



Designated Learning Institution (DLI) # 0254363717757

# COVID-19 READINESS PLAN



# INTRODUCTION

During the unprecedented pandemic of Covid-19, Campbell College's (CC) number one priority is to ensure the health and safety of students, staff and the broader community.

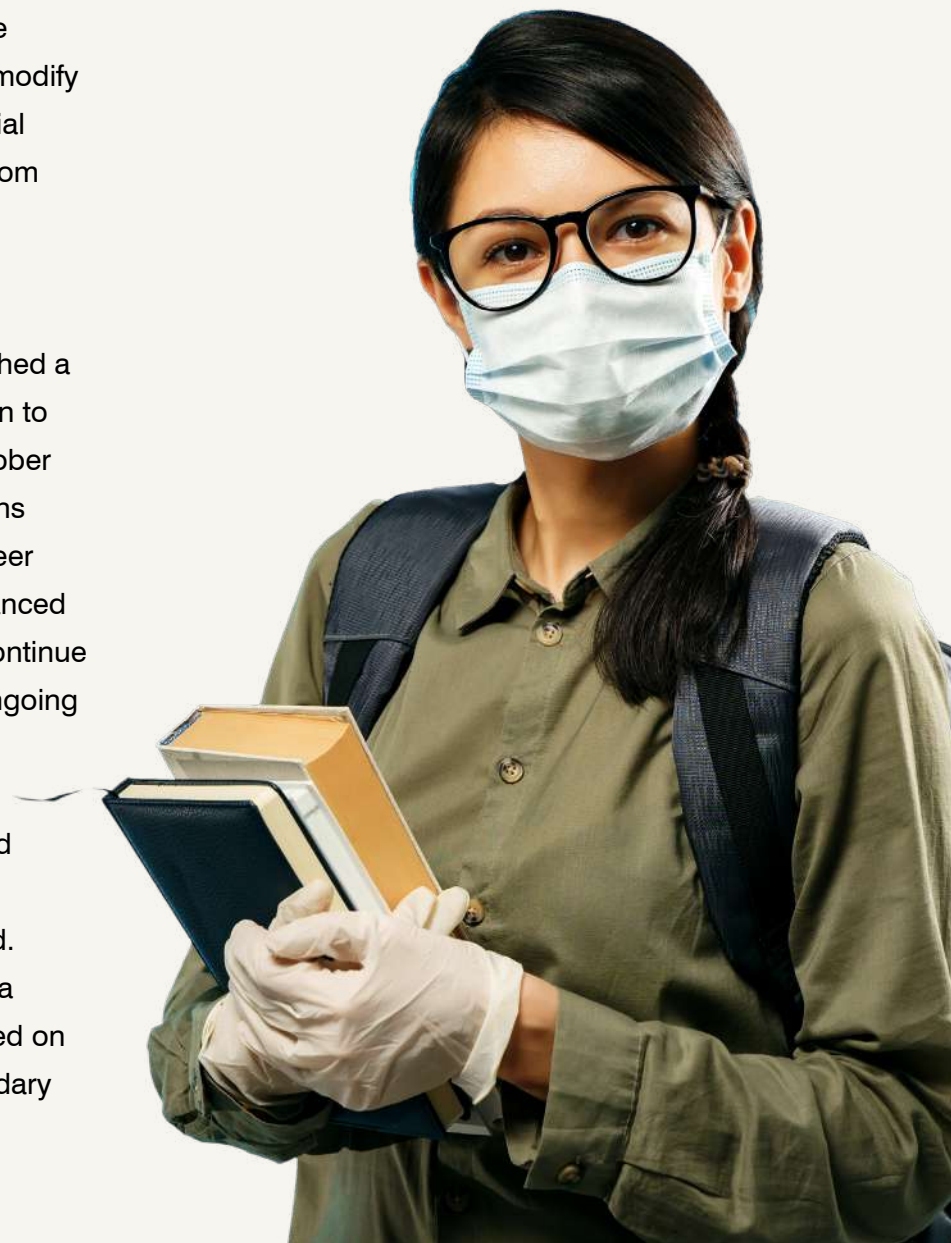
The following document outlines Campbell College's Covid-19 readiness plan for incoming International students. This plan has been developed based on the Government of Canada's Guidance for Post-Secondary Institutions During the COVID-19 Pandemic, as well as requirements, guidelines and advice from the Province of Alberta and Alberta Public Health.

Campbell College understands that this is a rapidly evolving pandemic and we are committed to continuously monitoring the situation. We are prepared to adapt and modify our plan to continue to align with Provincial Public Health Orders, as well as advice from federal and provincial health officials.

The Alberta government has informed Campbell College that they have established a mechanism to approve our readiness plan to welcome international students from October 20, 2020 onwards. Campbell College plans to continue dialogue with the Private Career Colleges (PCC) Division and Alberta Advanced Education in order to ensure our plans continue to meet requirements and to verify our ongoing adherence to federal requirements.

The Alberta government has implemented a new pandemic response tool that uses the colours green, yellow, orange and red. At each level, public health officials have a range of restrictions that could be imposed on different sectors, including at post-secondary institutions.

The province will update the provincial response level and Covid 19 positive cases in response to the spread of the virus and other public health indicators. Information on Alberta's Pandemic Response System is available at <https://www.alberta.ca/coronavirus-info-for-albertans.aspx>. One can also check up to date Covid 19 information at <https://www.albertahealthservices.ca/topics/Page16944.aspx>



# 1. CASE MANAGEMENT & OUTBREAK RESPONSE PLAN

As of March 25, 2020, Campbell College has been informing all its incoming international students to Canada are subject to mandatory quarantine enforceable through an emergency order under the [Quarantine Act: Minimizing the Risk of Exposure to COVID-19 in Canada](#) - Order ([Mandatory Isolation](#)). This means that all [incoming travellers without symptoms](#) are required to quarantine at home (or another designated location) where they will have no contact with vulnerable people for 14 days following their arrival to Canada and:

## While on Campus:

- Wear a non-medical mask or face covering while travelling to the place of quarantine,
- Keep a distance of at least 2 metres from others. Wall posters and floor markings are clearly displayed in all common areas, classrooms and labs to ensure students and staff are well aware of the dangers of Covid-19 if mandatory protocols are not followed.
- How to handwash and wash your hands posters.
- Cover your cough posters.
- Visitor alert posters – Do you have cough?
- Visitor alert posters – Help prevent the spread of symptoms of illness.
- As soon as Campbell College becomes aware of two or more staff or students having become symptomatic and have a known location, Campbell College will notify AHS by calling 811
- Students and staff will be asked to get tested for Covid-19 and isolate if they have symptoms

## **In addition, the institution will also ask/remind students and staff to:**

- Self-monitor for symptoms consistent with COVID-19,
- Isolate within the quarantine location as quickly as possible should symptoms develop, and
  - contact a health care professional or PHA,
  - follow their instructions,
- Arrange to have someone pick up essentials like groceries or medication, or order deliveries,
- Not have visitors,
- Stay in a private place (for example, yard or balcony) for fresh air,
- According to the Order, asymptomatic travellers who develop symptoms while in the 14 day quarantine period must extend quarantine to 14 days following the appearance of symptoms.
- The College also has necessary literature (a pre-arrival document with FAQs for international students) and important Covid-19 related signages (do's and don'ts) in place on campus in addition to information about Health Link 811, [ABTraceTogether mobile contact tracing app](#), Government of Alberta COVID-19 information here and Government of Canada COVID-19 information here.
- More information specific to Alberta is available here: <https://www.alberta.ca/coronavirus-info-for-albertans.aspx>

## **A. PROTOCOLS (addressing any compliance issues within 14 day mandatory quarantine period)**

### **i. NOTIFICATIONS PROTOCOL**

All international students will be made aware of the following information (mandatory):

- If the institution is concerned someone is not following public health orders, the college will:
  - remind the person that not following the orders is against the law and puts people at risk;
  - Submit a complaint to AHS public health inspectors [online](#) or by phone (1-833-415-9179)
  - notify Advanced Education ([AE.CampusAlberta@gov.ab.ca](mailto:AE.CampusAlberta@gov.ab.ca))
- The college's email address [info@campbellcollege.ca](mailto:info@campbellcollege.ca) is published in all literature and the institution's website so that students can contact the college if their information (email address, postal address, phone number) changes.

### **ii. COMMUNICATIONS PROTOCOL**

The institution will bring emergency operations and communication plans into action.

This will include:

- Working with the local PHA to determine whether an outbreak should be declared, how to implement mitigation measures, and how the outbreak will be monitored by the PHA.
- Staying informed about the local COVID-19 situation. Get up-to-date information from the PHA. Regularly provide accessible and actionable information to people who are accessing your campus in accessible ways relevant to the population (e.g., email/text notification, social media, website updates, and signage in classrooms or residences).
- Enhancing education for students/faculty/staff/guests about ways to prevent the spread of COVID-19 including physical distancing and other personal practices, as well as instructions of what to do if symptoms occur and where to access testing.
- Prohibiting non-essential visitors from accessing campus spaces, including student residences, gym facilities, food courts, etc.
- Enhancing active (asking culturally safe questions about health status) and passive (accessible signage, voluntary reporting) screening activities of students/faculty/staff.
- Increasing access to hand hygiene stations/hand sanitizer dispensers and reminders about cough etiquette for all individuals accessing campus.
- Increasing cleaning frequency of highly used spaces, high-touch surfaces and objects (lounges/common areas, dining halls/food service areas, desks, doorknobs, electronics, elevator buttons, and faucets).
- Monitoring or connecting with students/faculty/staff who may be more likely to be exposed to the COVID-19 virus and those at risk of more severe disease or outcomes (e.g., older adults, people of any age with chronic medical conditions, people of any age who are immunocompromised, and people living with obesity), and reach out to them regularly. Ensure that they are informed about the symptoms of COVID-19 and how they may protect themselves through physical distancing and hand hygiene. When possible consider single rooms for those living in residences who are high risk due to chronic medical conditions.

