



## Travel and Arrival Protocol – January 2021 – Parents Travelling with their Children

The current COVID-19 pandemic as well as travel restrictions and quarantine requirements have resulted in pre-departure, travel and arrival protocols for international students (new and returning) destined for Canada.

These procedures outline expectations and requirements to:

- Alleviate any fear and concerns of students, host families, schools and communities
- Support the safe travel/transit, health/well-being of international students
- Ensure students and host families manage this period safely and smoothly

Our first priority remains the health and safety of our students, natural families, host families and school communities. It is important to note that Canadian educational institutions must follow the regulations and recommendations of various authorities, including the government of Canada, provincial and local public health authorities.

Please take some time to review the information in this package. Please note that in not following this protocol, you and your children may be denied entry into the country or may be delayed in starting school. Government authorities may also fine your family for non-compliance in certain situations.

**For Action – Please make sure you fill out the form at the back of the package and return it to [croesler@GoDelta.ca](mailto:croesler@GoDelta.ca). As well, please contact our staff if you need any support through Quarantine.**

**Students should download What's App to their phones and other devices either before arriving or immediately upon arrival and check emails frequently for orientation and other activities. Secondary students will receive instructions on how to log into a Delta Learns account and a Google Classroom each day for information and activities.**

## Pre-Departure:

### Communication and Connection

- If you have any questions about this protocol or feel you will need some help or support, please contact one of the following people
  - o Karen Symonds (Director) – [ksymonds@GoDelta.ca](mailto:ksymonds@GoDelta.ca)
  - o Israel Auca (Spanish/Portuguese Support) – [iaucca@GoDelta.ca](mailto:iaucca@GoDelta.ca)
  - o Elaine Chu (Korean Support) – [echu@GoDelta.ca](mailto:echu@GoDelta.ca)
  - o Akane Nishikiori (Japanese Support) – [anishikiori@GoDelta.ca](mailto:anishikiori@GoDelta.ca)
  - o Tiana Pham (Vietnamese Support) – [tpham@GoDelta.ca](mailto:tpham@GoDelta.ca)
  - o Anna Zhao (Chinese Support) – [azhao@GoDelta.ca](mailto:azhao@GoDelta.ca)

### Household Isolation

- In the two weeks prior to coming to Canada, please do your best to limit contact with people outside of your household to ensure your best possible health when arriving
- Please wear masks and maintain a safe physical distance if you must leave your home

### Medical Check / Testing

- As of January 7<sup>th</sup>, 2021 all people entering Canada by air must have a PCR test within 72 hours of departure. Those who test positive for COVID-19 should contact [ksymonds@GoDelta.ca](mailto:ksymonds@GoDelta.ca) immediately to discuss other departure options.
- Please bring a copy of your test to the airport and be prepared to present it to border services in Canada as well.
- For more information on this [click here!](#)

### Completing Arrival Plans

- Download and complete the ArriveCAN App (available for Iphone and Android).
  - o You must also complete this APP before departing
  - o You must also do the health check on this App on a **daily basis** while in quarantine
  - o Failure to do this may result in police following up with you at your place of quarantine and/or fines
- Instructions for filling in the ArriveCAN App can be found at [https://www.godelta.ca/files/3294\\_ArriveCAN\\_App\\_v2.10.9\\_Guide.pdf](https://www.godelta.ca/files/3294_ArriveCAN_App_v2.10.9_Guide.pdf)
- Please have hard copies or screen shots of these documents as well as you may be asked questions about them when you arrive.

### **Pre-Register to Pick-Up your Study Permit and Save Time at the Airport**

- Go to <https://www.yvr.ca/en/students> and fill in the form. Please note that the UCI number can be found on your Study Permit Approval Letter
- When you arrive at the Vancouver Airport, proceed through customs as you would normally. Pick-up your luggage and then enter the room where you 'trade' your approval letter for the Study Permit. Please tell the attendant at the door that you have completed the VC Portal. You will get to skip the line-up!
- Please note that you must ...
  - o Fill out the form AT LEAST 72 hours before arriving
  - o Must have your Study Permit Approval Letter/Letter of Introduction with you
  - o Be arriving directly at Vancouver Airport as your first point of entry into Canada

### **Packing**

**All secondary students need to have a cell phone and all students need a laptop when coming or returning to Canada for the 2020-2021 school year. Students should have What's App downloaded if they have a cell phone, if not before they arrive then when they arrive.**

In addition to regular packing requirements as in the Student Handbook please also bring –

- 60 disposable face masks OR 30 disposable and 1 cloth face mask
- One large bottle of quality hand sanitizer
- Box of Nitrile gloves
- Thermometer

You and your children should also, in your carry-on luggage have at least 2 masks, a travel sized bottle of hand-sanitizer (100 milliliters or less) and some disinfecting wipes.

