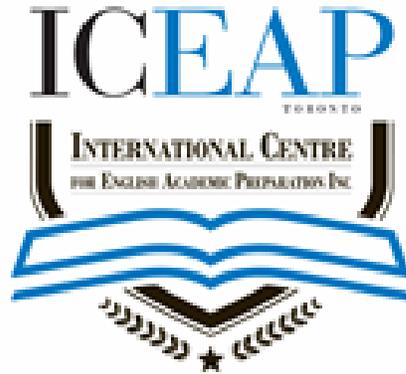




ICEAP Toronto Readiness Plan





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Protocol for the Student Safe Arrival Services

On January 30, 2020, the World Health Organization (“WHO”) declared a Public Health Emergency of International Concern resulting from an outbreak of pneumonia cases from an unknown cause, which originated in Wuhan, China. Over a week later, on February 11, 2020, the WHO then announced a name for this new disease called the coronavirus (“COVID-19”). On March 11, 2020, the WHO declared COVID-19 to be a global pandemic and a worldwide health concern to all of humanity. As a result, governing countries and their leaders around the world acted to mitigate the spread of this virus by restricting travel, testing and quarantining symptomatic individuals, enforcing social distancing, closing schools and non-essential businesses and requesting residents to stay inside their homes.

ICEAP Toronto (including Toronto and London-King’s campuses) was closed effective March 22, 2020 due to the pandemic. This document provides a framework to mitigate risk for staff members, students and community partners and provides general guidance on the prevention and management of COVID-19 upon reopening.

The federal government is currently considering amendments to restrictions on cross-border traffic that would allow international students to return to Canadian post-secondary education campuses beginning in September 2020. ICEAP Toronto will work within provincial and local health guidelines and protocols for businesses and other organizations such as postsecondary education institutions, consistent with the Government of Ontario’s plan for reopening the province in stages: <https://www.ontario.ca/page/reopening-ontario-stages>.

ICEAP Toronto (including Toronto and London-King’s campuses) is responsible for:

- ❖ Ensuring that students are aware of and committed to their requirements for safe travel and mandatory quarantine for 14 days upon arrival to Canada;
- ❖ Providing all necessary arrangements for students’ safe travel and 14-day quarantine immediately upon arrival;
- ❖ Monitoring and supporting students throughout the duration of their mandatory quarantine; and
- ❖ Providing an academic environment that adheres to the regulations and guidelines of the government of Canada, provincial and local public health authorities.



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Pre-Arrival

COVID-19 safe arrival services protocols will begin at the time an international student register in our program. ICEAP Toronto will provide clear instructions and documentation to students on the required protocol for safe travel and quarantine upon arrival in Canada. This information will be communicated in the students' first language.

All incoming international students:

- ❖ Are aware of their requirement to comply with the Government of Canada's Quarantine Act, including the penalties of violation of the Quarantine Act, which include up to 6 months in prison and/or \$750,000 in fines.
- ❖ **Are aware of all costs that are their responsibility prior to arrival in Canada.**
- ❖ Have agreed to and signed a copy of the COVID-19 International Student Safe Travel, Arrival and Quarantine Checklist.
- ❖ Have completed and printed the COVID-19 International Student Safe Travel, Arrival and Quarantine Checklist for presentation at their port of entry, and have registered via the [ArriveCAN](#) App as well as Self-Quarantine Plan required by provincial authorities.
- ❖ All above mentioned documents will be signed through DocuSign.net and send to ICEAP Toronto Student Services Department before travel.
- ❖ Have appropriate medical insurance, Guard.me International Insurance, effective as of the date of the students' arrival, which includes coverage for COVID-19 during the quarantine period.
- ❖ Pre-arrival services communications will be hold on Zoom meeting before student travel to Canada.
- ❖ Please note, students may be denied entry into the country, or may be denied entry to/dismissed from ICEAP Toronto with no refund if they do not have a quarantine plan or follow protocols.
- ❖ **Whom chooses not to proceed with their program as a result of these additional costs is provided with appropriate refunds of other fees or tuition deposit in accordance with any refund policies and refund requirements that apply to the ICEAP Toronto.**

Self-Quarantine Arrangement

ICEAP Toronto will make arrangements for students' quarantine upon arrival, at a designated quarantine site which is Silver Hotel Group (www.silverhotelgroup.com) located at 249 Queen's Quay West, Toronto, Ontario, Canada M5J 2N5, that is equipped to follow necessary procedures to provide a safe, comfortable, full-service two-week COVID-19 quarantine period.