## Other Administrative Controls:

- Increasing availability of online/virtual options for gatherings/social activities to limit in-person attendance while maintaining social connectedness and student life (e.g., virtual meetings, online fitness classes, live streaming the gathering/event, recording a podcast or video).
- Offering more gatherings/events at a reduced capacity rather than hosting a single large/gathering event, while being careful to allow sufficient time between gatherings/events to implement proper mitigation strategies such as environmental cleaning.
- Keeping the duration of the gathering/event to a minimum to limit contact among attendees.
- Establishing or reviewing protocols for environmental cleaning in classrooms, lecture halls and increase frequency of commonly touched surfaces and objects.
- Keeping a safe, secure record/sign-in system of students/faculty/staff/guests who attend an in-person event/gathering, to facilitate public health investigation of cases and contacts in the event of an exposure at the event/gathering.

**THE [international.ed@gov.ab.ca](mailto:international.ed@gov.ab.ca) WILL BE NOTIFIED OF ANY CHANGES OR IF THE INSTITUTION DECIDES TO WITHDRAW FROM THE LIST OF APPROVED INSTITUTIONS**

## 2. PRE-ARRIVAL REQUIREMENTS FOR INTERNATIONAL STUDENTS

Before international students arrive to begin their studies, they will have received an email with Campbell College's pre-arrival information package, which includes a travel checklist. This checklist provides our students with key information for pre-departure, while in transit, upon arrival and during their 14-day mandatory quarantine. STUDENTS MUST DOWNLOAD [ARRIVECAN](#) app and complete the [ARRIVECAN](#) application prior to arrival at the border & complete the information required before they board their flights in their country of origin. This information is also below, and the same will be emailed to all students in a PDF format.

The college will ensure that students are informed before their arrival of the [federal requirements](#) for appropriate quarantine locations.

To summarize, the [federal requirements](#) are as follows:

### 2.1. COVID-19 testing required for people flying into Canada

- Starting January 7, 2021, air travellers 5 years of age or older are required to provide proof of a negative COVID-19 test result to the airline prior to boarding international flights bound for Canada.

## When students enter Canada, students must:

- isolate for 14 days if you have symptoms of COVID-19 or if you know you have COVID-19
- quarantine for 14 days if you do not have symptoms
- comply with mandatory isolation or quarantine requirements – failure to comply will result in fines, penalties or imprisonment

## 2.2. Consequences of not following the requirements

- Quarantine or isolation is mandatory for people coming to Canada.
- Quarantine and isolation plans are evaluated by government representatives at the border to determine whether they're suitable. This includes the risk to public health and the health and safety of those staying at the place of quarantine.
- The Government of Canada has put in place an [Emergency Order](#) on Mandatory Isolation under the [Quarantine Act](#). It applies to all travellers arriving in Canada. Its purpose is to slow the spread of COVID-19 in Canada.

## 2.3. Consequences for failure to comply with the Emergency Order

- Failure to comply with this order is an offence under the Quarantine Act and could lead to imprisonment and/or fines.

## 2.4. With symptoms: Mandatory isolation

- Foreign nationals with symptoms will not be allowed to enter Canada.
- Only Canadian citizens, permanent residents, persons registered under the Indian Act, and protected persons (refugee status) may enter Canada with symptoms. You will not be able to board a flight and enter Canada by air if you have symptoms.
- You must go directly to the place you will isolate and stay there for 14 days. This is mandatory and starts from the date you arrive in Canada.
- During the 14-day period from the time you enter Canada, you are required to answer any relevant questions asked by a Government of Canada employee.

## 2.5. Isolation plan

- Students must demonstrate that they have an adequate plan for isolation to avoid infecting others. They are expected to make plans, within their own means, before travelling to Canada.
- As of November 21, 2020, it is mandatory to electronically submit a student's isolation plan.

Please see Covid-19 Readiness Plan from pages 6-15. The pre-arrival requirements for international students covers an exhaustive list of items: information and resources for students travelling from outside Alberta, Government of Canada and Government of Alberta Covid-19 related information, resources for self-isolation in Edmonton where the College is located, Communication, Groceries, Transportation, Quarantine plans, places to quarantine.

## **B. Information and Resources for Students Travelling from Outside Alberta to start classes post October 20, 2020.**

### **2.B.i. Are you now outside of Canada?**

If yes, click herefor Immigration, Refugees and Citizenship Canada (IRCC) information about travelling to Canada. All people who enter Canada from another country are required to “quarantine” (or “self-isolate”) in one place for a minimum of 14 days, immediately after arriving in Canada. Click herefor more information. Before you board any plane outside of Canada, and when you arrive at a Canadian airport, you must show a plan for this quarantine. Also read and plan for the Alberta requirements for self-isolation if you stop (leave the airport secure area) in another Canadian province before completing your travel to Alberta. See below.

This means you must arrive in Canada at least 15 days before your first day of on-campus classes or orientation; if you stay in another Canadian province before Alberta, you could need to arrive about one month before.

### **2.B.ii. Are you now in Canada, but not in Alberta?**

All people arriving in Alberta from Ontario (any area east of Terrace Bay, Ontario), Quebec, New Brunswick, Nova Scotia, Prince Edward Island or Newfoundland must “self-isolate” (similar to “quarantine”) in one place for a minimum of 14 days, immediately after stopping in a city or town in Alberta. Click [here](#) for information about this requirement.

This means you must arrive in Alberta at least 15 days before your first day of on-campus classes or orientation.

### **2.B.iii. Are you now in Alberta?**

Great! responsible travel within Alberta is permitted:

- follow physical distancing and gathering restrictions
- take all necessary precautions to protect your health and the health of others
- download and use the mobile contact tracing app while out in public

**If you travel in Alberta:**

- physical distancing and gathering restrictions still apply
- take all necessary precautions to protect your health and the health of others
- download and use the ABTraceTogether mobile contact tracing app while out in public

**All students:**

- Please contact [info@campbellcollege.ca](mailto:info@campbellcollege.ca) if your contact information (email address, postal address, phone number) changes. Please continue to check these websites for the most up to date information:
- Government of Alberta COVID-19 information [here](#).
- Government of Canada COVID-19 information [here](#).

If you are concerned someone is not following public health orders, you can:

- remind the person that not following public health orders is against the law and puts people at risk
- submit a complaint to Alberta Health Services public health inspectors online or leave a message at 1-833-415-9179

## 2.B.iv.Resources for Self-Isolation in Edmonton, Alberta:

A complete list of Hotels international students can contact and book accommodation before arriving in Edmonton can be found in the following link:

<https://www.expedia.ca/All-Edmonton-Hotels.d180002.Travel-Guide-City-All-Hotels>

### Restaurants (Use Contactless Delivery only)

Skip The Dishes Delivery service

Health Resources:

<https://www.albertahealthservices.ca/assets/healthinfo/link/index.html>

Health Link Health Advice Alberta - is a 24x7 telephone health information line. Health Link is your trusted source of health information. If you have a health related question, please dial 811 for real time answers and support.

Your Health Link also provides important information about the people and services available when you call 811.

If you are feeling ill with fever, coughing, or shortness of breath, please call [Health Link](#) or complete the [online screening tool for COVID-19](#).

If your health or a requirement to self-isolate for a longer period may cause you to miss on-campus classes, please contact the School office for your program. Contact 1- 708-448-1850; use your name and student number and your program name and leave a phone number where we can contact you.

We strongly advise students to buy early arrival insurance through [guard.me](#) before leaving home to cover the days between arrival and the beginning of your college program. You can buy for spouse/ children also. Soon after your college program begins, you will receive (and pay for) health insurance coverage through [guard.me](#).

**If you do not have health insurance**, COVID-19 testing would be available. But other costs could be (estimates):

Doctor Visit: \$50

Emergency Room visit: \$1077

Ambulance \$400

Hospital stay: \$3459/per day



## Communication

<b>Cellular Phone</b>	During this time, it is important you can stay connected for your studies.	<b>Company</b>	<b>Price</b>
	If you do not have an international/Alberta phone plan upon your arrival, you will not be able to visit a cell phone provider to get an Alberta phone during your self-isolation.  Please make a plan before you arrive in Canada/Alberta.  If you buy a SIM card for your current phone, check if your device is compatible.	Bell	Rate plans start at \$ 75 per month plus phone
		Fido	Rate plans start at \$ 45 per month plus phone
		Rogers	Rate plans start at \$ 25 per month plus phone
		Telus	Rate plans start at \$ 65 per month plus phone
		Virgin Mobile	Rate plans start at \$ 45 per month plus phone
<b>Internet Service</b>	If your housing in Canada does not already have internet, you can work with an internet provider for 'self installation'.	BellMTS	Rate plans start at \$ 18.34 per month
		Rogers	Rate plans start at \$ 65 per month

\* Campbell College has made every attempt to provide accurate information here, as October 05, 2020. Any information or weblinks could change without Campbell College's knowledge. We encourage students to check all information important to them before making final decisions.

### Grocery Stores in Edmonton that can delivery groceries home for an extra delivery fee :

1. [Instacart](#)
2. [Walmart](#)
3. [Save on Foods](#)
4. [Spud](#)
5. [Superstore](#)

## **2.B.v. PRE-DEPARTURE FROM HOME COUNTRY INFORMATION**

To travel to Canada, international students must have a valid study permit or were approved for a study permit on or before March 18, 2020 and prove to the airline and border authorities that travel to Canada is essential.

Starting in late June, accepted international students were sent information about the Canadian and Alberta legal requirements for 14 days of quarantine.

Students are asked to arrive a minimum of 15 days prior to the “Student Start” date for their chosen program, this allows for the student to comply with the [Federal Quarantine act](#) and complete their mandatory 14-day quarantine period. During this time, all students have been asked to closely self-monitor for symptoms. As per the Federal government requirements, all incoming travelers must have a detailed quarantine plan which includes information such as, where they will stay for the entire duration of their quarantine, how they will get to their final destination, how they will obtain necessities, such as groceries, and if needed, how to access essential services or medical care.

Arriving International Students have been and will be asked to download the ArriveCAN app on their device and check in within 48 hours of their arrival.

Students are required to have health insurance that is valid from their first day in Canada. It is recommended that all students carry hand sanitizer and a number of face masks.

