



2020 International Gateway Kelowna COVID-19 Safety Plan

October 2020

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Introduction

International Gateway Kelowna (IGK) has developed the following Covid-19 Pandemic Institutional Readiness Plan and Guide in response to the October, 2020 letter. The plan outlines requirements specific to welcoming students coming to British Columbia from outside of Canada at school. The plan builds on the ongoing guidance provided by the federal government, the British Columbia government and local public health (Interior health; IH) authorities.

The plan provides information to international students about the steps that they must take to ensure safe travel to Canada along with the appropriate quarantine measures that will need to be taken once they arrive in the country. In addition, the plan outlines the steps that International Gateway Kelowna (IGK) staff will take to follow-up with students after the quarantine period to offer support in adjusting to life in Canada. The plan also provides the guidance required to equip and inform our international and domestic students, staff, faculty, and administrators on steps that are required to be taken should an outbreak of Covid-19 unfortunately occur on campus.

All arriving students must stay in designated accommodation arranged by IGK. As well, they must only use the designated transportation outlined in this Covid-19 Readiness Plan and Guide.

In addition to the readiness guidelines developed to inform incoming IGK international students, the plan provides a copy of IGK's Covid-19 International Student Safe Arrival and Quarantine Checklist (see Appendix A). Students will need to attest that they have read and understood IGK's Covid-19 Readiness Plan and Guide. As well, students will need review and sign IGK's International Student Quarantine Plan (see Appendix B) which will have to be provided to Canadian customs officials on arrival to Canada.

Overall, our Covid-19 Institutional Readiness Plan and Guide is aimed at putting effective measures in place to limit the potential spread of the Covid-19 virus within IGK that may affect our internal and external communities' that we interact with on a daily basis.

We have used the following online reference material (among other sources) to guide the design of this document:

Guidance for post-secondary institutions during the COVID-19 pandemic

<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/guidance-documents/covid-19-guidance-post-secondary-institutions-during-pandemic.html>

COVID-19 Go-Forward Guidelines for B.C.'s Post-Secondary Sector

https://www2.gov.bc.ca/assets/gov/education/post-secondary-education/institution-resources-administration/aest_postsecgoforwardguidelines.pdf

CDC BC Centre for Disease Control Symptoms of COVID-19

<http://www.bccdc.ca/health-info/diseases-conditions/covid-19/about-covid-19/symptoms>

WorksafeBC Post-secondary Education Protocols for returning to operation

<https://www.worksafebc.com/en/covid-19/industry-specific-information/education-advanced?origin=s&returnurl=https%3A%2F%2Fwww.worksafebc.com%2Fen%2Fsearch%23q%3Dreturning%2520to%2520safe%2520operation%2520education%26sort%3Drelevancy%26f%3Alanguage-facet%3D%5BEnglish%5D>

Part1-Safe Arrival

Pre-Arrival

We realize that coming to Canada to continue your studies is a big step. That is why we are asking our students, and any co-arriving family members to begin their Covid-19 safe arrival and quarantine protocol preparations two weeks prior to departing for Canada. To help facilitate your preparation and arrival to Canada, IGK will be assigning you a designated staff member who will be your primary contact in all matters from your pre-arrival to the commencement of your studies.

IGK will be requesting confirmation from all incoming international students whether any co-arriving immediate family members will be traveling with them to Canada. IGK communications will indicate that any co-arriving immediate family members will be subject to the 14-day quarantine provisions for entry into Canada. As with the international student, any co-arriving immediate family members must confirm with IGK their responsibility and payment of costs related to the 14-day quarantine plan provided by IGK and that they have medical health insurance.

Your designated IGK contact will work with you to make sure that before you travel to Canada that you, and any co-arriving family members, are aware and understand the following:

- Complying with Health Canada's Covid-19 Prevention and Risk guidelines <https://travel.gc.ca/travel-covid> And the Government of Canada's Quarantine Act <https://travel.gc.ca/travel-covid#a1.5> Violation of the Quarantine Act, can include penalties of up to 6months in prison and/or \$750,000 in fines;
- Receiving and understanding updates from Immigration, Refugee and Citizenship Canada regarding changes to travel restrictions for international students coming to Canada;
- Agreeing and signing a copy of IGK's COVID-19 International Student Safe Travel, Arrival and Quarantine Checklist before being issued a letter of acceptance for your language program or private career college program of study;
- Completing the online Pre-departure Health Assessment Questionnaire which can be accessed through the following link <https://www.thrive.health/health-canada-self-assessment-tool> to determine if you have COVID-19;
- Completing, signing, and printing a copy of the Self-Isolation Plan forwarded to you by IGK for you, and any co-arriving family members, for presentation at your port of entry;
- Register for the free download and the [ArriveCAN](https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19/arrivecan.html) App <https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19/arrivecan.html>

As of November 21, 2020, if you are travelling to Canada by land, sea, or air, you must use the ArriveCAN app to submit your:

- Travel and contact information
- Quarantine plan(unless exempted under conditions set out in the mandatory isolation order)
- COVID-19 symptom self-assessments

You **must**:

- submit your information before you board your flight to Canada
- be ready to show your ArriveCAN receipt when seeking entry into Canada a border services officer will verify that you have submitted your information digitally

If you do not submit your information through ArriveCAN, you may:

- face additional delays at the border for public health questioning
- be subject to enforcement action, which can range from verbal warnings to \$1,000 fines

In addition, as of November 21, 2020, all travelers, whether they travel by air, land or sea, must provide information after their entry into Canada.