This quarantine hotel provided the facilities have established comprehensive COVID-19 quarantine protocols that are in line with the Public Health Agency of Canada's quarantine guidelines, as well as procedures in place for



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supervision of students in quarantine.

All students are responsible for the costs of accommodation and meal plans and any related expenses.

Appendix A: Silver Hotel Group Confirmation of COVID Training Process

Appendix B: Silver Hotel Group New Operation Guidelines June 2020

These hotels are equipped to provide a full-service quarantine package to students, including:

- ❖ Private, safe transport from the airport to the hotel.
- ❖ Delivery of three meals per day to the students' room;
- ❖ A room which includes a private bathroom and is prepared with adequate toiletries, linens and other supplies for 14 days;
- ❖ Adherence of all staff to rigorous hygiene, cleanliness and physical distancing practices;
- ❖ Monitoring services to ensure the students do not leave their room.

Each quarantining student (or student-family unit) must stay in their own hotel room which includes a private bathroom. Students should inform both ICEAP Toronto Student Services Manager and quarantine hotel in advance if they have any special needs or disabilities of which the hotel should be aware.

Students will have access to COVID-19 testing services during their mandatory 14-day quarantine upon arrival.

While in Transit

Through social media, for example Facebook or WeChat, while in transit to the port of departure in their home country, in airports and during flights, students will be expected and reminded to follow all recommended personal hygiene and physical distancing guideline as per their checklist, including:

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

Upon Arrival and Post-Arrival Logistics

- ❖ ICEAP Toronto Student Services Manager will welcome new arrival student (and family unit) at the agree location, a new medical mask will be provided, and the student will be reminded to practice physical distancing and hand hygiene throughout travel;
- ❖ ICEAP Toronto Student Services Manager will screen for signs and symptoms of COVID-19 prior to meeting the student (and the family unit) at the airport;



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- ❖ Students will meet their pre-arranged safe transportation in a pre-arranged pick-up area. The safe transportation will be provided by the quarantine hotel;
- ❖ Students will be transported immediately to their designated quarantine hotel; **Transportation will be direct to the hotel, with no stops being made along the way.** Masks are required at all times during travel.
- ❖ During check-in at the quarantine hotel, students will wear a mask and gloves and respect all necessary personal hygiene and physical distancing guidelines;
- ❖ Immediately following check-in, students will be escorted to their room;
- ❖ ICEAP Toronto staff member will contact the hotel to confirm that the student(s) have arrived at their quarantine hotel.

Self-Quarantine Period

ICEAP Toronto Student Services Manager and staff members are take responsibility for oversight of students in quarantine.

Will communicate with Kim Galligan, Sales Account Director, Silver Hotel Group will:

- ❖ Attend to students’ immediate needs, such as provision of three meals per day, any needed toiletries, linens, etc.
- ❖ Provide sanitization measures are in place.
- ❖ Provide monitoring services that students do not leave their room during the 14-day quarantine period.

ICEAP Toronto Student Services Manager and staff members are:

- ❖ Understand during self-quarantine period, it can cause stress, it can lead to individuals experiencing social stigma, exclusion, marginalization, mental health issues and discrimination. We can do our part to reduce stigma for new arrival students and their family unit, will provide and conduct regular telephone check-ins (in Vietnamese, Mandarin, Russian, Ukrainian) with students to inquire about their mental and physical health.
- ❖ Responsible for (a) one-on-one support (by language requirements required to address individual issues and (b) building and supporting community through programing and peer support.
- ❖ We will also check-in with students daily by phone or email during their quarantine period to enquire about their general mental and physical well-being, as well as that of their co-arriving family members. Students will also be asked about their compliance with quarantine requirements.

Student Self Quarantine Daily Check-in Record			
Date of Check-in	Name of Students (Family members)	Self- Screening Updates	ICEAP Staff Member Initial



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- ❖ We provide students and their co-arriving family members with optional virtual social, wellness and entertainment activities.
- ❖ We provide students with the option to commence their program of study via Zoom class delivery.
- ❖ We require International students and co-arriving family members should use the ArriveCAN app within 48 hours after arrival in Canada, and for their daily symptom reporting to the federal government.
- ❖ If a student experiences any symptoms of COVID-19 during the quarantine period, he/she must follow the directives of the Public Health Agency of Canada, and immediately notify both ICEAP Toronto Student Services Manager as well as the quarantine hotel. The student will be transported by ICEAP Toronto student services department to the near Assessment Center. During the travel, student will be expected to follow the same recommended personal hygiene and physical distancing guidelines as during international travel, including wearing a mask and gloves; washing/sanitizing hands frequently.

Any student who has a suspected or confirmed case of COVID-19 will be required to remain at their quarantine hotel until a medical practitioner has confirmed they are clear of these symptoms and/or the student has tested negative for COVID-19.