Please also make sure you have the following documents packed in your carry-on luggage in clear folders.

- Passport
- Letter of Acceptance
- Custodianship documents
- Study permit or permit confirmation document (approval letter)
- Proof of address where staying in Canada
- Travel confirmation document (letter of support)
- PCR test results
- Copy of this document, signed

If you or your child have recently received a new passport, please bring BOTH the new passport AND the old passport.

Please also bring a change of clothes, travel appropriate snacks and some Canadian money as you will not have any opportunity to go to a bank upon arrival.

## **Airport and Flight**

### **Wear a Mask**

- Wear a mask in the airport at all times.

### **Wash hands frequently and avoid touching your face**

### **Practice Physical Distancing**

- Be aware of your surroundings
- Avoid busy areas of the airport
- Avoid unnecessary movement within the airport – go to your gate and stay in one place
- If they are open, avoid restaurants and food kiosks

### **Use hand sanitizer when necessary**

- If you are unable to wash your hands regularly at the airport or during your flight, please use hand-sanitizer, especially if you touch anything on the plane and before you eat.

### **Sanitize your personal space and high touch areas**

- Before sitting down on the airplane, wipe down your seat area, including armrests, seatbelt buckle, eating tray, touch screens and remote controls, etc. with a good quality disinfecting wipe.

### **Minimize trips to the washroom**

- Of course, use the washroom as needed, but avoid moving around the plane if not necessary. When using the washroom make sure to flush the toilet with the seat down and wash your hands thoroughly afterwards. Avoid opening the door with your bare hand after washing your hands.

### **Touch as few surfaces as possible**

- Keep your hands to yourself
- Avoid touching surfaces unnecessarily in the airport. When that is unavoidable (checking in, going through security, etc.) thoroughly wash your hands immediately after.

### **Keep your cell phone charged**

- You may need your phone upon arrival. Please keep it charged.
- If you are using your phone throughout the flight to watch movies or play games, please wipe it down with a disinfecting wipe frequently.

**Bring some food with you as the restaurants or stores may not be open and flights may not be serving food.**

- Make sure it is food that you will be allowed to take on the flight. Check with your airline.

**Bring a refillable water bottle with you**

**If you need help at the airport go to the Information desk or look for volunteers who can help you.**

## **Arrival at Vancouver Airport**

Upon arrival in Canada proceed through the airport while maintaining physical distancing (2m away from other people).

Please have the documents outlined under 'Packing' ready to provide to Canada Border Services. You will also be required to undergo a screening by a border services or quarantine officer to assess travellers for symptoms.

**Be prepared to speak about your plans for quarantine as you will be asked.**

- Have print outs or screenshots of your plans and documents
- Have any confirmation numbers
- Know the name and address of where you will be staying
- Bring any documents provided to you by the school district (including this document)
- Know the name of the person who is picking you up or have planned how you will get to your place of quarantine

**Wear a fresh mask**

- You should be wearing a mask throughout your flight
- When you arrive, please dispose of that mask, thoroughly wash your hands and put on a new mask
- Avoid touching surfaces in the airport, and when you do, immediately wash your hands
- You will keep your mask on until you arrive in your homestay or place where you will be living

**Proceed through immigration and baggage pick up while maintaining physical distancing**

- Don't rush. Take your time and keep plenty of space between you and others.
- If you are a new student who has a study permit approval letter **PLEASE MAKE SURE YOU GET YOUR LUGGAGE AND THEN PICK UP YOUR PERMIT BEFORE EXITING TO THE ARRIVALS HALL.** If you are unsure what to do, ask at the information desk.

