country of origin a thermometer and check temperature daily (twice a day AM and PM). ILAC can ask for this information anytime.
Fever (temperature above 37.8°C) and other symptoms: Students must notify ILAC and HS Family immediately in case of fever & other symptoms and follow guidelines of Public Health.

Clothes from the airport: Clothes worn from the airport will be put away in a plastic bag aside and not be worn until washed after self-isolation.

Laundry: Students’ clothes must be washed after quarantine only. If you’d like to wash your clothes before, talk to your host family as it is advised to wear gloves and mask when handling the clothes and disposable bag and wash hands with soap and water immediately after.

Face Masks: In quarantine, always wear a face masks when leaving the room in the HS, e.g., wear a mask from your room to go to the bathroom.

Washroom: Maintain physical distancing and sanitize all surfaces touched before and after using the washroom. e.g., countertops, faucets, light switch, toilet handle, etc.

Hand Contact Surfaces with a concentration of germs: Doorknobs, light switches, house keys, TV remotes, electronic devices (like your phone), and faucet handles must be sanitized whenever touched.

Hand Washing etiquette: 20 second-hand washing must be a common practice when coming in and out specially.

Limit the use of Common areas in the household: Keeping at a minimum, when you go to other areas in the house (backyard, kitchen, living room, etc.) avoid touching any high contact surface (doorknob, light switch, etc.).

Smokers: Notify ILAC in advance if you are a smoker. Take all necessary precautions (wear a mask, wash your hands when coming back inside the house). You cannot smoke inside the room under any circumstance.

Avoid leaving your room & contact with other people: We know your room will be where you will be spending most of the time, bring something you like to pass the time. e.g., a book, download before you come movies and music in your laptop, cellphone, hard drive, headphones or earplugs & do not forget chargers, etc.

Keep your room tidy and well-ventilated: Remember your host family will not be entering your room at least for the self-isolation period. Keep your room as clean as possible - no dirty dishes inside, no leftover food, etc. Keep your room well-ventilated and clean – open your window to let the air circulate.

Fever and Symptoms at any point of your stay in the Host Family: Notify ILAC and your host family and immediately call a health care professional or public health authority to discuss your symptoms and travel history, and follow their instructions carefully. You can also use the online self-
assessment tool to determine if you need further assessment or testing for COVID-19 (https://bc.thrive.health/covid19app).

**Chronic medical conditions disclosure:** I shall disclose with ILAC any chronic medical conditions (e.g., diabetes, lung problems, asthma, and immune deficiency). If requested by ILAC, I shall provide a medical note stating permission to travel to Canada.

**After self-isolation 14 days:** For the duration of your stay in Canada, please be mindful of and comply with public health directives. Stay home if you are sick, always maintain physical distancing, wear a mask when interacting with people outside your household/’bubble’, limit contact with others and practice good hygiene, including regular hand washing. For more information see [guidelines for social interaction](https://www.gov.bc.ca) in BC’s restart plan.
Appendix 4

ILAC 14-DAY SELF-ISOLATION ACCOMMODATION PACKAGES

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

ILAC recommends students to book airport or other hotels as their 14-day quarantine accommodation (subject to the availability of beds) including the following:

- Hilton Vancouver Airport Suites
- Executive Hotel Vancouver Airport
- The Exchange Hotel & Le Soleil Hotel Vancouver
- Hampton Inn and Suites
- Georgian Court Hotel
- Hotel Blu
RESTART PLAN
INTERNATIONAL LANGUAGE ACADEMY OF CANADA INC. - “ILAC”

14-Day Self-Isolation Options
Vancouver Accommodation Packages

NOTICE: The Government of Canada currently requires a MANDATORY QUARANTINE of 14 days upon arrival in Canada.

Hilton Vancouver Airport Suites

- **HOTEL**
- **Deposit:** No actual deposit will be taken unless the guest doesn’t show or cancels within the late period.
- **Reservation:** Email YVR-AH-Reservations@hilton.com or click [here](#).
- **Payment:** Follow payment instructions on reservation page or e-mail.
- **Meals:** 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. We are also surrounded by numerous eateries that provide delivery service, should they chose to eat elsewhere throughout their 14 nights. A list of eateries can be made available.