## **2.B.vi. TRANSPORTATION**

*The college has communicated and will keep communicating that the expectation is for all drivers (taxis, limos, rideshares, etc.) to wear masks.*

*The college will be communicating to students that they are expected to wear a mask for the duration of transit and that students are prohibited from using public transit.*

*For transportation in a private vehicle, the driver may consider quarantining with the student, but that the minimum requirement is for the driver to wear a mask and to sanitize all surfaces in the vehicle that may come in contact with the student both before and after the trip.*

All arriving students have been provided with information on how to safely travel from the airport to their mandatory quarantine location. It is the responsibility of the student to choose and cover the cost of their transportation. Students are required to make the decision regarding their transportation method prior to arrival and include it in their quarantine plan, which will be reviewed by the CBSA Agent at the point of entry.

Campbell College has advised students that they should travel in a private vehicle if possible. Although it is not recommended for students to use a taxi's or hotel shuttles, if it is the only option available to them, they may use vehicles for hire as long as they are not displaying any symptoms. If a student is symptomatic upon arrival and does not have access to private transport, they are directed to call Health Link Health Advice Alberta or 811.

**To get from the airport to where you are self-isolating, you are advised to:**

- Avoid using public transit (i.e., the bus). Use a private vehicle and remain in your vehicle. Do not make unnecessary stops. If you need gas, pay at the pump. If you need food, go through a drive-thru, ensuring you maintain a two-metre distance and avoid paying with cash. Do not stop for supplies or groceries. Ask friends to drop-off groceries and supplies or use a delivery or pick-up service when you get home.
- Use of taxis or hotel shuttles by returning travelers who are not experiencing symptoms (e.g., cough, fever, sore throat, runny nose) of a respiratory illness is NOT recommended. However, if you do not have access to a private vehicle, this could be considered provided you follow all requirements as outlined under the advice for vehicles for hire (e.g., taxi drivers) and their passengers, specifically the requirement related to transporting one fare at a time (e.g. people from the same household).
- If you have symptoms of a respiratory illness (e.g., cough, fever, sore throat, runny nose) and do not have access to a private vehicle, call Health Links on 811 to assist with developing a plan to get to your place of isolation.
- Some airports offer services that allow a family member/friend to drop your vehicle/keys off at the airport for you to pick-up; contact the airport for more information.

**Advice for vehicle for hire (e.g. taxi drivers, Handi-Transit) and their passengers:**

Screen all passengers for symptoms of COVID-19 or exposures prior to entering the vehicle. Passengers experiencing symptoms of a respiratory illness (e.g., cough, fever, sore throat, runny nose) that do not have access to a private vehicle, are advised to call Health Links on 811 to assist with developing a plan to get to a health facility.

**Drivers should do the following:**

Ensure you self-monitor yourself for symptoms before starting your shift

Consult Transport Canada's guidelines when considering a physical barrier between the driver and passengers. As an alternative to installing a physical barrier, leave the passenger seat and the seat immediately behind the driver unoccupied.

Transport one fare at a time (e.g. people from the same household).

Clean your hands before you pick-up each fare with an alcohol-based hand sanitizer.

Open the vehicle windows (weather permitting) and use the vents of the vehicle to bring in fresh air from outside (avoid using the recirculated air option of the vehicle).

Encourage passengers to use an alcohol-based hand sanitizer before entering the vehicle and ask passengers to avoid touching the interior of the vehicle as much as possible.

### **Limit contact with passengers by:**

Requiring passengers to load and unload their personal belongings (e.g., suitcases, briefcases) by themselves; if this is not feasible and passengers require assistance, use an alcohol-based hand sanitizer before/after (un)loading passengers' personal belongings. and

Requiring passengers to sit in the back seats only (if transporting one passenger, have them sit in the back, passenger side of the vehicle). The front passenger seat should be vacant at all times. This may mean limiting the number of passengers you transport at one time and may require additional trips.

Passengers with special needs who require a companion may sit next to their companion (treated as if they were from the same household). As applicable, passengers from different households should also maintain physical distancing (two meters) when lining up to get in the vehicle, and when exiting the vehicle.

Should a passenger require assistance getting in/out of the vehicle and/or with their seatbelts, limit the interaction to be as brief as possible, and use an alcohol-based hand sanitizer before/after assisting the passenger. Direct passengers to place all of their personal belongings in the trunk rather than in the back seat.

### **Encourage cashless transactions.**

Clean and disinfect your vehicle after you drop off each fare with an alcohol (70 per cent) wipe, paying close attention to surfaces that are touched frequently (e.g., door handles, window controls, payment device). Where possible, use vehicles with interior surfaces that can be cleaned and disinfected easily (e.g. vinyl seats instead of fabric).

Clean your hands after you drop off each fare with an alcohol-based hand sanitizer. You should also clean your hands before and after you eat as well as after you cough or sneeze.

Provide a closed bin, lined with a plastic bag (i.e., plastic-lined garbage container) to enable the hygienic disposal of waste (e.g., used tissues).

Everyone in the vehicle should avoid touching their face, practice good cough etiquette, avoid touching high-touch areas and clean their hands before and after getting in the vehicle.

## 2.B.vii. QUARANTINE PLANS

As stated above, the federal government requires all incoming travelers to have a prepared quarantine plan, this applies to all arriving international students. Although students must prepare their individual plan on their own, Campbell College has provided our students with a list of resources (with links) for planning quarantine (e.g., accommodation, transportation, food provision, health resources, remote banking, internet and cellular remote set-up) and links to government and college websites, ensuring they are able to meet federal government requirements.

If a student experiences any symptoms of COVID-19 during the quarantine period, they must follow the directives of the Province of Alberta.

- Alberta Health Services (AHS) has developed [simple online](#) screening to help people decide whether they need to be tested for COVID-19. Available at [ahs.ca/covid](#), this tool asks questions about symptoms and takes users through steps to help determine whether they should call Health Link at 811 for testing.
- If you have symptoms such as fever, cough and difficulty breathing and have travelled outside Canada or have been exposed to someone who has COVID-19, stay home and call [Health Link at 811](#). If you are not seriously ill, do not go to a physician's office, a healthcare facility or a lab without consulting with Health Link first. Call 911 if you are seriously ill and need immediate medical attention and inform them you may have COVID-19.

If you aren't sure, visit the online tool at [ahs.ca/covid](#) or go to [alberta.ca/covid19](#) for more information.

## 2.B.viii. PLACES TO QUARANTINE

1. Campbell College has a suggestive list of places and hotels and places that are suitable for quarantine.

Must be a place where you (and any accompanying family members):

- Can stay for at least 14 days
- Can obtain food and water (see point 3. below), and
- will have no contact with vulnerable people, including:
  - People 65 years or older, or
- People with underlying medical conditions

Some options in Edmonton may include:

- Your own accommodation that you're renting or own
- If you do not have this arranged already, you will have to wait until after your 14-day quarantine to move or plan a viewing.

A family or friend's home:

- You must have your own room and separate spaces for your belongings
- You should have your own private amenities (kitchens, bathrooms, outside areas).
  - If this isn't possible, strict separation must be maintained so that the amenities are never shared
  - All shared amenities' surfaces must be cleaned and disinfected before and after using the amenity
- Avoid physical contact with anyone you did not travel with.
- Wear a non-medical mask in shared spaces
- You cannot share any household items such as cups, dinnerware, remote controls, etc.
- You cannot be in a household with someone:
  - Over 65 years of age; and/or
  - With underlying conditions

A hotel:

- Some hotels in Edmonton can support a person who needs to quarantine (self-isolate).

Please book ahead and ask if they can support this.

- *Some options near the airport may include:*
  - Fairfield by Marriot Edmonton International Airport
  - Renaissance Edmonton Airport Hotel
  - Royal Hotel Edmonton Airport
- *Some options near NAIT may include:*
  - Best Western Plus City Centre Inn
  - Edmonton Inn and Conference Centre
  - Chateau Nova Kingsway
- *Some approved hotels in Edmonton to support a Quarantine include:*
  - Holiday Inn Express & Suites Edmonton International Airport
  - Hyatt Place Edmonton West
  - Tru by Hilton Edmonton Windermere

## **2.B.IX How to obtain food and other necessities**

During the 14-days in mandatory quarantine, you are not permitted to:

- Go to the grocery store
- Go to any restaurants
- Pick up anything from a pharmacy
- Go to a public laundry service

## Medication and Pharmacies:

If you require medication or other pharmaceutical needs, there are options around Edmonton that can deliver these. Those options include:

- [RxStat](#)
- [RexallDirect](#)
- [TECEdmonton](#)

## Laundry Services:

If your place of residence does not have laundry machines, you can use some of the following options for laundry delivery services:

- [PersonalLaundry](#)
- [PressGallery – Wash andFold](#)
- [Page theCleaner](#)

# 3.MANDATORY 14-DAY QUARANTINE PERIOD

All students entering Canada will quarantine for 14 days upon arrival as per the federal government's Quarantine Act. Students have been advised to self-monitor for symptoms, check in on their ArriveCAN app and to stay connected with our student supports. Campbell College may contact local authorities or the RCMP to notify them of non-compliance. Students will be informed of potential penalties, if they violate or fail to comply with the Quarantine Act. Maximum penalties, according to the government of Canada website include a fine of up to \$750,000 and/or imprisonment for six months, and/or being found inadmissible, removed from Canada and banned from entering for 1 year. Further, a person who causes a risk of imminent death or serious bodily harm to another person while willfully or recklessly contravening this Act or the regulations could be liable for a fine of up to \$1,000,000 or imprisonment of up to three years, or to both.

## 3.1.i. SELF-MONITORING

Campbell College continues to refer all members of the college community to official, up-to-date public health information regarding expectations for self-monitoring online on the provincial government's website. [https://Alberta.ca/asset\\_library/en/coronavirus/factsheet-isolation-selfmonitoring-returningtravellers-contacts.pdf](https://Alberta.ca/asset_library/en/coronavirus/factsheet-isolation-selfmonitoring-returningtravellers-contacts.pdf)

Should a student develop symptoms, they have been directed to contact Health Links on 811 and proceed as directed by public health.