## Transportation

- Taxis are available right outside the Arrivals Hall
- If someone is picking you up at the airport, please note that currently they will have to meet you OUTSIDE the airport – only people with a ticket are allowed inside the airport
- You must go directly to your place of quarantine – you may not stop for groceries or for any other purpose

## Self-Quarantine

As part of the Quarantine Act, you are required to self-quarantine for 14 days. This means that you have to stay in your home, apartment or hotel room. You cannot leave for any purpose. If you are in a home with a yard, you may go outside in your yard. You can also go out on balcony or deck from your apartment or hotel room provided you don't go through any common or shared spaces. You cannot go for a walk.

After arriving in Canada, Government of Canada officials will call you to monitor compliance with the mandatory quarantine. You must be prepared to answer any phone calls, even if there is no caller ID or an unfamiliar phone number. If you do not answer calls they will come to visit you and check in.

Please be aware that there are currently some COVID-19 scams worldwide. Canada Border Services will not ask you for financial information when they call. If anyone contacts you requesting personal financial information, do not provide it.

**Please note that students and their parents will need access to wifi for communications purposes and to participate in orientation activities through the quarantine time. Please make sure we know how to reach you and your child.**

## For Families Without a Confirmed or Furnished Place

If you have not rented a place to stay yet, or if it is not furnished and set-up for living yet, it is advised that you quarantine in a hotel. Please contact Karen Symonds or your Cultural Support Staff for some recommendations.

## For Families With a Confirmed and Furnished Residence

You will have to proceed straight to your residence from the airport. You will need to have someone be available to assist you with dropping off food and other supplies you might need. Feel free to use someone you know in the community. However, if you do not know anyone, we

will happily connect you with someone living in Delta who will be in contact with you to help out!  
Please let us know.

## **Responsibilities and Expectations During 14 Day Quarantine**

### **Stay in your own residence/accommodations and away from others.**

- The purpose of quarantine is to ensure that, in the unlikely case you have been in contact with COVID-19 in your travels or pre-departure, the greater community is not put in contact with it as well
- Therefore, it is VITAL that you stay in your accommodations.

### **Keep your accommodations well-ventilated and clean**

- open windows to let the air circulate.
- It is important to get fresh air and to make sure your place stays clean and fresh. .

### **Practice good hygiene**

- Wash your hands frequently with plain soap and water for at least 20 seconds.
- Use paper towels to dry your hands and dispose of them in the garbage can in the bathroom.
- 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.
- Shower once per day and brush your teeth twice a day.

### **Complete the Daily ArriveCAN App**

### **Secondary Students Must Log-In to their Delta Learns Account each day (more information to follow)**

### **Stay connected**

- Text, and use Facetime or other apps to stay in frequent contact with our staff and friends
- Ensure your cell phone is charged and you are connected to wifi
- Regularly check your emails
- If someone emails or contacts you, please respond immediately
- Make sure students are participating in online communication with our staff as instructed

### **Monitor your physical and mental well-being**

- Complete the health self-monitoring form
- Contact 8-1-1 immediately if you are not feeling well, you notice a change to your 'baseline' health or if you are feeling sad and lonely

- Reach out to our staff any time you want to talk
- Try to establish a 'routine' as quickly as possible. For example, do not stay up all night and sleep all day!

### **Be creative**

- Find unique ways to communicate with and interact with others ... watch movies together with friends virtually, eat dinner together virtually, play games online
- If you are new to us, we will provide your child with a buddy to communicate with
- Watch for activities and chat groups hosted by our program!

### **Ask for help!**

- These instructions and protocols might seem overwhelming but they are in place to remind you to be careful with your contact with others during the 14 day quarantine
- This is for your personal health and safety and that of our schools, families and community
- If you need to talk or need any help please reach out to any of our staff

**Please remember that Self-Quarantine is a requirement of the Quarantine Act and not optional. Students who are in our homestays, private homestays or with their parents must all self-quarantine for 14 days.**

**Please do reach out for help if you need it to our staff, or if you are feeling unwell physically or emotionally, to 8-1-1 where they have assistance in many languages.**

## **Post Quarantine Expectations for Student & Families**

### **Continue to practice proper hygiene**

- Wash hands frequently
- Keep your washroom clean
- When soap and water is not available, use hand-sanitizer
- Let your family know if you don't feel well. If you are ill do not attend school or be in social contact with others.