$1,641

Executive Hotel Vancouver Airport

- **HOTEL**
- **Deposit:** No security deposit is required for Safe Stay Quarantine Package. Any damage by student to unit including furnishings, linens, etc., will be invoiced separately. During booking a credit card information is needed to guarantee.
- **Reservation:** Email dos.richmond@executivehotels.net. Students will quote "ILAC Canada - Self Isolation Rates”
- **Payment:** Follow payment instructions on reservation page or e-mail.
- **Meals:** We do provide 3 meals per day. Add breakfast, lunch and dinner for $39 per day, plus 5% tax and 15% service charge.

$1,460 (without kitchen, must add meals) / $1,952 (with kitchen)

Prices listed are for the 14-day self-isolation period. Extra fee for transfer from self-isolation to long term accommodation may apply. Extra fee for cancellation may apply. ILAC does not take responsibility for any individual guest charges nor are they liable for any hotel issues that arise before, during, or after hotel stay. For hotel and third-party accommodation payments, pay directly through the hotel links. Additional Fees May Apply.
14-Day Self-Isolation Options
Vancouver Accommodation Packages

NOTICE: The Government of Canada currently requires a MANDATORY QUARANTINE of 14 days upon arrival in Canada.

The Exchange Hotel & Le Soleil Hotel Vancouver

**HOTEL**

Deposit: No security deposit is required for Safe Stay Quarantine Package. Any damage by student to unit including furnishings, linens, etc., will be invoiced separately. During booking a credit card information is needed to guarantee.

Reservation: Email Nadia Simova salesmanager@exchangehotelvan.com

Payment: Follow payment instructions on reservation page or e-mail.

Meals: Meals are not included. They offer in-room dining from third party restaurant. So pricing would depend on what guests’ order.

$1,543

Hampton Inn & Suites

**HOTEL**

Deposit: $250 damage deposit.

Reservation: Email Susan Leung, susan@georgiancourt.com and Tracy McRae, tracy.mcrae@hilton.com

Payment: Follow payment instructions on reservation page or e-mail.

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

$1,868 (add $100 per night for kitchen)

Prices listed are for the 14-day self-isolation period. Extra fees for transfer from self-isolation to long term accommodation may apply. Extra fees for cancellation may apply. ILAC does not take responsibility for any individual guest charges nor are they liable for any hotel issues that arise before, during or after hotel stay.

For hotel and third party accommodation payments, pay directly through the hotel links. Additional fees may apply.
NOTICE: The Government of Canada currently requires a MANDATORY QUARANTINE of 14 days upon arrival in Canada.

### Georgian Court Hotel

**Deposit:** $250 damage deposit  
**Reservation:** Email Susan Leung, susan@georgiancourt.com and Amy Alexander, amy@georgiancourt.com  
**Payment:** Follow payment instructions on reservation page or e-mail.  
**Meals:** $50 per person plus 5% GST and 17% gratuity per day. Boxed breakfast, lunch and dinner delivered to the rooms.

$1,645

### Hotel Blu

**Deposit:** $250 damage deposit  
**Reservation:** Email Susan Leung, susan@georgiancourt.com and Shannon Gu, gm@hotelbluvancouver.com  
**Payment:** Follow payment instructions on reservation page or e-mail.  
**Meals:** $50 per person plus 5% GST and 17% gratuity per day. Boxed breakfast, lunch and dinner delivered to the rooms.

$1,892

*Provisional prices are for the 14-day self-isolation period. Extra fees for transport from self-isolation to long-term accommodation may apply. Extra fees for cancellation may apply. ILAC does not take responsibility for any individual guest charges nor are they liable for any hotel issues that arise before, during, or after hotel stay. For hotel and third-party accommodation payments, pay directly through the hotel links. Additional Fees May Apply.*
NOTICE: The Government of Canada currently requires a MANDATORY QUARANTINE of 14 days upon arrival in Canada.

**14-Day Self-Isolation Options**

**Vancouver Accommodation Packages**

**YWCA**

- **Residence:**
  - **Deposit:** None.
  - **Reservation:** Through ILAC.
  - **Payment:** Through ILAC.
  - **Meals:** Meals are not included however Food Delivery and Online Food Shopping allowed.
  - **Pick-up Services:** Included.

- **Price:** $1,620

**Samesun Hostels**

- **Hotel:**
  - **Deposit:** No security deposit is required for Safe Stay Quarantine Package. Any damage by student to unit including furnishings, linens, etc., will be invoiced separately.
  - **Reservation:** Click [here](#).
  - **Payment:** Follow payment instructions on reservation page or e-mail.
  - **Meals:** Meal plan of breakfast, lunch and dinner add an additional $30 per day.