## 3.2.POSITIVE CASE DURING QUARANTINE

If a student experiences any symptoms of COVID-19 during the quarantine period, they must follow the directives of the Province of Alberta.

- The Screening Tool is available in the Interactive Voice Response (IVR) format. Call 780-415-8717 or find it online.
- The Province of Alberta offers a service called Health Links, which is a multilingual phone-based health advice service. Health Link can give you advice on what health-care path should be followed in your specific situation. They can be contacted at 811.

If a student, or co-arriving family member tests positive, they will be contacted by public health and directed to self-isolate, unless they require medical care and/or hospitalization. Individuals who test positive may need to isolate.

A student that is quarantining alone and who tests positive for COVID-19 during the 14-day quarantine period will need to self-isolate, unless they require medical attention and/or hospitalization. Please refer to [Guard.me](#) for eligible expenses. Any student or co-arriving immediate family member that tests positive can expect to be contacted by Alberta public health officials and will be required to follow all further measures as set out by the public health official, which may include self-isolating beyond the initial 14-day quarantine period.

If a student tests positive for COVID-19 while quarantining with an immediate family member(s), the student will be separated from the family member(s) and will need to self-isolate. The family member(s) will need to move to another guestroom and will be monitored for symptoms of COVID-19 during wellness check-ins by a CC. Family member(s) who had been quarantining with a student that tests positive for COVID-19 should expect to be contacted by Alberta public health officials and will be considered a close contact to this case, and may need to continue to quarantine beyond the 14-day quarantine period.

If a co-arriving immediate family member tests positive for COVID-19 while quarantining with a student, the family member (s) will be separated from the student and need to self-isolate, likely beyond the family member(s) initial 14-day quarantine period. The student will need to move into another guestroom, and will be monitored for symptoms of COVID-19 during wellness check-ins by a CC representative. The student should expect to be contacted by Alberta public health officials and will be considered a close contact to the case, and may need to continue to quarantine beyond the initial 14 day quarantine period.

The unexpected guestroom and meal costs due to the student or family member(s) testing positive for COVID-19 will be the student's responsibility.

Alberta public health will contact all cases and contacts daily and perform active daily monitoring on cases and contacts for the duration self isolation and will advise each when that requirement ends.



All international students who attend Campbell College will be covered by guard me insurance. Students will be covered for a 12-month period, starting on the first day of the program start month. Coverage is valid for the full 12 months, even if the student leaves the college or graduates before that date. Students who arrive in Canada early are strongly advised to purchase early arrival insurance and students who graduate after 12 months are strongly advised to extend the insurance.

### **From the guard.me website:**

[Guard.me](#) will cover all new and emergent conditions and medically necessary treatment, including COVID-19.

Coverage for COVID-19 does not include costs associated with self-isolation, a mandated quarantine, or asymptomatic testing. Private accommodation and day-to-day expenses (food and non-emergency transportation) are not eligible for reimbursement. Only new and emergent conditions and medically necessary treatments are eligible. This includes private-duty care by a qualified nurse if it is medically necessary and prescribed by a licensed medical professional.

Campbell College students can also access the Maple MobileDoctor service to decrease the necessity to use in- person health services. From guard.me's Alberta Account Manager:

Seeing a doctor on Maple is safe and reliable, and can help prevent the need to go to a walk-in clinic, doctor's office or Emergency Room. Students have access to doctors, Canada wide, on their phone or laptop anytime, anywhere. The average wait time to see a doctor is 3 minutes and average length of visit is 18 minutes. Maple doctors are safely and accurately able to diagnose and address the majority of common illnesses / medical issues including writing a virtual prescription.

More information on guard.me coverage related to Covid-19 can be found at <https://www.guard.me>

## **3.3.STUDENT SUPPORTS**

Campbell College staff will check in daily with students who are in their mandatory quarantine period, to provide a friendly touch point, see how they are doing physically and mentally and if there are needs these students have that can be serviced by the college or other providers in the community. Students are reminded to regularly self-monitor for symptoms using the following link to a screening tool - <https://myhealth.alberta.ca/journey/covid-19/Pages/COVID-Self-Assessment.aspx> the online screening tool

All international students who attend CC must be registered with Guard.Me insurance. Guard.Me has created a mental health resource for students called The Quarantine Student Connection. This is a professionally monitored, weekly student support group available through videoconferencing for students in quarantine. This service is available in English for inbound international students. Broken down by province, students can register for a group session held weekly (morning or afternoon)

during the duration of their quarantine. Monitored by a mental health professional, students lead the 30-minute session, sharing experiences, coping strategies, and educating each other on ways to improve their overall health and wellness. Through these weekly support groups, the students will gain the mental health benefits from virtual “check-ups” and staying socially connected.

The schedule for The Quarantine Student Connection and information on how students may access this service, is available on Guard.Me’s website at

[https://www.guard.me/wellness\\_and\\_learning\\_initiatives.php](https://www.guard.me/wellness_and_learning_initiatives.php)

## **3.4. MAINTAINING MENTAL HEALTH DURING STRESSFUL TIMES**

### ***Develop a support network.***

Form an online chat group with close friends; stay in contact with your family and reach out to your school advisors and instructors by email. The more people you know at your educational institution, the more connected you’ll feel!

### **Connect with Campbell College (CC) on social media**

- [Facebook](#)
- Instagram

### **Connect with CC staff (email [info@campbellcollege.ca](mailto:info@campbellcollege.ca) )**

### ***Be active.***

Exercise is important for your mental outlook and helps ward off depression. Take a break from your self-isolation boredom and get moving on a regular basis. There are many online home workouts that are useful when quarantining!

### ***Eat well.***

Choose a wide variety of healthy, nutritious foods. Eat regularly to keep up your energy and portions that help you feel and perform your best. If you cannot go outside to get your food or living necessities, use one of the delivery services during quarantine.

### ***Get enough sleep.***

Sleep is vital to your mental well-being. Go to bed at a reasonable hour and wake up at roughly the same time every day. Jet lag may be a challenge for you as part of your adjustment to your move to Canada, so it might be useful to download meditation or sleep apps that help you develop a regular sleep schedule.

### ***Seek professional help.***

You’re not alone and there are many people who can help. Talk to a professional about how you are feeling; talk to your school’s student services team. Don’t just rely on the advice of friends. Sometimes you need more and we’re here to support you.

### **Take a break from watching or reading the news.**

Get your news from reliable sources and try not to watch the same stressful stories over and over in the same day. Try not end your day by watching the news before bed.

## **3.5.ADHERENCE TO PUBLIC HEALTH ORDERS**

The Government of Canada has enacted the Quarantine Act, which identifies the requirements for travelers arriving from outside of Canada. The Province of Alberta's Public Health Act outlines expectations for travelers to Alberta. If Campbell College is made aware that an international student, or other campus community member who may have travelled internationally, is not adhering to the Federal Quarantine Act, Campbell College may contact the RCMP and/or local and provincial police, and note that these authorities can ticket travelers who break quarantine under the Contraventions Act, or **charges can be laid against a traveler for breaking quarantine under the Quarantine Act, which can result in penalties of up to \$750,000 or up to 6 months in jail, or both.**

## **3.6 PUBLIC COMMUNICATION PROTOCOLS**

When a case of COVID-19 is confirmed the communication notifying the community will be done following the lead of local and provincial public health officials.

Local public health authorities will identify the close contacts of a positive case and contact those individuals who may have been exposed. Public health officials may

- request records from CAMPBELL COLLEGE that identify cohorts/groups of staff, children/ students, volunteers, and visitors in the school for a specified timeframe
- contact children, staff and families if they have been in close contact with a confirmed case, and confirm whether they need to self-isolate (quarantine) and self-monitor for symptoms, and when they can return to Campbell College
- recommend testing, following established guidelines, to staff, children, students, volunteers and visitors that may have been exposed to a positive case
- assess the need for the college to be closed for a period of time

Local public health officials will interview the person who tested positive for COVID-19 and/ or their family members to identify individuals who are close contacts of the case.

Public health officials will contact staff and families if they are identified as close contacts to the individual who tested positive.

Close contacts will be notified that they need to self-isolate (quarantine) at home for 14 days after their last contact with the person who tested positive. Public health officials may recommend that close contacts be tested to identify additional positive cases. Close contacts who test negative will still need to complete the full original 14-day self-isolation (quarantine) period. The notice to staff and families must maintain confidentiality.

## 3.7. ADDRESSING STIGMA

All Campbell College students learn about the college's harassment and respect policies. These policies include information relative to the COVID 19 pandemic.

Excerpts from the policy follow;

### *Discrimination & Harassment Prevention Policy*

Campbell College is committed to fostering a study and work environment that is free of discrimination and harassment and one in which all individuals are treated with respect and dignity. Every member of the Campbell College Community has a right to equal treatment with respect to employment and with respect to the receipt of education services and related services and facilities without discrimination or harassment on the basis of the following grounds:

- Race
- Ancestry
- Place of origin
- Colour
- Ethnic origin
- Citizenship
- Creed
- Sex
- Sexual orientation
- Gender identity and Gender expression
- Age
- Marital status
- Family status
- Disability

Throughout this Policy the above listed grounds will be referred to as the "prohibited grounds".

A right to freedom from discrimination and harassment is also infringed where someone is treated unequally because she/he is in a relationship, association or dealing with a person or persons identified by a prohibited ground of discrimination.

Discriminatory and harassing behaviors are offensive, degrading and illegal. Every member of the Campbell College Community is responsible for creating an environment which is free of discrimination and harassment. Individuals acting on their own and/or on behalf of the College and the College itself can be held responsible under this Policy and in law for discriminatory and harassing acts. Those found to have engaged in such conduct on the basis of a prohibited ground will be subject to discipline. Those found to have been harassed or discriminated against on the basis of a prohibited ground will be entitled to a remedy.

## Guiding Principles

Discrimination and harassment are in most cases an abuse of power.

Campbell College recognizes that the purpose of human rights laws and policies is to assist members of groups that have been historically disadvantaged and disempowered in our society. All parties involved in a complaint must be treated fairly.