You must use ArriveCAN or call 1-833-641-0343 to:

Confirm that you have arrived at the address you provided for your quarantine or isolation location within 48 hours of your entry into Canada

Complete daily COVID-19 symptom self-assessments during your quarantine period

You do not have to do this if you are exempted under conditions set out in the mandatory Isolation order.

- If you do not provide information digitally through ArriveCAN or the toll-free line after you have entered Canada :
 - this may affect your non-compliance rating
 - you may receive phone calls or public health follow-up

Your IGK designate staff member will also discuss with students, and any co-arriving family members the following items prior to arriving to Canada:

- Having appropriate medical insurance, (as discussed with your IGK designated staff member) that will be effective as of the date of the students' arrival, which includes coverage for COVID-19 during the quarantine period and 24 hour/7 days a week mental health support.
- Having an adequate (3 weeks) supply of any prescription medications that the student or any co-arriving family member is taking.

International Gateway Kelowna confirms that:

- Students and any co-arriving family members will be made fully aware and have agreed to all costs in advance of departure for Canada relating to their 14 day mandatory quarantine isolation period, as well as any additional costs associated with the need to remain in quarantine as a result of a positive Covid-19 test during the 14day isolation period;
- Any student, who chooses not to proceed with their education as a result of these additional costs will be provided with appropriate refunds of any fees or tuition paid in advance in accordance with any refund policies and refund requirements that apply to IGK; and,
- Appropriate refunds will also be provided to any co-arriving family members should the student decide not to proceed with their studies at IGK as a result of the additional costs related to their 14 day mandatory quarantine isolation period, as well as any additional costs associated with the need to remain in quarantine as a result of a positive Covid-19 test during the 14day isolation period.

Arrangements for Arrival and Quarantine

IGK Marketing Coordinators and Counsellors have prepared detailed pre-orientation information packages in a variety of languages to ensure students fully understand the protocols and the expectations for their quarantine period as well as during their stay in Canada.

Arrival at Vancouver / Kelowna International Airport

When arriving at a Canadian International Airport, Canadian Border Service Authority (CBSA) officials will assess all travelers, no matter their country of origin, upon arrival to Canada. A border services officer will ask you about the purpose of your visit and whether you are feeling ill or unwell, ask additional questions as part of their assessment and will look for signs of illness, regardless of how you respond to screening questions. The officers will refer any traveler they suspect is ill for a further medical assessment by the Public Health Agency of Canada. More information relating to the arrival of international students and any co-arriving family members to Canada can be obtained through the following link–

<https://www.cbsa-asfc.gc.ca/do-rb/menu-eng.html>

As well, you may be asked to show your ArriveCan App with the information you have downloaded to CBSA officials.

Meeting and Greeting Students at the Airport

Once you arrive at Kelowna International Airport follow these steps:

- Text your IGK designated contact to confirm your arrival;
- Text your driver to confirm your arrival;
- Wear a fresh mask and gloves;
- Proceed through immigration and baggage pick up while maintaining physical distancing (2meters);
- Present appropriate documentation to the Canada customs officer;
- Move as quickly as possible through the baggage area and do not enter any stores in the airport;
- Meet your driver at the agreed on pick-up location outside of the airport terminal;
- Load your own luggage into the car and sit as far away from the driver as possible;
- Students, and any co-arriving family members, will be transported immediately to their designated quarantine location using prearranged transportation. Trips from the airport to the quarantine location will be uninterrupted and will not include any planned or unplanned stops.
- On arrival at the quarantine location, follow all instructions for COVID-19 safe check-in at your quarantine site.

Quarantine Accommodations

IGK will be working with you to arrange all quarantine accommodation plans for students either through a designated quarantine hotel or with IGK Homestay.

International Gateway Kelowna will provide you with an all-inclusive 14-day quarantine package at one of our designated hotels that have implemented rigorous COVID-19 operating procedures as per the <http://www.hotelassociation.ca/coronavirus-old/>

International Gateway Kelowna has made sure that each of these hotels are equipped to provide the following services to students and any co-arriving family members:

- Delivery of three meals per day to your room and water;
- A room which includes a private bathroom and is equipped with adequate toiletries, linens, and other supplies for 14 days;
- Adherence of all staff to rigorous hygiene, cleanliness, and physical distancing practices;
- Monitoring services to ensure that you do not leave your room; and,
- Access to local phone and internet services.
- Hotel staff or host families will contact first responders and IGK in case of any emergencies, including but not limited to medical care/emergencies.

Students and any co-arriving family members will also be provided with IGK arrival package that will include an array of items aimed at welcoming students to IGK and Kelowna.

Accommodation Support for Students with Disabilities and Other Health Conditions

IGK is also working with its accommodation providers to facilitate equal access for eligible students with disabilities by coordinating reasonable academic accommodations and support services. In consultation with IGK designate staff member, quarantine plans and services maybe tailored to correspond with the disability related needs of each student.

IGK will take appropriate steps to maintain the integrity and security of the Quarantine Plan based on the program specific requirements and documentation provided by the student. IGK is committed to developing a culture that is sensitive and responsive to the needs of students. Emphasis is placed on a student's ability and independence and to empower them to realize their academic potential and personal responsibilities. Students are encouraged to contact their designated staff member for more information prior to their departure.

Transportation on Arrival and During Quarantine Period

IGK will provide direct and safe transportation from the airport to either the hotel or the homestay families selected by the student and any co-arriving family members.

