



COVID-19 Student Safety Guide



You will be required to complete a health screening questionnaire daily before entering any ILAC Campus for in-person classes.

Before Departure

Your Commitment Prior to Travel to Canada

Our COVID-19 safe arrival and quarantine protocols will begin at the time you enrol in an ILAC program. All pre-arrival documents are available at <https://www.ilac.com/safety/>.

Prior to travel to Canada, all incoming international students must complete the following:

- ✓ Agree to and sign the **ILAC/ILACIC Document Checklist**, including acknowledgment of requirements 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.
- ✓ Complete and sign an **International Student Quarantine Plan**
 - If your quarantine or post-quarantine accommodation is with Homestay, complete the **Homestay Consent Form**.
- ✓ Download the **ArriveCan Mobile App** and create an account with all details of your trip
 - If you are arriving in British Columbia complete a self-isolation plan at <https://travelscreening.gov.bc.ca/>
- ✓ Have appropriate **medical insurance**, effective as of your date of arrival, which includes coverage for COVID-19 during the quarantine period (recommended to purchase through ILAC)
- ✓ Prepare your **Quarantine Packing Essentials** (Absolute must-have items: thermometer, 3 week supply of masks (1 per day), gloves, cleaning supplies and hand-sanitizer, toothbrush and toothpaste, a large plastic bag for dirty clothes & laundry, 3-week supply of any prescription medication).
- ✓ Prepare the following **printed documents** to show the Canada Border Services Agency (CBSA) if requested at Canada Customs: International Student Quarantine Plan, Letter of Acceptance, Letter of Introduction (from your visa office with study permit reference number), valid eTA or visitor visa (temporary resident visa), proof of funds.
- ✓ Obtain a negative laboratory COVID-19 test result to present to your airline prior to boarding a flight to Canada. The test must be performed using a COVID-19 molecular polymerase chain reaction (or PCR) test and **must be taken within 72 hours prior to the traveller's scheduled departure** to Canada.

Transit (Departure)

While in transit to the port of departure in your home country, in airports and during flights, you will be expected to follow all recommended personal hygiene and health guidelines, including:

- Wearing a mask and gloves
- Washing/sanitizing hands frequently
- Observing appropriate physical distancing

Upon arrival (Airport in Canada)

Students must wash/sanitize their hands, wear a fresh mask and gloves and respect physical distancing requirements while in their arrival airport. When passing through Canadian customs, you will be required to acknowledge that they must quarantine (self-isolate) for 14 days and will be required to present your printed Quarantine Plan to the CBSA agent.

Transit (From Airport to Quarantine Location)

Once you pass through Canadian Customs and retrieve your luggage, you will be greeted by the transportation coordinator, who will escort you to the parking/pick up location where the transportation vehicle and designated driver, if any, will be waiting to transport you and any accompanying family member(s), if any, to your 14-day quarantine location. There are no stops during travel/transfer from the airport to the quarantine site.

The transportation co-ordinator will ensure that you have all required **Quarantine Packing Essentials** and will provide any missing items.

Quarantine

14-day Mandatory Quarantine

ILAC will make arrangements for your 14-day quarantine at a designated quarantine site, within the city of your arrival, that is equipped to follow necessary procedures to provide a safe, comfortable, full-service two-week COVID-19 quarantine period. Students cannot leave their quarantine unit until they have completed 14 full days in quarantine. *Exceptions are to travel directly to and from an assessment center to get a COVID-19 test, if directed by the local public health unit should the student display COVID-19 symptoms.*

You will be required to self-monitor for symptoms of COVID-19, including taking your temperature daily. You must **Check-in within 48 hours of arrival** through the **ArriveCAN app** or call **1-833-641-0343**. You must also **Report your symptoms** through the **ArriveCAN app** or call **1-833-641-0343** every day until the end of your 14-day quarantine.

[You will be called from 1-888-336-7735 to verify your compliance during your 14-day quarantine.](tel:1-888-336-7735)
Please answer telephone calls from this number.

If you or an accompanying family member, experience any symptoms of COVID-19 during the quarantine period, you/they must follow the directives of the Public Health Agency of Canada and local health authorities, and immediately notify both the quarantine provider as well as ILAC. Anyone 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/accompanying family member has tested negative for COVID-19.

During quarantine, you will be regularly contacted by an ILAC staff member to ensure you are safe, healthy and that your needs are met. You will have access to a dedicated registered nurse to assist with

any questions or concerns during and after the quarantine period. You will also have access to ILAC KISS virtual English classes while in quarantine to keep engaged and meet potential future classmates and teachers.

In Ontario

Testing must take place on Day 14 of quarantine for students to fully complete the 14-day quarantine period. ILAC will provide onsite testing. While waiting for the results, you must remain in quarantine. If you, or an accompanying family member tests positive, that restarts the quarantine period and ILAC will maintain oversight during that period. In all cases ILAC will follow the directives of the local health authorities.

Transit (From Quarantine Location to Post Quarantine Accommodation)

Once you have completed your 14-day mandatory quarantine (and received a negative COVID-19 test, if in Ontario), you will be transported from your quarantine location to your post quarantine accommodation if booked with ILAC, and if different from your quarantine accommodation.

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 information, see [guidelines for social interaction](#) shared during 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).

Cleaning & Sanitizing Protocol

- 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 have medical grade HEPA filters which purify the air 4 times an hour.