Campbell College's Discrimination and Harassment Prevention Policy and Procedures are based on principles of fairness and due process for complainants and respondents. Campbell College is committed to providing a complaints process that is fair, unbiased and facilitative for all parties.

Freedom of expression is the cornerstone of education at Campbell College, but like other Charter rights, it is not an absolute right.

The Canadian Charter of Rights and Freedoms guarantees "freedom of thought, belief, opinion and expression, including freedom of the press and other media of communication." The rights and freedoms guaranteed in the Charter are "... subject only to reasonable limits prescribed by law as can be demonstrably justified in a free and democratic society." Human rights, for example, may place limits on these freedoms.

Campbell College recognizes that discrimination and harassment are both human rights and health and safety matters which can have an impact on the physical and emotional well-being of an individual and the overall health of the College.

The COVID-19 pandemic can cause stress on people and communities. It can lead to individuals experiencing social stigma, exclusion, marginalization, mental health issues and discrimination. Lack of understanding about COVID-19 has sparked feelings of fear or anger towards others and unfair treatment against a number of groups, including:

- people who have COVID-19
- people who have symptoms of COVID-19
- health care, front-line and essential workers
- people from countries where the virus originated from
- people who have recently travelled or returned to Canada from another country
- people from communities, cultures, or industries where COVID-19 outbreaks have occurred
- people who may not follow recommended public health measures

Stigma and discrimination are known barriers that prevent people from getting tested or accessing the care, treatment and support they need. People who have experienced stigma and discrimination throughout their life (e.g., racialized groups, people with mental illness or disability, members of LGBTQ2IA+ communities) may not have access to protective resources during a pandemic, like a safe home to isolate or quarantine when ill, which may introduce additional challenges.

Stigma and discrimination can be dangerous and harmful to individuals and communities by:

- exposing people to high levels of guilt and stress
- disempowering people who cannot control their living, working, or social circumstances
- creating divisions within communities
- causing people to delay or avoid health services and contacting health authorities
- making it harder to monitor, stop or slow outbreaks
- discouraging people from being tested or quarantined
- making it harder to trace and notify people who may have come into contact with COVID-19 (contact tracing)

We can all do our part to reduce stigma around COVID-19. Even people without symptoms can test positive for COVID-19. This includes people who have not yet developed symptoms (pre-symptomatic) and may never develop symptoms (asymptomatic). That is why it is important to:

- show support, kindness and empathy to those who have, or are tested for, COVID-19
- take care of your mental and physical health
- protect yourself and those around you

Mental health and family violence support services are available to you, such as the [Wellness Together Canada: Mental Health and Substance Use Support portal](#) and the [Stop Family Violence webpages](#). and...

**WHO:** <https://www.who.int/docs/default-source/coronaviruse/covid19-stigma-guide.pdf>

**Public Health Agency of Canada:**

<https://www.canada.ca/en/public-health/services/publications/diseases-conditions/covid-19-testing-reducing-stigma.html>

<https://www.canada.ca/en/public-health/corporate/publications/chief-public-health-officer-reports-state-public-health-canada/addressing-stigma-toward-more-inclusive-health-system.html>

<https://www.canada.ca/en/public-health/corporate/organizational-structure/canada-chief-public-health-officer/addressing-stigma.html>

**Canadian Center for Occupational Health and Safety:**

[https://www.ccohs.ca/images/products/pandemiccovid19/pdf/preventing\\_stigma.pdf](https://www.ccohs.ca/images/products/pandemiccovid19/pdf/preventing_stigma.pdf)

## 4. 14-DAY QUARANTINE REQUIREMENTS

### Key points

- The Province of Alberta entered Phase 2 of its relaunch plan on June 12.
- Campbell College follows all national and provincial health, safety and travel restrictions.
- Campbell College is also currently in Phase 2, which includes lifting some community restrictions affecting labs, on-campus classes, and gatherings on campuses. It will not affect travel and remote work for the majority of employees.
- The priority remains the health and safety of our entire college community.

## What does this mean for Campbell College?

Campbell College follows all national and provincial health, safety and travel restrictions.

## Campbell College Relaunch Phase-2 includes:

- Opening all labs, classrooms and common rooms gradually, with restricted occupancy
- Permitting limited gatherings/events/meetings on campuses according to public health restrictions
- Some increased on-campus work, with remote work still remaining the norm for the majority of employees

Start dates for these Campbell College changes will vary and will include gradual restarting plans. The priority remains the health and safety of our entire university community.

## What restrictions continue for Campbell College in Stage 2?

With the carry-over of several significant provincial public health restrictions and recommendations into stage two, some of our community activities remain unaffected by the provincial government's announcement, including:

- Gradual reintroduction of on-campus activities continues
- [Physical distancing requirements](#) remain
- Indoor and outdoor [gathering limits](#) have increased, but remain
- Remote work remains the norm for Campbell employees, where applicable.

## Current Status — UPDATED Dec. 10, 2020

### ADDITIONAL TEMPORARY SAFETY MEASURES are now in effect.

Employees, where applicable are working remotely until at least April 30, 2021.

As a result of new public health restrictions and the legal requirement to work from home, the only TEMPORARY Campbell College exceptions to working remotely are:

- only critical services on campuses - During the COVID-19 pandemic, on-campus critical services are services that, if interrupted, would (1) endanger the life, personal safety or health of our community, or (2) irrevocably damage the environment or college property. On-campus essential services include activities such as infrastructure maintenance, security, and health care.
- approved in-person courses and exams

One-time and occasional visits to campus are also not permitted during these temporary safety measures, unless they meet the above criteria and are approved by a supervisor.

## 4.1. INDIVIDUAL ACCOMMODATION PLANS

Federal, Provincial and Local protocols are in place pertaining to individual accommodation that are consistent with the current Orders in Council under the Quarantine Act.

If a student can enter Canada and **have no symptoms**, they must **quarantine** for 14 days. This is mandatory and starts from the date they arrive in Canada. A **negative** COVID-19 test result at any point during a student's quarantine does not exclude them from the requirement to quarantine, unless they are part of an approved federal and provincial COVID-19 project.

If students begin to show symptoms during their quarantine, are exposed to another traveller with symptoms, or test positive for COVID-19, they must begin an **additional** 14 days of isolation.

### Quarantine plan

As travellers, students must demonstrate that they have an adequate plan for quarantine. They are expected to make plans, within their own means, before travelling to Canada. Foreign nationals who do not have an adequate plan may be denied entry into Canada.

As of November 21, 2020, it is mandatory to electronically submit a quarantine plan by every foreign national who is entering Canada.

Travellers will be asked questions about their plans for quarantine upon arrival.

- The College has a dedicated International Student Coordinator who will be in daily communication with students during the 14-day quarantine period to check on their well-being and maintain a student specific log to ensure students are symptom free.
- All arriving international students will be required to complete the pre-arrival checklist that clearly highlights the need for students NOT to stay with vulnerable populations or living in communal or group setting.
- The College's Covid-19 Readiness plan for international students also highlights detailed information that is not limited to food, medical care and Covid-19 infection control information and training
- The College has also incorporated in its plan that all quarantining individuals must have their **own bathroom** as per the [federal requirements](#) for quarantine.
- Quarantined individuals during the 14-day period will be robustly and regularly monitored by designated college staff to ensure students are in their quarantine location. Daily phone, video calls, and physically distant in-person check-ins will be 100% part of the monitoring approaches.

### Where can one Quarantine?



- stay for 14 days or possibly longer
- have access to the necessities of life, including water, food, medication and heat without leaving quarantine

You must quarantine in a place where you won't have contact with people who:

- are 65 years or older
- have underlying medical conditions
- have compromised immune systems

You may only quarantine with people in these situations if:

- they consent to the quarantine or are the parent or minor in a parent-minor relationship
- you complete a form provided by a government representative at the port of entry explaining the consent and receive authorization to proceed
- to complete the assessment at the border, a government representative will call the person to obtain their consent; you will need their:
  - legal name
  - date of birth
  - full address
  - phone number

Many travellers will be able to quarantine at home or at their Canadian destination.

Some travellers may be unable to quarantine at home or their final destination. In these cases, travellers are expected to make alternative arrangements for their return to Canada. Although alternative accommodations (e.g. with family or friends, or paid accommodation) may be suitable, the Government of Canada does not reimburse for expenses incurred for accommodations, including hotels, RV rentals and trailer park or campground fees.

### **Students will also be informed that they cannot quarantine in group living environments**

Some examples include:

- industrial camps
- group residences or homes
- hostels
- construction trailers
- student residences (unless you've received prior authorization)
- residential care or long-term care facilities
- sharing a small apartment
- living in the same household with large families or many people
- having housemates who haven't travelled with you that you can't avoid

# 5. POST-QUARANTINE PERIOD

## 5.1. INTERNATIONAL STUDENTS AND CO-ARRIVING IMMEDIATE FAMILY MEMBERS

Campbell College will educate prior to the arrival of international students and co-arriving immediate family members to continuously be on the vigil for:

### 1. Covid Symptoms

#### Adults

Anyone over the age of 18 who has the following symptoms are legally required to isolate and should be tested for COVID-19.

- fever
- new onset of cough or worsening chronic cough
- new or worsening shortness of breath or difficulty breathing
- sore throat
- runny nose

If you are not tested for COVID-19, you MUST isolate for 10 days following the start of these symptoms and until you are feeling better (whichever is longer). If you are tested, further instructions are available at [ahs.ca/results](https://ahs.ca/results) based on your test results.

### 2. People with other symptoms are also recommended to be tested. These include:

- chills
- painful swallowing
- stuffy nose
- headache
- muscle or joint ache
- feeling unwell, fatigue or severe exhaustion
- nausea, vomiting, diarrhea or unexplained loss of appetite
- loss of sense of smell or taste
- conjunctivitis (pink eye)

If you have these symptoms, it is strongly advised that you stay home and minimize contact with others until you are feeling better. Complete the COVID-19 Self-Assessment choosing the [COVID-19 Testing / Online Booking](#) button for more information.