- **Price:** $800

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**Prices listed are for the 14-day self-isolation period. Extra fees for transfer from self-isolation to long-term accommodation may apply. Extra fees for cancellation may apply. ILAC does not take responsibility for any individual guest charges nor are they liable for any hotel issues that arise before, during, or after hotel stay. For hotel and third-party accommodation payments, pay directly through the hotel links. Additional Fees May Apply.**
14-Day Self-Isolation Options
Vancouver Accommodation Packages

NOTICE: The Government of Canada currently requires a MANDATORY QUARANTINE of 14 days upon arrival in Canada.

**Homestay**

*Your home away from home. Create lifelong memories and connections by staying with one of our carefully selected homestay families & experience Canada’s culturally-diverse population firsthand.*

**Deposit:** None.
**Reservation:** Through ILAC.
**Payment:** Through ILAC.
**Meals:** Meals are included.
**Pick-up Services:** Included.

**Adults:** $920 / Young Adults: $1,230

**GEC Granville**

**Deposit:** Deposit: $50+ Amenities fee: $76.75
**Reservation:** Through ILAC.
**Payment:** Through ILAC.
**Meals:** Meals are not included however Food Delivery and Online Food Shopping allowed.
**Pick-up Services:** Included.

$1,469 (August) / $1,979 (September - December)

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*Prices listed are for the 14-day self-isolation period. Extra fees for transfer from self-isolation to long term accommodation may apply. Extra fees for cancellation may apply. ILAC does not take responsibility for any individual guest charges nor are they liable for any hotel issues that arise before, during, or after hotel stay. For hotel and third-party accommodation payments, pay directly through the hotel links. Additional Fees May Apply.*
Appendix 5

TRANSPORTATION SERVICE ARRIVAL AND TRANSFER FORM

Direct Transportation Service
Arrival and Transfer to your Quarantine Accommodation

Once your flight arrives, please follow the signs to Immigration to receive your study permit or authorization to be in Canada. Be prepared to show your Passport, any documents received from the Canadian Embassy (if applicable), ILAC’s letter of acceptance and the homestay family confirmation letter (if applicable). You will be asked to provide details on your self-isolation plan, provide a Canadian phone number, and describe your transportation arrangements to leave the airport. Be sure to fill out your personal information on the Arrive Can App before you arrive in Canada, or when your plane lands.

*Estimated time: Approximately 15 to 40 minutes*

Next, claim your luggage. Check the monitors to find the carousel number that corresponds to your flight number.

*Estimated time: Approximately 15 to 30 minutes*

With your luggage and Customs form in hand, proceed to exit the luggage area. You will find a customs officer before the door. Please submit the Customs form to the officer.

Once you exit the Customs area with your luggage and you have passed through security, please look for the Information Booth.

Once you have identified the Information Booth, please go there and look for the ILAC representative holding an ILAC sign.
You are welcome to ask the ILAC representative to let you make a courtesy phone call to your family members back home to let them know you have arrived.

*Phone calls can be up to 3 minutes long and it is free of charge*

This is where the ILAC experience starts! WELCOME!

**FAQ**

**Q. How long will I take from when my plane lands to when I am able to meet the ILAC representative?**
A. It all depends on how many flights are landing at the same time. If many flights arrive at the same time it can get very busy passing through immigration. Based on our experience, this can normally take anywhere from 30 to 60 minutes.

**Q. How long will the ILAC Representative wait for me at the airport?**
A. From the time your plane lands, the ILAC representative will wait for you for **90** minutes at the Information Booth in the waiting area.

**Q. I have taken more than 90 minutes to exit to the waiting area since my plane landed, what do I do?**
A. Once you are at the waiting area, find the information booth, if there is no one waiting there, ask the person at this booth to let you use the phone where you can call the ILAC emergency line.
Call **604 988-7639** or Text/WhatsApp **778 773-5466** and someone will inform you when the next ILAC representative will arrive.

**Q. I have exited to the waiting area very quickly (less than 30 minutes) and I do not see an ILAC representative waiting for me, what do I do?**
A. Stay at the information booth and someone will come pick you up in 5-15 minutes. If nobody shows up, ask the person at this booth to let you use the phone and you can call the ILAC emergency line.
Call **604 988-7639** or Text/WhatsApp **778 773-5466** and someone will inform you how long you will need to wait.
* Students, please display this sign at the Airport, after leaving the customs area.

