

## **College of New Caledonia International Student Safe Travel, Arrival, and Quarantine**

This guide is designed to support international student arrival and self-isolation/quarantine in preparation for study at the College of New Caledonia while COVID-19 presents a risk to our community. This guide will be updated regularly by the College of New Caledonia to reflect changes in response to new information, updated procedures, or guidance from the Provincial Health Officer or the Ministry of Advanced Educations, Skills and Training.

**College of New Caledonia has developed operational plans and protocols that meet the expectations of the B.C. Post-Secondary COVID 19 Go-Forward Guidelines for all locations and adheres to all BC PHO Orders and regulations.**

### **Government Laws & Regulations**

CNC International will stay up-to-date of current travel requirements, restrictions and immigration related updates through the [Canadian government website](#) and will provide ongoing communication with international students planning to travel to Canada regarding Government of Canada and British Columbia laws and regulations. Communication will include:

- I. Government of Canada—Laws and Regulations**
  - Detailed information on who can travel to Canada - [Canada Travel Restrictions](#).
  - Implementation of the Emergency Order under the Quarantine Act that requires persons entering Canada— whether by air, sea or land—to quarantine (self-isolate) themselves for 14 days - [Mandatory Quarantine - Government of Canada](#).
  - Restrictions on optional and discretionary international travel - [Optional and Discretionary Travel](#).
  
- II. British Columbia Government—Laws and Regulations**
  - Information and guidance around the BC Government self-isolation order - [Self-Isolation - BC Government](#).

### **Phase I: Pre-arrival Communication**

CNC International will provide ongoing communication with students outside of Canada regarding safe-travel to Canada and mandatory self-isolation/quarantine in the following modes and with the following messages:

- I. Modes of communication:**
  1. Bi-weekly pre-arrival webinars including safe travel, arrival, and quarantine material and Q&A;

2. Direct response from the CNC International Coordinator for 1:1 support via email or videoconference;
3. iCent App notifications and updates; and,
4. Website updates and resources on the 'Coming to Canada' pages.

**II. Pre-arrival tracking system:**

1. Requirement to notify CNC International if intending to travel to Canada;
2. Review of in-person/in-Canada requirements of program of study;
3. Submission to CNC International of:
  - a. Self-isolation plan, including address and Canadian phone number;
  - a. copy of flight itinerary;
  - b. copy of visa/passport; and,
  - c. confirmation of download of iCent app.
4. Instructions to confirm with CNC International on the travel date to ensure medical coverage through Guard.Me medical insurance at the moment of entering Canada;
5. Instructions in regards to pre-vetted full-service self-isolation accommodation package;
6. Information on food services delivery options; and,
7. Instructions on additional support provided by CNC International Coordinator.

## **Phase II: Preparing for Travel**

Preparing for travel support planning involves student acknowledgement of legal requirements ensuring they have made proper arrangements for a successful quarantine period upon arrival. Only students who are required to be on campus are expected to travel at this time. Students whose program is offered fully online are advised not to travel to Canada at this time.

**I. Students planning to travel to Canada are instructed to:**

1. [Find out if they are allowed](#) to travel to Canada.
2. Send an email to CNC at [intl\\_edu@cnc.bc.ca](mailto:intl_edu@cnc.bc.ca) to inform about their intention to travel to Canada;
3. Download the [ArriveCAN Application](#) in order to submit the Quarantine Plan to the Government of Canada 24 hour prior to arrival;
4. Submit their [BC Self-Isolation Plan](#) to the BC Provincial Government;
5. Submit their [BC Self-Isolation Plan](#) to the [International Education Centre](#) at CNC;
6. Send the CNC copies of visa and travel details to ensure their enrollment in medical insurance coverage.

**II. Students planning to travel to Canada are provided with the following packing list:**

- Enough clothes for the 14-day quarantine;
- Hand sanitizer;
- Thermometer;
- 60 disposable face masks OR 30 disposable and 1 cloth face mask;

- Box of Nitrile gloves;

Also students planning to travel to Canada are instructed to have accessible in carry-on luggage the following:

- Some masks, gloves, disinfectant wipes, a travel-sized hand sanitizer;
- Passport;
- IRCC Visa and Study Permit Approval letter;
- Letter of Enrollment/Acceptance from CNC;
- Arranged accommodation document and contact information;
- Letter of Support of travel from CNC;
- Printed copy of their BC Self-Isolation Plan; and,
- Medical Coverage from Guard.Me

**III. Students planning to travel to Canada are provided with the following travel protocol:**

- Wear a non-medical mask;
- Wear gloves;
- Practice social distancing;
- Wash hands frequently;
- Use hand sanitizer regularly and as necessary;
- Sanitize their personal space and high-touch areas such as seat belts and tray tables;
- Minimize trips to the washroom (flush the toilet with the seat cover down);
- Touch as few surfaces as possible;
- Keep their cell phone charged;
- Bring some food, as restaurants or stores may be closed; and,
- Bring a refillable water bottle.

**IV. CNC will provide airport pickup service through a local taxi service provider.**

**Public modes of transportation to quarantine facility are to be used by asymptomatic persons only.**

**Students who plan to travel to Canada are instructed to do the following upon arrival to Prince George:**

- Wear a fresh mask and gloves;
- Pick up baggage while maintaining a physical distance;
- Exit the baggage area and go to the location they have previously arranged to meet their driver;
- Load their own luggage into the car and sit as far away from the driver as possible; and,
- Wear a non-medical mask or face covering while traveling to the place they will self-isolate.

## **Phase III: Self-Isolation (Quarantine) Resource Guide & Expectations**

The quarantine period is set-up to achieve three priorities: 1) compliance with the quarantine act and Ministry of Health guidelines, 2) social, physical (nutrition/medicine) and emotional support during isolation, and 3) preparation for post-quarantine success. The CNC International Coordinator will be the primary contact and monitor daily COVID compliancy reports using the [COVID Safe Canada](#) Program through the iCent App and will log and flag any concerns that will be escalated by staff for follow-up and referrals when needed.

The COVID Safe Canada program includes a detailed pre-arrival guide, self-serve tools, links to on-campus support, and post-arrival guide. Through the custom branded app provided by iCent App, COVID Safe Canada connects with students through live chat, email support, and emergency call back, with the option of emergency in-person assistance at the airport.

CNC traditionally uses the iCent App to prepare students for student life and help navigate their new environment. Features include predeparture and arrival checklists, student services, accommodation options, safety and security, medical coverage, push notifications and important alerts.

### **I. The quarantine period includes the following stages, information provision and support:**

1. Arrival: Student met at airport by pre-planned transport provider;
2. Arrival: Student checks-in using pre-arrival BC Self-Isolation Plan;
3. Intensive monitoring: Days 1-3: Video or phone check-in daily. Check-in priorities:
  - a. iCent App use reminder;
  - b. Successful quarantine tips, tricks, and resources;
  - c. Food/meal/medicine/socio-emotional check;
  - d. Share online school resources (academic preparation); and,
  - e. Answer in-scope questions and referral/follow-up for out-of-scope.
4. Maintenance monitoring: Days 4 -12: daily message and/or video check-in.
5. Quarantine closure monitoring: Days 13-14
  - a. Day 13: Provision of campus guidelines and online services reminder; Reminder of day 14 self-assessment through the [BC COVID-19 Self-Assessment Tool](#). If necessary, a health care professional could be made available for a final screening within 24 hours of the end of self-isolation.
  - b. Day 14: Proof of BC COVID-19 Self-Assessment Tool completion is submitted to CNC International Coordinator.

**II. The process for care should a student develop COVID-19 symptoms; and, contingency for additional supports if a student should become ill during self-isolation/quarantine.**

**Provisions for additional support for students with a positive case:**

The Director of International assumes case-management with the CNC International Coordinator remaining in contact with the student to maintain socio-emotional support. Enhanced services will depend on case severity and include:

1. System navigation for accessing health services as needed
2. Twice or more daily health check-ins with the student
3. Enhanced needs assessment (food & medicine) and follow-up
4. Updating of the quarantine time-frame with public-health guidance

**Contingency for additional supports if a student should become ill during quarantine**

Once a student has identified and reported that they might be experiencing COVID-19 symptoms the CNC International Coordinator will ensure the student understands the following process recommended by BC Centre for Disease Control:

- Testing is recommended for anyone with cold, influenza or COVID-19-like symptoms, even with mild symptoms. If the student develops symptoms, they should get tested for COVID-19 at a collection center. CNC International Coordinator will coordinate with the local Health Care Authority.
- Student will continue to monitor their symptoms;
- If the student is unsure or has questions, they can use the COVID-19 Self-Assessment tool by visiting <https://bc.thrive.health/> or call 8-1-1 for advice;
- If the student is having trouble breathing, they should call 9-1-1 and inform the CNC International Coordinator;
- If travelling by ambulance, they should notify the dispatcher that they may have COVID-19.
- CNC Housing has set aside eight (8) rooms with private bathrooms for self-isolation or quarantine in case of need;
- **Final screening by a health care professional within 24 hours of the end of self-isolation.**
  - NHA has confirmed that they will not test anyone who is not experiencing any symptoms, but the students are encouraged to use the COVID-19 Self-Assessment tool by visiting <https://bc.thrive.health/> and provide a confirmation of the self-assessment completion to the CNC International Coordinator.
  - NHA will be in contact with anyone who has tested positive for COVID-19 and will determine when self-isolation is complete, which is when the student is no longer displaying any symptoms at least 10 days after symptoms first appeared;

## **Phase IV: Post-Quarantine**

The post-quarantine period is characterized by ongoing and regular communications related to student service offerings, student success programming, and continued vigilance with regard to protecting self and community while COVID-19 presents a risk to our community. Communication for international students is conducted through bi-weekly social media and iCent App updates, as well as updates on the CNC International website.

### **Following completion of the 14-day self-isolation/quarantine period, students will be able to:**

- Leave their self-isolation location and move to long-term housing;
- Transfer to Prince George (if self-isolating in another city); and,
- Explore the city and CNC campus.

### **New and returning students at CNC are required to complete a CNC COVID-19 Baseline Training. For the duration of their stay in Canada, students are reminded to practice and respect public health directives.**

- Practicing proper hygiene, including hand-washing and the use of hand sanitizer;
- Using proper coughing and sneezing etiquette; and,
- Practicing physical distancing.

### **In addition to regular CNC student services, the following services have been enhanced and/or will be provided during the pandemic to support international students:**

- Access to health and wellness supports. Students experiencing anxiety, depression or other mental health challenges arising from the COVID-19 pandemic have access to the following resources:
  - the College's confidential student counselling services;
  - direct contact with CNC International Coordinator; and,
  - Here2Talk app offering mental-health counselling available 24/7.
- Access to COVID Safe Canada through the iCent App live chat, email support, and emergency call back, with the option of emergency in-person assistance;
- Access to Student union representatives to advocate for supports;
- CNC is planning to provide a Global Peer mentor program to students; this program aims at providing 1:1 peer social contact as well as support navigating the CNC and BC information systems as needed. Mentors will be trained to escalate concerns to their supervisor for resolution or referral to other CNC College services such as Student Success Advising, Counselling, or Financial Aid. This program will assist with access to COVID-19 stigma and anti-racism supports available to students and students' families.
- Webinars available to supports students' families with information.

We look forward to supporting new and returning students as they prepare to begin their studies with us at the College of New Caledonia. Please don't hesitate to reach out if you have any questions or concerns by emailing the International Education Centre at [inlt\\_edu@cnc.bc.ca](mailto:inlt_edu@cnc.bc.ca)

## **CNC Safety Planning and risk management mitigation:**

**CNC has developed operational plans and protocols that meet the expectations of the B.C. Post-Secondary COVID 19 Go-Forward Guidelines for all locations.**

- CNC has developed operational plans and protocols through collaborative work with WorkSafe BC, Advanced Education Skills & Training;
- CNC has developed the **CNC COVID-19 Baseline Training**; this training is mandatory to all new and returning students stating in September 2020;
- CNC's Director of Safety & Security was a member of the Steering Committee and Panel of Experts for the Go-Forward Guidelines, which has been instrumental in the development of the Institutional Safety plan and Operational Safety Departmental, and Functional plans.

**CNC has developed a detailed plan to manage all arriving international students' compliance with federal guidance to implement the 14-day quarantine requirement under the Quarantine Act.**

- CNC has developed a detailed plan to address Student Safe travel, Arrival and Quarantine is prepared in accordance with government laws and regulations both Federal and Provincial;
- The plan includes detailed attention given to the safety requirements for a safe entry into the CNC community.

**CNC is in direct contact with the NHA in regards to advice in developing a contingency plan with safety protocols if an outbreak is detected.**

- CNC's COVID 19 response has been developed in conjunction with the Northern Health Authority Dr. Rakel Ling, Northern Interior - Medical Health Officer. Dr. Ling has indicated that the Northern Health Authority will assume the leadership in managing contingency planning and management of an outbreak.