### **Use proper coughing and sneezing etiquette**

- Cough and sneeze into your elbow, not your hand
- If using a tissue, dispose of the tissue in a plastic lined garbage container immediately

### **Practice physical distancing when outside of the home**

- Stay at least 2m away from all people who are not members of your immediate household

### **Avoid malls, crowded spaces and sports where physical distancing is difficult or impossible**



### **Get connected**

- After being in your accommodations for 14 days, it may feel normal for you to be there. Quarantine is not 'normal' ... and it not the expectation after the 14 days are over!

### **Stay connected**

- Keep communicating and reaching out to our staff as needed

### **Be aware and adhere to current Public Health Orders and Recommendations**

## **If a Student or Family Member Develops Symptoms or is Diagnosed with COVID-19**

If anyone in a household is experiencing even mild symptoms including fever, chills, cough, shortness of breath, loss of sense of smell, headache, muscle ache, fatigue or loss of appetite they should talk to the family and then –

- Complete the self-assessment tool - <https://bc.thrive.health/covid19/en>
- Follow the directions outlined on the self-assessment tool and contact public health authorities if, when and how recommended
- Contact Delta International Student Programs and 8-1-1 (available in multiple languages)
- Follow the directions of the Public Health Authority

## **Resources**

For further reading on preparation for contact with and care for individuals exposed to COVID-19, please refer to the following:

- Vancouver Airport Website on Travel Directives and Screening - <https://www.yvr.ca/en/updates/covid-19-update-2>
- Tips for proper hand-washing - [http://www.bccdc.ca/Health-Professionals-Site/Documents/COVID19\\_Handwashing%20Poster\\_MD%20offices.pdf](http://www.bccdc.ca/Health-Professionals-Site/Documents/COVID19_Handwashing%20Poster_MD%20offices.pdf)
- Tips for cleaning and disinfecting, including garbage collection and laundry procedures - <http://www.bccdc.ca/health-info/diseases-conditions/covid-19/prevention-risks/cleaning-and-disinfecting>
- COVID-19 and Children in School - <https://www.deltasd.bc.ca/news-events/news/information-for-parents-guardians-novel-coronavirus/>
- Self-Quarantine Explained - <https://www.canada.ca/content/dam/phac-aspc/documents/services/publications/diseases-conditions/coronavirus/covid-19-how-to-self-isolate-home-exposed-no-symptoms/covid-19-how-to-self-isolate-home-exposed-no-symptoms-eng.pdf>

- Do's and Don'ts for Quarantining - [https://www2.gov.bc.ca/assets/gov/public-safety-and-emergency-services/emergency-preparedness-response-recovery/gdx/factsheet\\_returningtravelers\\_final.pdf](https://www2.gov.bc.ca/assets/gov/public-safety-and-emergency-services/emergency-preparedness-response-recovery/gdx/factsheet_returningtravelers_final.pdf)
- British Columbia Public Health Orders and Recommendations - <https://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/covid-19-provincial-support/restrictions>

## Student and Natural Parent Pre-Departure Declaration

Please complete this portion of the form and email to [croesler@GoDelta.ca](mailto:croesler@GoDelta.ca) as soon as possible.

Each of the undersigned fully understands these Protocols and agrees to all of its requirements. Students will be unable to attend school if Quarantine is not adhered to in full. Students will be dismissed from the program and will return to their home country. There will be no refund of tuition fees. The student and parent may also be subject to severe penalties from the Government of Canada. Students and their parents are responsible for any fines incurred due to breach of Quarantine Protocol.

Student Full Name (print)			
Signature		Date	
Full Name			
Signature		Date	
Relationship	<input type="checkbox"/> Mother <input type="checkbox"/> Father <input type="checkbox"/> Legal Guardian <input type="checkbox"/> Other (please specify):		
Full Name			
Signature		Date	
Relationship	<input type="checkbox"/> Mother <input type="checkbox"/> Father <input type="checkbox"/> Legal Guardian <input type="checkbox"/> Other (please specify):		

**Student Email Address –**