The arranged transportation will include:

- A dedicated car and driver will be provided to take you directly, with no planned or unplanned stops, to your quarantine accommodations for your 14-day quarantine period at an agreed upon pick-up location outside of the International Airport terminal;
- Sanitization, and mandatory PPE for both the driver, student and any co-arriving family member provided either by your IGK designated staff member or your driver and
- Details about who and where to meet the dedicated driver to ensure safe and direct travel from the airport to the quarantine location.

During your arrival and transportation to the quarantine accommodation site it is important to remember to maintain physical distancing (2 meters), wear your personal protective mask and continue to use hand sanitizer if you cannot wash your hands with soap and water.

Part 2-Measures for Quarantine Period

As per Health Canada's Covid-19 Prevention Guidelines and the Government of Canada's [Quarantine Act](#), you are required to quarantine for 14 days immediately upon arrival in Canada. This means that you must stay on your own in your room, or with your co-arriving family members, for 14 days and avoid contact with others. As previously outlined, during this time your quarantine site will provide you with food and water daily, clean linens every couple of days, a comfortable room, and access to television and Wi-Fi.

Arriving at the Quarantine Location

Once the student and any co-arriving family members arrive at the hotel, they will be directed to go directly to the hotel check-in desk. During the check-in process students will wear a mask and adhere to all personal hygiene and physical distancing guidelines.

Immediately following check-in, students will be escorted to their room. IGK will confirm that the students have arrived and checked-in to their quarantine location and will begin to monitor students and any co-arriving family members for their physical and mental health. During the 14-day quarantine period you must:

- Stay in your own room and away from others. Do not leave your quarantine room unless there is a medical emergency.
- Keep your room well-ventilated and clean. If possible, open your hotel window to let the air circulate.
- Practice good hygiene including:
 - Washing your hands frequently with plain soap and water for at least 20 seconds;
 - Covering your mouth and nose with your elbow when coughing or sneezing, or use a tissue;
 - Avoiding coughing into either your hands or into the air;
 - Wearing your mask and physical social distancing (2 meters) if you must leave your room;
 - Disposing of used tissues right away into a trash bin and immediately wash your hands;
 - Flushing the toilet with the lid down;
 - Packaging up your garbage—so that hotel staff or homestay hosts can empty garbage frequently;
 - Wash your hands immediately; and,
 - Refer to the COVID-19 laundry policy at your quarantine site for having your clothes washed.

Your designated staff member, hotel staff or homestay hosts will be responsible for checking in on you regularly to ensure your health and safety.

During the 14-day quarantine period, students and any co-arriving immediate family members will have daily check-ins with their designated IGK staff member by email, text, or phone/mobile calls. These regular “check-ins” are to ensure that you have the support and necessities of life that are required during your quarantine stay. The designated IGK staff member will also work with the student and any co-arriving family member in the charting of a health and temperature log to monitor the health of the individual during the quarantine period.

Your IGK designated staff member will encourage you, and any co-arriving family members to use the ArriveCan app for self-monitoring and daily symptom reporting.

Classes During the Quarantine Period

It is important to remember to contact your IGK designated staff person if you have any questions during your quarantine period. It is also important to stay connected with IGK regarding your language study program or your private career college diploma program as your classes may start during your quarantine period. Where possible, IGK staff will also discuss virtual social activities where you can participate with and meet other students to learn about Kelowna, British Columbia, and Canada.

Depending on the arrival schedule, students may begin online classes during their quarantine period. If this does occur, the additional monitoring of students will add another layer of monitoring on the condition of students during the quarantine period by teachers and other students. School orientation activities and classes will also help maintain a regular routine for students in quarantine.

For your mental health well-being during the quarantine period, it is strongly suggested that you:

- Stay connected to friends and family via text, email, face time, etc.; and,
- Monitor your physical and mental well-being. If you are not feeling well, use the Government of Canada's COVID-19 self-assessment tool ([Thrive Health COVID-19 Self-Assessment Tool](#)) to help determine if you need further assessment or testing

Your IGK designated staff member will also schedule your initial orientation to your school and program during this period. The designated staff member will provide you with an overview of your class schedule and establish times for you to interact with faculty, staff, and other students.

Covid-19: Monitoring Your Health and BC's Testing Policy

Compliance with Local and Provincial Regulations

From the outset of the pandemic, IGK has complied with all local and provincial regulations aimed at mitigating the spread of COVID-19. The School has moved rapidly to provide alternate course delivery and student services online, closed the campus when directed to do so by local public health authorities, and facilitated a smooth transition for our students and staff to study and work remotely.

We are advising our students, and any co-arriving family members, that during their quarantine period it is essential to monitor their health on daily basis. To help them in assessing their health we are strongly advising them to use the following Government of Canada link:
<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/symptoms.html>

According to the website symptoms of COVID-19 can vary from person to person. They may also vary in different age groups. Some of the more commonly reported symptoms include:

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

It is important to remember that symptoms may take up to 14 days to appear after exposure to COVID-19.

If you develop any of these symptoms or are not feeling well notify your IGK designated staff person immediately. They will then provide guidance to you on the next steps you should take based on the symptoms you report to them.

During the quarantine period, the British Columbia Government has mandated that international and domestic students who are in quarantine as a result of having entered Canada within two weeks prior to the start of their studies must undergo a Covid-19 test at least once at the end of their quarantine period. Any co-arriving family members must also undergo a Covid-19 test in the same time frame.