### 3. Children

Symptoms of runny nose and sore throat have been removed from the mandatory isolation checklist for Albertans under 18, as well as individuals 18 years and over attending high school, whether they are attending classes, day care or recreational activities.

For a child with no known exposures to COVID-19 or international travel in the past 14 days:

- If the child has any of the following symptoms: fever, cough, shortness of breath or loss of sense of smell or taste:
  - The child is to isolate for 10 days from onset of symptoms.
  - [Testing](#) is recommended.
- If the child has a negative test result and they are feeling better, they can resume normal activities, even if the 10 days is not completed.

If the child has ONE of: chills; sore throat or painful swallowing; runny nose or congestion; feeling unwell or fatigue; nausea, vomiting, diarrhea; unexplained loss of appetite; muscle or joint aches; headache; conjunctivitis:

- The child should stay home and monitor for 24 hours.
- If their symptom is improving after 24 hours, they can return to school/activities when they feel well enough to go. Testing is not necessary.
- If the symptom worsens after 24 hours (or if additional symptoms emerge), testing is recommended but not required. The child can return to activities and school when:
  - their symptoms have resolved AND it's been at least 24 hours since their symptoms started.

If the child has any TWO of: chills; sore throat or painful swallowing; runny nose or congestion; feeling unwell or fatigue; nausea, vomiting, diarrhea; unexplained loss of appetite; muscle or joint aches; headache; conjunctivitis:

- The child should stay home.
- [Testing](#) is recommended but not required.
  - The child can attend school/daycare and other public places when their symptoms have resolved AND it's been 24 hours or more since their symptoms started.

The child with any symptoms should not visit a congregate living or acute care facility for 10 days from when symptom(s) started or until they go away (whichever is longer), unless they receive a negative COVID-19 test result and are feeling better.

### 4. Everyone

Everyone (including those under 18 years of age) in mandatory isolation and in need of COVID-19 testing, or critical care for pre-existing medical conditions or emergency care, should carefully follow the rules in the exemption orders.

- Pre-arrange your appointment and leaving your isolation area only on the date and at the time of your appointment.
- Follow all instructions provided by 811 or health-care providers.
- Use private transportation where practical.
- Maintain physical distance from others when shared transportation is necessary – travel directly to your appointment with no stops.
- Follow instructions provided by 911 if you require emergency care.

If you need immediate medical attention, call 911 and advise them that you may have COVID-19. Do not visit a hospital, doctor’s office, lab or healthcare facility for non-urgent medical needs without consulting [Health Link 811](#) first.

Find more information on [symptoms of COVID-19](#).

In addition, Campbell College will also on a daily basis check the **TEMPERATURE** of each student entering the campus to ensure students are Covid negative.

## 5.2. OTHER STUDENT SUPPORTS

Campbell College provides student support that can be accessed by both domestic and international students, as well as international student specific supports. This includes a full-time student services advisor that is regularly available to meet with students. This advisor is able to answer questions regarding the campus, programs, and has the required knowledge and experience to field questions related to study permits and IRCC.

### Some of the food banks in Edmonton that students can approach are:



**Bread Run** Provided by: [Mill Woods United Church](#)

**Mill Woods United Church** 15 Grand Meadow Crescent NW, Edmonton, Alberta T6L 1A3  
780-463-2202



**Campus Food Bank** Provided by: [University of Alberta Students' Union](#)

University of Alberta - Students' Union Building 8900 114 Street , Edmonton, Alberta T6G 2J7  
780-492-8677



**Community Christmas Dinner** Provided by: [Salvation Army, The - Edmonton](#)

Salvation Army Edmonton Centre of Hope 9611 102 Avenue , Edmonton, Alberta T5H 0E5  
780-429-4274



**Community Events** Provided by: [Red Road Healing Society, The](#)

Orange Hub, The 10045 156 Street NW, Edmonton, Alberta T5P 2P7  
780-471-3220



**Community Lunch** Provided by: **Dickinsfield Amity House**

Dickinsfield Amity House 9213 146 Avenue , Edmonton, Alberta T5E 2J9  
780-478-5022

Londonderry Community League Hall 14224 74 Street NW, Edmonton, Alberta T5C 0Y3  
780-412-1062



**Community Lunch** Provided by: **Candora Society of Edmonton, The**

Abbottsfeld Recreation Centre 3006 119 Avenue , Edmonton, Alberta T5W 4T4  
780-474-5011



**Community Space** Provided by: **Bissell Centre**

Bissell Centre West 10530 96 Street , Edmonton, Alberta T5H 2H6  
780-423-2285 Ext. 355



**Community Support** Provided by: **Community Options - A Society for Children and Families**

Edmonton Zone and Area Edmonton, Alberta T5K 0L4  
780-455-1818



**Drop - In Centre** Provided by: **Crystal Kids Youth Centre**

Crystal Kids Youth Centre 8718 118 Avenue , Edmonton, Alberta T5B 0T1  
780-479-5283 Ext. 1 (Administration)



**Drop - In Centre** Provided by: **Dickinsfield Amity House**

Dickinsfield Amity House 9213 146 Avenue , Edmonton, Alberta T5E 2J9  
780-478-5022

Londonderry Community League Hall 14224 74 Street NW, Edmonton, Alberta T5C 0Y3  
780-412-1062



**Elders Breakfast** Provided by: **Bent Arrow Traditional Healing Society**

Aboriginal Parent Link Centre 11666 95 Street , Edmonton, Alberta T5G 1L8  
780-474-2400



**Emergency Food** Provided by: **Building Hope Compassionate Ministry Centre**

Living Hope Christian Centre 3831 116 Avenue NW, Edmonton, Alberta T5W 0W8  
780-479-4504



**Essential Needs Program** Provided by: **Islamic Family and Social Services Association**

Edmonton 12811 58 Street 12811 58 Street NW, Edmonton, Alberta T5A 4X1  
780-430-9220

Edmonton 4003 98 Street 4003 98 Street , Edmonton, Alberta T6E 6M8  
780-430-9220



**Festive Meal** Provided by: **Christmas Bureau of Edmonton**

Jerry Forbes Centre 12122 68 Street NW, Edmonton, Alberta T5B 1R1  
780-421-XMAS (9627)



**Festive Spirit Outreach Program** Provided by: **Community Options - A Society for Children and Families**

Edmonton and Area Edmonton, Alberta T5K 0L4  
780-455-1818 Ext. 109 (Nora)



**Food and Bread Donations** Provided by: **Jasper Place Child and Family Resource Society**

Cabrini Centre 16811 88 Avenue , Edmonton, Alberta T5R 5Y6  
780-489-2243



**Food Bank Depot** Provided by: **Mustard Seed - Edmonton,**

The 96th Street Building 10635 96 Street , Edmonton, Alberta T5H 2J4  
780-426-5600



**Food Hampers** Provided by: **Redwater Fellowship of Churches Food Bank**

Pembina Place 4944 53 Street , Redwater, Alberta T0A 2W0  
780-942-2061



**Food Security Program** Provided by: **Garneau United Church**

Spirit of Hope United Church 7909 82 Avenue NW, Edmonton, Alberta T6C 0Y1  
780-439-2501



**Food Services** Provided by: **Hope Mission Edmonton**

Hope Mission 9908 106 Avenue NW, Edmonton, Alberta T5H 0N6  
780-422-2018



**Free Bread** Provided by: **Dickinsfield Amity House**

Dickinsfield Amity House 9213 146 Avenue , Edmonton, Alberta T5E 2J9  
780-478-5022

Londonderry Community League Hall 14224 74 Street NW, Edmonton, Alberta T5C 0Y3  
780-412-1062



**Free Meals** Provided by: **Edmonton Native Healing Centre, The**

Edmonton Native Healing Centre 11813 123 Street , Edmonton, Alberta T5L 0G7  
780-482-5522



**Free Meals** Provided by: **Building Hope Compassionate Ministry Centre**

Living Hope Christian Centre 3831 116 Avenue NW, Edmonton, Alberta T5W 0W8  
780-479-4504



**Free Meals Provided by: Boyle Street Community Services**

Boyle Street Community Services 10116 105 Avenue , Edmonton, Alberta T5H 0K2  
780-424-4106



**Free Meals Provided by: Salvation Army, The - Edmonton**

Salvation Army Edmonton Centre of Hope 9611 102 Avenue , Edmonton, Alberta T5H 0E5  
780-429-4274 Ext. 224



**Hamper and Food Service Program Provided by: Edmonton's Food Bank**

Edmonton Zone and Area Edmonton, Alberta T5K 0L4  
780-425-4190 (Client Services Line)



**Hot Meals Provided by: Operation Friendship Seniors Society**

Edmonton 9526 106 Avenue 9526 106 Avenue , Edmonton, Alberta T5H 0N2  
780-429-2626



**Kosher Dairy Meals Provided by: Jewish Senior Citizen's Centre**

Jewish Senior Citizen's Centre 10052 117 Street , Edmonton, Alberta T5K 1X2  
780-488-4241



**Lunch and Learn Provided by: Dickinsfield Amity House**

Dickinsfield Amity House 9213 146 Avenue , Edmonton, Alberta T5E 2J9  
780-478-5022



**Meal Services Provided by: Mustard Seed - Edmonton, The**

96th Street Building 10635 96 Street , Edmonton, Alberta T5H 2J4  
780-426-5600



**Programs and Activities Provided by: Mustard Seed - Edmonton, The**

96th Street Building 10635 96 Street , Edmonton, Alberta T5H 2J4  
780-426-5600

Mosaic Centre 12758 Fort Road NW, Edmonton, Alberta T5A 1A6  
780-722-3247

Neighbour Centre 10050 81 Avenue , Edmonton, Alberta T6E 1W8  
780-250-6840



**Resource Centre Provided by: Youth Empowerment & Support Services**

Armoury Resource Centre 10310 85 Avenue , Edmonton, Alberta T6E 5R3  
780-468-7070



**Seniors Drop - In Provided by: Crystal Kids Youth Centre**

Crystal Kids Youth Centre 8718 118 Avenue , Edmonton, Alberta T5B 0T1  
780-479-5283 Ext. 1 (Administration)