I AM BEING MET BY

AN ILAC REPRESENTATIVE
AT THE INFORMATION BOOTH

IF YOU CANNOT FIND US CALL 604 988-7639  DO NOT LEAVE THE AIRPORT!
Appendix 6

HOST ACCOMMODATION COVID-19 GUIDELINES FOR HOSTING INTERNATIONAL STUDENTS

Please use this document as a reference. Your consent and signature were collected and updated in our records to provide quarantine for ILAC Students. If you have questions about any steps, please contact us at vanhomestay@ilac.com.

Luggage, bags, and shoes: Luggage, bags and shoes should be wiped down in garage or outside main door before entering the home. The Homestay family needs to provide disinfectant sprays such as Lysol to clean/disinfect luggage, bags, and shoes as soon as the student arrives at the Homestay.

Hand sanitizing supplies: Use and provide alcohol-based hand sanitizer if soap and water are not available in living area. (e.g. student's bedroom and by the house entrance.)

Temperature check: Monitor daily if student is taking their temperature twice a day. Fever - (temperature above 37.8 C or higher with chills): Report to ILAC and local public health authority if student has fever or any other COVID-19 symptoms.

Meals: Food must be brought to the students' bedroom. Once the students finish eating, they must leave the dishes outside their door (similar to a hotel room service).

Hand washing etiquette: 20 seconds of hand washing must be a common practice, especially when coming in and out of the premises. Ensure everyone in a household is practicing regular hand washing.

Limit visitors in your household: Limit guests to only essential visitors; keep the visits short and outside as much as possible and ask visitors to maintain proper social distance from all members of the household and to wear a mask if social distancing is not possible. Hs Families with vulnerable members are not suitable for quarantine student accommodation (e.g. diabetes, lung problems, immune deficiencies).

Washroom: Practice of regularly cleaning frequently touched surfaces. All students and family members must sanitize these surfaces (countertops, faucets, light switches, toilet handles, etc.) before and after use.

Laundry: Students' clothes must be washed after quarantine only. Otherwise, wear gloves and a mask when handling laundry and clean your hands with soap and water immediately after.

Towels and bed linens: Towels and bed linens must be washed every week by the Host family. There is no need to separate laundry. Wear gloves and a mask when handling the linens and laundry basket and clean your hands with soap and water immediately after.
Sanitizing supplies: Provide students with sanitizing supplies such as hand soap, disinfecting bathroom cleaner, antibacterial wipes, etc.

Household contact surfaces - Details: All household high-contact surfaces with a concentration of germs - e.g. doorknobs & light switches: Provide sanitizing products to be used by all members of the household to sanitize high-contact surfaces in the house.

Kitchen: Ensure the practice of cleaning high-contact hard surfaces often such as countertops, faucets, light switches, fridge handles, and microwave buttons with disinfecting cleaner.

Bedroom: This is where your student will spend all their time during quarantine - e.g. except to go to the washroom. Make sure essentials are provided such as good illumination (lights/lamp), internet service, and A/C or Fan.

Exclusive washroom - Keep one washroom in the house exclusive for students for quarantine. It is recommended that the student and host do not share the same washroom during quarantine.

Avoid sharing household items: Do not share dishes, drinking glasses, cups, eating utensils, towels, bedding, or other items with other members of the household. After use, these items should be washed with soap or detergent in warm water. No special soap is needed. Dishwashers and washing machines can be used. If you prefer, use disposable utensils and containers.

Be careful when touching waste: All waste can go into regular garbage bins. When emptying waste baskets, take care to not touch used tissues with your hands (lining the waste basket with a plastic bag makes waste disposal easier and safer). Clean your hands with soap and water after emptying a waste basket.

Student exclusivity - Hosts cannot pursue an offer from another school or agency.

Presumed or confirmed case of COVID-19: Report to ILAC 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.

Student has breached quarantine: Report to ILAC any student who has knowingly breached provincial health guidelines and directives regarding COVID-19 safety and transmission prevention.

Updates: As the global impact of COVID-19 evolves, ILAC will reserve the right to update this document based on Public Health Guidelines.
Appendix 7

ILAC COVID-19 STUDENT SAFETY GUIDE

Students should routinely consult the ILAC COVID-19 Student Safety Guide and other information on ILAC’s Student Health and Safety portal at https://www.ilac.com/safety/.