Testing must take place when students fully complete the 14-day quarantine period. ICEAP Toronto Student Services Manager will facilitate the safe transportation of students to and from a local Assessment Centre for testing.

The closer COVID-19 Assessment Centre which near the quarantine hotel located at St Michael's COVID-19 Assessment Centre, 38 Shuter St, Toronto, ON M5B 1A6. For detailed information regarding the COVID-19 Provincial Testing Guidance Update, refer to http://health.gov.on.ca/en/pro/programs/publichealth/coronavirus/docs/2019_testing_guidance.pdf.

While waiting for the results, students will remain in quarantine and ICEAP Toronto Student Services Manager will continue its responsibility for quarantine oversight. If a student tests positive, that restarts the quarantine period and will maintain the oversight of the student during that period. We will continue to support the students (and their family unit) during the extension of their quarantine.

Post--Quarantine

- ❖ We provide transportation arrangement from quarantine hotel to student's permanent accommodation within GTA. Transportation services provided by ICEAP Toronto strictly adhere to all COVID-19 protocols. Masks are required at all times during travel. Transportation will be direct to the permanent destinations, with no stops being made along the way.
- ❖ For student needs to travel to London, ON, student will be transported to Union station or RobertQ station at the airport by car provided by ICEAP Toronto student services department. While in car, bus and during travel, student will be expected to follow the same recommended personal hygiene and physical distancing guidelines as during international travel, including wearing a mask and gloves; washing/sanitizing hands frequently. **Costs for transportation to London campus is student's responsibility.**
- ❖ We provide all enrolled students before their first day entry to the campus building, after re-opening, through online orientation.

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- ❖ We provide resources related to stigma and anti-racism:
 - 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-officerreports-state-public-health-canada/addressing-stigma-toward-more-inclusive-healthsystem.htm>
 - ✓ <https://www.canada.ca/en/public-health/corporate/organizational-structure/canada-chiefpublic-health-officer/addressing-stigma.html>
 - Canadian Center for Occupational Health and Safety:
 - ✓ https://www.ccohs.ca/images/products/pandemiccovid19/pdf/preventing_stigma.pdf



ICEAP Toronto Readiness Plan

COVID-19 International Student Safe Travel, Arrival and Quarantine Checklist

Dear student,

Please take some time to review the information in this document. Please note that in not following this protocol, students may be denied entry into the country, or may be denied entry to/dismissed from your program of study with no refund.

Government authorities may also fine students for non-compliance in certain situations.

Please confirm that that you understand and agree with the following:

- I am aware of the requirement to comply with the Government of Canada's Quarantine Act, including the penalties of violation of the Quarantine Act, which include up to 6 months in prison and/or \$750,000 in fines.
- I agree to comply with the requirements laid out in this International Student Safe Travel, Arrival and Quarantine Checklist.
- I have completed and printed the ICEAP Toronto International Student 14 days Self-Quarantine Plan for presentation at my port of entry, and have registered via the ArriveCAN App.
- I confirm that I have appropriate medical insurance, effective as of the date of my arrival in Canada, which includes coverage for COVID-19 during the quarantine period.
- I confirmed that I am responsible for any extra expenses related prior to start of class or program.**

Full Name: _____ Date of Birth: _____

ICEAP Student ID: _____ Citizenship: _____

Home Address: _____

Name of Emergency Contact: _____ Phone number of Emergency Contract _____

Arrival Date: _____ Flight Number: _____

Signature: _____

Date: _____



ICEAP Toronto Readiness Plan

The below checklist provides guidelines to support you in your travel and quarantine upon arrival in Canada.

Pre-Departure

1 – Communicate with ICEAP Toronto student service manager about your arrival and quarantine plan:

- ✓ ICEAP Toronto will provide you with self-quarantine hotel reservation information for your 14-day quarantine and require that you make a selection of your preferred quarantine site. Each quarantining student (or student-family unit) must stay in their own hotel room. Your quarantine site will provide:
 - Private, safe transport from the airport to the hotel;
 - Delivery of three meals per day to your room;
 - A room which includes a private bathroom and is equipped with adequate toiletries, linens and other supplies for 14 days;
 - Adherence of all staff to rigorous hygiene, cleanliness and physical distancing practices;
 - Monitoring services to ensure that you do not leave your room.
- ✓ Make sure to inform both ICEAP Toronto student services manager and your quarantine hotel in advance if you have any special needs or disabilities of which they should be aware.
- ✓ Be clear about how and where you will be meeting your transportation upon arrival. Obtain a cell phone number for the driver.