Whether you have or do not have Covid-19 symptoms you will need to have a Covid-19 test.

If you do not have Covid-19 symptoms you must wait until you have completed your 14-day quarantine period before you can access a test. Students with Covid-19 symptoms should be tested, as soon as possible.

Arranging Covid-19 Testing and Transportation During the Quarantine Period

Testing related to Covid-19 can be arranged in consultation with your IGK designated staff person and can be made by an appointment at the assessment centre;

COVID-19 testing location in Kelowna

2180 Ethel Street, Kelowna BC V1Y 1A1 Community collection centre (at the corner of Ethel St. and Glenwood Ave.)

<https://www.google.com/maps/place/2180+Ethel+St.,+Kelowna,+BC+V1Y+3A1/@49.8747394,-119.4856452,17z/data=!3m1!4b1!4m5!3m4!1s0x537d8b546dc89661:0x59318fcc574394e8!8m2!3d49.874672!4d-119.4833153>

Online booking: <https://interiorhealthcovid.secureform.ca/index.php>

Your IGK a designated staff person will discuss these arrangements with you and provide you with details relating to safe transportation from the hotel to the testing site and back and the details for your Covid-19 test. Transportation relating to Covid-19 testing will also be arranged for you and will be uninterrupted and will not include any planned or unplanned stops. For this trip students and any co-arriving family members will be provided with non-medical masks and any other personal protective equipment that may be needed for the journey to the testing site. Students and any co-arriving family members will be reminded about social distancing guidelines and protocols for limiting any unnecessary contact with individuals during the testing process.

In the event of a positive COVID-19 test during the quarantine period, students and any co-arriving immediate family members, will be required to extend their stay at their current quarantine site as per the Regional PHA recommendations for as long as is required. (Note: Students, and any co-arriving immediate family members, are informed prior to their departure to Canada of their responsibility to cover the costs of the additional 14-day quarantine in the event of a positive COVID19 test.)

Non-Covid-19 Health Issues During and Post Quarantine

IGK students, as well as any co-arriving family members, must have health insurance for their stay in Canada. Contact your IGK designated staff if you need a medical attention that is not related to Covid-19. If it is not emergency, you may have to wait until your quarantine period is over and your end of the period test is negative. Bring sufficient amount of medication you regularly take to reduce trips outside of your quarantine place.

Monitoring Students During Quarantine Period

Staff will conduct daily monitoring of students for visible cold, flu, fever, or existing COVID-19 related symptoms. An IGK designated staff member will check in with the student and any co-arriving family members daily to determine the state of health of the individuals. The staff member will:

- Assist the student and any co-arriving family members with their daily quarantine log and follow up as part of the daily telephone interview.
- The daily telephone interview will allow the IGK staff person to:
 - Inquire about their mental and physical health
 - Check on students' self-monitoring of COVID-19 symptoms
 - Check on compliance with quarantine requirements, with emphasis on individual COVID-19 infection control practice
 - Review daily temperature check log and find out if the student is experiencing any symptoms
 - Arrange and schedule the COVID test in accordance with the process outlined in the quarantine guide
 - Ensure that classes are progressing as planned ;and ,
 - Discuss any other concerns or questions that you may have.
- Ensure that students commence their program of study via live virtual course delivery
- Provide students with optional virtual social, wellness and entertainment activities
- Provide students with an online orientation, including IGK's COVID-19 plan for the school, which includes policies and procedures the students are required to follow when they attend classes at the school in person or though virtual meeting

Completion of Quarantine Period

Completion of the 14-day quarantine isolation period for you and any co-arriving family members will be based on the daily monitoring of your health as communicated to your IGK designated representative and attested to in your daily health log. As well you will need to show proof that you have taken a Covid-19 test and the test showed a negative response to Covid-19.

Should the student, or any co-arriving family member, exhibit Covid-19 symptoms and the resulting Covid-19 test provides a positive result, the student, or any co-arriving family member, will need to extend the period of quarantine isolation until such time as a subsequent Covid-19 test yields a negative result. During the extended quarantine period IGK will ensure that the student, and any co-arriving family members, will continue to receive all necessary quarantine supports detailed in this readiness plan for the initial 14-day quarantine period.

As well, IGK will keep copies of your health log for a period of 30 days to enable contact tracing to occur should you, or any co-arriving family member, develop Covid-19 symptoms during this time frame following your quarantine period.

IGK will provide direct private transportation for the student and any of the co-arriving family members to their new accommodations from the quarantine site. IGK will provide non-medical masks and reminders about physical distancing during this trip. IGK will also take the student and any co-arriving family members directly to the new accommodation site without making any planned or unplanned stops along the route.

Compliance issues arising with any student or any co-arriving family members within the 14-day mandatory quarantine period relating to the quarantine protocols or other disruptive activities will be reported to IGK senior management, who will notify local and provincial authorities. In addition, IGK will notify BC Public Health should a student or any co-arriving family members test positive for Covid-19. In addition, IGK will implement the steps in its Communication Strategy in the Event of an Outbreak outlined in this document.

Part 3-Monitoring of Students and Staff Post Quarantine

Post Quarantine-Study and Integration

IGK is committed to ensuring the safety of our students and the people they meet during their program of study in Canada. This means that IGK will continue to monitor our students post quarantine, during their studies and throughout their integration into the community.