Before Departure

Students and their families need to be informed, prepared for, and in agreement with requirements for safe travel and quarantine upon arrival in Canada. Please complete the checklist in your pre-departure package in addition to reading this student safety guide.

Students departing for Canada who are permitted to travel are advised to download the ArriveCAN mobile app prior to their arrival and fill out their personal information, including a Canadian phone number (e.g. contact number at their place of quarantine.) Students are also encouraged to purchase insurance from the school insurance provider to ensure Covid19 related coverage.

Students must check-in within 48 hours of arrival through the ArriveCAN app or call 1-833-641-0343. Students travelling to BC should download the BC COVID-19 app: https://bc.thrive.health/covid19app

Upon Arrival in Canada

The Government of Canada has put in place emergency measures to slow the introduction and spread of COVID-19 in Canada. All students arriving in Canada must provide a 14-day quarantine plan with appropriate contact information (see pre-departure checklist).

ILAC offers a variety of safe and comfortable options for the 14-day mandatory quarantine, including Homestay, Residence and Hotel accommodation, including meals and safe transportation from the airport. For more information please see the accommodation options and video at www.ilac.com/safety/.

ILAC has established the follow 14-day quarantine protocol:

- Ensure you have a suitable place of quarantine that has the necessities of life.
- Go directly to your place of quarantine without delay and stay there for 14 days from the date you arrive in Canada.
- Wear a suitable non-medical mask or face covering while in transit.
- Practice physical distancing at all times.
- Use private transportation
- Avoid contact with others while in transit

During the quarantine period:

- You may not leave your place of quarantine unless it is to seek emergency medical attention
- You may not have any guests during the quarantine period
- A designated ILAC staff member will be in touch daily to ensure you are safe, healthy and that your needs are met
• You will have access to a dedicated registered nurse to assist you with any issues, questions or concerns you may have during and after your quarantine period
• You will have access to the ILAC Kiss online virtual learning to ensure you are engaged with your teacher and potential future classmates

**During the 14-day quarantine you must continually monitor your health for the following symptoms:**
• Fever
• New or worsening Cough
• Dry throat
• Difficulty breathing
• Loss of sense of smell or taste

**If you start experiencing any symptoms of COVID-19 (cough, shortness of breath, a fever equal to or greater than 37.8°C, or signs of fever e.g. shivering, flushed skin, or excessive sweating):**

• Public health should be contacted immediately (call 811) and if instructed to get tested, the student should be tested. The onset of symptoms starts a 10-day self-isolation requirement (or any other direction from public health). Public health will advise if it is appropriate for the student to leave their quarantine location at the end of the 10-day self-isolation period.
• After contacting public health, inform the school immediately (online@ilac.com)

• The onset of symptoms starts a 10-day self-isolation requirement (or any other direction from public health). Public health will advise if it is appropriate for the student to leave their quarantine location at the end of the 10-day self-isolation period.

Once your mandatory 14-day quarantine is over, you will transfer to your permanent accommodation, but must continue to follow strict Covid19 safety protocols. Students must submit to a COVID-19 test if required before their quarantine period is complete (Ontario only).

**During your Studies**

For the duration of your stay in Canada, please be mindful of and comply with public health directives. Stay home if you are sick, always maintain physical distancing, wear a mask when interacting with people outside your household/bubble, limit contact with others and practice good hygiene, including regular hand washing. For more information see guidelines for social interaction shared during student orientation.

ILAC uses cleaning products and protocols which meet Canadian Public Health guidelines and are effective disinfectants against viruses, bacteria, and other airborne viruses. We are working with our vendors, distribution partners and suppliers to ensure an uninterrupted supply of these cleaning products and necessary personal protective equipment (PPE).
• Increased cleaning of hands-on learning environments and touch points throughout the building
• Sanitization of all stations at the beginning and end of each class
• Sanitation signage will be posted for reference
• Hand sanitizer bottles and wipes supplied throughout each building
• All ILAC classrooms are equipped with medical grade HEPA filters

Protecting yourself and your classmates

Coronaviruses are spread through close contact with others. Here are some helpful tips to help prevent the spread of germs at home or in the workplace:
• Maintain physical distancing requirements (6 ft. minimum apart)
• Wear a non-medical mask at all times on campus and while taking public transportation (see instructions for how to wear a mask).
• Wash your hands often with soap and water or use an alcohol-based hand sanitizer
• Sanitize often, every time you touch new surfaces
• Sneeze and cough into your upper sleeve
• If you use a tissue, discard immediately and wash your hands afterward
• Avoid touching your eyes, nose, or mouth
• Avoid contact with people who are sick
• Do not come on campus if you are sick
• Avoid high-touch areas, where possible, or ensure you clean your hands afterwards.