**Seniors' Drop - In Centre** Provided by: **Edmonton Aboriginal Seniors Centre**  
Edmonton 10107 134 Avenue 10107 134 Avenue NW, Edmonton, Alberta T5E 1J2  
587-525-8969



**Sharing Pantry** Provided by: **Salvation Army, The - Edmonton**  
Edmonton 9115 75 Street 9115 75 Street , Edmonton, Alberta T6C 4L3  
780-469-6846

Salvation Army Edmonton Centre of Hope 9611 102 Avenue , Edmonton, Alberta T5H 0E5  
780-429-4274



**Soup and Bannock** Provided by: **Bent Arrow Traditional Healing Society**  
Parkdale School 11648 85 Street NW, Edmonton, Alberta T5B 3E5  
780-481-3451



**Soup Kitchen** Provided by: **Marian Centre**  
Edmonton 10528 98 Street 10528 98 Street NW, Edmonton, Alberta T5H 2N4  
780-424-3544



**The Pantry** Provided by: **Students' Association of MacEwan University**  
MacEwan University - City Centre Campus 10700 104 Avenue NW, Edmonton, Alberta T5J 4S2  
780-633-3163



**Women's Health Promotion Program** Provided by: **Boyle McCauley Health Centre**  
Boyle McCauley Health Centre 10628 96 Street NW, Edmonton, Alberta T5H 2J2  
780-422-7333

Students requiring support for food and/or emergency shelter may also contact;

*Call the 24-hour Emergency Income Support Contact Centre (available 24/7):*

**Toll free:** 1-866-644-5135

**TTY toll free:** 1-800-232-7215 (ask to speak to Alberta Supports)

**Fax:** 780-422-9681

**Email:** [hs.iscc@gov.ab.ca](mailto:hs.iscc@gov.ab.ca) (responses may take 1-3 business days)

## 5.3. BLENDED LEARNING

The majority of programs at Campbell College during COVID-19 are being delivered through a blended model until further notice. This means students will study at a distance or online for portions of their program and be on campus (in-person) for other portions of their coursework that require access to college facilities and equipment. This blended delivery model allows for many of our classes to continue, should the college need to close facilities due to COVID-19 exposure or outbreak. If classes do need to stop for a period of time, this delivery model allows for continuity and minimal time lost.



Closures and reopening's will be at the direction and guidance of public health.

The delivery model varies program by program. At this time, there are two categories for this blended approach:

1. Delivered entirely at a distance (off-campus)
2. Blended learning with low on-campus attendance and only for essential labs and/or skills

## **Why Blended?**

1. **Campus Capacity** – Some program curriculum lends itself well to online, distance, or alternative delivery methods. As such, taking advantage of this will help to limit students' time on campus, as well as the number of students on campuses and in spaces at any given time.
2. **Learn by Doing** – College programs require hands-on learning. When students graduate, they need to be prepared and confident to work in their chosen occupation.
3. **Preparing for Employment** – For the portions of each program that will be delivered in-person, environments will be designed to conform with personal protective equipment (PPE) and safety requirements in those sectors, thus replicating the conditions for post-graduation employment.
4. **Physical Distancing Practices** – Campbell College is fortunate to benefit from small class sizes to accommodate physical and social distancing requirements for each program and the campus as a whole.

## **5.4. PROACTIVE STEPS**

The college has developed procedures for responding to both staff and students who exhibit symptoms consistent with Covid-19. This protocol, which has been communicated to students and staff and is available in a printed format and is kept on campus at all times. If a student at Campbell College exhibits symptoms of COVID-19, they should:

- Complete the self-screening tool as mentioned above.
- Students and Staff should alert their instructors and/or student advisor about missing class(es), but they are not expected or required to disclose their personal health status to the college, either when they have symptoms or are safe to return to campus.
- If an individual is experiencing severe symptoms or difficulty breathing, they should call 911 immediately.

Based on test results, local public health officials will advise the individual what actions should be taken. Additionally, Campbell College has been actively working to mitigate the risk of transmission of Covid-19 at our campus. Many measures have been put in place in the physical environment. This includes but is not limited to:

1. Entrance protocol consistent with what provincial public health guidelines.  
This entrance protocol for all students, staff and visitors includes:

- Self-screening steps
  - Required hand sanitizing
  - Stated reminders that the campus is a 'mandatory mask' environment
2. Furniture spacing in areas such as the lunchroom and common areas to facilitate the safe occupation of individuals who can properly physically distance.
  3. Floor markers directing the flow of traffic in a single direction.
  4. Plexiglass guards in areas where students and visitors may require assistance in-person from a college staff member (e.g., Registrar's Office, School Offices, Reception Counters).

Over the past several months, college staff have developed comprehensive educational campaigns that are consistent with the key messages from Public Health on how to slow the spread of COVID-19. For example,

1. Proper handwashing techniques in washrooms
  2. Proper hand sanitizing techniques at sanitizing stations
  3. A 'Mask Up' educational campaign communicated through posters on campus, and email messages to all students and staff
- No index entries found.

## **5.4. ACCESSING COLLEGE CAMPUSES AND SITES SAFELY**

In order to enter the CC campus any individual must meet the conditions of the posted screening questions and use the hand sanitizer located at designated doors. The self-screening steps are kept consistent with that communicated by Shared Health.

Any person exhibiting designated symptoms must not enter the college or, if already at the college, must immediately leave and contact Health Links at 811 for further advice. Students and staff must inform their instructor or supervisor that they will be missing class(es) and/or work, but they are not expected or required to disclose their personal health status to the college and not return to the college until they have recovered.

Everyone must enter and exit through the designated doors only.

Effort should be made to stay within the college, limiting exit and reentry.

## **5.5. PHYSICAL DISTANCING**

Based on current provincial guidelines, physical distancing is maintained wherever possible at all times. Staff and students should take practical steps to ensure physical distancing is maintained to every extent possible.

The college uses signs and floor markers at service areas and in hallways to assist with physical distancing. Plexiglass barriers have been installed in high-volume service areas.

The college has examined each classroom space to establish capacity and will rearrange classroom furnishings to support physical distancing based on current provincial guidelines. Academic staff continue to provide safe work procedures (including PPE requirements) for specialized program areas to support physical distancing or to mitigate risks where physical distancing can't be maintained.

Start/stop times and breaks are staggered to minimize possible congregating. Students and staff are encouraged to practice physical distancing while on breaks.

## **5.6. VISITORS ON CAMPUS**

Campbell College continues to prioritize safe operations for our college community and requires VISITORS at the campus to complete a Visitor Log Form for potential COVID-19 contact tracing purposes.

The form requires the following information:

- First name
- Last Name
- Phone number
- Email address
- Date of Visit
- Time in and out
- Questions prescribed by the province

Information submitted via this form is stored securely by Campbell College and retained confidentially to support public health in the case of contact tracing being activated.

## **5.7. CLEANING AND SANITIZING**

In addition to regular cleaning, the College has adopted additional cleaning and sanitization protocols to ensure that buildings are safe for students, staff and visitors. Building Janitorial Workers are sanitizing frequently-touched surfaces more often and each room is cleaned with all surfaces wiped and disinfected.

## **5.8. SAFETY**

Campbell College's campus is mask mandatory environment. Students, staff and the public are expected to wear non-medical face masks at all times.

Masks are available in the reception area for students and visitors who may have forgotten their mask.

## 5.9. Mitigation of Social Barriers to Support Student Compliance

Fear, stress and worry are normal in a crisis

The COVID-19 pandemic has resulted in many changes. You might feel like you're no longer in control of things. It's normal to feel sad, stressed, confused, scared or worried. People react in different ways. Some common feelings include:

- **a sense of being socially excluded or judged**
- concern about your children's education and well-being
- fear of getting sick with COVID-19 or of making others sick
- worry about losing your job, not being able to work or finances
- fear of being apart from loved ones due to isolation or physical distancing
- helplessness, boredom, loneliness and depression due to isolation or physical distancing

### Tips for taking care of yourself

- Stay informed but take breaks from social media and the news.
- Practice [physical distancing](#), but stay socially connected to friends and family through:
  - Email, phone calls, video chats, social media
- Practice mindfulness by:
  - Stretching, meditating, taking deep breaths
- Try to:
  - [eat healthy meals](#)
  - exercise regularly, get plenty of sleep
- Follow [safe food handling and cooking practices](#) to keep you and your family safe by killing the virus and lowering your risk of infection.
- Think about how to use any unexpected flexibility in your daily routine.
- Focus on the positive aspects of your life and things you can control.
- Be kind and compassionate to yourself and others.
- If you can, limit your use of substances.
  - If you do use substances, practice safer use and good hygiene.

### Tips for taking care of yourself

If you need help, you can call:

- your primary health provider
- a registered psychologist
- another mental health provider in your community

You may also find the following contacts helpful

### ***Kids Help Phone***

Call 1-800-668-6868 (toll-free) or text CONNECT to 686868.

Available 24 hours a day to Canadians aged 5 to 29 who want confidential and anonymous care from professional counsellors.

Download the [Always There app](#) for additional support or access the [Kids Help Phone website](#).

### ***Hope for Wellness Help Line***

Call 1-855-242-3310 (toll-free) or connect to the [online Hope for Wellness chat](#).

Available to all Indigenous peoples across Canada who need immediate crisis intervention.

Experienced and culturally sensitive help line counsellors can help if you want to talk or are distressed.

Telephone and online counselling are available in English and French. On request, telephone counselling is also available in Cree, Ojibway and Inuktitut.

### ***Crisis Services Canada***

If you or someone you know is thinking about suicide, call the Canada Suicide Prevention Service at 1-833-456-4566.

Available to all Canadians seeking support. Visit [Crisis Services Canada](#) for the distress centres and crisis organizations nearest you.

## **In Alberta**

Alberta Health Services has resources and services, such as [Text4Hope](#) and Togetherall, available to help you or someone you know. Remember, if you are struggling you are not alone. There are supports in place to help you.