It should be noted that for the foreseeable future, or until such a time as the BC Government and local public health authorities indicate policy changes relating to Regional Reopening <https://www2.gov.bc.ca/gov/content/covid-19/info/restrictions> all counsellor-student meetings will be held virtually as will all staff meetings.

To help facilitate this monitoring, IGK will:

- Regularly remind students of the proper Covid-19 safety and hygiene procedures they should follow both at school and when they are not in school ([Coronavirus Disease 2019\(COVID-19\)-HowtoWashYourHands](#)).
- Offer mental and physical health supports, antiracism, and COVID-19 stigma support.
- IGK will advise students (pre-arrival and regularly during their program of study) that their right to enter and remain in Canada to study is a privilege and with it comes a responsibility to protect both themselves and Canadians.

Following a student's quarantine period and in all related student staff interactions, the following criteria will be followed:

- Faculty, staff, and students will be trained on observable symptoms of Covid-19 as outlined on the following website:

<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/symptoms.html>

- Faculty, students and staff will be required to download and be trained on the use the Covid-19 Alert App–

<https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19/covid-alert.html>

Additional Steps in Promoting Covid-19 Awareness & Prevention

IGK will work with students, and any co-arriving family members, faculty and staff during orientation and through all academic semesters to everyone about the precautions that need to be taken in efforts to reduce the spread of Covid-19.

IGK will work with students and any co-arriving family members to provide Covid-19 resources not only in English and French, but also in additional languages where needed to ensure clear and concise communication. IGK staff can converse in Korean, Japanese, Spanish, Portuguese, Turkish, and Mandarin to students.

IGK will also work with students, faculty, and staff to ensure that they are regularly updated and reminded about the need for adhering to the following rules both while on campus and outside of campus in an effort to mitigate the spread of Covid-19:

Physical distancing

- Occupancy in classrooms and communal spaces will be managed to allow the recommended minimum distance between students and staff (2metres). Classrooms will be arranged in such a way that students do not directly face one another.
- Occupancy limit signage will be displayed at the entrance of each classroom and common space.
- Timetables will be staggered to reduce student contact between classes and during breaks, when necessary.
- Pedagogical models will be adopted, when necessary, that manage higher risk activities such as group and pair work, providing guidance for communication and interaction to facilitate these activities.
- No onsite social activities until further notice.

Sanitization and Cleaning of Facility

- Public spaces and communal areas will be cleaned and disinfected multiple times per day, with emphasis on high touch surfaces such as front desk, door handles, desks, light switches, tables, shared computer equipment.
- Washrooms will be cleaned and disinfected throughout the day, with more frequent cleaning of high-touch surfaces (e.g. doorknobs, light switches, toilet and faucet handles, electronic devices, table tops).
- Communally used objects (e.g. coffeemakers, shared utensils/plates, microwaves) will be off limits until further notice.
- Sanitization stations including hand sanitizer, disinfection spray and paper towel will be at the entrance of every classroom. Students will be required to disinfect their table and chair before and after every use.

Hygiene

- Hand sanitizer will be available in all communal spaces and classrooms.
- Adequate hand-washing facilities , including soap and paper towel, air driers, will be provided. Instructional signage will be displayed in all restrooms and sinks, such as that provided by BC Centre for Disease Control <http://www.bccdc.ca/health-info/diseases-conditions/covid-19/prevention-risks/hand-washing> (APPENDIX B)
- Signage on proper cough/sneeze etiquette shall be displayed in all classrooms and common spaces:
- Orientation shall include training on required hand washing, cough/sneeze technique. Everyone will be advised to wash hands or use hand sanitizer: upon arrival; before eating or drinking ; before preparing food; after touching shared items; after using the wash room; after handling garbage; and before leaving the school. We also advise everyone not to share food, snacks, drinks, cutlery and study materials.

Use of Personal Protective Equipment

- Until otherwise noted, masks and/or face shields will be a requirement for all staff, students and visitors on site. These will be provided by IGK. Students will be orientated on the correct way to wear their face mask or cloth face covering safely to make sure it fits well. Further information regarding the use of masks follow the following link –
<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/prevention-risks/about-non-medical-masks-face-coverings.html>.

Mental Health and Other Resources for Students

- Provide information to students on available resources specific to supporting mental health in a time of a pandemic, such as those provided by the Public Health Agency of Canada other resources available from health authorities
<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/mental-health.html>
https://www.guard.me/keepmesafe_student/
<https://www.mentalhealthcommission.ca/English/covid19>
Provide information on Covid-19 related stigma, and anti-racism supports.<https://www.who.int/docs/default-source/coronaviruse/covid19-stigma-guide.pdf>
<https://www.canada.ca/en/canadian-heritage/campaigns/federal-anti-racism-secretariat/covid-19-diverse-communities.html>

Part 4-Case Management and Outbreak Response

In the unfortunate event of a Covid-19 case or outbreak, IGK actions will be guided by [HealthCanada](#) protocols to enforce the [QuarantineAct](#). IGK will follow these protocols and will report through local, provincial, and federal health authorities and follow their guidance. As a primary protocol, IGK has mandated to students, faculty and staff the downloading and use of the [Covid Alert App <https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19/covid-alert.html>](https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19/covid-alert.html)

Guidance for Faculty, Staff and Students Feeling Unwell While at School

During orientation periods, faculty, staff and students will be provided, trained and advised on the following steps that they should take if they feel ill while on campus:

- A student, faculty or staff member who becomes unwell to perform a self-assessment using a provincial or federal online COVID-19 self-assessment tool (i.e.:<https://bc.thrive.health/covid19/en>) and follow the directions provided.
- A student, faculty or staff member who becomes unwell while at school to proceed directly to an isolation room in the school to perform the self-assessment. IGK has an unused class room for this purpose.
- Based on the self-assessment IGK senior staff will review and act based on the following protocols:
 1. If the self-assessment results indicate that COVID-19 testing is not required, the student, faculty or staff member may return to school as soon as they feel well enough to do so.
 2. If the self-assessment results indicate that COVID-19 testing is required, IGK will make immediate arrangements with the nearest assessment center (Kelowna Community Collection Centre 2180 Ethel St Kelowna)
 3. IGK will then transport the student, faculty, or staff member directly to the assessment center. Following the Covid19 test at the assessment center, the individual will be directly transported to their residence to self-isolate until their test results are available.
 4. If the test is negative, the student, faculty or staff member may return to school once they have felt free of symptoms for 24 hours.
 5. If a student, faculty, or staff member tests positive for Covid-19, IGK will notify Local authorities (the Interior Health Authority officers in Kelowna) and implement the steps outlined in its **Communication Strategy in the Event of an Outbreak** outlined on pages 16-18 of this document.
- Anyone sent home for these reasons shall not be allowed back into the school until a medical practitioner has confirmed they are clear of these symptoms and/or the person in question has been subject to self-isolation or quarantine for a period

recommended by the public health authority (e.g. 14 days) or can show proof that they have tested negative for COVID-19.

Communication Strategy in the Event of an Outbreak

IGK is implementing protocols aimed at the prevention of an outbreak of COVID-19 among our students, faculty, staff, and other stakeholders. However, in the unfortunate event of an outbreak, we have a communication strategy in place to inform our community stakeholders.

It should be noted that IGK has designated the following individual as its primary liaison for the purposes of communication relating to Covid-19 specific related activities with the Ministry of Colleges and Universities, and local health authorities:

Mr. Onur GULER
Executive Director of Operations
618 Bernard Avenue Kelowna BC V1Y 6P3
+1-250-868-4827
+1-416-887-5537
onur@igcanada.com

Faculty, staff, students, and visitors will be asked to sign in at IGK's main reception desk when entering the school. Should there be a case of Covid-19 at the school, IGK can then provide a list of individuals visiting the school to clinical authorities for the purpose of contact tracing.

On entering the school all visitors will be required to:

- Use hand sanitization provided by IGK
- Have their temperature checked and logged
- Go directly to their class room, meeting room or work desk. (There are no common areas being provided for the time being.)

In the case of an outbreak, IGK will immediately implement the following strategies for containment:

- If there are one or more cases reported on campus, IGK will immediately contact the Local authorities (the Interior Health Authority officers in Kelowna)
- IGK will wait for the local PHA to assess and determine if an outbreak notification is warranted;
- If notification of an outbreak is confirmed by the local PHA, the Contact Tracing Team will begin the notification of faculty, staff, affected visitors, all relevant stakeholders with guidance and collaboration from the local PHA student;
- Closure of the campus will be implemented

In addition to the measures stated on page 13, IGK will initiate cleaning of the campus based on BC Centre for Disease Control sheet (Appendix C: Recommended bleach, water ratios, and cleaning times needed for COVID-19 Disinfecting) and guidelines laid out by BC Public Health for the cleaning of classrooms <https://www2.gov.bc.ca/gov/content/education-training/k-12/covid-19-safe-schools>

- IGK facilities will only re-open when permission from the PHA is confirmed.

Should an outbreak occur and after notification to public officials, IGK will:

- Post communications in the school, and on our social media and/or website to internal stakeholders of the outbreak. Subsequent notification of the outbreak will then go out to IGK's external stakeholders through IGK's website and other social media platforms (Facebook and Instagram etc.);
- Post updates messages on IGK's Covid-19 update section;
- IGK will also stress with students, faculty, and staff the importance of informing their own close contacts of their situation and their local public health authority for guidance on next steps.
- IGK's website will also provide links to the nearby Covid-19 testing centres in order of proximity to our campus:

Kelowna Community Collection Centre 2180 Ethel St Kelowna BC V1Y 1A1

In summary, IGK has implemented safety protocols on campus to stop the spread of COVID-19 and make it easier to perform contact tracing to inform our community and the Regional PHA of possible exposure. These protocols include:

- Limited in-person activity on our campus related only for essential activities;
- Additional daily cleaning and sanitizing protocols and procedures including cleaning after the last staff member leaves for the day. Cleaning protocols align with the BC Public Health recommendations
- Ensuring physical distancing (minimum 2m at all times) must be maintained and masks must be worn by all students, staff and visitors while in the building as per the PHA regulations and that no more than a maximum of 50 people can be on campus at any one time;
- Displaying visible signage at all entrances to the building/campus requesting that all visitors and staff check-in at the Reception / Front desk area to leave their name, contact information, and reason for visit;
- Students, visitors and staff will undergo a temperature check and will be asked if they are experiencing any flu-like symptoms, and to sanitize their hands;

- Requesting contact information to be provided for the purpose of contact tracing, should any person who is visiting IGK or an IGK staff member tests positive for COVID-19;
- Installation of additional hand sanitizing stations around campus with signage to encourage visitors to sanitize regularly and wear a mask;
- All course lectures and materials, for the foreseeable future, are being delivered online so students can study remotely. In addition, all IGK support services are offered online via phone, email, LiveChat and video calls; and,
- Information on how to recognize symptoms of COVID-19 are posted at entrances and around the campus, advising anyone to stay home if experiencing any symptoms.