Arriving at the Campus

• An ILAC Staff member will greet everyone entering the campus. You will be screened and asked to use hand sanitizer or wash your hands and to wear a mask (one non-medical mask will be provided if student does not have one).
• Your temperature will be taken upon arrival. Designated areas will be made clear to everyone and this will be done in the least intrusive way (privacy safeguards will be in place for the collection, use, retention, and destruction of the information).
• Appropriate signage will be prominently displayed outlining proper mask usage and current physical distancing practices in use throughout our facilities
• Arrival time to class or work will be defined and limited. Students arriving late will not be admitted. We recommend arriving 15-20 minutes ahead of class start times to ensure enough time is given for all safety protocols to take place before entering our premises
• Students will enter the campus through doors that are either propped open, are automated or manually operated by an employee.
• Where possible all students will use a **one-way stairway system**.
• If access to elevators is permitted, please follow the building guidelines.
• No access to microwaves or water fountains will be available.

**Travel and Contact Log**

- To protect our students, ILAC will limit visitors to campus by appointment only, and virtual or phone appointments will be arranged when possible.
- We insist that students follow all public health and government guidelines when off-campus (e.g. maintaining physical distancing and limiting social interactions).
- Students arriving from outside of Canada will have to self-isolate for 14 days. For more details please refer to our website.
  ILAC recommends that students keep a personal log of their daily travels and contacts to help with contact tracing.

**Classroom Seating**
To ensure maximum social distancing in a classroom setting, certain seats in class tables will be unavailable. Please refer to each individual classroom’s signage and markers to see where you are allowed to sit. When in doubt, please sit at least 2 metres away from other students. **Chairs will be removed to allow for maximum distancing within each classroom.**

**If a case is reported on campus**

- In the event there is a positive case of COVID-19 at one of our campuses, we will need to follow the protocols established by the Provincial and Federal Health and Government authorities.

- Employees and students who have been in contact with an affected person or who was working/studying in the same campus will be notified immediately and may need to isolate for 14 days.

**Important Signage**

Please pay attention to signage on campus in order to stay up to date on health and safety regulations. If you have any questions please contact our staff, or contact online@ilac.com.
Medical grade HEPA filters have been installed in each ILAC Classroom.

For more information see [www.ilac.com/safety/](http://www.ilac.com/safety/)
Appendix 8

STUDENT MENTAL AND PHYSICAL HEALTH INITIATIVES

During COVID-19, mental health issues such as loneliness, depression, anxiety, self-image, relationships, stress, or addiction can become magnified. To help start the conversation, ILAC has been hosting weekly wellness sessions and now offers students 24/7 mental health support by phone, email, or chat. For information about upcoming sessions or to simply to talk, students can contact Nurse Wendy (a registered nurse and mental health professional with over 20 years’ experience) at 905-409-8728 or email wendy@qcareinc.ca. All calls and services are free, private, and confidential.

ILAC welcomes international students from more than 90 countries. Student support is available in over 40 languages. Student orientation includes information related to adapting to Canadian culture, norms, and customs.

Regular wellness sessions and individual counseling opportunities are available to support students’ mental and physical health and provide COVID-19 stigma support, including https://www.who.int/docs/default-source/coronaviruse/covid19-stigma-guide.pdf.