## **Important Phone/Text Numbers**

- Emergency – 911
- [Addiction Helpline](#) – 1-866-332-2322
- [Mental Health Helpline](#) – 1-877-303-2642
- Community Resources – [211 Alberta](#)
- Crisis Text Line - Text CONNECT to 741741
- [Family Violence – Find Supports](#) – 310-1818
- [Health Link](#) – 811
- [Income Supports](#) – 1-866-644-5135
- [Kids Help Phone](#) – 1-800-668-6868 or text CONNECT to 686868
- [MyHealth.Alberta.ca: List of Important Numbers](#)
- [Physician & Family Support Program](#) - 1-877-767-4637
- [Toll Free Crisis Line / Distress Centres](#)

FOR AN EXHAUSTIVE LIST OF SUPPORT SERVICES IN ALBERTA, PLEASE VISIT THE LINK BELOW:

<https://www.albertahealthservices.ca/amh/page16759.aspx>

# COVID-19 FAQs (Frequently Asked Questions)

## What is COVID-19

- Coronavirus disease 2019 (COVID-19) is a respiratory illness that can spread from person to person.

## What are the symptoms?

- Symptoms may take up to 14 days to appear after exposure to COVID-19 and include:
  - fever
  - cough
  - difficulty breathing
  - pneumonia in both lungs

## How is it spread?

- Between people who are in close contact with one another (within about 2 metres/6.5 feet).
- Through respiratory droplets, produced when an infected person coughs, sneezes, or in saliva when speaking in close proximity.
- According to the Centre for Disease Control (CDC), the virus is thought to spread mainly from person-to-person.
- Touching an object that has the virus on it, then touching your mouth, nose, eyes before washing your hands. These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs.

## Identifying COVID-19 symptoms can be difficult as they are like those of a common cold or flu:

Allergies	Cold	Flu	Coronavirus
Sneezing	Cough	Fever	Fever
Headaches	Sneezing	Cough	Cough
Itchy, runny, stuffy nose	Headaches	Headaches	Shortness of breath
Itchy, red, watering eyes	Sore throat	Sore throat	Symptoms appearing 2-14 days after exposure
	Watery eyes	Fatigue (tiredness)	
	Muscle or body aches	Muscle or body aches	
	Runny or stuffy nose	Runny or stuffy nose	

## How can I prevent to get sick

- Wash your hands frequently for 20 seconds.
- Avoid contact with anyone who is sick.
- Avoid touching your eyes, nose, and mouth.
- Practice social distancing.

## What should I do if I am sick?

- If you are sick, you should take the following [CDC's Recommendations for Prevention](#) to protect yourself and the community:
  - Stay home except to get medical care.
  - Contact your instructors and [info@campbellcollege.ca](mailto:info@campbellcollege.ca) to let us know you are unwell.
  - Avoid public areas and public transportation.
  - Separate yourself from others in your home.

Any person concerned about their exposure to or risk of having COVID-19 should first call Alberta Health Services (<https://www.albertahealthservices.ca/amh/Page16759.aspx>)

- Phone numbers for various departments and hospitals are provided in the link above.
- Call ahead before visiting your doctor in person.
- Cover coughs and sneezes with elbow.
- Wear a face mask if you are sick.
- Clean your hands often for 20+ seconds.
- Avoid sharing personal items.
- Clean all surfaces that you touch.
- Monitor your symptoms and stay at home until you are instructed to leave

## When do I have to self-isolate/quarantine?

- Albertans are strongly advised to cancel or postpone any non-essential international travel. This includes limiting travel, even within Alberta, to essential trips only. Self-isolation is recommended for the following individuals or groups for a 14-day period after departing the area they were visiting, or since their last known contact or exposure to someone that has been diagnosed with COVID-19. This does not include:
  - workers involved with the commercial transportation of goods and services;
  - workers who live in a neighbouring jurisdiction and travel to Alberta for work;
  - health care workers who travel to work from outside the province;
  - normal personal travel in border communities.

If symptoms develop during the 14-day self-isolation or self-monitoring period, contact Alberta Health Services - <https://www.albertahealthservices.ca/amh/Page16759.aspx>

- to determine if testing for COVID-19 should be considered. In cases where testing is not recommended, stay home (self-isolate) until well

## What is Social Distancing?

- According to the CDC, [social distancing](#) involves “remaining out of congregate settings, avoiding mass gatherings, and maintaining distance” whenever possible to limit the ability of the virus to spread.
- This means avoiding concerts, restaurants, bars or clubs, malls, conferences, and any non-essential locations where there are large groups of people who may not know they are sick yet.
- **How will Social Distancing save lives?**
  - While the same number of people will still get the virus, social distancing slows down the rate at which people get sick.
  - This gives hospitals and the health care system a chance to help the most severe cases to recover
  - This also protects doctors, nurses, and health care workers as well as other patients in hospitals from spreading the virus.
  - This concept is called “Flattening the Curve”. If you want to understand more about how viruses spread and how social distancing can help save lives [click here](#).

## Should I wear a face mask?

- As per the Province of Alberta’s information:
  - Wearing a non-medical mask is mandatory in addition to good hand hygiene and cough etiquette will provide significant protection from viral respiratory illnesses.
  - The evolving evidence on transmission of COVID-19 suggests that infected people may spread the virus without experiencing symptoms, or before symptoms begin. Choosing to wear a non-medical mask when visiting public places for essential trips (e.g., grocery stores, taking the bus) is one way to protect those around you. Be sure to carefully wash your hands before you put on a non-medical mask, and after you take it off. Also, avoid touching your face as much as possible. This will further reduce the risk of spreading COVID-19.
  - Wearing a non-medical mask is another way of covering your mouth and nose to prevent your respiratory droplets from spreading to others or landing on surfaces. A mask can reduce the chance that others are coming into contact with your respiratory droplets, in the same way as practicing cough etiquette by covering your mouth and nose with a tissue when coughing or sneezing or coughing or sneezing into your sleeve.
  - **The best way to protect yourself is to regularly clean your hands, practice good cough etiquette and practice social (physical) distancing, including self-isolating when you are sick or have been exposed to COVID-19.**

It is also important to recognize the cultural practice of wearing face masks across the world. In several countries across Asia, wearing face masks is often seen as an act of solidarity and collective responsibility to minimize the transmission of diseases. It is also believed that wearing a mask prompts people to not touch their face or eyes.



This understanding is crucial to reducing the social stigma and discrimination that can occur when people associate a disease, such as COVID-19, with a population or nationality, even though not everyone is specifically at risk for the disease.

## How can I stay connected while practicing social distancing?

- During these times it is important to take care of ourselves. If you are feeling disconnected you can also try to video chat with your friends and family, call them on the phone, or send them messages and chat online. Make sure you are eating well and stay healthy and hydrated. We recommend you take a break from reading the news, watch some funny videos, try to relax a little bit and get a good night's sleep.
- If you would like to speak with someone about how you are feeling we would also encourage you to connect with Alberta Health Services
- Advising is also available by phone, and email if you would like to connect with a College official to discuss any concerns that you have. The phone number to call is **780-448-1850**, and email address is: **info@campbellcollege.ca**

## How can we support each other through this difficult time?

- Express empathy to each other - it's normal to feel sad, stressed, confused, scared or angry during an outbreak.
- Help each other to make connections with friends, family, and others to talk about how they feel.
- If you or someone you know feels overwhelmed, help them seek support from a healthcare professional.
- Talk to people about how it is important, in general, but especially now, to keep the body as healthy as possible by eating well, exercising, and getting enough sleep.
- Discuss how often you're checking social media. In order to limit worry, one can limit their media exposure to a few trusted sources and try to access it less frequently. Help people understand that there is a lot of misinformation out there.

## What are the travel air restrictions into Canada?

- ([From IRCC's website](#)) To protect Canadians from the outbreak of COVID 19, the Prime Minister announced travel restrictions that will limit travel to Canada. Until further notice, most people cannot travel to Canada, even if they have a valid visitor visa or electronic travel authorization (eTA). These restrictions stop all non-essential (discretionary) travel to Canada.

With some exemptions, only Canadian citizens, permanent residents, as well as some foreign nationals will be able to enter Canada by air.

Some international students will meet exemption criteria, if they held a valid study permit or were approved for one prior to March 18th, 2020. For more information, please consult <https://www.canada.ca/en/immigration-refugees-citizenship/services/coronavirus-covid19/visitors-foreign-workers-students.html#restrictions-students>.

## **How will we support current international students who are studying at our colleges?**

**Academic:** We quickly moved to remote /online delivery of instruction in tandem with our university partners to minimize disruption to studies. Our instructors are available for online meetings with students and have moved our peer-led programming (e.g. peer tutoring) to online platforms.

**Student Support:** While we cannot continue in-person group activities, we are offering programming and student services online to ensure students remain engaged, connected, and supported (online chat/activities, games, peer support, etc.). We will also continue our proactive support to students, reaching out to them electronically to ensure they are safe and secure.

**Health and well-being:** We will be conducting health checks with students to ensure they have the supports they require to be healthy in mind and body. Our university partners have committed to continue providing essential services to students including on-campus dining (for those living on campus). Our staff stand ready to assist and support students during urgent circumstances.

## **What aspect of Covid-19 diagnoses and treatments are covered by the students' health insurance?**

Students are covered by health insurance. Note that tests are available based on screening measures (i.e. you must have symptoms or demonstrated risk of exposure), but there is no charge for testing or treatment. Students diagnosed with an illness when they are in Canada, including COVID-19, are eligible for medically necessary treatment as per the normal terms and conditions of their policy. If, for any reason, a student returns to their home country they are subject to the "home country exclusion" and will not be eligible for reimbursement under the terms and conditions of the policy. COVID-19 will be treated like any other illness in this situation.

## **How do we support newly arrived students during the 14 days of isolation regarding finding accommodation, food, and other necessities?**

We are prepared to help identify temporary accommodation which will support their immediate shelter and dietary needs during isolation. In addition, we will design virtual orientation activities to help student engage with peers and adjust – as best as possible – to university life in Canada. This is in addition to the measure noted above.

## What are some resources for more information?

- [Government of Canada | COVID-19](#)
- [Government of Canada | International Students](#)
- [World Health Organization \(WHO\)](#)
- [World Health Organization | COVID-19 Q&A](#)