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.

Self Monitor for Symptoms

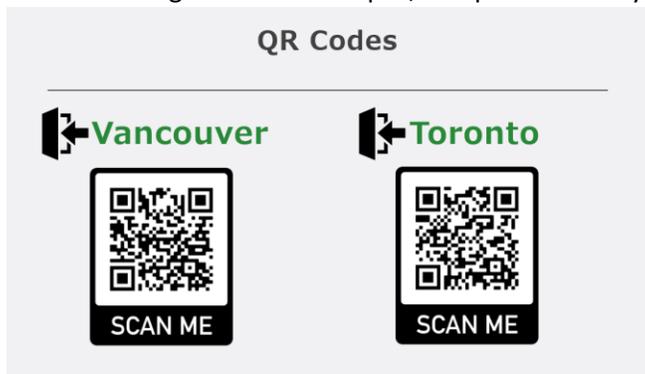
You must continually monitor your health for the following symptoms:

- 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), please contact an ILAC representative immediately.

Arriving at the Campus

- Before arriving at an ILAC Campus, complete the daily screening checklist (see QR Codes)



- An ILAC Staff member will greet everyone entering the campus. You will be asked to show a screenshot of your daily health questionnaire (“you are permitted to enter school premises”)

and will be 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 & government guidelines when off-campus (e.g. maintaining physical distancing and limiting social interactions)
- 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.**



COVID-19 Case Management

- In the event there is a positive case of COVID-19 at one of our campuses, ILAC will follow the protocols established by the Provincial and Federal Health and Government authorities.
- 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
- If you feel unwell while on campus, please notify an ILAC staff member immediately

If a COVID-19 case is confirmed

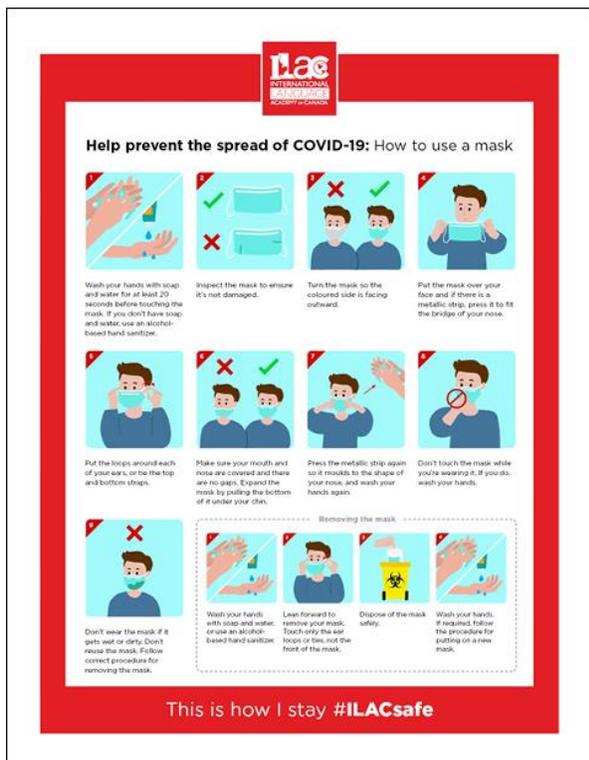
- You will be notified if you have been in contact with someone who has tested positive for COVID-19 on campus. ILAC will follow the advice of the local health authority in all cases.
- If you have been in contact with someone who has had exposure to a positive COVID-19 case, you will be advised to self-monitor for symptoms
- Students who are required to self-isolate will have access to lessons online until it is deemed safe for them to return to school
- If you develop symptoms of COVID-19 outside of the school, you should isolate immediately in your bedroom and contact the school immediately and contact an ILAC representative.

Return to School

- If you are waiting for COVID-19 test results you must remain in isolation until they receive negative results and are cleared to return to campus by the local health authority

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 consult a member of our staff, or contact online@ilac.com.



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TEMPERATURE CHECK STATION

Please line up **6 feet behind the next person in line** and wait for your temperature to be assessed.

Students arriving late for class will not be admitted, so please arrive early enough to allow for your temperature to be checked.

This is how I stay #ILACsafe

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Help prevent the spread of COVID-19

Only **two people** are permitted inside an elevator at a time.

Also, please stand **6 feet apart** inside the elevator!

2 people maximum!

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To protect yourself and others from getting sick, **Wash your hands**

When:

- After coughing or sneezing
- When caring for the sick
- Before, during and after you prepare food
- Before eating
- After toilet use
- When hands are visibly dirty

How:

Wash your hands with **soap and running water** when your hands are visibly dirty. If your hands are not visibly dirty, wash them with **soap and water** or use an **alcohol-based hand cleaner**.

source: World Health Organization (WHO)

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COVID-19 PROCEDURES

Stay home if you feel ill

Keep your distance (minimum 2 metres)

Wash your hands

Disinfect any surfaces you touch

Wear a mask in public places

Obey the traffic flow (one-way/hallways)

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EXIT HERE

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This area is not in use at this time.

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Please use some hand sanitizer when you have an opportunity.

Do not remove hand sanitizer from this station.

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This seating area is temporarily closed.

Please do not gather here in groups.

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Please stand on the designated areas when waiting in line to maintain the minimum 6 feet distance for health and safety.

This is how I stay #ILACsafe

For more information see www.ilac.com/safety/