If at home, faculty, staff and students are encouraged to isolate themselves or be tested for COVID-19 if experiencing any symptoms and to arrange for a Covid-19 test at their local assessment centre. In addition, it is essential to contact IGK to advise the school of your condition so that the necessary steps can be initiated in case your test results in a positive Covid-19 result.

All IGK faculty and staff understand the above protocols and have clearly defined responsibilities regarding the prevention of Covid-19. Additionally, staff are provided with and instructed in the proper use of Personal Protective Equipment (PPE).

Part 5-Last Minute Tips for Preparing and Arriving in Canada

Pre-Departure:

#1-Communicate with your school about your arrival and quarantine plan:

- Prior to issuing your Letter of Acceptance from IGK we require you to pay your deposit fee. You will also be contacted by your assigned designated staff member who will discuss your quarantine package with you.
- Make sure to inform both your school and your quarantine site in advance if you have any special needs or disabilities of which they should be aware.
- Be clear about how and where you will be meeting your transportation upon arrival. Obtain the cell phone number of the driver.

#2-Complete arrival plans

- Complete, sign and send a copy of the COVID-19 International Student Safe Travel, Arrival and Quarantine Checklist (See Appendix D) to IGK;
- Complete the mandatory Quarantine Plan provided to you by IGK. Send a signed electronic copy of this document to the school. Print a copy of this Plan to present to border officials upon arrival in Canada.
- Download the [ArriveCAN App](#) on your mobile device (available for iPhone and Android). You should note that as of November 21, 2020, air travellers whose final destination is Canada will be required to submit their information electronically through the [ArriveCAN app](#) before they board their flight. This includes travel and contact information, quarantine plan (unless exempted under conditions set out in The [Mandatory Isolation Order](#)), and COVID-19 symptom self-assessment.
- Travelers must be ready to show their ArriveCAN receipt when seeking entry into Canada; a border services officer will verify that they have submitted their information digitally. Travelers who do not submit the required information digitally before boarding their flight could be subject to enforcement action, which can range from verbal warnings to \$1,000 fine. Exceptions will be made for those unable to submit documents electronically due to personal circumstances, such as disability or inadequate infrastructure.
- Complete the pre-arrival forms on the ArriveCan app.
- You may also wish to download the [Covid-19 Alert Mobile App](#). With the app you will get a phone alert if you have been exposed to COVID-19 and let others know if you test positive, without sharing any personal information.
- Once you have arrived to your quarantine location you will need to confirm that you have arrived at the address you provided for your quarantine or isolation location within 48 hours of your entry into Canada using the ArriveCan App.

#3– Packing for Canada

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; and,
- 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.

Make sure you have the following documents available when you arrive in your carry-on luggage. You will be required to present these to a Canada Border Services Agent when going through Canadian customs and immigration:

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

#4– Pre-Departure Self-Assessment

You (and your co-arriving family members) should not travel to Canada if you are experiencing:

- COVID-19 related symptoms,
- Have tested positive for COVID-19,
- Have been exposed to the virus or are awaiting test results.

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

- Wear a mask and gloves;
- Wash hands frequently;
- Use hand sanitizer when necessary;
- Practice physical distancing (minimum 2 metres from others);
- Sanitize your personal space and high touch areas;
- Minimize trips to the washroom (Flush the toilet with the seat cover down);

- Touch as few surfaces as possible;
- Keep your cell phone charged.

Part 6—Conclusion

International Gateway Kelowna has developed this comprehensive plan to facilitate the travel of international students, and if required co-arriving immediate family members, to Canada. The goal is to ensure that IGK adheres to the federal, provincial, and local public health guidelines developed to address the COVID-19 pandemic.

Our Covid-19 Institutional Readiness Plan and Guide is consistent with the recommendations conveyed to us from both the federal and provincial governments. We have endeavored to synthesize the most relevant information in this submission and will continue to refine our strategies based on updates from public health authorities and government departments and agencies.

While we will ensure that we carry out our duties in a way that prioritize the safety of our students, staff, host families and community in these uncertain times, IGK remains committed to delivering a high quality academic programming, providing fun and enriched learning experiences for our students through expert faculty and staff. It is a quality that students have come to expect from our organization.

ADDITIONAL RESOURCES

Both the host family and student should remain current with the latest COVID-19 prevention information and should always reach out for information, questions, concerns, or uncertainties regarding COVID-19 safety arise. The following resources are recommended:

BC Centre for Disease Control

- Website: <http://covid-19.bccdc.ca/>
- Non-medical information about COVID-19 is available 7:30 am-8 pm, seven days a week at 1-888-COVID-19 (1- 888-268-4319)

Health Canada

- Website: <https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19.html>

Centre for Disease Control: A guide to preventing and addressing social stigma associated with COVID-19

- Website: <https://www.who.int/docs/default-source/coronavirus/covid19-stigma-guide.pdf>

Interior Health (local public health authority)

<https://news.interiorhealth.ca/covid-19/>

APPENDIX A

Dear _____
(Student's name)

Welcome to International Gateway Kelowna!!
We are looking forward to meeting you soon at our Campus!

Like all countries globally, Canada is doing its best to stop the propagation of the COVID-19 virus. Therefore, all international students must follow strict health protocols to enter the country to continue their education.

