

TRENT UNIVERSITY: INTERNATIONAL STUDENT COVID-19 SAFE ARRIVAL PROTOCOL

Updated: March 3, 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. You must include it in your quarantine plan.

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.
- I acknowledge that I must complete a COVID-19 test upon completion of my 14-day quarantine.
- 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.

This pledge of compliance will be completed electronically in the **Trent University Quarantine Plan Registry**.

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 (Self-Isolation)
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 3 options for your quarantine (detailed info follows):
 - a. [Trent's On-Campus Housing Quarantine Package](#)
 - b. Airport Hotel Quarantine package. [Partner hotel option listed below](#).
 - c. 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. The email is titled "Important Immigration Information - Safe Arrival Protocol". 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-19. 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

Whether you are living on or off-campus 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:

Option 1: Trent’s On-Campus Housing Quarantine Package

- If you are travelling from another country and anticipate the need to quarantine in residence, Trent Housing will provide a comprehensive quarantine package. This option is available to students intending to live in residence long-term and will first need to apply to residence.
- Please contact Housing Services by email at residence@trentu.ca to discuss arrangements as soon as possible in order to ensure that you have a reservation.

Option 2: Airport Hotel Quarantine Package

- The Holiday Inn Toronto Airport East is offering all Trent students a comprehensive quarantine package.
- The Quarantine-600 package is a discounted quarantine packaged room rate provided at \$65.00 per room per night plus taxes on single occupancy and taxes are 4.52% MAT & 13% HST. Double occupancy at \$75.00 per room per night plus taxes. If a student wishes to book the entire room + 3 meals package it will be \$110.00 per room per night on single occupancy plus taxes. The package also includes a shuttle from the airport to the hotel.
- Please contact the [Holiday Inn Toronto Airport East](#) for more information

Option 3: Private 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 lived together with, in the same household (e.g., family members).
- 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

Trent's On-Campus Housing Quarantine Package

- [Century Transportation](#) and [Benson Services](#) are 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.

Airport Hotel Quarantine Package

- After you book your quarantine stay at The Holiday Inn Toronto Airport East, you will be able to take a shuttle directly from the arrival gate to the hotel. When you exit the airport, look for signage indicating "Airport Shuttles".
- [The Airport Shuttle schedule is available here.](#)
- Upon completion of the Mandatory 3-night quarantine or total 14-day quarantine, you will make shuttle arrangements from your hotel to your place of quarantine or place of residence.

Private Quarantine arrangements

- [Century Transportation](#) and [Benson Services](#) are 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.
- Alternatively, if you are quarantining with family or friends, they can pick you up at the airport.
- 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.
- All students will be required to complete a COVID-19 test upon completion of the 14-day quarantine.

- 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.

Mandatory Post-Quarantine COVID-19 Testing

- Upon the completion of your 14-day quarantine, both on-campus and off-campus international students are required by Canadian Immigration and Public Health policy to be tested for COVID-19.
- If you do not have symptoms of COVID-19 upon completion of your quarantine: You are eligible to complete the mandatory COVID-19 testing at an approved site (details below).
- If you have mild COVID-19 symptoms at the end of your quarantine: You must be tested at one of the many Public Health-run COVID-19 test centres (Ontario-wide, details below). Symptomatic people are required to self-isolate until a negative test result is received.

Peterborough Students:

- [Review information on the Peterborough Public Health protocols for testing and locations](#)
- [Post-testing regulations for Peterborough Public Health can be found here](#)

If you do not have COVID-19 Symptoms, you should be tested at either:

- [Shoppers Drug Mart: 741 Lansdowne St West](#). Call: (705) 748-6141 to book an appointment

or

- [Trent University Health Services](#): Call 705-748-1481 to book an appointment. Note: students with mild COVID-symptoms may also be tested at this location

Durham Students:

- [Information on Durham Region Public Health protocols and testing locations can be found here](#)

Greater Toronto Area Students:

- [COVID testing protocols and testing locations for the Greater Toronto Area Public Health can be found here](#)

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

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](#)

Holiday Inn Toronto Airport East: Trent University Quarantine Hotel Partner

As on March 1, 2021; the Holiday Inn Toronto Airport East is now a **Government Approved Mandatory 3-Night Quarantine** hotel for all incoming travelers to Toronto & Canada. Please take note of the detailed process as given below to process your booking with us.