ILAC also provides free virtual activities, fitness, and dance classes, as well as academic workshops. For more information see https://www.ilac.com/activities/.
SIGNATURE EVENTS

Toronto & Vancouver | September 21st to September 25th

EXAM PREPARATION WEBINAR WITH ILAC IC

21st MON

• Toronto 1pm | Vancouver 10am
  Stressed before and exam?
  Learn about helpful studying techniques
  to help you succeed academically

Special Session for ILAC Pathway, Business and IELTS students
Zoom link will be sent by invitation only

WELLNESS WITH WENDY

23rd WED

• Toronto 7pm | Vancouver 4pm
  Nurse Wendy helps you learn strategies for conflict
  resolution and healthy relationships, and answers
  questions you send to her!

https://us02web.zoom.us/j/9087818265 or
join using Meeting ID: 908 781 8265

STAY ACTIVE WITH ILAC: STRONG LEGS CLASS

24th THU

• Toronto 5pm | Vancouver 2pm
  @JoelFitness is an elite personal trainer and fitness
  instructor teaching cardio conditioning, core strength
  training, Yoga, Pilates, & Thai chi. Build cardiovascular
  health, while improving muscular and endurance strength.

https://us04web.zoom.us/j/71553845485?pwd=Ri8rUEFyTExTV0thd2R5Yyxka1pWZz09 or Meeting Id: 715 5384 4585 Password: SWEAT

ILAC IC INFO LIVE SESSION

25th FRI

• Toronto 10am
  Join us for this informative live with one of our favorite
  ILAC IC team members Charlotte to catch up with our
  weekly updates!

Connect: Instagram Live @ilac.ic
Appendix 9

CASE MANAGEMENT AND COMMUNICATION PLAN

When managing any cases of COVID-19 affecting the ILAC community, ILAC will promptly inform the Vancouver Health authority and take the required steps, including: contacting and supporting any affected students, teachers, staff and visitors; updating the affected ILAC community through social media and the ILAC website; posting public notices in building entrances and public spaces; and closing any campuses as directed/if required by local health officials.

In addition, ILAC has retained an in-house registered nurse who has 20+ years of experience as a registered nurse combined with years of experience in complex case management, mental health, and student services to assist in case management and support.

Communicating with the School Community

Students, staff, and teachers have an interest in knowing when a COVID-19 positive case has been identified in their school.

Notice of any closures of classes, or campuses will be posted on the COVID-19 updates section of the ILAC website, along with other relevant information regarding COVID-19 at https://www.ilac.com/coronavirus-updates/. In the event of a class, or campus closure, students, staff, and teachers will be notified immediately. Information provided to school communities will not identify any student, staff member, or teacher that has received a positive COVID-19 test.

Support for ill Students and Accompanying Family Members, if any, during Quarantine

ILAC has a support process in place should a student and or family member become ill during the quarantine period. In addition to the protocols listed in the above plan, the following steps are in place to support an ill student and accompanying family members, if any.

- Quarantined students are checked on daily by the homestay department and twice weekly by an in-house nurse. Should a student or family member indicate signs or symptoms of feeling unwell, our in-house nurse is immediately contacted.
- The in-house nurse will contact the student or accompanying family member and initiates a phone screening of symptoms, such as:
  - Fever (temperature of 37.8°C or greater)
  - New or worsening cough
  - Shortness of breath
  - Sore throat
  - Difficulty swallowing
  - Changes to sense of taste or smell
  - Nausea/vomiting, diarrhea, abdominal pain
  - Runny nose, or nasal congestion (not caused by seasonal allergies)
• If any 2 of the above symptoms are present the nurse will assist the student in arranging transport to the nearest testing centre.
• Once the student is tested, deemed stable (no underlying medical conditions) and assessed by a health professional as safe to resume quarantine, the student will be returned to their quarantine location.
• Quarantine guidelines are explained again to ensure everyone is clear on instructions. Assistance with accessing Covid-19 results will also be provided. If the student (or accompanying family member) develops symptoms during quarantine period, public health should be contacted and if instructed to get tested, should get tested. The onset of symptoms starts a 10-day self-isolation requirement (or any other direction from public health). Public health will advise if it is appropriate for the student to leave their quarantine location at the end of the 10-day self-isolation period.
• Communication with other departments involved will ensure the student has additional resources available to them to ensure they are comfortable during this period.
• The nurse will maintain daily contact with the student and/or family member(s) to monitor symptoms - any worsening of condition or new symptoms that may require medical attention.
• The nurse will maintain daily contact with the student to monitor and provide mental health and wellness support until the quarantine period is fulfilled and student is able to attend campus.
• All of the above steps and information will be documented in the quarantine case log and student file.

Management of ill Individuals on Campus

Students, staff, and teachers are made aware of how to identify symptoms of COVID-19 and are instructed to speak to a staff member/their manager immediately if they feel ill.

