



Toronto District School Board
International Student Pre-Departure, Arrival and Support Plan
2020-2021 School Year

1. INTRODUCTION

Welcome to the Toronto District School Board (TDSB), one of the largest and most diverse public school districts in Canada! We are excited you will be joining one of our schools. We anticipate you will have a rewarding learning experience and opportunities to participate community activities.

Schools, students and families have been impacted by the COVID-19 pandemic. The TDSB arrival and travel protocols for international students are updated accordingly. Families are strongly encouraged to read this information package carefully and adjust your travel plans accordingly. Though the information contained in this document is current when it was compiled, families must consult with Immigration, Refugees and Citizenship Canada (IRCC) website for updates prior to finalizing student travel plans. Students failing to follow IRCC protocol may be denied entry into Canada. Government authorities may also fine students for non-compliance in certain situations. Furthermore, non-compliance may result in being denied access to TDSB schools.

1.1 Government Regulations

The health and safety of all our students, staff, host families and community members are the utmost priority at the TDSB. We are obligated to follow the regulations and recommendations of the Canadian and Ontario Governments, as well as the Toronto Public Health Authority. All new arriving international students are required to have a **14-day quarantine** before starting at school.

Ontario COVID-19 regulations websites:

- <https://www.ontario.ca/laws/regulation/r20642>
- <https://www.ontario.ca/laws/regulation/r20641>

Immigration, Refugees and Citizenship Canada website:

- <https://www.canada.ca/en/immigration-refugees-citizenship.html>

1.2 Cooperation with Toronto Public Health Authority

TDSB is committed to cooperate fully with the Toronto Public Health in reporting and investigating COVID-19 cases related to international students through the TDSB's COVID-19 protocol.

1.3 Communication with Incoming International Students, Families and Custodians

In order to demonstrate that students are prepared to travel to Canada, all incoming international students, their families and custodians are required to read and understand this document and complete all required steps before planning to travel to Toronto. The

Toronto District School Board will be fully ready to welcome all international students and provide critical support to students while registered at the TDSB. Attached to the end of this document you will find the **TDSB International Student Travel and Arrival Protocol Form (Appendix A)**. This document must be completed in full, signed by the student and the parent/ legal guardian and sent to StudyToronto@tdsb.on.ca before you traveling to Canada.

2. DEFINITIONS

Below you will find COVID-19 vocabulary. Please become familiar with these terms:

2.1 Physical Distancing

Keep at least 2 metres between you and others. Avoid crowded spaces and places and wear a mask if you must be in those places.

2.2 Self-Isolation and Quarantine

You must stay in a place where you are separated from all other people to prevent exposing others or yourself to COVID-19.

2.3 Self-Monitoring

Check your health for possible symptoms of COVID-19. Let your parents and host family know of any health-related issues you are experiencing.

3. PRE-DEPARTURE

Here are important steps for students before coming to Canada:

3.1 Communication

- Contact your custodian, host family or homestay provider to get to know each other. Using Zoom or Skype are convenient and your parents can participate. Exchange emails, mobile (cell) phone numbers and chat apps (Whatsapp, WeChat) with your custodian, host family and homestay provider.
- Ensure the homestay provider agreed, in writing, arrangements and cost related to the 14 day quarantine and COVID-19 testing after arrival in Canada.
- The custodian and/or homestay needs to arrange for a private and direct transportation from the airport to the site of self-isolation/ quarantine location.
- Contact the **TDSB International Students and Admissions Office** upon arrival to your homestay. Our telephone number is 1-416-395-8120; email is: StudyToronto@tdsb.on.ca

3.2 Household Isolation

Before travelling to Canada, it is recommended that you self-isolate in your home for 2 weeks, and only meet your family during that time. For information on how best to self-isolate, please follow this link: <https://www.tdsb.on.ca/In-Person-Learning/Health-and-Safety/COVID-19-Guidance>, as well as [Government of Canada website](#)

3.3 Pre-Departure Medical Check / Testing

Student should get a doctor's letter to confirm you are healthy and is safe to travel. This letter should be issued within 72 hours before departure. Bring this letter and COVID-19 test results, if applicable, when you go through immigration. Please submit a digital copy to the TDSB International Students and Admissions Office at time of reporting and registration. A COVID-19 test will be required during or at the end of your self-isolation period in Canada. Students and co-arriving family should be screened for signs and symptoms of COVID-19 prior to the flight.

Packing

Include the following items in your carry-on bag, which you will bring with you on the airplane:

- Passport
- Study Permit or Immigration Approval Letter (if you already have one)
- TDSB Letter of support
- Custodianship declaration forms
- TDSB Official Letter of Acceptance (OLA)
- Your school transcripts (translated to English)
- Your Record of Immunization (vaccination)
- Host Family/Homestay Provider Profile with contact information
- Support for Travellers Self-Isolation Plan Form
- Change of clothes and some snacks (no liquids)
- Several face masks and small bottle of hand sanitizer (maximum 100 ml)
- Small package of sanitizer wipes

4. ARRIVAL PLANS

Before travelling to Canada, students must complete the mandatory **Support for Travellers Self-Isolation Plan (Appendix B)** (please use the form provided at the end of this document). Email the completed form to StudyToronto@tdsb.on.ca at least 2 weeks before travelling to Canada. Remember to bring a copy with you together with the documents mentioned in the previous section. You must also download the new [ArriveCAN](#) app (Apple Store or Google Play) from the [Government of Canada website](#). Canadian immigration officers will ask students to show your information at the point of entry.

4.1 Support for Travellers Self-Isolation Plan

- Before travelling to Canada, students **MUST** complete the form found at the end of this document, called **Support for Travellers Self-Isolation Plan**.

- At Canada Border Services, immigration officers may ask students to show proof of the **Support for Travellers Self-Isolation Plan**. You should then present this form, and the information must be correct.
- TDSB International Students and Admissions Office will review your **Support for Travellers Self-Isolation Plan** to ensure accuracy in advance of your trip.
- Please make sure to fill out the Travel Information and the Certify Declaration sections very carefully before emailing it to TDSB International Students and Admissions Office.
- Email a copy of the **Support for Travellers Self-Isolation Plan** to the International Education Office at StudyToronto@tdsb.on.ca 2 weeks in advance of travelling.
- Print a copy to bring with you in your carry-on bag.
- Keep a copy on your mobile phone.

4.2 The ArriveCAN App

The ArriveCAN App is available for iPhone and Android and can be downloaded from the App Store or Google Play (([iOS](#), [Android](#) or [web format](#)). This app must be setup before you traveling to Canada. Canadian immigration officer, at the airport, will provide you with a TOKEN NUMBER; which you will need to enter in your profile.

You can view and download the app by visiting the following website:

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

4.3 Airport/ Flight:

Upon travelling and arrival please consider these suggestions:

- **Wear a face mask:** Remember to wear a mask at all times.
- **Hand Washing:** Wash your hands before you board the airplane and bring a bottle of hand sanitizer; to use as often as you can during the journey.
- **Physical Distancing:** where possible, keep 6 feet (2 metres) distance between you and other people.
- **Keeping Safe:** Keep your mobile (cell) phone charged.
- **Snacks:** bring snacks with you; as carry-on luggage. Restaurants in the airport may not be open, or there will be long lines/queues. When you get to your airplane seat, remember to wipe down your area, especially the TV screen (if there is one), the folding table and armrests. When finished, remember to use hand sanitizer to clean your hands.

4.4 Arriving in Canada

When you get ready to go through Canadian Border Services at Toronto Pearson International Airport, remember to do the following:

- The students and co-arriving family members should be actively screened for signs and symptoms of COVID-19 prior to meeting the custodian and/or homestay provider.
- After landing at the airport, notify your custodian and host family (by text, WhatsApp, WeChat). Keep them informed until you arrive at the homestay/ isolation location.

- Print **Support for Travellers Self-Isolation Plan**, store in convenient location (knapsack, purse, handbag) ready to show to the immigration officer.
- Have a copy of your host family profile.
- Have a copy of the Official Letter of Acceptance and a letter of support from the Toronto District School Board.
- Make sure you get your Study Permit from the immigration officer if you are coming for more than six months of study (paper copy of the permit).
- Meet the person picking you up on the other side of the Arrival Gate (custodian, host family or homestay) at the spot they will have predetermined.
- There shall be no planned or unplanned stops during travel to the quarantine site. When the student leaves the airport, it shall be a direct commute to the quarantine site.

5 **SELF-ISOLATION/ QUARANTINE**

5.1 Government Rules and Communication:

In Ontario, everyone is working hard to keep COVID-19 under control. We do this by following important rules from government authorities at the provincial and municipal levels.

- When you get to your new home you must self-isolate for 14 days. This means you are to stay in your room and avoid direct contact with your host family members. You must use a dedicated washroom for yourself only and discuss safe laundry procedures with your host family.
- Email StudyToronto@tdsb.on.ca or call 416-395-8120 to inform the Toronto District School Board that you have arrived at your homestay. This will allow us to support you to maintain records of the student and their co-arriving family's completion of the quarantine period.
- The governments of Canada and Ontario want to make sure all new arrivals to Canada are safe and healthy. To do this, they may call you, your custodian or your host family to make sure you are self-isolating and following the law.
- During the student's quarantine time, TDSB will follow the reestablished protocol for notifying the local and provincial authorities on COVID-19 related compliances and reporting cases of infection.
- A staff member of guidance counsellor team from the **TDSB International Students and Admissions Office** will also **check-in with you on weekdays** to see how you are doing. You must be prepared to answer those calls, since that person will verify that you are following the expectations of self-isolation.
- The International Students and Admissions Office will give approval for you to start in school after the 14 days. This will be done through communication directly with your school principal before you can participate in school.

5.2. Staying safe:

- While you are self-isolating, it is important that you remain in your room. You are able to leave your room to go to the bathroom; assigned for your use. Remember to keep your room clean and practice good hygiene. Some examples are washing your hands often, showering every day, cleaning the bathroom after using it; use

cleaning supplies the host family will leave in the bathroom for you (please ask your parents to teach you how to clean your room and bathroom before travelling).

- Cover your mouth and nose with your elbow when you cough or sneeze.
- Wear a face mask when you are interacting with anyone, such as your host family.

5.3 Your Physical Health

- Stay active during self-isolation! This is a great opportunity for you to try a new exercise routine in your room. Some suggestions are jumping jacks, yoga, skipping rope. There are free online exercise videos!
- It is important to make sure you establish a healthy routine as quickly as possible. Go to bed at a reasonable hour and do not stay up all night playing video games or chatting with your friends back in your home country.
- Notify your custodian, your host family and your TDSB guidance counsellor for international students **immediately by phone, email, or text**, if you develop symptoms and require medical care. The International Students and Admissions Office can also be reached at: 416-395-8120 or StudyToronto@tdsb.on.ca.

5.4. Monitor your Mental Health

The 14 day self-isolation period may be challenging and stressful. There may be times when you may feel sad, nervous, anxious, or homesick. There are a number of strategies to help you manage these feelings.

- Make video chat (WhatsApp, FaceTime, WeChat) with your host family daily. Text or call your custodian and let them know how you are feeling.
- Participate in daily check-in with the TDSB guidance counsellor for international students. Call the TDSB International Students and Admissions Office if you have any questions or need assistance at 1-416-395-8120.
- StudyInsured, your health insurance provider, provides medical and counselling services. TDSB international students can speak to a counsellor 24 hours a day, 7 days a week. You can call to talk about how you feel, what you experience and ask for advice in your first language. Calls are confidential and free program for International Students.

Telephone: 1-866-883-9787

StudyInsured

<https://www.studyinsured.com//tdsb>

5.5 Stay Connected

- Ask your host family for WiFi access.
- Contact your friends and family when you are self-isolating, daily.
- Check your email daily and respond to all email from the International Education Office or your guidance counsellor.

5.6 COVID-19 Test

- The Government of Ontario requires all local and international students and their co-arriving family members who have been out of the country to undergo a COVID-19 test before being admitted into school.
- You and your co-arriving family members will be required have the COVID-10 test during the 14-day self-isolation period.
- The custodian or designate shall make arrangements, provide transportation and supervision of the student and their co-arriving family members for COVID-19 testing.
- Your custodian/host family must assist you getting the test. Before your arrival in Toronto, make sure you communicate with your custodian and homestay. They need to know how to book a COVID-19 test near where you live. For more information on the testing centers, please follow this link: <https://covid-19.ontario.ca/assessment-centre-locations>
- Please submit your COVID-10 test results to the International Students and Admissions Office once received, StudyToronto@tdsb.on.ca.

6 POST-QUARANTINE

Once you are cleared to start school, you will be able to start classes and to meet new classmates and make new friends. However, if on any given day or any given time you feel ill, or think you have any symptoms of COVID-19, you **MUST** stay home **AND** immediately call your school and the Guidance Counsellor for International Students. The school administrator will give you direction on what to do next.

You are required to inform your custodian, parents and the homestay. During this time you need to closely monitor your health and to follow protocols and procedures that TDSB has put in place at all schools. Here are a few important links:

TDSB Mask and Face Covering Requirements:

<https://www.tdsb.on.ca/In-Person-Learning/Health-and-Safety/Mask-and-Face-Covering-Requirements-For-TDSB-Students-and-Staff>

Student Self-Assessment:

<https://www.toronto.ca/wp-content/uploads/2020/08/94e5-Survey-poster-Schools.pdf>

TDSB Daily Health Screening:

<https://www.tdsb.on.ca/In-Person-Learning/Health-and-Safety/Daily-Health-Screening>

Covid-19 Decision Guide for Schools (Appendix C)

Supporting International Students

Our dedicated team of principals, guidance counsellors for international students and staff at the TDSB are committed to supporting and promoting student well-being, safety, academic success and social integration in our schools and communities.

International students have full access to all available services at school to help you adapt and flourish during your study at TDSB. In the current context of COVID-19, it is

important that you are familiar with the following levels of support to help you manage the 14-day self-isolation period and to be ready for school.

All international students at TDSB are under the Comprehensive Emergency Medical Insurance covered through **StudyInsured**, including Covid-19. **Your insurance coverage starts two weeks before your official start date. For details on your coverage, please follow this link: [International Student Insurance Plan](#)**

6.1 The Custodian:

- Custodians are the persons who parents appointed to be legally responsible for international students while studying in Canada.
- TDSB requires the custodian to reside in the Greater Toronto Area (GTA) so that they may be reached and be available, at any time, to assist students. For elementary students, the parent, custodian or legal guardian must live with the student.
- Once at the Toronto airport, students must be met by their custodian, or an approved designate. This individual will be at the airport to greet the student and provide appropriate transportation to directly take the student to the designated 14-day self-isolation location (homestay). The custodian will provide his/her the address and contact information to the student. The custodian will provide the address and contact information of the self-isolation location to the International Students and Admissions Office.
- The custodian shall support and is responsible for the student, as signified “*As a custodian, I have made the necessary arrangement for the care and support of the said student in place of the parents as appropriate.*” This includes the supports for the student’s quarantine period, COVID-19 testing, health care authorization /guardianship and for the duration of their contract with the student’s parents.
- The custodian must be informed should the student require accommodations to properly support disabilities or other health conditions. It is the responsibility of the custodian to make arrangements to deliver the necessary accommodations.
- The custodian shall call the student daily to check with you, support and help you during the 14-day self-isolation period and beyond.

6.2 Homestay or Host Family:

- The homestay or host family is one of the most important aspect of the student’s experience. The student lives with the homestay and develops rapport with the host and his/her family. The host is expected to take care of your wellbeing by providing the student with a nurturing home environment, nutritious meals, safety, care and friendship.
- TDSB requires all international students under the age of 18 to reside with a family member or a host family who can ensure proper care and well-being of our students.
- During the 14-day self-isolation period, the homestay, if different from custodian, must communicate with the custodian daily. The homestay must contact the International Students and Admissions Office if there are concerns regarding the student’s health and well-being.
- The homestay shall continue to provide the student with necessary supports and assistance if the quarantine is extended.

6.3 Guidance Counsellor for International Students (GCIS):

- A GCIS will conduct daily check-in with students in self-isolation; using online tools such as Google Meet, Zoom or FaceTime during the 14-day quarantine.
- The GCIS will continue to support, guide and assist international students at the designated school.

6.4 Your Homestay Coordinator:

- Some homestay providers have homestay coordinators to work with the host families and custodians to support students.
- Homestay Staff shall ensure the accommodation is suitable for self-isolation, including the room and private washroom.
- The International Students and Admissions Office will collaborate with parents who have hired/contracted homestay provides to support the student.

6.5 International Students and Admissions Office:

Our office staff works closely with TDSB schools and other departments to support international students. Please contact our office for support with the application, acceptance, arrival and the COVID-19 14-day self-isolation period. Our staff is available to provide support to families. Please call or email us at:

Phone: 1-416-395-8120

Email: StudyToronto@tdsb.on.ca

6.6 School Principal and Vice-Principal:

School principals with her/his staff (teachers, office staff, support staff) to support every student at their school. The school principal oversees student academic success, wellbeing, mental health, safety and social integration within the school.

Please introduce yourself to your principal when you start school....they will love to meet you in person.

6.7 School Based Guidance Counsellors:

- Student Services is a department where students can meet your Guidance Counsellor to discuss academic, social-emotional support, volunteer opportunities, post-secondary options and much more. There may be several guidances counsellors at each school. Generally, there may be a designated guidance counsellor to support international students. Please indicate that you are international student and ask if there is a designated guidance counsellor.
- Guidance Counsellors work closely with international students to select courses, change timetables, learn about clubs and sports, apply to college or university and mentoring.
- It is very important that you communicate regularly with the guidance counsellor especially during COVID-19.

6.8 School Nurse:

Elementary and secondary schools in TDSB have a public health nurses assigned to them who may be contacted as needed. When students are at school, when students

have concerns about their health, please meet with the guidance counsellor (above) who will assess if you need to see a nurse or doctor, in consultation with your custodian.

6.9 Mental Health Team:

COVID-19 restrictions and social distance requirements may have a negative effects on students' mental health resulting in feelings of anxiety, fear, social isolation, sadness and more. To help our students, school-based social workers are available to help with the mental health needs of students through a referral process.

For more information on support for Mental Health and Well-Being at the TDSB, please visit: <https://www.tdsb.on.ca/Elementary-School/Supporting-You/Mental-Health-Well-being>

You may also call the insurance provider for TDSB international Students for support: <https://www.studyinsured.com//tdsb>

7. INCLUSION AND EQUITY

TDSB has clear policies to manage bullying, discrimination and racism, which have been expanded to include any implications and profiling that has risen from the COVID-19 pandemic. Our school administrators and teachers will be vigilant around check-ins with our international students, reminding them the team is there to support them if concerns of discrimination or harassment arise.

You may follow this link for more information:

<https://www.tdsb.on.ca/About-Us/Equity/Addressing-Discrimination-and-Other-Inequities>

8. KEY LIAISON PERSONNEL

The following staff members of the TDSB will be the key point of contact(s) at the International Students and Admissions Office (ISAO) to liaise with the Ministry of Education and the local health authorities:

Dr. Kien Luu, Central Assined Principal, ISAO: 416-395-1808 Kien.Luu@tdsb.on.ca

Mr. Fred Liu, Manager, ISAO: 416-395 2880 Fred.Liu@tdsb.on.ca

9. RESOURCES

Toronto Public Health:

<https://www.toronto.ca/city-government/accountability-operations-customer-service/city-administration/staff-directory-divisions-and-customer-service/toronto-public-health/>

Toronto Pearson International Airport Public Health Measures:

<https://www.torontopearson.com/en/healthy-airport/measures-in-place-in-response-to-covid-19>

Public Health Ontario:

<https://www.publichealthontario.ca>

How to Self-isolate:

<https://www.publichealthontario.ca/-/media/documents/ncov/factsheet-covid-19-how-to-self-isolate.pdf>

Government of Canada – Travel Restrictions:

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

TDSB Mask and Face Covering Requirements:

<https://www.tdsb.on.ca/In-Person-Learning/Health-and-Safety/Mask-and-Face-Covering-Requirements-For-TDSB-Students-and-Staff>

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