Mandatory 3-Night Quarantine:

- Rate of \$319.00 per room per night plus taxes 17.52% on single occupancy; inclusive of all meals, transportation from airport, health & safety measures and other requirements as mandated by PHAC & Government of Canada **x 3 nights = \$1124.66**
- For every additional person a charge of \$100.00 per person will be applicable on double, triple and quadruple occupancies. At this time only family members can quarantine together (parents, children, spouse)
- Meals will be from our on-site restaurant Perkins Menu; guest can order any item from this menu for the applicable three nights only; limited to 1 dish per meal period.
- Out of 3-nights; the first 2 nights will be non-refundable and cannot be cancelled; 3rd night can be cancelled subject to receiving a negative COVID-19 test (in this case we will switch student effective the 3rd night on to student quarantine plan rate)
- Payment will be taken upon arrival for 2 nights and rest of the amount will be pre-authorized on the card (depending on their length of the stay)
- Credit Card or Debit Card is mandatory for the booking – no cash payments.

Booking process for Mandatory 3-Night Quarantine:

- Students are required to make their reservation via this number or link **ONLY: GAA Government Approved Accommodation** or call 1-800-294-8253 or 1-877.542.8745
- More details are available here: <https://travel.gc.ca/travel-covid/travel-restrictions/isolation>
- A unique alpha-numeric code is generated with the booking which is required to be declared at Immigration/ArriveCAN app
- Student will need to send us their 8 digit confirmation number in order to book 11 nights (for the remainder of their 14 night quarantine)
- **NOTE: Hotel will accept direct bookings only if the travel is within 24 hours. All other bookings must be made via the provided link or number only.**

Remaining 11 nights of 14 nights quarantine:

- Option A: Room only basis on single occupancy is \$65.00 per night plus taxes 17.52% x **11 nights = \$840.26**
- Option B: Room + 3 Meals basis on single occupancy is \$110.00 per night plus taxes 17.52% x **11 nights = \$1421.99**
- In case you choose Option A; you can buy meal period vouchers individually - breakfast at \$10.00, lunch at \$15.00 & dinner at \$20.00 per person

- In either option, an additional refundable deposit of \$200 will be taken at check in; this will be returned to you at check-out after inspection of your room.

Booking process for remainder of quarantine (11/14 nights):

1. Full name (of all travelers)
2. College name/campus
3. Confirmation number from Mandatory 3 Night Quarantine booking
4. Package preference for 11 nights stay (room only or room + 3 meals)
5. Arrival date & details in Toronto (day of landing)
6. We will need a credit or debit card number + expiry date to guarantee the reservation (we do not charge it) – **mandatory not optional.**
7. For 11 nights, cash is an acceptable payment method however; it has to be CAD\$ as no other currency will be accepted.
8. Email details to p.sambasivan@yyzae.com

Other charges

- A Microwave is available to rent at \$20.00 per week and electric-kettle at \$5.00 per week inclusive of taxes.
- A case of 24 bottles of 500ml water is available for purchase at \$8.00 plus HST

Meals for 11 nights:

The menu is from our onsite restaurant Perkins – you can refer to this menu here: <https://www.perkinsrestaurants.com/wp-content/uploads/2019/11/Perkins-Restaurants-Menu-2019.pdf>. The ordering restrictions are as follows:

- Breakfast: Build Your Own Breakfast option (only) – *no other breakfast options allowed*
- Lunch & Dinner: No seafood & steak items permitted.
- NOTE: Please let us know the exact dietary restrictions so that your booking can be updated accordingly; our chef can make the necessary arrangements for your diet if it is told to us in advance. We do cater to some **vegan, vegetarian, pescatarian, halal and applicable** options as given in the menu link.
- You are also permitted to order food from outside services or by using apps like Uber Eats, Skip the Dishes etc. **They will deliver the food to the lobby and we will deliver it to your door** (in this case you can book the room only basis package) Some students organize for food from specific catering agencies as well (please check with your college or Facebook groups). Same rules apply.

Please see below the links for a 3D tour of our property and rooms

- [2 Queen Beds Room at Holiday Inn Toronto Airport East](#)
- [1 King Bed Room at Holiday Inn Toronto Airport East](#)



The Holiday Inn Toronto Airport East is pleased to welcome international students for their quarantine stay!

METHODS TO BOOK YOUR ACCOMMODATIONS

Send an email to us with your full name, college name student ID number (if applicable), flight details on

p.sambasivan@yyzae.com

with a copy to w.fawal@yyzae.com; s.patti@yyzae.com; GSM@yyzae.com; and to guestservices@yyzae.com

ALTERNATE OPTIONS TO BOOK:

Please call us on +1-416-240-7511 or +1-416-240-4390 and speak with the Duty Manager with reference to the code **QUARANTINE-600**

IMPORTANT NOTES:

- ❖ Discounted room only rate provided **at \$65.00 per room per night plus taxes on single occupancy** and taxes are 4.52% MAT & 13% HST. Double occupancy at \$75.00 per room per night plus taxes.
- ❖ If a student wishes to book the entire **room + 3 meals package** it will be **\$110.00 per room per night on single occupancy plus taxes.**
- ❖ Students can also **opt to purchase meal period vouchers per their choice** and the meals are priced and charged as follows – **breakfast at \$10.00, lunch at \$15.00 & dinner at \$20.00 per person respectively per meal** or and will be in take-out form from the on-site Perkins Family Restaurant (in take-out option only). Taxes are 13% HST and gratuity is 15%.
- ❖ **Discount of 25%** on items sold at lobby marketplace which is stocked with fresh sandwiches, wraps, salads, yoghurt, candy bars, chips, juices, pop and water (self-serve, pay own).
- ❖ Rooms are newly renovated featuring 50" smart TV's and have complimentary WIFI connectivity all over the property. Each room features a mini-fridge, coffee maker, iron & ironing board & an electronic safe. Microwaves available – subject to availability.
- ❖ Access to the coin operated laundry room – we will provide all the guests staying with us the dryer sheets and laundry detergent pods
- ❖ Complimentary airport transfers via 'Airport Taxi' service or via our shuttle bus.
- ❖ Credit Card required to guarantee booking – payment will be processed only upon arrival at the hotel.



HOLIDAY INN TORONTO AIRPORT EAST
600 DIXON ROAD TORONTO,
ON M9W 1J1
WWW.HITORONTOAIRPORT.CA

SUPPORT: PARI SAMBASIVAN
SALES MANAGER
416-240-4384
P.SAMBASIVAN@YYZAE.COM

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.

Getting UHIP e-card before arriving to Ontario or Quebec (Hull/Gatineau area), Canada:

- 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

Entering Canada by AIR during COVID-19

Travellers entering Canada must follow the rules set out by the Emergency Orders under the Quarantine Act to help reduce the spread of COVID-19 and its variants. Failure to comply with any requirements or providing false information may result in fines, penalties or imprisonment.

Before Departure and in Transit

Plan in advance:

Get informed.
Canada.ca/coronavirus

Plan for your quarantine.
Book your hotel for a 3-night stay upon arrival.

Get a COVID-19 molecular test 72 hours before your scheduled flight.

Before departure:
Use ArriveCAN to enter your information.
Have your ArriveCAN receipt and test result ready.

Upon Arrival to Canada

Take a COVID-19 molecular test.
Collect a test kit for use later during your quarantine.

Provide required information and documents.
Answer eligibility and health screening questions including quarantine plans.

Wear a mask.
If symptoms develop, tell your flight attendant immediately.

Wear a mask.

In transit:

If you have symptoms or an unsuitable quarantine plan, your stay and arrival test will be at a designated quarantine facility.

Your quarantine

Go to your pre-booked hotel to await results of your arrival test.


If negative:
Continue on to your place of quarantine. Complete your test kit as instructed.

Relocate to a designated quarantine facility or other suitable place of quarantine. Follow instructions as provided.

If positive:

Use ArriveCAN or call 1-833-641-0343 to check-in the day after you enter Canada and to report symptoms daily.

You will be contacted by Government of Canada and provincial/territorial officials.

 Testing on arrival and during quarantine effective 2021-02-21 at 11:59 p.m. ET.

Coronavirus disease (COVID-19)

Mandatory requirements for travellers who are subject to quarantine arriving by air

C-2

The Government of Canada has put in place emergency measures to slow the introduction and spread of COVID-19 and variants in Canada. You **MUST QUARANTINE for 14 days, provide a suitable quarantine plan, and monitor yourself for signs and symptoms** as required by the *Minimizing the Risk of Exposure to COVID-19 in Canada Order (Quarantine, Isolation and Other Obligations)*.

You MUST

- › **QUARANTINE for 14 days** starting on the day of your arrival
 - › **UNDERGO** two COVID-19 molecular tests in Canada. This requirement does not apply if you have evidence of a positive COVID-19 molecular test that was obtained 14 to 90 days prior to your arrival in Canada.
- Given below are instructions from a Quarantine Officer on COVID-19 molecular testing in Canada:**
- **TAKE** the first COVID-19 molecular test at the airport on the day you arrive. Follow any specific directions provided by a Quarantine Officer at the airport.
 - **OBTAIN** a COVID-19 specimen collection kit at the airport
 - **TAKE** the second COVID-19 molecular test on DAY 10 of your quarantine period the kit*
- › **CHECK-IN upon arrival at the desk** of the government-authorized accommodation you pre-booked
 - › **REMAIN** there until you receive your on-arrival test result
 - › **IF the test result is NEGATIVE, CHECK-OUT** of the government-authorized accommodation and **PROCEED** to your suitable place of quarantine
 - If you need to take public transportation (e.g. aircraft, bus, train, subway, taxi or ride-sharing service), to your place of quarantine, follow public health measures

* Certain travellers who arrive at Calgary International Airport will be required to take the second COVID-19 molecular test at a pharmacy and will be given specific directions about the second test at the airport.

- › **IF test result is POSITIVE, INVALID or INDETERMINATE, await further instructions from a quarantine officer**
- › **REPORT** within 48 hours after arriving to your place of quarantine using the ArriveCAN app, online at Canada.ca/ArriveCAN or call 1-833-641-0343:
 - You must also report your daily **COVID-19 symptom self-assessment** until the end of your quarantine or your first reporting of symptoms

After you receive your on-arrival negative test result, you MUST:

- › **REMAIN** in quarantine. Your quarantine will end after the 14th day **ONLY IF** you get a negative test result from your Day 10 test
- › **RESPOND** to calls or visits from screening officers or peace officers
- › **KEEP** a copy of all your COVID-19 molecular test results. You may be asked to provide this proof to a Government of Canada or Provincial Government official or to the local public health authority during your quarantine period

Public health measures to follow while in transit

- › **WEAR** a well constructed, well fitting, non-medical mask while in transit, unless you are alone in a private vehicle
- › **PRACTICE physical distancing of 2m** when possible such as sitting in the back away from the driver
- › **SANITIZE** your hands when entering/exiting the vehicle
- › **AVOID** contact with surfaces frequently touched by passengers or other drivers
- › **REMAIN** in the vehicle as much as possible: pay at the pump for gas and use drive through when you need food
- › **AVOID stops and contact with others** while in transit
- › **AVOID** using the recirculated air option for the car's ventilation during passenger transport; use the car's vents to bring in fresh outside air and/or open the vehicle windows

Referrals to designated quarantine facilities

You must follow the directions of a Quarantine Officer and enter a quarantine facility or other suitable place if:

- › you do not take a test when required
- › you do not have a suitable quarantine plan
- › you test positive for COVID-19 while at the government-authorized accommodation
- › you show signs and symptoms of COVID-19 while at the government authorized accommodation
- › you are exposed to someone who shows signs and symptoms for COVID-19

You MUST have a suitable place of quarantine where you:

- › **CAN STAY for 14 days** or possibly longer
- › **WILL NOT HAVE contact with people who:**
 - are 65 years or older
 - have underlying medical conditions
 - have compromised immune systems
 - work or assist in a facility, home or workplace that includes at-risk populations, including:
 - Nurses, doctors, other healthcare professionals, personal support workers, social workers
 - First responders, such as paramedics
 - Cleaning and maintenance staff, receptionists and administrative staff, food services staff, volunteers, essential visitors to those living in long-term care facilities
- › **CAN AVOID** contact with others who did not travel with you
- › **CAN HAVE** a separate bedroom from those who did not travel with you
- › **HAVE ACCESS to the necessities of life**, including water, food, medication and heat without leaving quarantine



Government
of Canada

Gouvernement
du Canada

Canada

You MUST have a suitable place of quarantine where you (cont.):

› **WILL NOT STAY in group living environment.**

Some examples include:

- a shelter, group home, group residence, hostels, industrial camps, construction trailers or other group setting
- a student residence (unless you've received prior authorization)
- a small apartment you share with others
- a shared household with a large family or families or many people
- shared living spaces with housemates who haven't travelled with you that you cannot avoid interacting with

While in quarantine

- › **RESPOND** to calls or visits from screening officers or peace officers
- › **DO NOT** leave your place of quarantine unless it is for a medical emergency, an essential medical service or treatment, to obtain a COVID-19 molecular test, or it is pre-authorized by a Quarantine Officer
- › **USE ONLY** private outdoor spaces (i.e. balcony)
- › **UNDERGO** any health assessments that the Quarantine Officer requires
- › **DO NOT** have any guests
- › **DO NOT** use shared spaces such as lobbies, courtyards, restaurants, gyms or pools

You MUST monitor your health for 14 days

The following symptoms are associated with COVID-19:

- › new or worsening cough
- › shortness of breath/difficulty breathing
- › feeling feverish, chills, or temperature equal to or over 38°C
- › skin changes or rashes (in children)
- › muscle or body aches, fatigue, weakness, or feeling very unwell
- › new loss of smell or taste
- › headache
- › gastrointestinal symptoms like abdominal pain, diarrhea, or vomiting
- › If you start having symptoms of COVID-19, OR you receive a positive COVID-19 molecular test, you **MUST**:
 - Isolate yourself from others immediately for a period of 14 days that begins from the time you have developed symptoms or tested positive for COVID-19
 - Follow the COVID-19 instructions of the local public health authority (see below)
- › The 14-day period starts again if during your quarantine period you:
 - develop symptoms (e.g. a fever and cough or fever and difficulty breathing),
 - test positive for COVID-19 or if you are exposed to another person who exhibits signs and symptoms or tests positive for COVID-19

Your compliance with these requirements is subject to verification and enforcement

You will be called from 1-888-336-7735 and will be visited by a screening officer or law enforcement to verify your compliance during your 14-day quarantine. You will receive calls with a pre-recorded messages and email reminders of your obligations.

Those in violation may be transferred to a quarantine facility, face fines, and/or imprisonment.

- › Note that you may also be contacted by provincial or territorial authorities throughout the 14-day period.
- › If federal and provincial or territorial guidelines differ, you should follow the strictest requirements.

Public health authorities

Provinces and territories	Telephone number	Website
British Columbia	811	www.bccdc.ca/covid19
Alberta	811	www.myhealth.alberta.ca
Saskatchewan	811	www.saskhealthauthority.ca
Manitoba	1-866-626-4862	https://manitoba.ca/covid19/restartmb/prs/orders/index.html#current www.youtube.com/user/ManitobaGovernment
Ontario	1-866-797-0000	www.ontario.ca/coronavirus
Quebec	1-877-644-4545	www.quebec.ca/en/coronavirus
New Brunswick	811	www.gnb.ca/publichealth
Nova Scotia	811	www.novascotia.ca/coronavirus
Prince Edward Island	811	www.princeedwardisland.ca/covid19
Newfoundland and Labrador	811 or 1-888-709-2929	www.gov.nl.ca/covid-19
Nunavut	1-867-975-5772	www.gov.nu.ca/health
Northwest Territories	811	www.gov.nt.ca/covid-19
Yukon	811	www.yukon.ca/covid-19

For more details on how your personal information is collected, used and disclosed by the Public Health Agency of Canada to administer and enforce the Quarantine Act and the Emergency Orders made under it, please visit this website: www.canada.ca/en/public-health/corporate/stay-informed-stay-connected/canarrive-privacy-notice.html