If an individual, including students, staff, teachers, contractors, and visitors, becomes ill while on campus, it is recommended that:

• the ill person be taken to an empty classroom or office (“isolation room”)
• anyone supporting the ill individual should maintain as much physical distance as possible
• the staff person supporting the individual should wear a mask and eye protection (mask, gloves, and face shield at minimum)
• hand hygiene and respiratory etiquette should be practiced while the ill individual is waiting to arrange transportation
• cleaning of the isolation room area and other affected areas of the school visited by the ill person should be conducted as soon as reasonably possible after the ill individual leaves
• advise the ill individual to seek medical advice, including the recommendation of testing for COVID-19 as appropriate or as advised by their medical provider/public health authority. Ensure direction is aligned with screening and return to school instruction
• initiate communication protocols and plans to update and inform necessary stakeholders within the school community while maintaining confidentiality of the ill individual
• regular school functions can continue unless otherwise directed by the local public health authority

A list of students and staff in the school who were in contact with/in the same cohort as the ill individual should be prepared. Those who are identified as potential close contacts should remain as one cohort. The local health authority will provide any further direction on testing and isolation of these contacts, if necessary. In most instances testing and isolation would only be recommended for contacts of a confirmed COVID-19 diagnosis.

If COVID-19 is Confirmed in the School

The following steps will be taken immediately by management upon confirmation that a student, staff member, or teacher has tested positive for COVID-19 in the school/workplace:

• School Director to be notified immediately, who will then notify the Senior Management team.
• Senior Management will contact the applicable public health authority to seek guidance on how best to proceed (call 811).
• Following the advice of the public health authority, school management will ensure that affected persons are immediately sent home to isolate and await guidance on further isolation/testing requirements. Students, staff, and teachers who have been in contact with someone who has tested positive for COVID-19 will be instructed to self-monitor for symptoms, and to call 811 if required (with ILAC’s assistance if needed) for further guidance.
• Senior management will initiate contact tracing within the school and arrange for temporary closure of affected classroom(s) and/or campus for deep cleaning. If necessary, this may include a temporary campus shutdown (minimum 3 days) with a shift of classes back to online delivery format for duration of shutdown.
• Senior Management will communicate any critical information to all students, staff, and teachers through email and updates on our website and social media.

Management of individuals exposed to COVID-19 outside of the school

Situations will arise where students, staff, or teachers may be exposed to COVID-19 outside of the school environment (for example, exposure to family or household members that don’t attend the school, social contacts outside of school). Household members and others who live with the individual who has tested positive should isolate for 14 days and follow the guidance of the public health authority. Students who are required to self-isolate or quarantine will have access to lessons online until it is deemed safe for them to return to school.

If a Student Presents with Symptoms of COVID-19 at their Post-Quarantine Accommodation Site

In the event that a student demonstrates symptoms of COVID-19 in their post-quarantine accommodation site, the following steps will be followed:
The student must isolate immediately in their bedroom, informing the school and/or homestay or residence contact immediately.

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.

Homestay or residence contact will separate all other members of the household (in an outdoor common space if possible), to ensure they do not come into contact with the student, or any surfaces/areas the student has touched.

Persons that have come into close contact with the student, specifically those in the student’s class or “cohort”, would be advised to self-monitor for symptoms and may be required to self-isolate for 14 days if advised by the public health authority.

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, proceed to an assessment center for testing etc.).

A thorough, professional cleaning of all areas the student has occupied will take place, and any other rooms and areas they have frequented.

Assigned school staff will then continue to closely monitor the student, homestay contact, and all other students, staff, and teachers considered at risk, implementing risk assessment measures outlined in Appendix 7 Host Accommodation COVID-19 Guidelines, such as taking temperatures of all students daily and further ensuring they are aware of symptoms to be aware of.

If the student tests positive for COVID-19, all homestay contacts will be tested, as well as school contacts identified as at risk by the local health authority.

**Return to School**

While an individual suspected to have COVID-19 is waiting for test results they must be in isolation and cannot attend school in person. The individual can attend school virtually if they feel well enough to participate.

Any student or staff member who has tested positive for COVID-19, or who is required to self-isolate, will not be allowed to return to school until the return date advised by the public health authority.

Individuals who have had a COVID-19 test because of symptoms, but who test negative should not return to school until at least 24 hours after their symptoms have resolved.

**If an ill individual does not have COVID-19**

For an ill individual who has a known alternative diagnosis provided by a health care provider, return to school can occur when symptoms are resolved for at least 24 hours.