2 – Prepare for 14 days of isolation:

- ✓ Refer to the guidelines from the Public Health Agency of Canada on How to Self-Isolate.
- ✓ ICEAP Toronto will assist you to commence your academic program through ZOOM class during your quarantine period.
- ✓ Make a plan for your physical and emotional wellness during quarantine, including any books, games, fitness equipment/apps, etc. you wish to have with you.

3 – Complete arrival plans:

- ✓ Complete the mandatory self- Quarantine Plan. Send a signed electronic copy of this document to ICEAP Toronto student services manager. Print a copy of this Plan to present to border officials upon arrival in Canada.
- ✓ Download the ArriveCAN App on your mobile device. Complete the pre-arrival forms on the app.

4 – Packing

In addition to regular packing requirements, please also bring:

- ✓ 60 disposable face masks OR 30 disposable and 1 reusable cloth face mask;
- ✓ One large bottle of quality hand sanitizer;
- ✓ One box of Nitrile gloves;
- ✓ A thermometer.



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

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

- ✓ Passport;
- ✓ Study permit or permit confirmation document (if you have one);
- ✓ Letter of Acceptance;
- ✓ Quarantine site contact information, including cell phone number for the driver.
- ✓ Contact information for ICEAP Toronto Student Services Manager
- ✓ Signed copy of this document;
- ✓ Print out of Self-Quarantine Plan.

5 – Pre-Departure Self-Assessment

You (and your co-arriving family members) should not travel to Canada if you are experiencing COVID-19-related symptoms, have tested positive for COVID-19, have been exposed to the virus or are awaiting test results. Access the Thrive Health COVID-19 Self-Assessment Tool <https://covid-19.ontario.ca/self-assessment/> to determine if you have COVID-19- related symptoms.

In transit:

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

- ✓ Wear a mask and gloves;
- ✓ Wash hands frequently;
- ✓ Use hand sanitizer when necessary;
- ✓ Practice physical distancing (minimum 2 metres from others);
- ✓ Sanitize your personal space and high touch areas;
- ✓ Minimize trips to the washroom (Flush the toilet with the seat cover down);
- ✓ Touch as few surfaces as possible;
- ✓ Keep your cell phone charged.

Arrival in Canada:

- ✓ Text ICEAP Toronto Student Services Manager to confirm your arrival;
- ✓ Wear a fresh mask and gloves;
- ✓ Proceed through immigration and baggage pick up while maintaining physical distancing;
- ✓ Present appropriate documentation to the Canada customs officer;



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- ✓ Move as quickly as possible through the baggage area and do not enter any stores in the airport;
- ✓ Meet your ICEAP Toronto Student Services Manager at the agreed pick-up location;
- ✓ Load your own luggage into the car and sit as far away from the driver as possible;
- ✓ Follow all instructions for COVID-19 safe check-in at your quarantine hotel.

During Quarantine

As per the Government of Canada's Quarantine Act, you are required to quarantine for 14 days immediately upon arrival in Canada. This means that you must stay on your own in your room for 14 days and avoid contact with others. Your quarantine site will provide you with food, clean linens every couple of days, a comfortable room, access to television and Wi-Fi.

This means:

- ✓ Stay in your own room as much as possible and away from others. Do not leave your quarantine room unless there is a medical emergency.
- ✓ Keep your room well-ventilated and clean – open your window to let the air circulate.
- ✓ Practice good hygiene
 - Wash your hands frequently with plain soap and water for at least 20 seconds.
 - Cover your mouth and nose with your elbow when coughing or sneezing, or use a tissue. Avoid coughing into either your hands or into the air. Dispose of used tissues right away into a trash bin and immediately wash your hands.
 - Flush the toilet with the lid down.
 - Package up your garbage – empty garbage frequently and wash your hands immediately.
 - Refer to the COVID-19 laundry policy at the hotel for having your clothes washed.
- ✓ You will study on ZOOM during the quarantine days. ICEAP Toronto will provide virtual social activities in which you can participate to meet other students and learn about the city in which you'll be studying.
- ✓ Stay connected to friends and family via text, email, facetime, etc.
- ✓ Monitor your physical and mental well-being. If you are not feeling well, use the Government of Canada's COVID-19 self-assessment tool to help determine if you need further assessment or testing. Contact ICEAP Toronto Student Services Manager and quarantine provider immediately if you feel sick.
 - Access the Thrive Health COVID-19 Self-Assessment Tool
 - If you cannot use the online tool, call 8-1-1

Please remember that quarantine is a mandatory requirement of the Quarantine Act and not optional.



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After Quarantine

Following completion of your 14-day quarantine period, if you have not presented any symptoms of COVID-19:

- ✓ Confirm transportation arrangements to your permanent accommodation with ICEAP Toronto Student Services Staff member.
- ✓ If you are transferring to accommodation within GTA, you will be transported by car provided by the quarantine hotel, following safe transport protocol.
- ✓ If you need to travel to London, ON for your studies, you will be transported to the bus station by car provided by ICEAP Toronto student services department. While in car, bus and during travel, you will be expected to follow the same recommended personal hygiene and physical distancing guidelines as during international travel, including wearing a mask and gloves; washing/sanitizing hands frequently. **You are responsible for the cost of travel to London campus.**
- ✓ For the duration of your stay in Canada, please be mindful of and respect public health directives.
 - Continue to practice proper hygiene, including hand washing and use of hand sanitizer;
 - Use proper coughing and sneezing etiquette;
 - Practice physical distancing.



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International Student 14-Day Self Quarantine Plan

(To be filled by student)

Transportation

When I will arrive in the city of Toronto, I have planned to take the transportation which arranged by reserved Hotel.

I will take the following planned Health and Safety measures during my transit: separation of the driver by glass or plexiglass, washing and disinfecting hands, wearing of a face mask, etc.

I will not stop anywhere during my transit to my location of quarantine and I will wear a face mask or face cover during the journey.

Accommodation

The place where I will spend my 14-day quarantine without the presence of vulnerable people is the following:

Address of Quarantine Location: (Pantages Hotel, 200 Victoria Street, Toronto, ON M5B 1V8 (www.pantageshotel.com))

(*Provide proof of reservation/payment of the place where you will be completing your quarantine.)

I am committed to obeying the following guidelines:

- Stay alone in common living spaces as much as possible
- Eat and sleep alone in the hotel room
- Avoid as much as possible to be in contact with other people in the accommodation. If this is impossible, to keep a 2m distance between myself and others. To cover my nose and mouth if I must get within 2m from another person;
- Air the living space and my room by frequently opening my window if the weather permits.

Food and Hygiene

During my 14-day quarantine, I plan on feeding myself by the following:

- a. Online door delivery grocery order
- b. Door delivery catering service provided by my place of accommodation
- c. Food drop-off by friends or family. Provide a list of businesses or friends / family, with their address and a way to contact them, who will help you get food.
- d. Hotel onsite meal plan

*Select which applies from above means: a b c d



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Health and Emergency Care

In case of sickness or symptom onset of COVID-19, I will contact ICEAP Toronto Student Services Manager at 416-841-1326 and the local public health authorities via the following contact number 1-877-543-8931.

I will go to a screening center/medical clinic/hospital whilst following health and safety guidelines, wear a face cover, keep social distancing, and protocols for limiting any unnecessary contact with any other person.

and I will inform the personnel upon my arrival that I have travelled abroad. I will complete and report/confirm my COVID-19 test.

Financial Means

I have a credit card and Canadian currency that will allow me to cover the costs of transportation, accommodation (**average standard room cost \$104.59/ per night stay including free Wi-Fi, breakfast not included**), and food (**average \$38 meal plans per day**), as well as health or emergency care (if needed); in order to comply with health measures in effect on arrival in Canada during my period of quarantine, and during my stay in Canada. **I understand that all expenses not covered by ICEAP Toronto are my responsibility.**

Declaration

I agree to stay in the accommodation where I will spend my quarantine, without leaving to public places or welcoming visitors. I will respect the hygiene measures, as recommended by the Public Health of Ontario. If symptoms of COVID-19 appear, I will isolate myself and immediately call the local Public Health authorities and follow any instructions received.

I respect and understand the consequences for breaching quarantine that make specific reference to the federal Quarantine Act.

Signature:

Print Name:

Date of Birth:

PASSPORT NUMBER:



ICEAP Toronto Readiness Plan

Overall Requirements for Two Locations

Policies and Procedures

ICEAP Toronto has policies and procedures in place to:

- all individuals, attending our program including students, instructors, supporting staff members and visitors are screened each day before entering the program to exclude those with symptoms of ill health
- implement sanitary practices
- manage outbreaks
- indicate how employees, students report illness
- indicate how programs will be scheduled.

ICEAP Toronto has:

- worked with local PHA, implemented appropriate protocols and guidelines, such as the reopening of programs and updated/additional guidance for cleaning and disinfection.
- all new arrival students have reviewed and signed off on the Readiness Plan before travel to Canada.
- staff members and students are informed of all policies, guidelines and all relevant documents.

ICEAP Toronto has:

- **protocol for student and co-arrival family quarantine completion record. All records and reports will be compiled and maintained at ICEAP Toronto and London campus.**
Appendix C: ICEAP Toronto Student Quarantine Compliance and Completion Report

Quarantine Act Enforcement and Penalties

According to the Government of Canada website, violating instructions provided to any new arrival international student upon entry in Canada and during 14-day quarantine is an offence under the Quarantine Act, which will be taken very seriously and could lead up to:

- 6 months in prison, and/or
- \$750,000 in fines.

If you choose to break this mandatory quarantine or isolation, resulting in the death or serious bodily harm of another person, you could face:

- A fine of up to \$1,000,000, or
- Imprisonment of up to 3 years, or
- Both.

ICEAP Toronto is required to, and will, report all non-compliances related to the Quarantine Act.



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Outbreak Prevention and Management Plan

- All staff, students, and visitors will be required to take a health self-assessment every school day before entering the building. Please take the self-assessment at home.
- If you respond “yes” to any of the questions, we ask that you stay at home, as you will not be admitted into the building. If you are experiencing any covid-19 symptoms or have come in contact with someone who has, please call Telehealth Ontario at 1-866-797-0000 (toll-free).
- Students and staff members will be admitted into the building between 8:30 - 9:00am for classes. When you arrive at school, please wait outside of the building. You will see lines on the ground to show you how to distance yourself 6’ (or 2m) apart. A staff member will allow you into the building, one at a time, and will remind students to physical distance while waiting in line. When you first enter the school, a staff member will spray your hands with hand sanitizer, and ask you if you have completed the self-screening. If any covid-19 symptoms are present, students or staff will not be admitted in the building, and will be advised to contact Telehealth Ontario. A daily attendance will be taken of staff, students and visitors which can be provided, if necessary, to clinical authorities for the purpose of contact tracing.
- If any person does not meet the criteria to participate, they must go home and the school manager team member will be notified of their symptoms.
- If the screening is indoors, the screener will disinfect door handles (inside and outside) immediately after each person enters or exits.
- Please also notify the school if you are unable to attend by phoning (647) 495-6638. You will be given the option to join online classes if you are required to stay home.

ICEAP Toronto (& London-Kings) Campus Health Screen Form				
Screening Date: (YY/MM/DD)	Staff in Charge of Screening:			
Full name				
Entry time				
Exit time				
Body Temperature				
Phone Number				
Email Address (for school visitor)				
Home Address (for school visitor)				
Mask provided				
Any symptoms related to COVID-19?				
In the last 14 days have you travelled outside of Canada? Yes No				
Have you tested positive for COVID-19 or had close contact with a confirmed case of COVID-19? Yes <input type="checkbox"/> No <input type="checkbox"/>				
If you pass the screening you will be provided a mask that you must wear while at the school				

Use of Masks and PPE

- All staff members and students are required to wear a face covering or no- medical mask while inside the premises to protect themselves and reduce the spread of COVID-19 to others.
- We provide protective goggles, disposable gloves, no-medical mask and N95 mask to the employees and students.



Physical Distancing

- All program must implement a physical distancing policy of at least two meters amongst all individuals, at all times.
- Classrooms have been arranged in such a way that students do not directly face one another, and desks are 6' (or 2m) apart to ensure physical distancing is possible. Please do not move the desks. The floor surrounding the teachers' desks has been marked with tape. Students are not allowed to enter that space.
- Each classroom will have an assigned washroom stall. Students should only leave the classroom one at a time to use the washroom. Please be mindful of other students, and keep the washroom and toilet seat clean and tidy. All students must wash their hands with soap for at least 20 seconds after using the washroom.
- ICEAP Toronto reserves the right to dismiss/expel any students who are not following protocols.





ICEAP Toronto Readiness Plan

Timetable

Timetable will be as follows:

Schedule	Monday to Friday
Check in	8:30-8:55am
Classes begin	9:00am
Morning break	10:30 - 10:45am
Lunch break	12:00 - 1:00pm
Afternoon break	2:00-2:10pm
Classes end	3:00pm

- Timetable may be staggered to reduce contact between classes and during breaks, pending on enrolment numbers.
- Students are welcome to stay in their class during breaks or go outside. If you stay in the class, please remain in your seat. If you plan to go outside, please exit by following the ONEWAY Only sign at Toronto Location or side door at London Location, and keep wearing mask before you leave the building. You will then re-enter at the front door, and be required to sanitize your hands again.

Please note, the student lounge and kitchen are off limits to students. Students are asked to bring a filled water bottle from home. If you plan to bring food to school, please note that we will not have microwaves, kettles, or dishes available at this time. Sorry for the inconvenience.

If you require assistance from our admin team, please make an appointment by phoning (647)495-6638, or emailing our office at info@toiceap.ca.

Exiting the Building

- Students are asked to leave the school once their classes are dismissed. If students would like to visit after class, we kindly ask that they do so outside of the building and continue to social distance.
- Students should exit out the back staircase and side door at London location. Toronto Location has to follow the sign of ONEWAY in order to exit.

Sanitization

- Strict protocols on cleaning and disinfecting premises and other aspects of environmental health will be observed, using hard-surface disinfectants as approved by the Public Health Agency of Canada. Public spaces and communal areas shall be cleaned and disinfected multiple times per day, with emphasis on high touch surfaces such as front desk, door handles, handrails, light switches, tables, etc.
- Washrooms will be cleaned and disinfected daily, with more frequent cleaning of high-touch washroom surfaces (e.g. flush handles, faucets.) throughout the day.

- Kitchen will be locked and off limits. Communally used objects (e.g. coffee-makers, shared utensils/plates, microwaves) will not be available at this time.

Staff and Student Hand Hygiene

- Student/staff orientation will include training on required hand washing, cough/sneeze technique. Staff and students will be advised to wash hands or use hand sanitizer upon arrival; before eating or drinking; before preparing food; after touching shared items; after using the washroom; after handling garbage; and before leaving the school.
- Hand sanitizer is available in each classroom, front desk, offices, aisles, washrooms, student lounge, staff room, library and kitchen.
- All students need health insurance throughout their studies that includes COVID-19 coverage. Students can purchase Guard.me insurance through ICEAP Toronto, which includes this coverage.
- Any employee cleaning any common areas/high-touch surfaces must wash their hands with soap and hot water, per recommended hand washing instructions after completing the cleaning task and prior to performing any other duties.



Environmental Cleaning

- Regular Cleaning and disinfecting scheduled by landlord at two locations increased according to Public Health Ontario's Cleaning and Disinfection for Public Settings guidance document, all touched surfaces be cleaned and disinfected frequently minimum twice per day.
- Refer to Public Health Ontario's Cleaning and Disinfection for Public Settings guidance document, our student services staff members are in charge of common area cleaning and disinfecting., and complete Daily Cleaning Log for Common Area. The instructors will be letting the students clear their desk after each class.



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Protecting Mental Health

We recognize that staff and students may also be affected by the anxiety and uncertainty created by the COVID-19 outbreak, we will maintain regular communication and check-ins with students and staff who is required to quarantine/self-isolate. You are welcome to contact **ICEAP Toronto** by phone (647) 495-6638, or by email at info@toiceap.ca any time throughout your program. If we are unable to assist you, we will direct you to someone who can.

We also encourage you to talk to somebody if you need help:

- 211 Ontario :211
- Ontario Mental Health help line: 1-866-531-2600
- Public Health Agency of Canada: <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/mental-health.html>
- Wellness Together Canada: Mental Health and Substance Use Support: Ca.portal.gs

Outbreak Response & Management

Designated Outbreak Response Team at Two Locations

- Outbreak Response Team conduct ongoing surveillance and monitoring for unusual clusters of illness, and identification of possible outbreaks. Surveillance takes place prior to, during and after outbreaks
- The team members included:

Team Member	Title, Role of Team Member	Phone #	Email Address
Kevin Yuan	President of ICEAP Toronto; Outbreak Response Team leader for two locations	416-029-3939	kevin@toiceap.ca
Tetyana Vdovina	VP Academic of ICEAP Toronto; Outbreak Response Team leader in term of Academic	647-767-8244	tetyana.vdovina@toiceap.ca
Rona Ma	Student Services and Operations Manager of Toronto Campus; Designated Liaison Officer of Toronto Location	416-841-1326	rona.ma@toiceap.ca
Bruce Wilson	Operations Manager of London Campus; Designated Liaison Officer of London Location	519-649-6833	bruce.wilson@toiceap.ca

- Outbreak Response Team has essential roles to play in mitigating the effects of a pandemic outbreak. If

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any confirmed case was identified by PHA, the team leader will continue implement appropriate infection control measures.

- Designated liaison officers need to update outbreaks statues to the PHA, communicate with local PHA and assist community investigation if any further case(s) identified.
- ICEAP Toronto Outbreak Response Team will report suspected or confirmed cases of COVID-19 under the Health Protection and Promotion Act.
- ICEAP Toronto Outbreak Response Team must report a confirmed case of COVID-19 to the ministry through the serious occurrence process.

Isolate the Person who Become Ill

The individual will be Isolated in a separate room while they wait to be picked up or an emergency transportation arranged by outbreak team or until they are able to leave the facility on their own.

- If any individual does not meet the school daily health screening protocol requirements
- During their isolation in the school campus, have hygiene supplies available, including a medic-mask, face shield, facial tissues, and alcohol-based hand rub.
- Reminder the student or staff member with symptoms to wear a N95 medic face mask and practice social distancing. Close off the space used for isolation after the ill person leaves. Wait 24 hours before clean or disinfect. Open outside doors and windows and use ventilating fans to increase air circulation in the area. Open the space for use after proper cleaning and disinfecting.
- Must have health insurance as determined by ICEAP Toronto.

Response Measures

To help prepare students and staff about what to do if a case of COVID-19 is identified on a school premises, we developed the following rapid response measures:

- If a community member (student/staff/instructor) becomes symptomatic:
- They should seek medical advice and information about COVID-19 testing.
- They must complete the self-screening tool,
- If individuals are experiencing severe symptoms or difficulty breathing, they should call 911.
- Based on test results, local public health officials will advise the individual what actions should be taken. For example, if COVID-19 test results are negative, they may be advised to self-isolate for 14 days, or until symptoms have resolved for 24 hours.
- When a case of COVID-19 is confirmed, local public health officials will lead the response.
- The local public health authority will advise the school if a confirmed case of COVID19 was present on campus during the person in question's infectious period, and assess the need for the whole or part of the school to be closed for a period of time and provide any other further direction.
- Local public health authorities will identify close contacts of a positive case and contact those individuals who may have been exposed.
- We may be advised to close off areas used by the infected person and not use these areas until after cleaning and disinfecting is completed.
- If there was no significant exposure on campus, we will not be notified.



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Protocol on Testing and Confirmed Case

- Symptomatic students or staff should be referred for testing as listed Assessment Centers:
 - 4001 Leslie St, Toronto, ON M2K 1E1
 - 2075 Bayview Ave, Toronto, ON M4N 3M5
 - 200 Church St, North York, ON M9N 1N8
 - 825 Valetta St, London, ON N6H 2Z2
 - 656 Elizabeth St, London, ON N5Y 2K6
- If the program is located in a shared setting (e.g., with King's University College, Western University), follow public health advice on notifying others using the space.

COVID-19 Students & Staff Records

- Student Self Quarantine Daily Check-in Record
- COVID-19 International Student Safe Travel, Arrival and Quarantine Checklist
- ICEAP Toronto (& London-Kings) Campus Health Screen Form
- International Student 14-Day Self Quarantine Plan
- ICEAP Toronto (& London-Kings) Campus Health Screen Form
- ICEAP Toronto Student Quarantine Compliance and Completion Report
- All reports and forms will be filed at the ICEAP Toronto head office and available for review when requested

PROGRAMMING

Overview

ICEAP Toronto has developed policies and processes requiring students to reserve and/or register in advance of participating in programs and services. ICEAP Toronto will collect contact information, provide screening forms, and distribute health and safety policies and procedures, including information regarding program operations as part of the registration process. Group size may not exceed 10 participants- this includes, students, and instructors and supporting staff members.

Communication with Students and Staff

We will communication with international students regarding enhanced health and safety measures in program is important to promote transparency and to ensure students are safely interacting in program. Health and safety policies and procedures, and information regarding program operation be shared with students prior to attending a program. For underaged students (under 18 years old) who in custodian status, and health care authorization/guardianship will be in place.

Staff members will also remind participants of health and safety measures, including requirements and exceptions related to masks, and related center policies and procedures when they arrive at a program.

ICEAP Toronto Operation and Contact Information

Office Hours: Monday to Friday, 8:00am to 5:00pm

Phone: 1-647-495-6638

After Hours (Emergencies only): 1-416-841-1326

Email: info@toiceap.ca; rona.ma@toiceap.ca



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LINKS / RESOURCES

- World Health Organization (WHO):
<https://www.who.int/emergencies/diseases/novel-coronavirus-2019>
- Canada COVID-19:
<https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19.html>
- Ontario COVID-19: <https://www.ontario.ca/page/2019-novel-coronavirus>
- IRCC: <https://www.canada.ca/en/immigration-refugees-citizenship/services/coronavirus-covid19/students.html>
- Public Health Ontario: <https://www.publichealthontario.ca/>
- Public Health Agency of Canada:
<https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19.html>
- Ministry of Health:
http://www.health.gov.on.ca/en/pro/programs/publichealth/coronavirus/2019_guidance.aspx
- Follow the Public Health Agency of Canada's steps for self-assessment:
<https://www.canada.ca/coronavirus>