Enclosed, you will find IGK COVID-19 Safety Plan; please print it, read it, and bring it with you as part of your travel package.

Failure to abide by these guidelines may prohibit you from accessing any IGK campus. Your IGK Student Counselor/Advisor will contact you later today to establish a virtual conference to review with you the Plan Document.

(Name of the counselor/advisor, email, and phone)

Below you will find your host family contact information. Please get in touch with them to discuss the logistics upon your arrival

(Name of the family, address, email, and phone)

After your virtual conference with your counsellor/advisor, please send this document to your counselor/advisor, declaring that:

1. I have read and understood the IGK COVID-19 Safety Plan, and I commit to follow my responsibilities and follow the procedures accordingly.
2. I have had a virtual meeting with my counselor/advisor to review the IGK COVID-19 Safety Plan, and all my doubts and questions have received an answer.
3. I have reached my host family, and we have exchanged relevant information.

Student's name (printed): _____

Student's signature: _____

Date signed: _____

APPENDIX B



Coronavirus COVID-19

BC Centre for Disease Control | BC Ministry of Health



BRITISH
COLUMBIA
Ministry of
Health

Hand Hygiene

SOAP OR ALCOHOL-BASED HAND RUB: Which is best?

Either will clean your hands:
use soap and water if hands
are visibly soiled.



Remove hand and wrist jewellery

HOW TO HAND WASH

- 1 
- 2 
- 3 
- 4 
- 5 
- 6 

Wet hands with warm (not hot or cold) running water

Apply liquid or foam soap

Lather soap covering all surfaces of hands for 20-30 seconds

Rinse thoroughly under running water

Pat hands dry thoroughly with paper towel

Use paper towel to turn off the tap

HOW TO USE HAND RUB

- 1 
- 2 
- 3 

Ensure hands are visibly clean (if soiled, follow hand washing steps)

Apply about a loonie-sized amount to your hands

Rub all surfaces of your hand and wrist until completely dry (15-20 seconds)



 Ministry of Health

BC Centre for Disease Control

If you have fever, a new cough, or are having difficulty breathing, call 8-1-1.

Appendix C: Recommended bleach, water ratios, and cleaning times needed for COVID-19 Disinfecting

<i>Recommended bleach, water ratios, and cleaning times needed for COVID-19 disinfecting</i>	High touch and heavily soiled areas (appropriate for households with illness)	All other surfaces	Food contact surfaces
Example areas and surfaces	Toilets, light switches, door knobs, cell phone, TV remotes, bathroom faucets	Tables, counters, floors, chairs, cribs	Any surface or equipment that contacts food
Bleach concentration in ppm (refers to the % ratio of bleach to water) OR 1 part bleach diluted in ## parts of water	1000ppm 0.1% (1:49)	500ppm 0.05% (1:99)	100ppm 0.01% (1:499)
Time to leave wet, rinsing and drying	Allow 1 minute then rinse with clean water	Allow 5 minutes, no rinse required, let air dry	Allow to air dry, no rinse required
Frequency if everyone in household is well	Once every few days	Once per week	After each use
Frequency if someone in household has COVID-19 or symptoms of illness	Twice per day	Once per day	After each use

Appendix D: COVID-19 SAFETY PLAN CHECKLIST

Date

Host family,

Thank you for accepting hosting our student (student's name) Enclosed you will find the student profile of (student's name) and a copy of the International Gateway Kelowna COVID-19 Safety Plan As we have agreed, the student will isolate for two weeks at your place before attending school. Your responsibilities as a host family are outlined in this document. It also includes the procedures you must follow while the student is isolating. As a necessary condition of our working agreement, IGK requires you to follow all of the Guidelines for Homestay Providers in our COVID-19 Safety Plan. This is for your safety, and the safety of our students.

In case of an emergency, you must phone International Gateway Kelowna Emergency Line: 250-868-4827. If you have any non-medical questions related to COVID-19, you can call the non-medical hotline at 1-888-268-4319.

We appreciate the kindness and hospitality that you are offering to our students. Please feel free to contact us at any time if an emergency arises.

Please confirm that you have received, read, and understood this letter contents and enclosed document at your earliest convenience.

Regards,



International
Gateway
Kelowna

STUDENT'S INFORMATION

Student's name	Host family
Country of Origin	Isolation Starting Date
Counselor	Isolation End Date

HOST FAMILY REPORT

PROCESS	DATE	COMMENTS	REPORTED BY
PRE-ARRIVAL			
ARRIVAL			
REPORT 1st WEEK			
REPORT 2nd WEEK			
FINAL REPORT			



COUNSELOR / ADVISOR REPORT

PROCESS	PHYSICAL AND MENTAL HEALTH	COMMENTS	OTHER REMARKS
PRE-ARRIVAL			
ARRIVAL			
DAY 1			
DAY 2			
DAY 3			
DAY 4			
DAY 5			
DAY 6			
DAY 7			
DAY 8			
DAY 9			
DAY 10			



PROCESS	PHYSICAL AND MENTAL HEALTH	COMMENTS	OTHER REMARKS
DAY 11			
DAY 12			
DAY 13			
DAY 14			

Counselor /Advisor Notes:

EMERGENCY PROCEDURE APPLICATION

PROCESS	SITUATION	REPORTED BY	ACTIONS
NOTIFICATION			
24 HOURS FOLLOW UP			
48 HOURS FOLLOW UP			
ONGOING			

Notes: