TRENT UNIVERSITY: INTERNATIONAL STUDENT COVID-19 SAFE ARRIVAL PROTOCOL

Updated: May 15, 2021

Please note that Immigration and COVID-19 regulations change frequently. Trent University will attempt to keep you updated about any changes which may impact your studies. For the most up-to-date information, please refer to the [Immigration, Refugees and Citizenship Canada COVID-19 Webpage](.).

Entry to Canada during COVID-19: An Introduction

As of October 20, 2020, any international student with a valid Study Permit is permitted to enter Canada if they are studying at an approved designated learning institution. The purpose of this document is to provide you with information to assist your planning for entry into Canada.

Please be advised that you may start your studies online once your Study Permit application has been submitted. This time spent studying will be counted towards your Post-Graduation Work Permit eligibility. Please note that submitting a Study Permit application and starting studies online does not guarantee approval of your application. Be aware of Trent's academic and financial deadlines.

New Travel Measures

On February 12, the [Government of Canada announced enhanced protocols](.) to discourage non-essential travel to help limit the spread of COVID-19 and its variants. These new regulations apply to international students. You can either choose to enter Canada at this time or wait until the regulations are lifted in the future. You can start or continue your studies online, and time spent studying will count towards your Post-Grad Work Permit eligibility.

Travellers must still provide proof of a negative COVID-19 molecular test taken up to 72 hours before their scheduled departure time.
As of February 21, 2021, at 11:59 pm ET, travellers, unless exempted, will also be required to:

- reserve a government-authorized hotel for 3 nights prior to departure to Canada
- take a COVID-19 molecular test on arrival in Canada
- stay in the government-authorized hotel while awaiting the results of the COVID-19 molecular test taken on arrival
- pay for the cost of the hotel stay, as well as all associated costs for:
- food

- security
- transportation
- infection prevention and control measures

Travellers must present proof of having reserved and pre-paid for their accommodation through ArriveCAN. There is an estimated cost of $2000 CAD for this requirement.

Travellers will still be required to complete the remainder of the mandatory 14-day quarantine at their pre-approved quarantine location after their mandatory hotel stay.

Pledge of Compliance for Students Entering Canada

If you plan on entering Canada, it is mandatory for you to complete the following pledge of compliance and submit it to Trent International prior to your arrival. This pledge of compliance will be completed electronically in the **Trent University Quarantine Plan Registry**.

We look forward to welcoming you to Canada! Canada remains a safe and welcoming destination for international students. However, as a result of the COVID-19 pandemic, there are some important protocols that international students must follow to reduce the risk of infection and transmission of the virus, including undertaking a mandatory 14-day quarantine period immediately upon arrival in Canada. All Canadians and visitors are required to work together to keep each other safe by following public health directives. We are here to support you throughout this process.

Please take some time to review the information in this document. Please note that if you do not follow this protocol, you 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 understand that further to the penalties detailed above, non-compliance may result in academic and enrolment sanctions.
- ❑ I pledge to comply with the requirements stated in Trent's Safe Arrival Protocol
- ❑ I have completed and printed the Safe Arrival Protocol 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 am aware of the New Travel Measures and will comply accordingly
- ❑ I understand I require a negative COVID-19 molecular polymerase chain reaction (or PCR) test result taken within 72 hours prior to the traveller's scheduled departure to Canada.test result taken within 72 hours prior to the traveller's scheduled departure to Canada.
- ❑ I pledge to inform Trent Health Services of a positive COVID-19 test result and acknowledge that a positive result does not impact my status in Canada or at Trent university and ongoing medical support will be provided.

Trent University's COVID-19 Safe Arrival Protocol

The current travel restrictions and quarantine requirements related to the COVID-19 pandemic require students to quarantine (self-isolate) for 14-days upon arrival to Canada. This protocol outlines the regulations of the Canadian government for students returning to Canada, and Trent University's procedures to ensure a safe return.

Trent University's priority is the health and safety of our students, staff, and wider community. We will continue to follow the regulations and recommendations of the Government of Canada and provincial and local health authorities.

The Government of Canada has put in place an emergency order under the Quarantine Act. It applies to all travellers arriving in Canada. Its purpose is to slow the spread of COVID-19 in Canada. Failure to comply with this order is an offence under the Quarantine Act.

Any international student with COVID-19 symptoms will not be allowed to board their flight to Canada. If symptoms occur upon arrival, a health assessment will be performed by a Public Health Agency of Canada (PHAC) Officer and the individual may not be allowed to enter Canada, or if necessary, the individual may be transported to a hospital for a medical examination. Among other requirements to be granted entry to Canada, an international student will be required to demonstrate to a Border Services Officer, or PHAC Officer, that they have a suitable plan for quarantine in place; otherwise, they may be refused entry. Any international student who is found to be in violation of the mandatory 14-day quarantine period may be penalized under Canadian law.

All international students planning on returning to Canada, must complete the following, before their arrival in Canada:

1. Know and understand the requirements of federal quarantine, and other COVID-19 guidelines and advice as issued by the Government of Canada.
2. Know and understand the Coronavirus disease (COVID-19).
3. A thorough Quarantine Plan
4. Have health insurance coverage
5. Obtain a COVID-19 molecular polymerase chain reaction (or PCR) test taken within 72 hours prior to the traveller's scheduled departure to Canada.
6. Book your hotel for a 3-night stay upon arrival.
7. Register in advance for your arrival test
8. Use ArriveCAN to submit your travel and quarantine plans

Failure to satisfy these outlined requirements is a breach of the regulations and recommendations of various Canadian governmental authorities and subjects the student to additional penalties prescribed by the Federal Government of Canada and other Canadian provincial and local Health Authorities (including but not limited to the penalties proscribed by the Quarantine Act, which include up to 6 months in prison and/or $750,000 in fines).

The below Pre-Departure Plan will assist you in meeting the above requirements.

Student Pre-Departure Plan

1. Know and understand the Coronavirus disease (COVID-19). Find the Government of Canada's Travel restrictions, exemptions and advice Webpage Travellers returning to Canada here. Travelling exposes you to increased risk of contracting COVID-19 and spreading it.

2. Know and understand the requirements of federal quarantine, and other COVID-19 guidelines and advice as issued by the Government of Canada. Find the COVID-19 quarantine requirements as issued by the Government of Canada here.

3. Determine your quarantine plan for the remaining days of your 14-day quarantine. Regulations for a suitable place of quarantine can be found here.

   You have 2 options for your quarantine (detailed info follows):
   a. Airport Hotel Quarantine package.
   b. Private Quarantine arrangements with family, friends, or in a private accommodation.

4. Book your hotel for a 3-night stay upon arrival. Trent University has partnered with the Holiday Inn Toronto Airport East for quarantine options. See details below.

5. Register in Advance for your arrival test

6. Obtain a COVID-19 molecular polymerase chain reaction (or PCR) test taken within 72 hours prior to the traveller's scheduled departure to Canada.

7. Border agents may request supporting enrollment documentation, either a valid Letter of Admission (LOA) or a Letter of Enrollment. If your LOA is expired, request Letter of Enrollment:
   a. Undergraduate students: MyTrent portal> Academics >International>International Undergraduate Letter Request;
   b. ESL Students: MyTrent portal > ESL Letter Request
   c. Graduate students: email graduate@trentu.ca to request a Letter of Enrollment.

8. Ensure you have adequate health insurance coverage the day of your arrival. You can request your UHIP E-card on your MyTrent Portal > Support > Health and Wellness > UHIP E-card request. More information can be found below.

9. Ensure you have pre-arranged private transit arrangements (shuttle, private taxi, private transit with friend or family member) to your place of quarantine as directly as possible without making stops along the way. Arrange transportation to your place of quarantine prior to departure to Canada. See

shuttle options below.

10. Register your trip in the Trent University Quarantine Plan Registry. The registry is mandatory for all Trent University students entering Canada from abroad.

11. Read, understand, sign and print the Pledge of Compliance located in the Trent University Quarantine Plan Registry. You will sign a digital copy when you submit your quarantine plan to the Trent University Quarantine Plan Registry.

12. Once your quarantine plan is approved, you will be provided with the latest information on how to follow quarantine protocols and the various supports available to you during the quarantine period.

13. Download the ArriveCan app (iOS or Android) and submit your quarantine plan 48 hours prior to departure to Canada for the Government of Canada.

14. Print and carry your quarantine plan. Once you submit your plan to the Trent University Quarantine Plan Registry, there will be an option to download your plan as a PDF.

15. Print and carry any supporting documentation: passport, valid study permit/supporting documentation, hotel reservation, Housing Agreement, shuttle reservation, Letter of Acceptance or Letter of Enrollment, receipt of fee payment, ArriveCAN receipt, COVID-19 test result, etc.

16. Print and carry Safe Arrival Supporting Letter from Trent University - sent to your Trent Email 1.5 months prior to the term start date. The email is titled "Safe Arrival Planning and Letter of Support". If you do not have this email, first check Trent spam folder, and then contact international@trentu.ca.

17. Pack the essential items in our quarantine packing checklist below in order to self-monitor for COVID-19 symptoms and to be self-sufficient without needing to leave your residence for 14 days.

18. Have your ArriveCAN receipt and test result ready for flight and entry.

19. Make sure that you do not travel to Canada if you have symptoms of COVID-Airlines will not allow you to fly. If you have symptoms on arrival, you may be denied entry or be put in a government sponsored quarantine facility as soon as you arrive.

20. Have a backup plan. If you are turned away by the Border Services Officer or the Public Health Officer, you will need to book an airport hotel stay until you can take the next flight home. These costs will be paid by the student. Find approved Toronto airport hotels below.

21. Be prepared for the Government of Canada to conduct compliance checks. After arriving in Canada, Government of Canada officials will call the student

to monitor compliance with the mandatory quarantine. The student must be prepared to answer calls from **1-855-906-5585** or **613-221-3100**.

Quarantine Options

A suitable quarantine space is as follows:

- Must be a space you can separate yourself from others.
- Must have access to essential services (food, medicine, furniture, medical care etc.).
- Is not shared with vulnerable people such as people 65 years or older, or people with underlying medical conditions.

Students have the following accommodation options when arriving to Canada:

At this time, for the 2021-2022 Academic Year students will be required to quarantine at an off-campus location.

If you are considering living in residence for the Fall/Winter semester, the Peterborough move-in dates are September 4 and 5 (subject to change). The Durham move-in date is September 6 (subject to change). Once you have completed quarantine, you can move into Trent residence. You can move in on the designated move-in days or any time after.

When travellers arrive in Canada, they are required to complete a 14-day quarantine:

Step 1: Mandatory 3-night hotel stay
Step 2: Mandatory 11 night quarantine (at a hotel, private residence, Airbnb, family residence)

Here are your options for off-campus quarantine. All options must meet the Government of Canada quarantine regulations.

1. Quarantine in your permanent off-campus housing
2. Quarantine at a temporary residence with family or friends
3. Quarantine at an Airbnb
4. Quarantine at a hotel (list of available recommended hotel options)

Please consult our "Planning Your Quarantine Accommodations" resource on our for a comprehensive list of quarantine options, including hotel packages, and a guide on how to access essentials during your quarantine.

Making Your Quarantine Arrangements

- If you are making your own arrangements, the University must review your plans before you travel
- You may quarantine at an off-campus accommodation if you can physically distance from others and avoid contact with vulnerable people (people 65 years or older, or people with underlying medical conditions), if public living areas can be avoided, and if you have a plan in place to access basic necessities (food, medication) and services (childcare, cleaning supplies, social or family support, pet care, etc.) without leaving your place of quarantine. Please review the Government of Canada guidelines for a suitable place of quarantine.
- You can only self-isolate with individuals who you have travelled with
- Students and co-arriving family members must have a plan for the 14-day quarantine and will not be permitted to leave their place of quarantine for 14 consecutive days, even to obtain groceries.
- Students and co-arriving family members are strongly encouraged to pre-arrange contactless move-in with their landlord or their hotel.
- Students and co-arriving family members planning on living with family, friends or roommates, should speak with them prior to their arrival in order to obtain their consent and establish a self-isolation plan. You will be required to self-isolate from your housemates in your room, wear a mask, and practice safe physical distancing of 2m when in shared spaces. The Border Services Officer will ask the student to outline how the student will ensure appropriate accommodations for quarantine.
- If a student is having difficulty obtaining adequate quarantine arrangements, they should email international@trentu.ca for assistance.

Quarantine Packing Checklist

In addition to regular packing requirements, students should also bring:
- Disposable and cloth face masks
- A travel-sized bottle of hand-sanitizer (100ml)
- Books and other supplies to occupy your time in quarantine
- Thermometer (so that you can monitor and report your temperature while in quarantine)
- First aid kit
- Laptop computer
- Medication that will last for the entire 14-day quarantine period if required
- Enough clothes for 14 days as you may not have access to laundry facilities based on your place of quarantine
- Personal hygiene products
- Essential personal items including items for staying connected and entertained (electrical adapters, books, music etc.)

Please also make sure you have the following available in your carry-on luggage:

- At least two masks
- A travel-sized bottle of hand-sanitizer (100ml)
- Disinfecting wipes
- Valid Passport

- Valid Study Permit or Letter of Introduction confirming permit approval
- Letter of Acceptance from Trent or Valid Letter of Enrollment
- Quarantine Plan and supporting documents
- UHIP Coverage E-card (University Health Insurance Plan)
- Negative PCR test result taken within 72 hours prior to the traveller's scheduled departure to Canada.
- Quarantine address
- Permanent Canadian address if different from quarantine address
- Trent International contact information 1-705-748-1314
- Change of clothes
- Some food or snacks (as restaurants may be closed in airports)
- Re-fillable water bottle
- ArriveCAN receipt

Travel Plan

While en route to their destination, students are expected to:
- Wear a mask
- Practice physical distancing
- Wash hands frequently
- Use hand sanitizer when necessary
- Sanitize personal space and high-touch areas such as seat belts and tray tables
- Minimize trips to the washroom
- Touch as few surfaces as possible
- Keep cell phone charged

Student Arrival Plan

- Upon arrival in Canada the student should proceed through the airport while maintaining physical distance. You will not be permitted to stay in the Arrivals area.
- The student must have their documents ready to present to Canada Border Services. The student will also be required to undergo a screening by a border services or quarantine officer who assess travellers for symptoms.
- If the Border Agent does not accept your quarantine plan, you will not be permitted to remain in Canada. You will have a ticket booked on the next available return flight (*which may be several days in advance and will be required to book a room in an Airport hotel and isolate until your return flight.)

Upon Arrival at the Final-Destination Airport:

- Wear a fresh mask
- Undergo health screening to ensure you are symptom free and are in good health
- Pick up baggage while maintaining physical distance
- Proceed to your pre-arranged transportation

- If you booked a shuttle, follow Ground Transportation signs. Ground transportation is located one level down from international arrivals.
- Load your own luggage into the vehicle and sit as far away from the driver as possible
- Download the Canada Covid Alert App

Transport to Place of Quarantine

- All hotels under the 3-night hotel stopover program, provide a shuttle from the airport to the hotel
- You will need to make private transportation arrangements from your hotel to place of quarantine for the remaining 11 days. Your transit options are:
    - A shuttle
    - Taxi
    - Private transit with family or friend
- Benson Services is providing a private shuttle service from Pearson International Airport to Durham GTA and Peterborough area. They are equipped to follow self-distancing protocol. We recommend contacting them at least one-week prior to departure to book your transportation.
    - You will need to include pre-arranged transit information in your quarantine plan.

Transit to a COVID-19 Testing Site While in transit to COVID-19 testing site, students are required to adhere to all public safety measures, including:

- Wear a mask
- Sit in the backseat on the passenger's side (if possible) with windows down
- Practice physical distancing
- Use hand sanitizer
- Sanitize high-touch areas such as seat belts and door handles
- Touch as few surfaces as possible
- Record taxi driver registration information for contact tracing Keep cell phone charged

COVID-19 Symptoms and Treatment

If at any point a student develops COVID-19 symptoms, they must follow the instructions from the Public Health Agency of Canada. Please see the Government of Canada's instructions for symptoms and treatment of COVID-19.

Call Telehealth Ontario at 1-866-797-0000.
If your symptoms are severe, call 911, if your symptoms are mild, first call Telehealth. **Call before you go to any clinic/hospital**.

Quarantine (Self-Isolation) Plan

As part of Quarantine Act, travelers to Canada are required to self-isolate for 14 days. This means that students will have to stay in their own room for 14 days and avoid contact with (keep a 2-metre distance from) others.

After arriving in Canada, Government of Canada officials will call the student to monitor compliance with the mandatory quarantine. The student must be prepared to answer calls from **1-855-906-5585** or **613-221-3100**.

IMPORTANT: When contacting you during quarantine to ensure compliance, the Canadian Government will never ask you for financial information.
Before reading below, please read the [Public Health Agency of Canada's directions on Quarantine here](#).

Student Quarantine Expectations

- During quarantine you may NOT:
    - Leave your place of quarantine unless it is to seek medical assistance.
    - Have any guests even if you are outside and stay 2m apart from them.
- During quarantine you may:
    - Use shared spaces, or private outdoor spaces in your place of quarantine provided you:
        - Avoid contact with others who did not travel with you;
        - Disinfect spaces after use;
        - Wear a suitable non-medical mask or face covering if a distance of 2m from others residing in your place of quarantine cannot be maintained
- Check-in within 48 hours of arrival through the ArriveCAN app or call 1-833-641-0343.
- Report symptoms through the ArriveCAN app or call 1-833-641-0343 every day until the end of your 14-day quarantine.
- Daily self-assessment is required using the Ontario COVID-19 self-assessment tool found at https://covid-19.ontario.ca/self-assessment. If you cannot use the online self-assessment tool, call Telehealth at 1-866-797-0000.
- Students are responsible to check-in daily with Trent staff to ensure you are healthy, all your basic needs are being met, and to ensure compliance with quarantine regulations. Once your Trent University Quarantine Plan has been submitted and your plan has been approved, instructions on how to check-in will be sent to you.
- Students and co-arriving family members must have their own room and bathroom. Clean the bathroom regularly with household cleaning products. Flush the toilet with the lid down.
- If living with others, stay in your room as much as possible and away from others. Eat in your room.
- Practice good hygiene: wash your hands frequently with soap and water for at least 20 seconds; use a separate towel, kept away from others; 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.
- Stay connected – text, email, FaceTime with your friends and family.
- Package up your garbage – empty garbage frequently and wash your hands immediately.
- Keep personal items separate from those belonging to others.
- Avoid prolonged periods of inactivity. Trent University will provide a resource package and opportunities to be active while in quarantine.

Post-Quarantine Student Expectations:
- Continue to practice proper hygiene
- Use proper coughing and sneezing etiquette
- Practice physical distancing when outside of the home, avoid malls, crowded spaces, and sports
- Wear a mask in circumstances that you cannot maintain proper physical distancing
- Follow up to date public health guidelines
- If at any point if you feel unwell and have COVID-19 symptoms, self-isolate and follow the instructions from the Public Health Agency of Canada. Please see the Government of Canada's instructions for symptoms and treatment of COVID-19.
- Stay connected to you family, peers, and Trent supports!

While these instructions and protocols may seem overwhelming, they are here to remind you to be careful of your contact with others during the 14-day quarantine. Trent University is here to help!

Students are reminded that quarantine (self-isolation) is a requirement of the Quarantine Act and is not optional.

Additional Resources

Connecting your devices to Wi-Fi while in Canada
At the Airport:
While at Pearson Airport, you can use free Wi-Fi courtesy of American Express.
- Log in to free Wi-Fi at the airport
- Select "Toronto Pearson Public Wi-Fi" from the list of available networks.
- The American Express landing page will open. If the landing page does not open automatically, launch your internet browser and type in a website (eg. torontopearson.com).
- Accept the terms and conditions.
- Select "Connect".
For help with Wi-Fi, please see the following options:
- Contact customer service
- Call 416-Airport or toll-free at 1-866-207-1690
- Tweet @torontopearson

In Residence:

RezNet is the Internet service for Trent University students living in residence in one of the colleges on the Symons campus. The wireless network RezNet is a secure and encrypted network. Access to this network requires a log-in and is available to Symons Campus residence students only.

Scan or click on the QR code below, answer the configuration prompts using the drop-down buttons (country, institution, user group (service) you wish to connect to (eduroam OR RezNet), and your particular device). It will identify the correct installer. Download the installer and follow the next set of prompts to complete the setup. Note: You must do this for each device with which you wish to connect to either of Trent's networks.

RezNet-Guest is an open and insecure wireless network. Although it also requires a login, it may be used by anyone with a valid Trent account. This network is only intended for use by:

- residence visitors and
- students residing on Symons Campus, when using devices that are not capable of authenticating to a secure network.

Each room also has a network jack for wired devices. These wired ports also provide 20M maximum up/down speeds, but do not require logins.

OPTIONAL: Obtain a Pre-paid Canadian SIM card in Pearson International Airport

You will be expected to answer compliance calls from the Government of Canada. Therefore, it is recommended that you have a valid Canadian SIM card.

- Terminal 1, before security, International Arrivals **VIEW MAP**
- Everyday from 10:00 am – 10:00 pm EDT
- Learn more information about chatr Mobile SIM option here

Primary and Supplemental Health Plans while in Canada

Coverage Information About UHIP:
The University Health Insurance Plan (UHIP) is a primary health plan. It covers doctor's service, hospital service, emergency, and diagnostic testing. UHIP is mandatory while international students are living in the Province of Ontario or in Hull/Gatineau area in the Province of Quebec, Canada.

UHIP does not replace travel insurance during the time you are flying to Canada. International students should research and purchase travel insurance to cover the time period for travelling from your home country to Canada.

UHIP coverage period follows academic calendar from September 1 to August 31. UHIP expires on August 31st every year for all eligible international students. The normal UHIP start date is September 1st (for Fall term start), January 1st (for Winter term start), and May 1st (for Summer term start).

In consideration of the time required to quarantine upon arrival, new students arriving Ontario may start their UHIP term on their arrival date before the start of their term. UHIP fee to cover additional time is required.

New students who live outside of Canada have the option to opt-out UHIP during the first month of the term where they start studying at Trent.

New students who live outside the Province of Ontario but within Canada have the option to opt-out UHIP during the first month of the term when they start studying online at Trent. These students should purchase private health plan or contact the Provincial Ministry of Health and check their eligibility to have primary health plan covered by their Province of residence. For more information, visit: Canada's Provincial and Territorial Ministries of Health.

UHIP is administered by Trent International office. For more information, please visit UHIP web site. Email uhip@trentu.ca for any questions about UHIP at Trent.

Coverage Information about Student VIP:
Student VIP Supplemental Health & Dental Plan (Student VIP) covers items that are not covered by UHIP, such as prescription drugs, dentist visits, eye exams/glasses/contacts, physiotherapy, chiropractor, etc. Student VIP is administered by Trent Central Student Association (TCSA). For more information, please visit Student VIP Website. Email benefits@trentcentral.ca for general inquires.

<u>Getting UHIP e-card before arriving to Ontario or Quebec (Hull/Gatineau area), Canada:</u>
- UHIP is mandatory while international students are in the province of Ontario or Hull/Gatineau, Quebec within Canada. Complete the **UHIP e-card request form** about 7 days before their flight departure. MyTrent > SUPPORT >

Health and Wellness > UHIP e-card Request. They will receive UHIP e-card in their Trent student email inbox (not their personal email).
- Send any UHIP and health insurance questions to uhip@trentu.ca.
- Email benefits@trentcentral.ca to opt-in TCSA's Student VIP supplemental Health & Dental Benefit. More information about Student VIP: https://studentvip.ca/Default.aspx

Health plan Opt-out Process for Out of Ontario Students:

New 2021 summer start international students who will not be in Canada for 2021 summer term will have the option to opt-out of UHIP and Student VIP in the month of May. UHIP opt-out form will open in May 2021 on MyTrent/SUPPORT/Health and Wellness/UHIP opt-out form.
Student VIP will start accepting opt-out request in May 2021 on Student VIP Website

Opt-in Process after previous opt-out
International students who previously opted out from UHIP are required to reactivate their UHIP before travelling to Canada. Please email uhip@trentu.ca with your full name, Trent Student ID and your arrival date in order to reactivate your UHIP and receive your UHIP e-card by email.

International students who want to opt-in Student VIP after opt-out, please email operations@trentcentral.ca with your full name and Trent Student ID to request late opt-in.

UHIP and Student VIP Policy Reset and Update on September 1st Every Year
UHIP and Student VIP policy term period follows academic calendar from September 1st to August 31st.
Trent International will provide update via email and website as we get closer to September 1st, 2021.
If you have questions at any time:
- Email uhip@trentu.ca for UHIP or general health insurance information
- Email operations@trentcentral.ca for Student VIP

Definitions

What is COVID-19 (coronavirus)?

COVID-19 is a viral infectious disease that can vary in severity, with some individuals having no, or very mild symptoms, others may develop respiratory symptoms, including pneumonia, and some may develop severe and life-threatening multi-system disease. COVID-19 has been declared a pandemic by the World Health Organization (WHO), meaning it is circulating globally, and there is little to no population immunity to the disease. Most people who are infected with COVID-19 will have a mild illness and will recover on their own. Some people who have more severe cases of COVID-19 will require care from a health care provider or hospitalization. COVID-19 may be diagnosed by a health care provider based on signs and symptoms, and/or confirmed through laboratory tests.

For more information about COVID-19 and its signs and symptoms, please see the Government of Canada's Public Health Page on COVID-19

Quarantine: Self-isolate versus Isolate:

The Public Health Agency of Canada draws a distinction between the need to quarantine (self-isolate) and isolate. See the distinction on the Public Health Agency of Canada's website here. This procedure assumes that students will meet the requirements to quarantine (self-isolate).

ArriveCAN App:

Use this mobile app to speed up your arrival process in Canada and spend less time with border and public health officers. Submit your information easily and securely using the app within 48 hours before arriving in Canada. The app helps you to:
- provide mandatory information that's required for entry into Canada
- reduce your wait time and points of contact at the border
- provide the Government of Canada with voluntary updates on your quarantine compliance and the development of any symptoms during the 14 days after arriving in Canada

Download the ArriveCAN app (iOS, Android or web format). Make sure you have the official version by downloading it here. Learn more about the ArriveCAN App on the Government of Canada Website.

COVID Alert:

COVID Alert helps us break the cycle of infection. The app can let other app users know of possible exposures before any symptoms appear. That way, we can take care of ourselves and protect our communities.
- The app uses Bluetooth to exchange random codes with nearby phones.
- Every day, it checks a list of random codes from other users who tell the app they tested positive.
- If you've been near a user who tested positive within the last 14 days, through these random codes, you'll get a notification.

Resources

For further reading on preparation for travel and contact with and care for individuals exposed to COVID-19, please refer to the following:

- Public Health Agency of Canada (PHAC) Being Prepared - for individuals: https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/being-prepared.html#a2

- Public Health Agency of Canada: If you or our child become ill https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/symptoms.html#i

- COVID-19 guidelines and advice as issued by the Government of Canada https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirusinfection/latest-travel-health-advice.html

- Coronavirus disease (COVID-19): Travel restrictions, exemptions and advice https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/latest-travel-health-advice.html#f

- Mandatory ArriveCAN Application https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/latest-travel-health-advice.html#ua

- COVID Alert Application https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19/covid-alert.html

International Student COVID-19 Travel Checklist

BEFORE YOU TRAVEL TO CANADA ENSURE THAT YOU HAVE THE FOLLOWING INFORMATION, SUPPLIES, AND/OR DOCUMENTATION. IF YOU ARE NOT PREPARED TO ENTER CANADA, YOU WILL BE REFUSED ENTRY AND SENT HOME.

- ❑ A non-medical mask to be worn during your entire trip
- ❑ A carry-on bottle of hand sanitizer (100ml)
- ❑ Thermometer (so that you can monitor and report your temperature while in quarantine)
- ❑ First aid kit
- ❑ Medication that will last for the entire 14-day quarantine period if required
- ❑ Enough clothes for 14 days
- ❑ A written 14-day quarantine plan
- ❑ A signed and dated copy of Trent's Pledge of Compliance for Students Returning to /Arriving in Canada
- ❑ A copy of your Admission Letter from Trent (or Enrollment Letter is Admission letter expired), plus your passport and study permit
- ❑ Download UHIP Coverage E-card (University Health Insurance Plan)
- ❑ Negative PCR test result taken within 72 hours prior to the traveller's scheduled departure to Canada.
- ❑ Print and carry Safe Arrival Supporting Letter from Trent University - sent to your Trent Email. The email was titled "Important Immigration Information - Safe Arrival Protocol"
- ❑ Arrange private shuttle to quarantine destination
- ❑ A contact number that Immigration Canada agents can reach you at 24 hours per day
- ❑ [Download and Complete the ArriveCAN app](#)
- ❑ [Know and understand the requirements of federal quarantine, and other COVID-19 guidelines and advice as issued by the Government of Canada](#)
- ❑ Submit your plans to the Trent University Quarantine Plan Registry
- ❑ Bring Canadian currency or a credit card for all expenses to be incurred during quarantine.
- ❑ Have a backup plan. If you are turned away by the Border Services Officer or the Public Health Officer, you will need to book an airport hotel stay until you can take the next flight home. These costs will be paid by the student.
- ❑ Download the [Canada COVID Alert App](#)
- ❑ Proof of 3-day stay hotel reservation
- ❑ Have your ArriveCAN receipt and test result ready for flight and entry.
- ❑ Have a backup plan